



Texas Department of Insurance
 Division of Workers' Compensation

The following complaint information is based on data through January 1, 2015

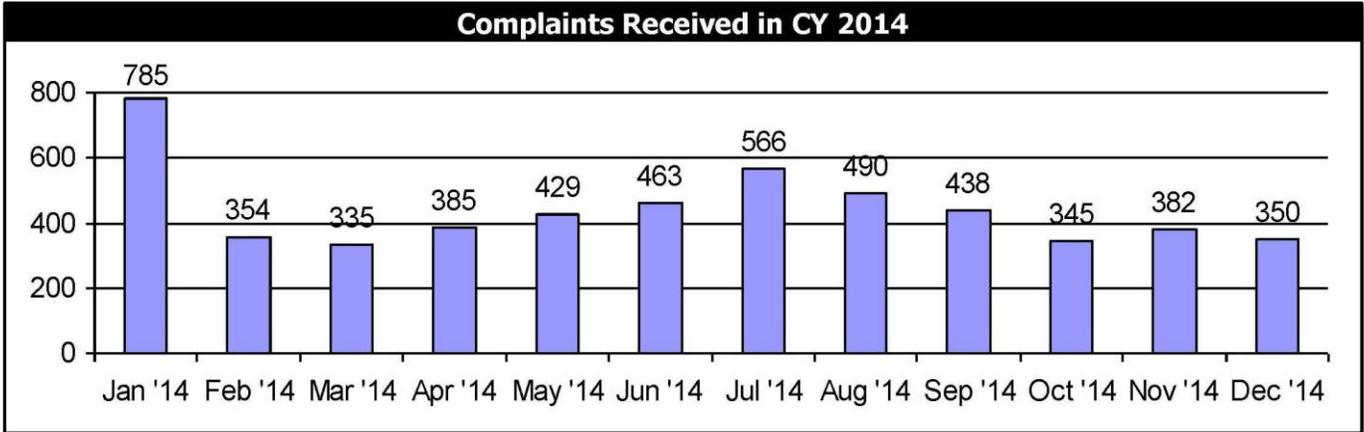


Chart detail for Complaints Received in CY 2014

Jan '14	Feb '14	Mar '14	Apr '14	May '14	Jun '14	Jul '14	Aug '14	Sep '14	Oct '14	Nov '14	Dec '14
785	354	335	385	429	463	566	490	438	345	382	350

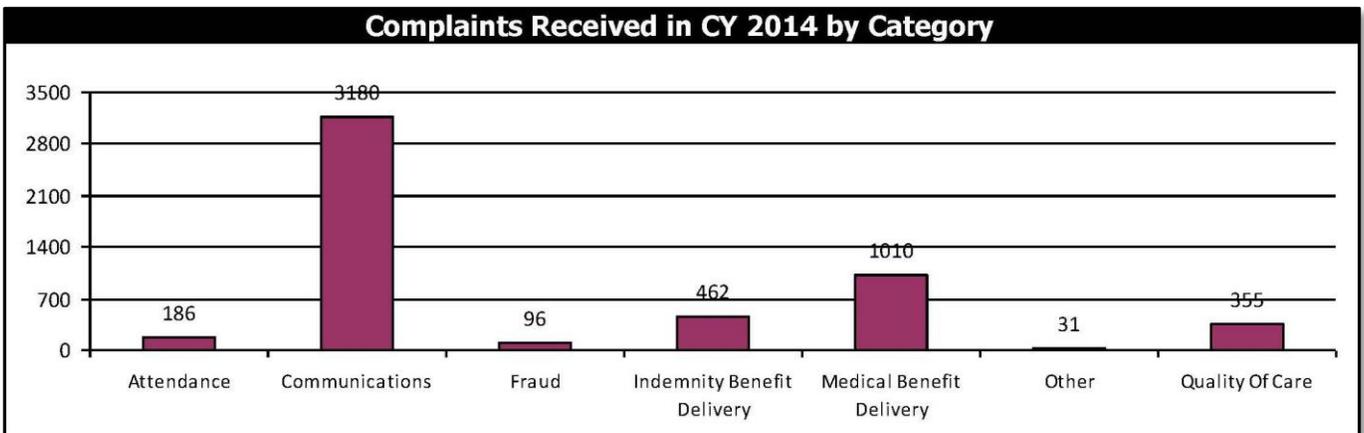


Chart detail for Complaints Received in CY 2014 by Category

Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
186	3180	96	462	1010	31	355

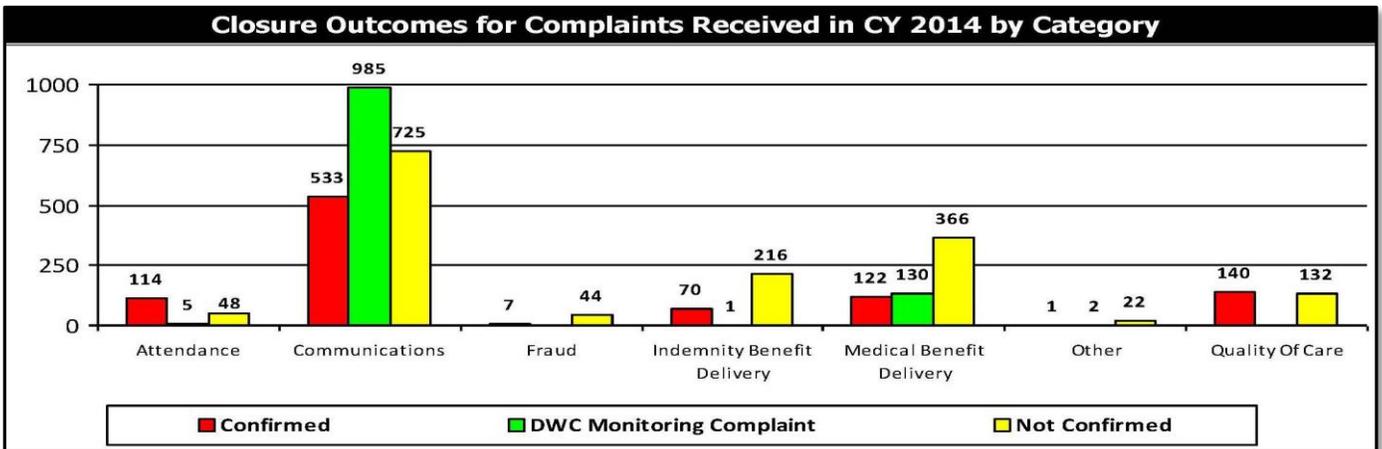


Chart detail for Closure Outcomes for Complaints Received in CY 2014 by Category

Closure Outcomes	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
Confirmed Complaint	114	533	7	70	122	1	140
DWC Monitoring Complaint	5	985	0	1	130	2	0
Not Confirmed	48	725	44	216	366	22	132

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 2014

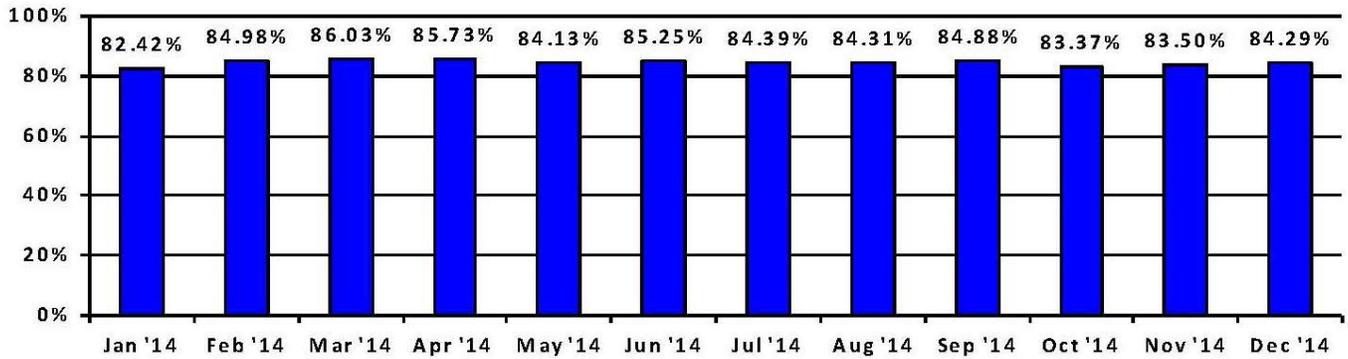


Chart detail for Timely Payment of Initial Temporary Income Benefits CY 2014

Jan '14	Feb '14	Mar '14	Apr '14	May '14	Jun '14	Jul '14	Aug '14	Sep '14	Oct '14	Nov '14	Dec '14
82.42%	84.98%	86.03%	85.73%	84.13%	85.25%	84.39%	84.31%	84.88%	83.37%	83.50%	84.29%

Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2014

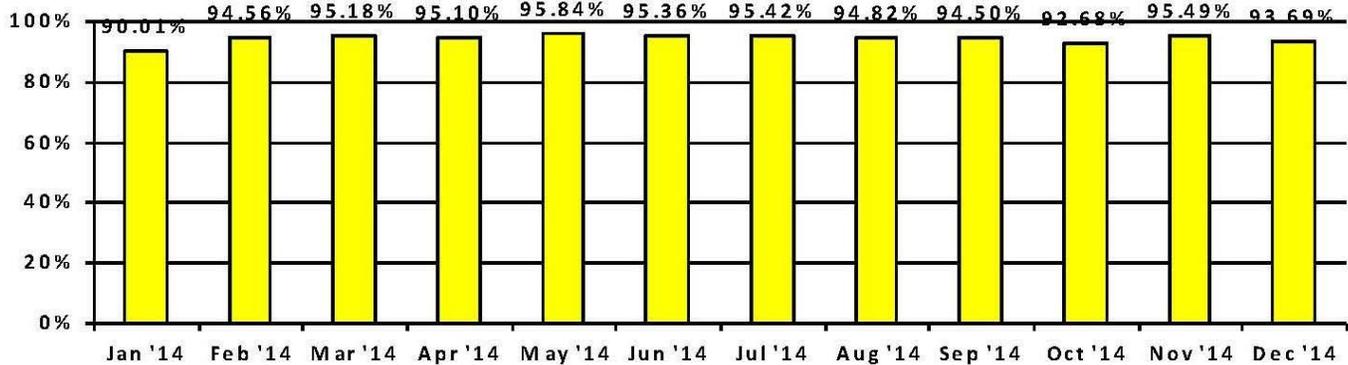
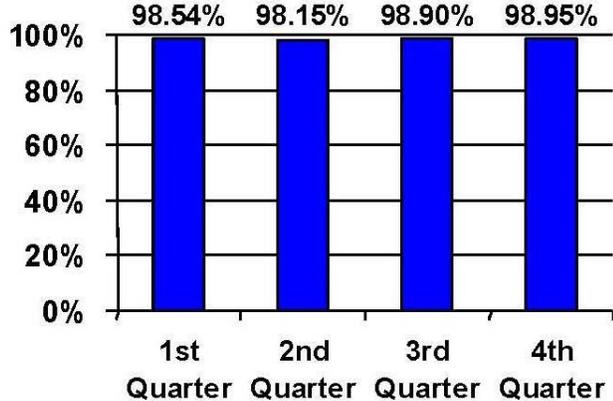


Chart detail for Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2014

Jan '14	Feb '14	Mar '14	Apr '14	May '14	Jun '14	Jul '14	Aug '14	Sep '14	Oct '14	Nov '14	Dec '14
90.01%	94.56%	95.18%	95.10%	95.84%	95.36%	95.42%	94.82%	94.50%	92.68%	95.49%	93.69%

Timely Processing of Medical Bills in FY 2014



Timely EDI Reporting of Medical Billing Data in FY 2014

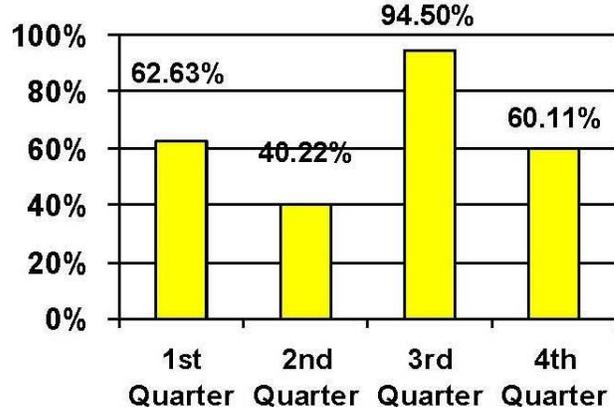


Chart detail for Timely Processing and EDI Reporting of Medical Billing Data in FY 2014

Data Type	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Processing Medical Bills	98.54%	98.15%	98.90%	98.95%
Reporting of Medical Billing Data	62.63%	40.22%	94.50%	60.11%