



Texas Department of Insurance  
Division of Workers' Compensation

The following complaint information is based on data through January 5, 2016

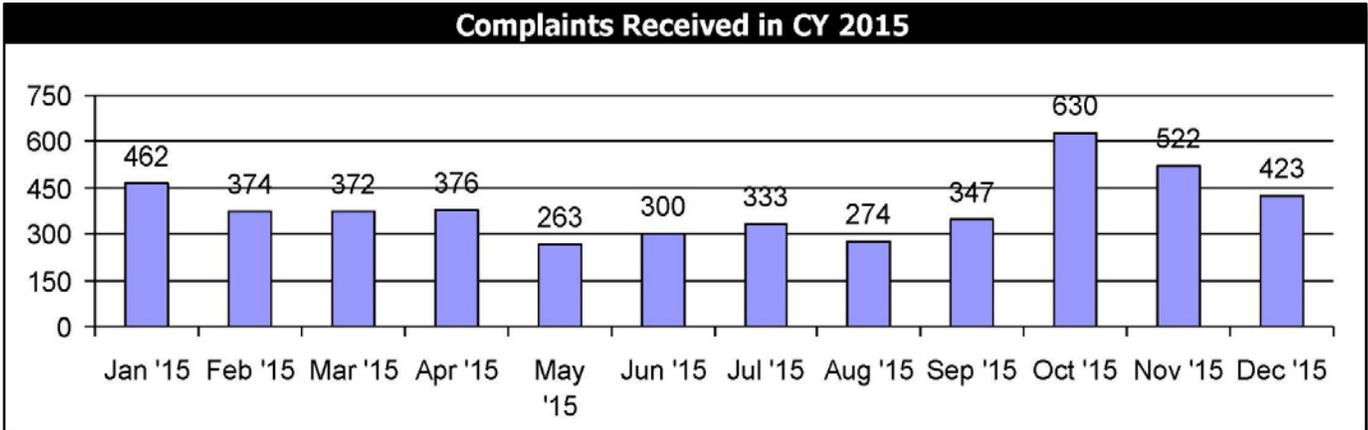


Chart detail for Complaints Received in CY 2015

Jan '15	Feb '15	Mar '15	Apr '15	May '15	June '15	July '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15

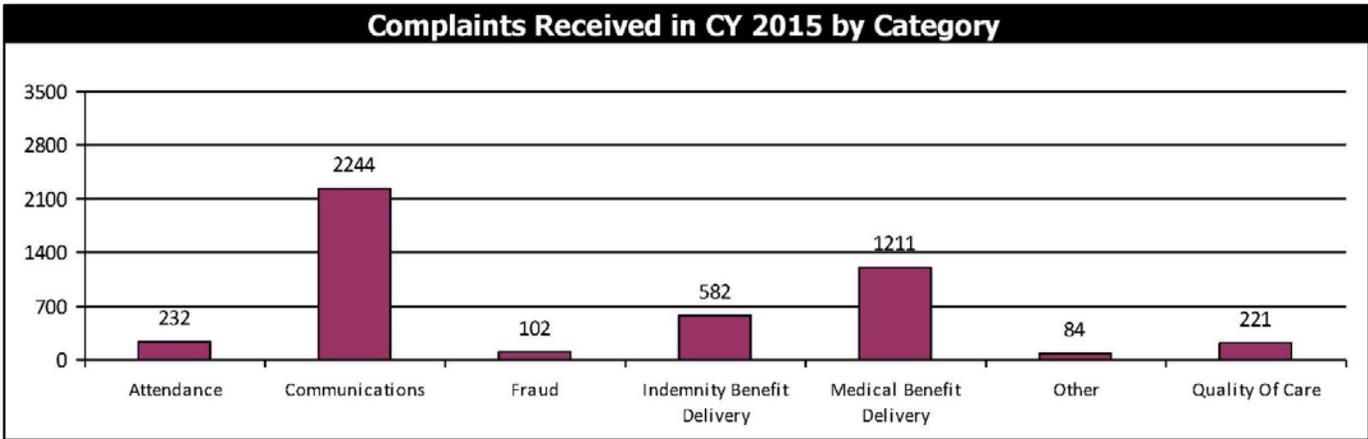


Chart detail for Complaints Received in CY 2015 by Category

Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
232	2244	102	582	1211	84	221

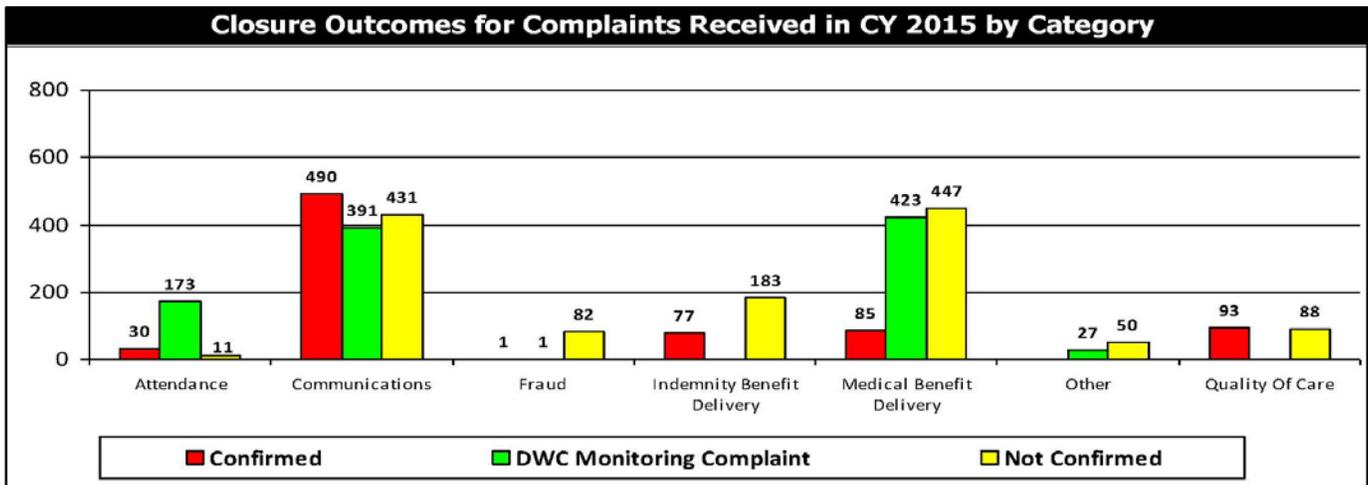


Chart detail for Closure Outcomes for Complaints Received in CY 2015 by Category

Closure Outcomes	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	30	490	1	77	85	0	93
DWC Monitoring Complaint	173	391	1	0	423	27	0
Not Confirmed	11	431	82	183	447	50	88

Compliance in Initial Payment of TIBs and Medical Bill Processing is based on the electronic data submitted by insurance carriers to the Division without review.

### Timely Payment of Initial Temporary Income Benefits in CY 2015

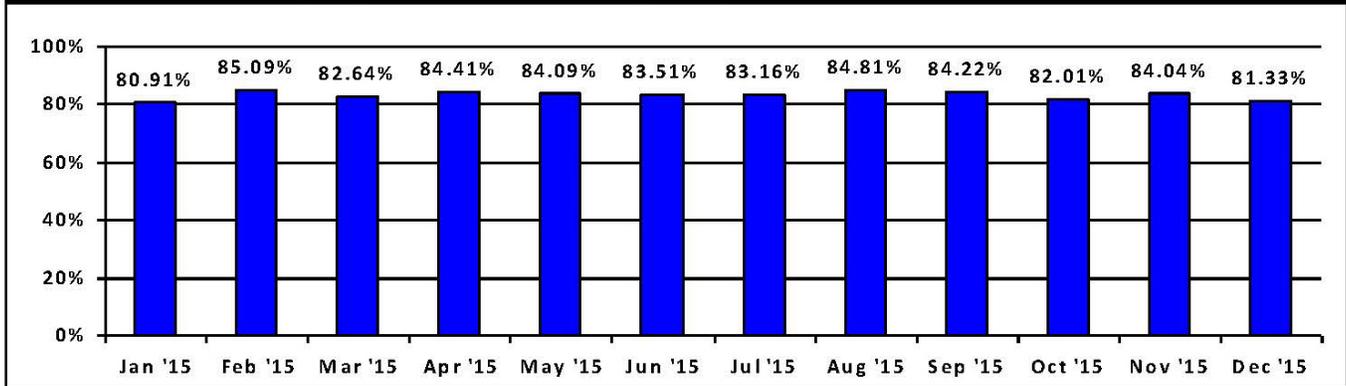


Chart detail for Timely Payment of Initial Temporary Income Benefits CY 2015

Jan '15	Feb '15	Mar '15	Apr '15	May '15	Jun '15	Jul '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15
80.91%	85.09%	82.64%	84.41%	84.09%	83.51%	83.16%	84.81%	84.22%	82.01%	84.04%	81.33%

### Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2015

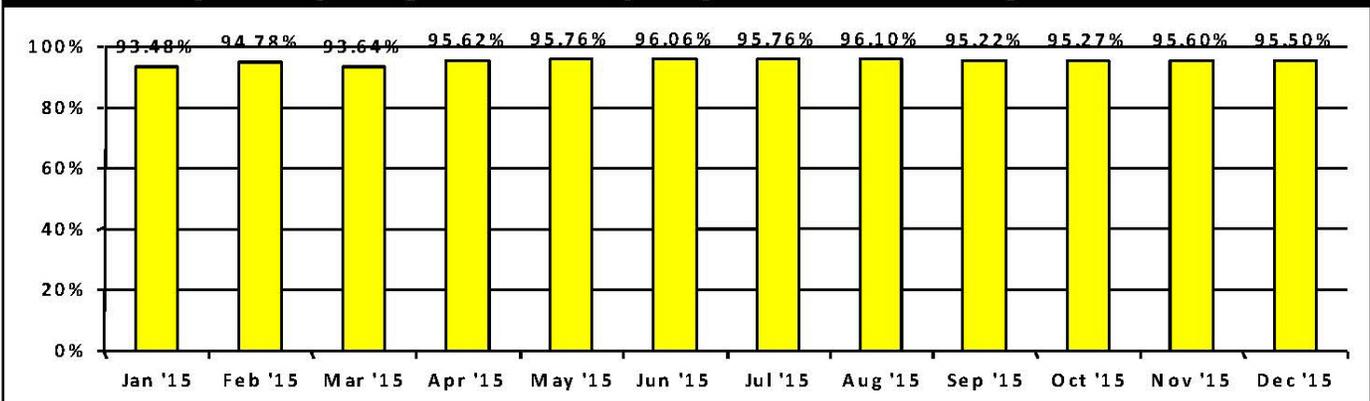
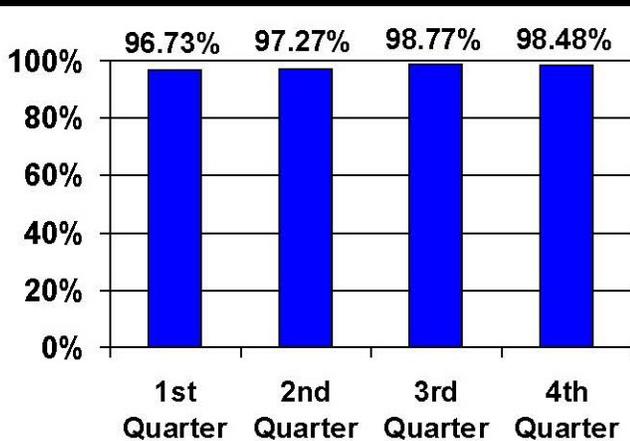


Chart detail for Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2015

Jan '15	Feb '15	Mar '15	Apr '15	May '15	Jun '15	Jul '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15
93.48%	94.78%	93.64%	95.62%	95.76%	96.06%	95.76%	96.10%	95.22%	95.27%	95.60%	95.50%

### Timely Processing of Medical Bills in FY 2015



### Timely EDI Reporting of Medical Billing Data in FY 2015

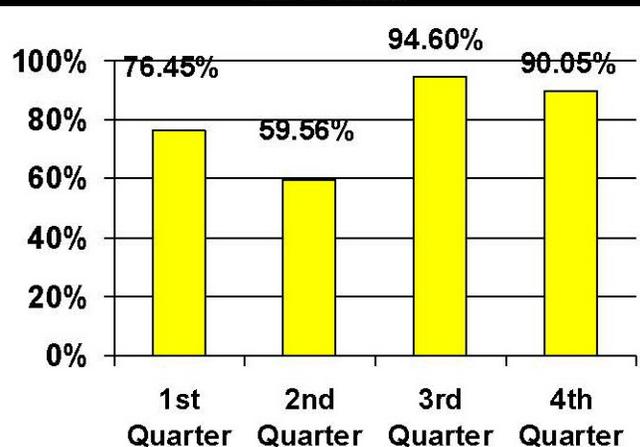


Chart detail for Timely Processing and EDI Reporting of Medical Billing Data in FY 2015

Data Type	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Processing Medical Bills	96.73%	97.27%	98.77%	98.48%
Reporting of Medical Billing Data	76.45%	59.56%	94.60%	90.05%