



Texas Department of Insurance
Division of Workers' Compensation

The following complaint information is based on data through January 2, 2013

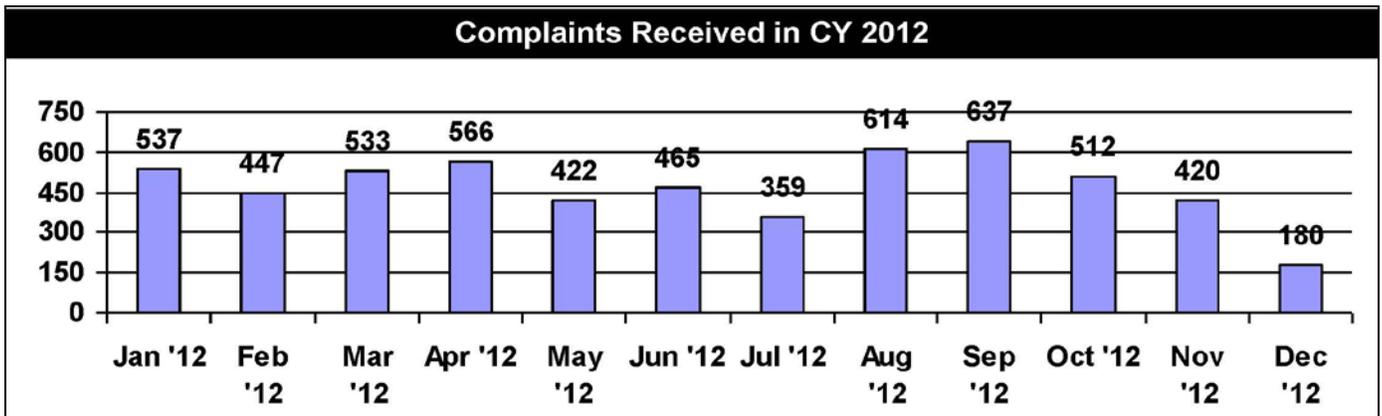


Chart detail for Complaints Received in CY 2012

Jan '12	Feb '12	Mar '12	Apr '12	May '12	Jun '12	Jul '12	Aug '12	Sep '12	Oct '12	Nov '12	Dec '12
537	447	533	566	422	465	359	614	637	512	420	180

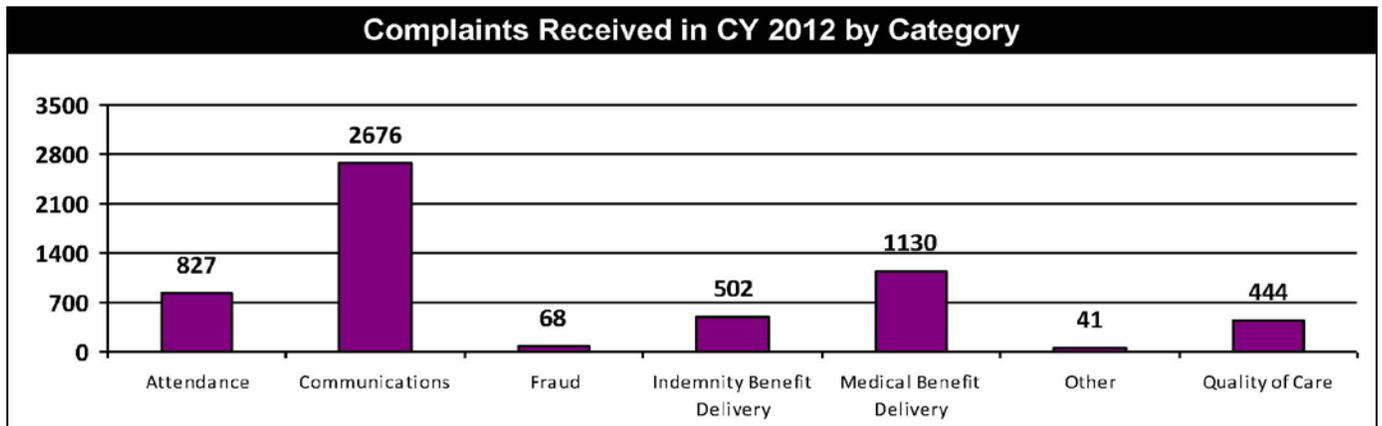


Chart detail for Complaints Received in CY 2012 by Category

Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
827	2676	68	502	1130	41	444

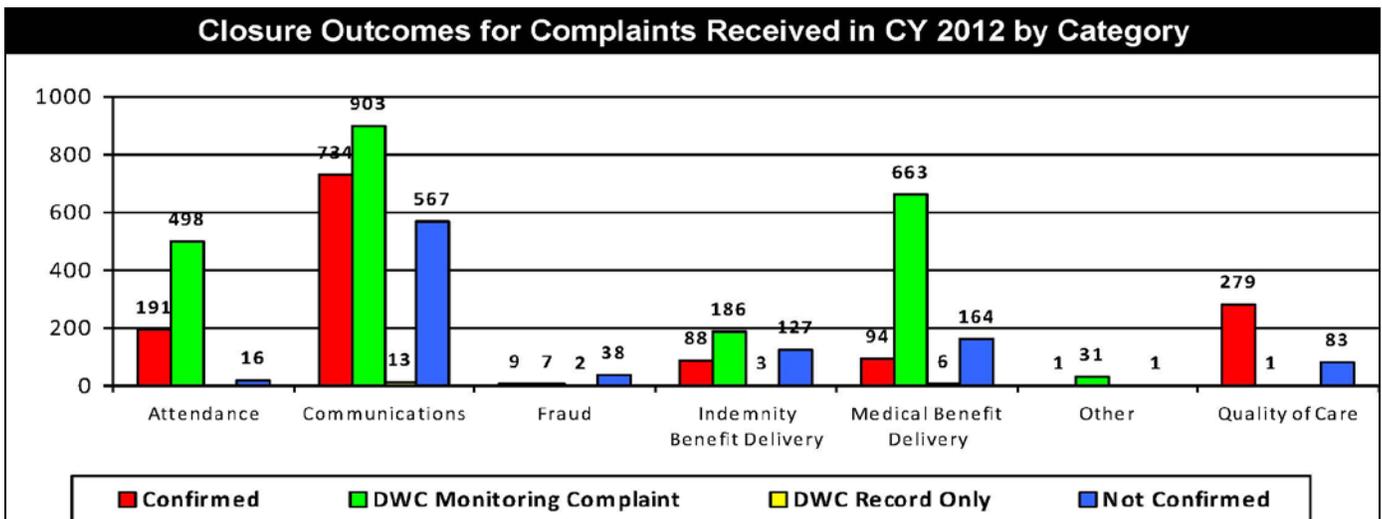


Chart detail for Closure Outcomes for Complaints Received in CY 2012 by Category

Closure Outcomes	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
F11 - Confirmed Complaint	191	734	9	88	94	1	279
F25 - DWC Monitoring Complaint	498	903	7	186	663	31	1
F90 - DWC Record Only	0	13	2	3	6	0	0
F20 - Not Confirmed	16	567	38	127	164	1	83

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 2012

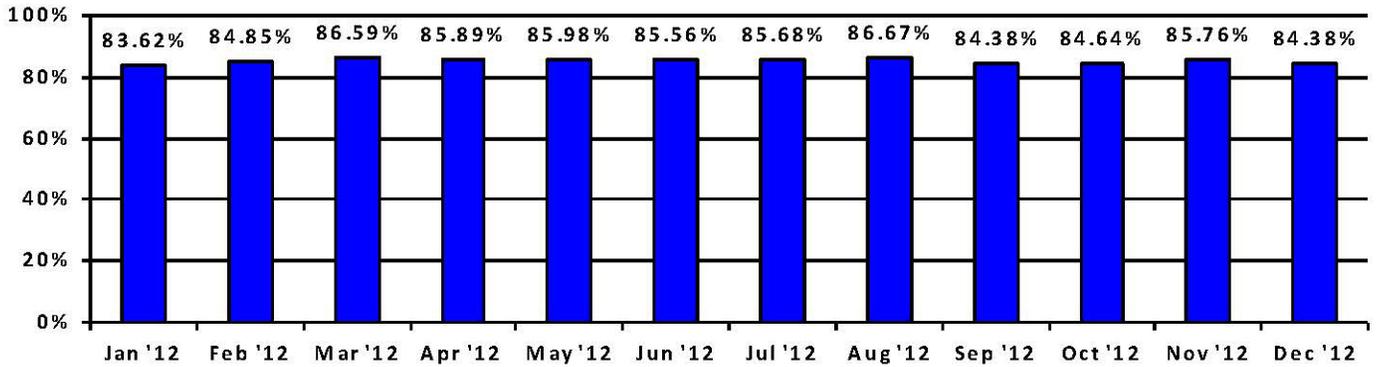


Chart detail for Timely Payment of Initial Temporary Income Benefits CY 2012

Jan '12	Feb '12	Mar '12	Apr '12	May '12	Jun '12	Jul '12	Aug '12	Sep '12	Oct '12	Nov '12	Dec '12
83.62%	84.85%	86.59%	85.89%	85.98%	85.56%	85.68%	86.67%	84.38%	84.64%	85.76%	84.38%

Timely EDI Reporting of the Initial Temporary Income Benefits Payment in CY 2012

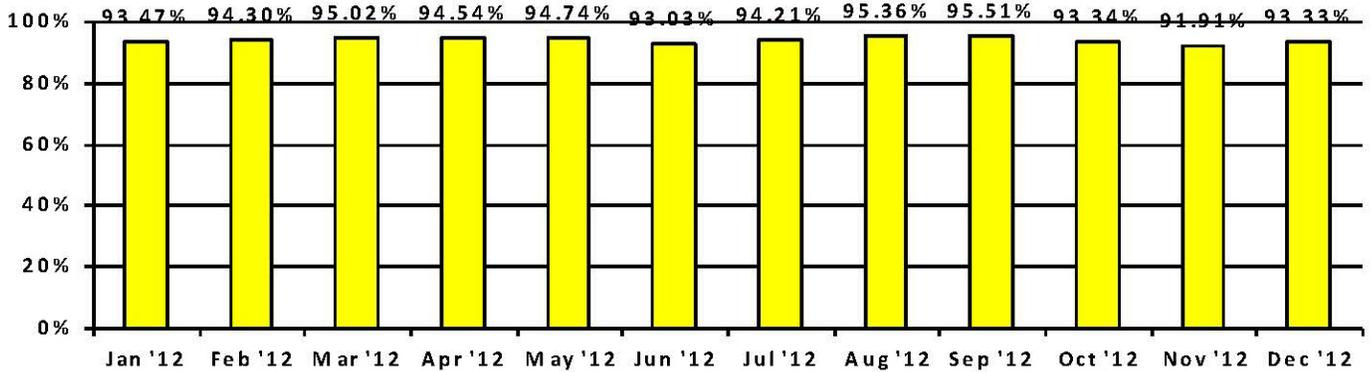
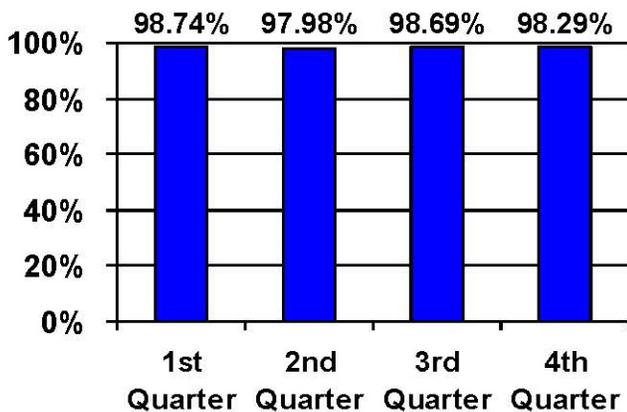


Chart detail for Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2012

Jan '12	Feb '12	Mar '12	Apr '12	May '12	Jun '12	Jul '12	Aug '12	Sep '12	Oct '12	Nov '12	Dec '12
93.47%	94.30%	95.02%	94.54%	94.74%	93.03%	94.21%	95.36%	95.51%	93.34%	91.91%	93.33%

Timely Processing of Medical Bills in FY 2012



Timely EDI Reporting of Medical Billing Data in FY 2012

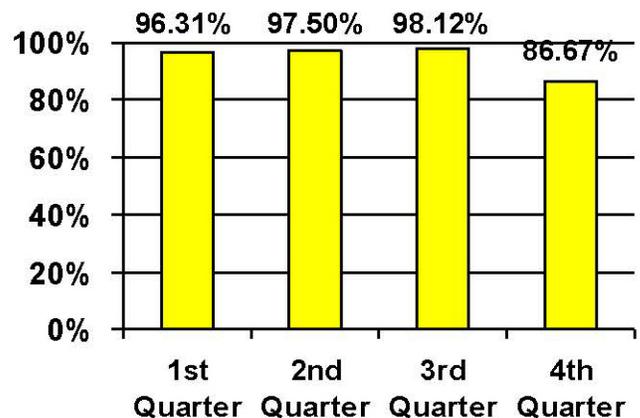


Chart detail for Timely Processing and EDI Reporting of Medical Billing Data in FY 2012

Data Type	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Processing Medical Bills	98.74%	97.98%	98.69%	98.29%
Reporting of Medical Billing Data	96.31%	97.50%	98.12%	86.67%