



TEXAS DEPARTMENT OF INSURANCE

Division of Workers' Compensation - System Monitoring & Oversight (MS-8)
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The following complaint information is based on data through January 3, 2016

Complaints Received CY2016

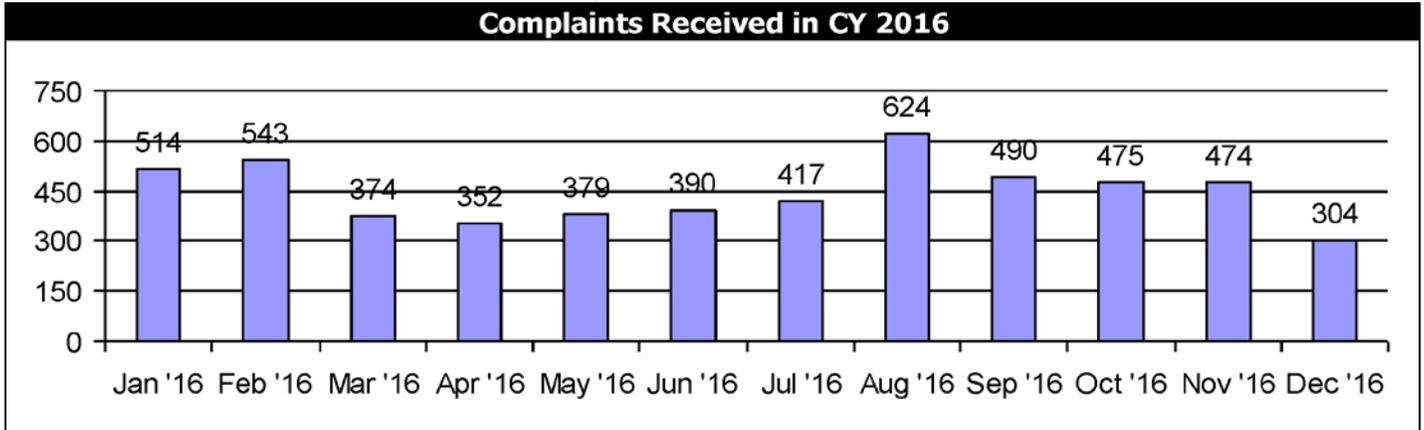


Chart detail for Complaints Received in CY 2016

Jan '15	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16
514	543	374	352	379	390	417	624	490	475	474	304

Complaints Received in CY 2016 by Category

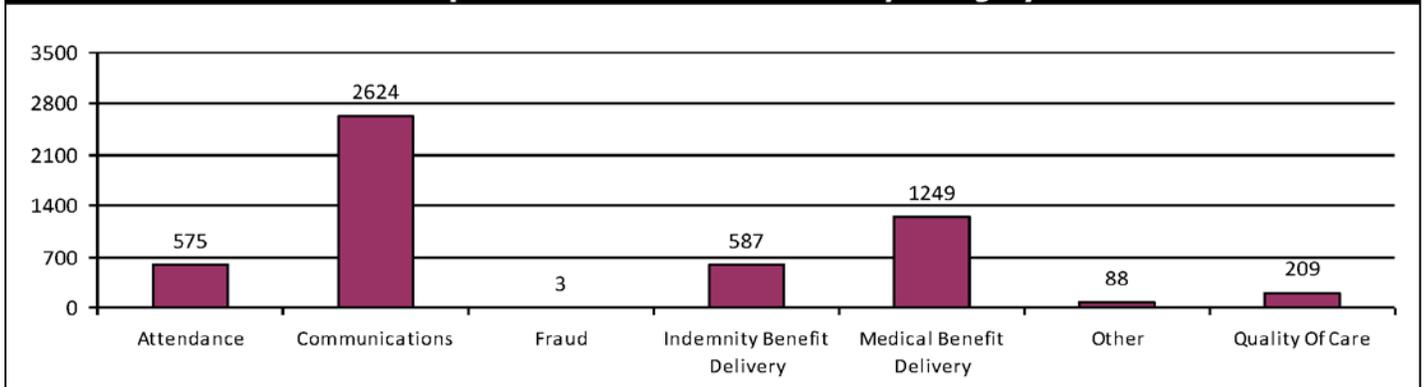


Chart detail for Complaints Received in CY 2016 by Category

Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
575	2624	3	587	1249	88	209

Closure Outcomes for Complaints Received in CY 2016 by Category

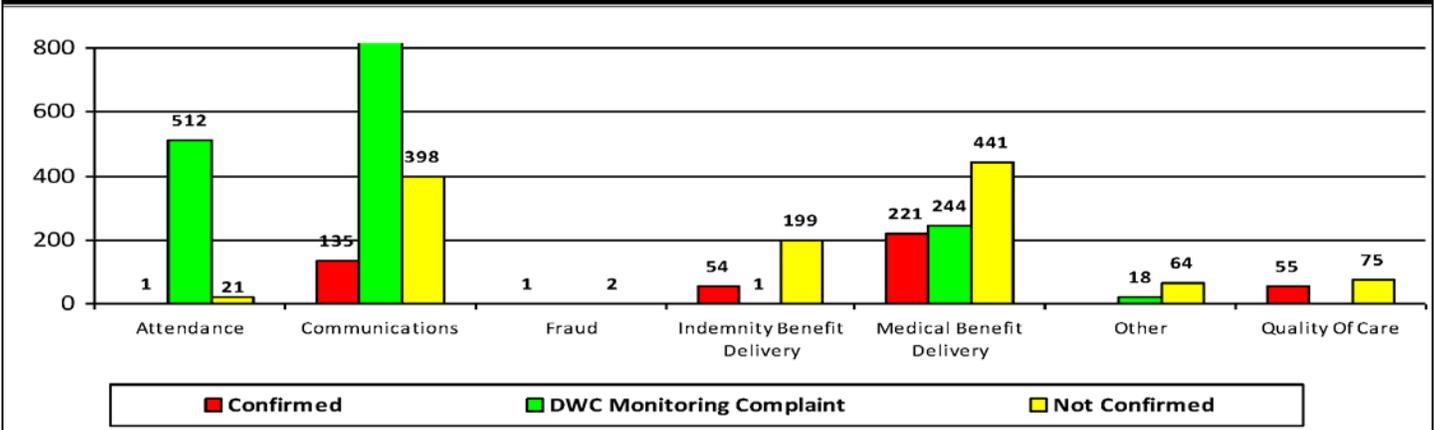


Chart detail for Closure Outcomes for Complaints Received in CY 2016 by Category

Closure Outcomes	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	1	135	1	54	221	0	55
DWC Monitoring Complaint	512	1336	0	1	244	18	0
Not Confirmed	21	398	2	199	441	64	75

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 2016

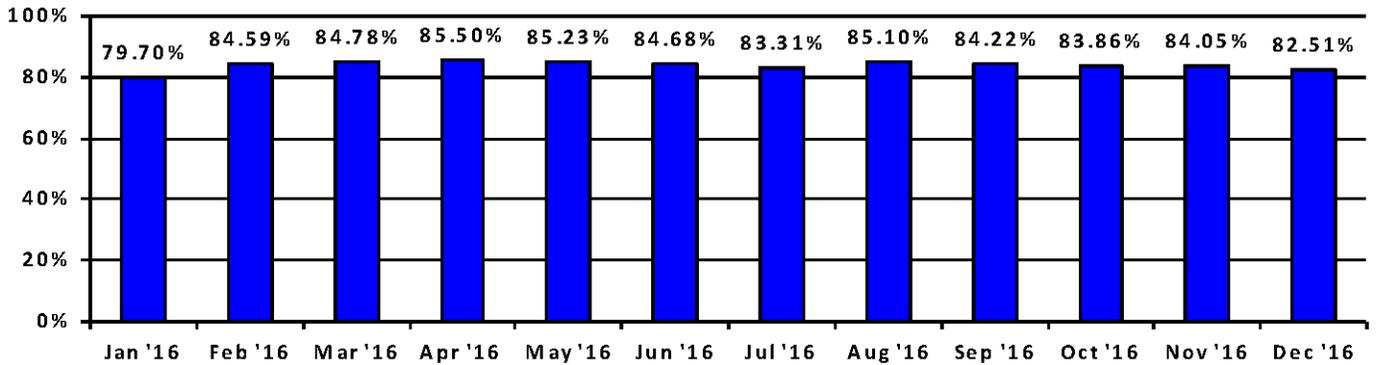


Chart detail for Timely Payment of Initial Temporary Income Benefits CY 2016

Jan '16	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16
79.70%	84.59%	84.78%	85.50%	85.23%	84.68%	83.31%	85.10%	84.22%	83.86%	84.05%	82.51%

Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2016

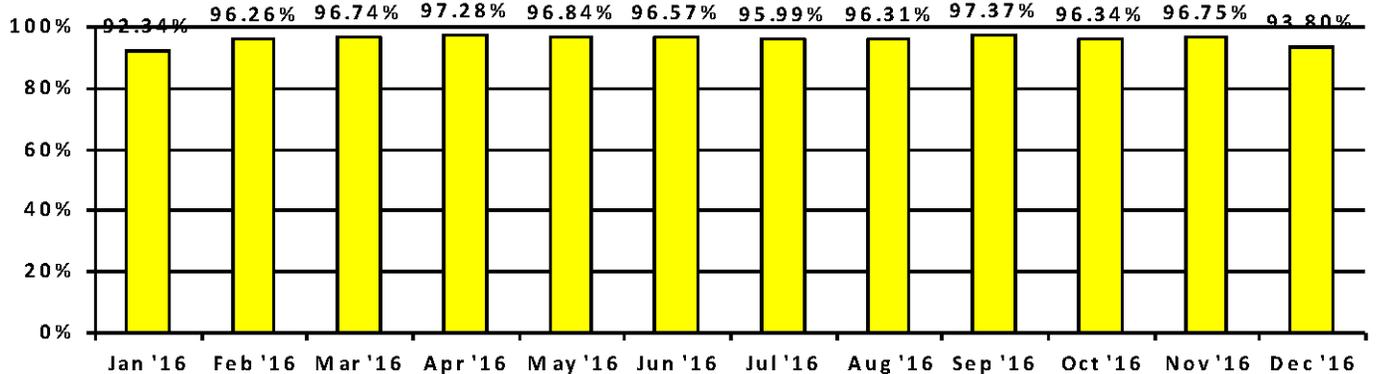
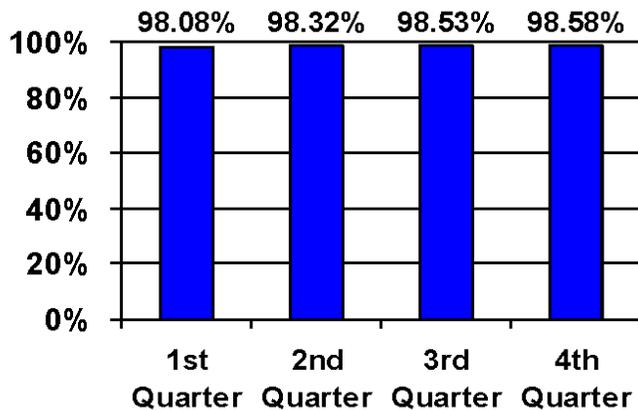


Chart detail for Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2016

Jan '15	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16
92.34%	96.26%	96.74%	97.28%	96.84%	96.57%	95.99%	96.31%	97.37%	96.34%	96.75%	93.80%

Timely Processing of Medical Bills in FY 2016



Timely EDI Reporting of Medical Billing Data in FY 2016

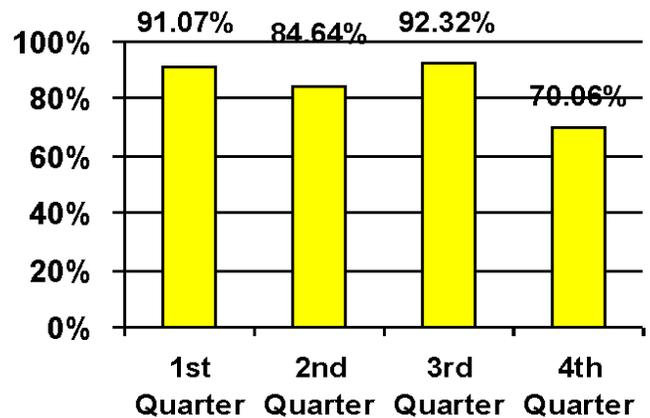


Chart detail for Timely Processing and EDI Reporting of Medical Billing Data in FY 2016

Data Type	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Processing Medical Bills	98.08%	98.32%	98.53%	98.58%
Reporting of Medical Billing Data	91.07%	84.64%	92.32%	70.06%