



The following complaint information is based on data through January 1, 2014

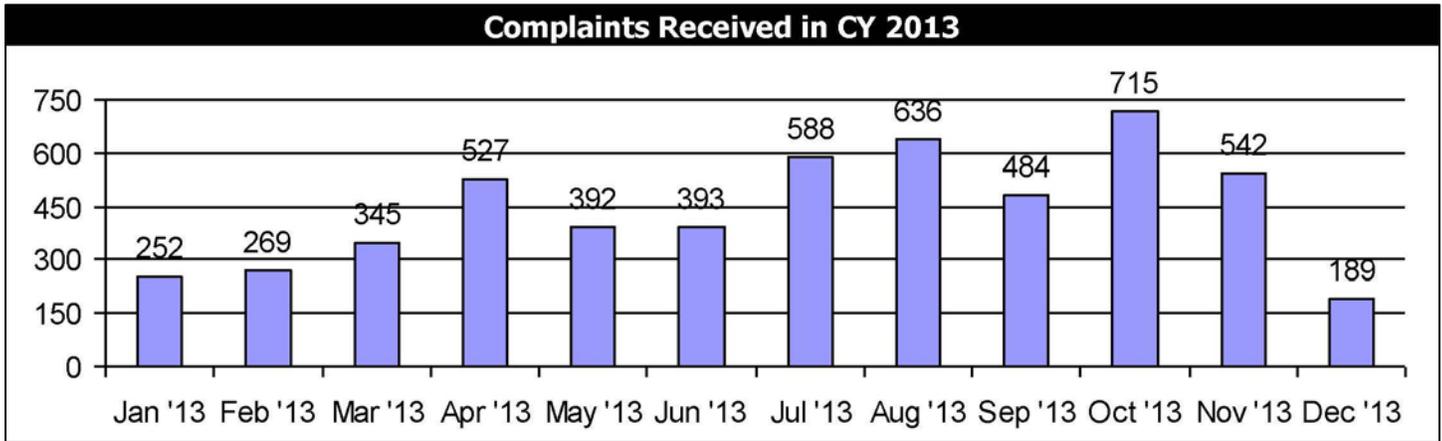


Chart detail for Complaints Received in CY 2013

Jan '13	Feb '13	Mar '13	Apr '13	May '13	Jun '13	Jul '13	Aug '13	Sep '13	Oct '13	Nov '13	Dec '13
252	269	345	527	392	393	588	636	484	715	542	189

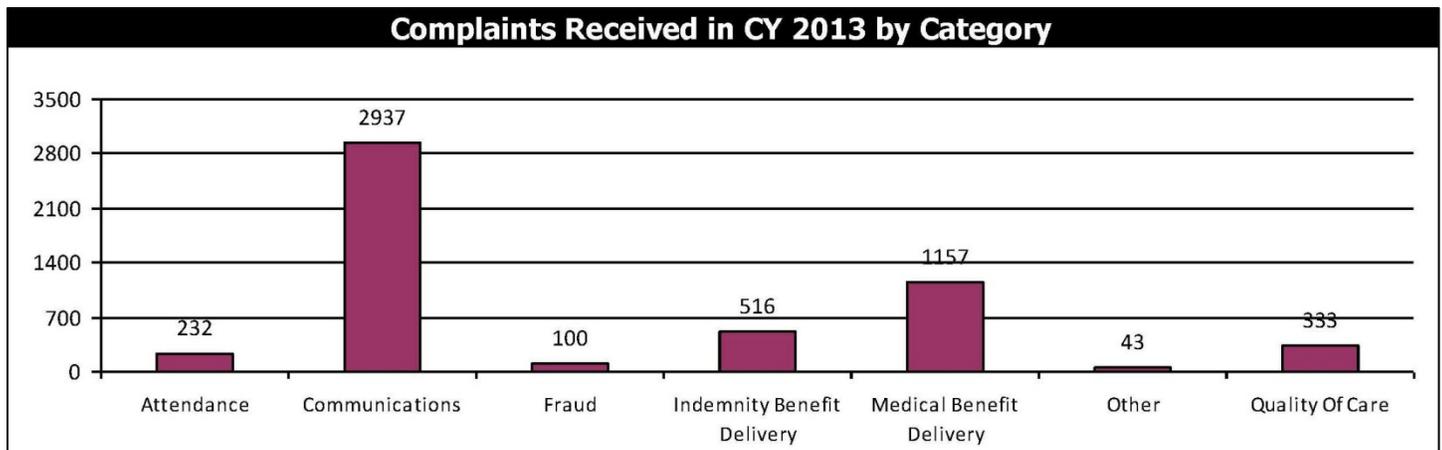


Chart detail for Complaints Received in CY 2013 by Category

Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
232	2937	100	516	1157	43	333

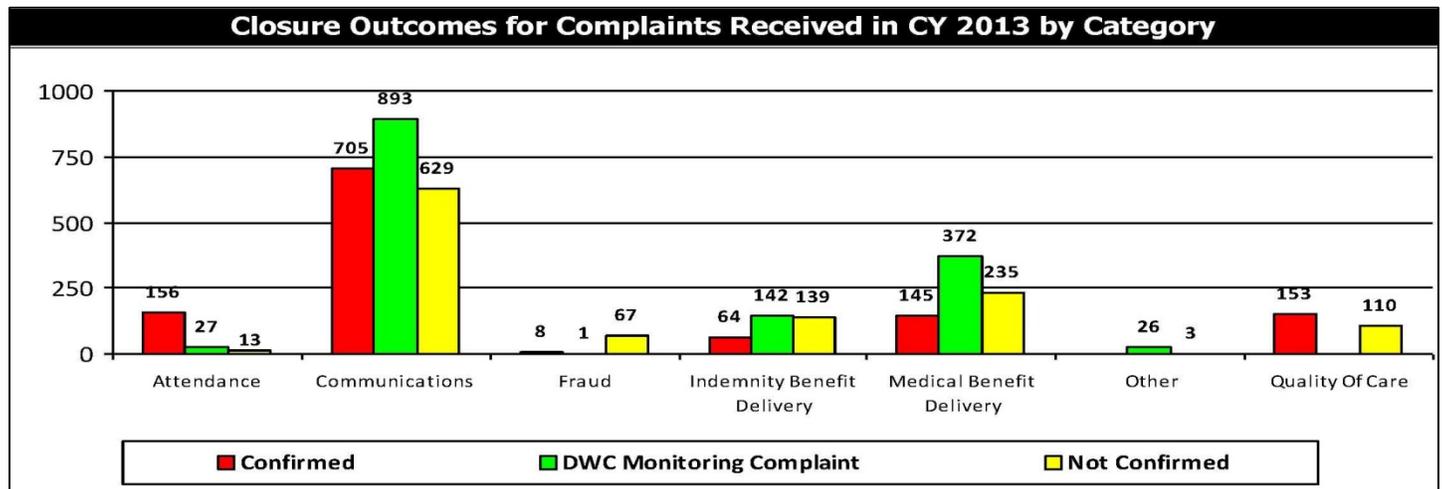


Chart detail for Closure Outcomes for Complaints Received in CY 2013 by Category

Closure Outcomes	Attendance	Communication	Fraud	Indemnity Benefit Delivery	Medical Benefit Delivery	Other	Quality Of Care
F11 - Confirmed Complaint	156	705	8	64	145	0	153
F25 - DWC Monitoring Complaint	27	893	1	142	372	26	0
F20 - Not Confirmed	13	629	67	139	235	3	110

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 2013

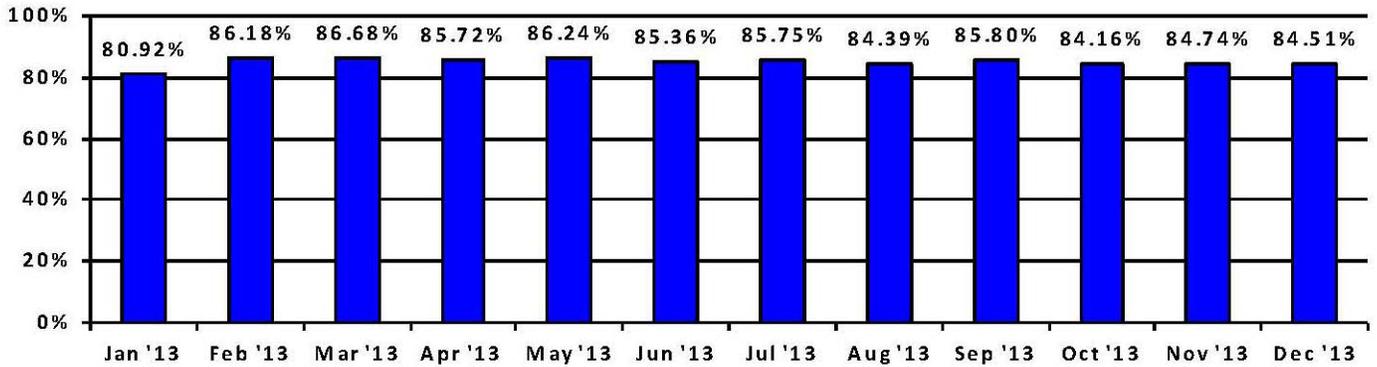


Chart detail for Timely Payment of Initial Temporary Income Benefits CY 2013

Jan '13	Feb '13	Mar '13	Apr '13	May '13	Jun '13	Jul '13	Aug '13	Sep '13	Oct '13	Nov '13	Dec '13
80.92%	86.18%	86.68%	85.72%	86.24%	85.36%	85.75%	84.39%	85.80%	84.16%	84.74%	84.51%

### Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2013

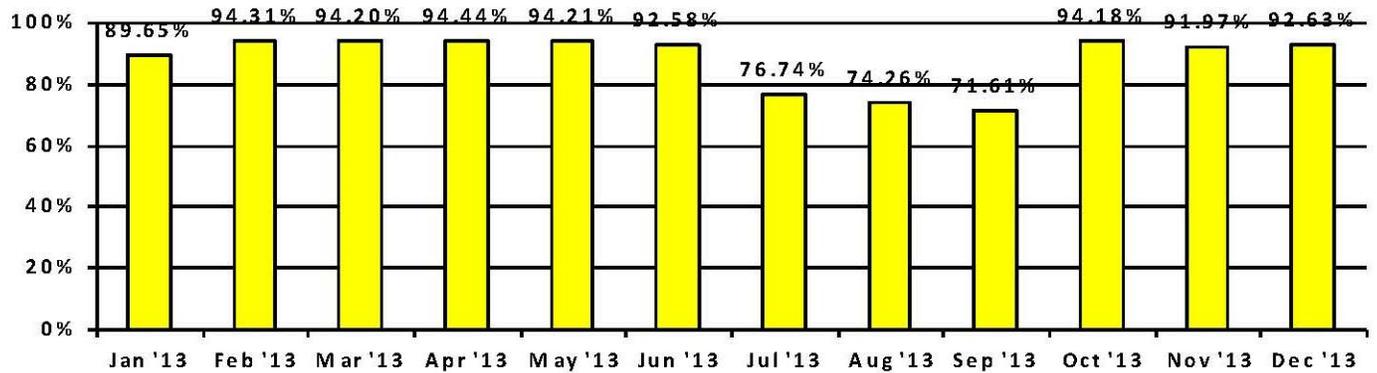
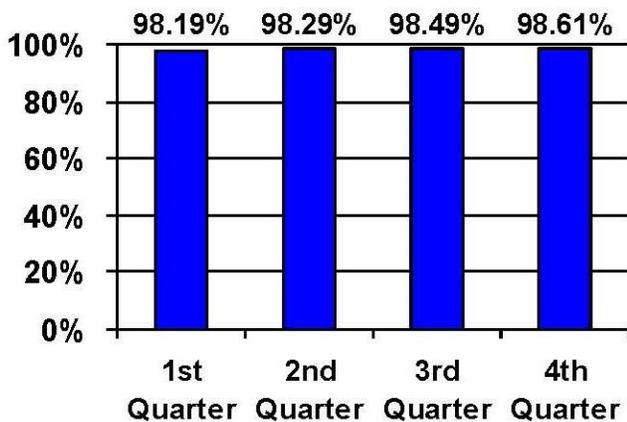


Chart detail for Timely EDI Reporting of Initial Temporary Income Benefits Payment in CY 2013

Jan '13	Feb '13	Mar '13	Apr '13	May '13	Jun '13	Jul '13	Aug '13	Sep '13	Oct '13	Nov '13	Dec '13
89.65%	94.31%	94.20%	94.44%	94.21%	92.58%	76.74%	74.26%	71.61%	94.18%	91.97%	92.63%

### Timely Processing of Medical Bills in FY 2013



### Timely EDI Reporting of Medical Billing Data in FY 2013

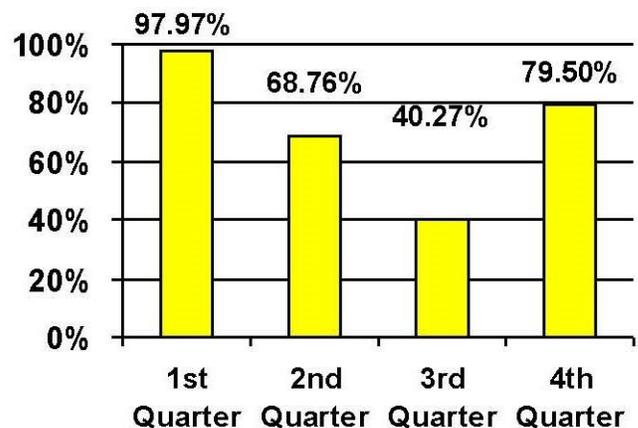


Chart detail for Timely Processing and EDI Reporting of Medical Billing Data in FY 2013

Data Type	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Processing Medical Bills	98.19%	98.29%	98.49%	98.61%
Reporting of Medical Billing Data	97.97%	68.76%	40.27%	79.50%