

**Quarterly Claims Processing Performance Audit  
Industry Average**

Year	Qtr	Report of Claim			1st Payment of Timeloss			Accept/Deny		
		Reported	Timely	Average	Reported	Timely	Average	Reported	Timely	Average
2011	4	4,443	4,405	99.1%	4,023	3,705	92.1%	5,502	5,175	94.1%
	3	4,454	4,421	99.3%	3,993	3,682	92.2%	5,648	5,347	94.7%
	2	5,938	5,904	99.4%	5,347	4,900	91.6%	7,223	6,826	94.5%
	1	3,569	3,530	98.9%	3,216	2,923	90.9%	4,591	4,294	93.5%
	<b>TOTAL</b>	<b>18,404</b>	<b>18,260</b>	<b>99.2%</b>	<b>16,579</b>	<b>15,210</b>	<b>91.7%</b>	<b>22,964</b>	<b>21,642</b>	<b>94.2%</b>
2010	4	3,837	3,812	99.3%	3,534	3,225	91.3%	4,812	4,505	93.6%
	3	4,264	4,230	99.2%	3,882	3,523	90.8%	5,389	5,029	93.3%
	2	4,286	4,260	99.4%	3,866	3,582	92.7%	5,426	5,057	93.2%
	1	4,218	4,179	99.1%	3,797	3,467	91.3%	5,387	5,057	93.9%
	<b>TOTAL</b>	<b>16,605</b>	<b>16,481</b>	<b>99.3%</b>	<b>15,079</b>	<b>13,797</b>	<b>91.5%</b>	<b>21,014</b>	<b>19,648</b>	<b>93.5%</b>
2009	4	4,450	4,406	99.0%	4,029	3,692	91.6%	5,603	5,268	94.0%
	3	4,771	4,718	98.9%	4,247	3,880	91.4%	5,909	5,574	94.3%
	2	4,532	4,466	98.5%	4,007	3,651	91.1%	5,911	5,495	93.0%
	1	4,948	4,887	98.8%	4,371	3,855	88.2%	6,381	5,799	90.9%
	<b>TOTAL</b>	<b>18,701</b>	<b>18,477</b>	<b>98.8%</b>	<b>16,654</b>	<b>15,078</b>	<b>90.5%</b>	<b>23,804</b>	<b>22,136</b>	<b>93.0%</b>
2008	4	4,790	4,769	99.6%	4,236	3,811	90.0%	6,082	5,668	93.2%
	3	5,004	4,970	99.3%	4,521	4,135	91.5%	6,233	5,765	92.5%
	2	5,082	5,031	99.0%	4,571	4,114	90.0%	6,491	6,031	92.9%
	1	5,654	5,588	98.8%	5,144	4,575	88.9%	7,179	6,586	91.7%
	<b>TOTAL</b>	<b>20,530</b>	<b>20,358</b>	<b>99.2%</b>	<b>18,472</b>	<b>16,635</b>	<b>90.1%</b>	<b>25,985</b>	<b>24,050</b>	<b>92.6%</b>
2007	4	5,804	5,738	98.9%	5,259	4,687	89.1%	7,174	6,528	91.0%
	3	5,448	5,392	99.0%	4,616	4,426	95.9%	6,818	6,215	91.2%
	2	5,503	5,457	99.2%	4,960	4,526	91.3%	6,944	6,376	91.8%
	1	5,695	5,623	98.7%	5,093	4,585	90.0%	7,245	6,588	90.9%
	<b>TOTAL</b>	<b>22,450</b>	<b>22,210</b>	<b>98.9%</b>	<b>19,928</b>	<b>18,224</b>	<b>91.4%</b>	<b>28,181</b>	<b>25,707</b>	<b>91.2%</b>
2006	4	5,723	5,729	100.1%	5,223	4,609	88.2%	7,102	6,460	91.0%
	3	5,981	5,893	98.5%	5,399	4,793	88.8%	7,362	6,787	92.2%
	2	5,308	5,308	100.0%	4,768	4,229	88.7%	6,779	6,209	91.6%
	1	5,919	5,827	98.4%	5,199	4,557	87.7%	7,381	6,590	89.3%
	<b>TOTAL</b>	<b>22,931</b>	<b>22,757</b>	<b>99.2%</b>	<b>20,589</b>	<b>18,188</b>	<b>88.3%</b>	<b>28,624</b>	<b>26,046</b>	<b>91.0%</b>
2005	4	4,892	4,809	98.3%	4,433	3,918	88.4%	6,228	5,640	90.6%
	3	5,376	5,376	100.0%	4,750	4,274	90.0%	6,717	6,063	90.3%
	2	5,363	5,229	97.5%	4,677	4,252	90.9%	6,739	6,037	89.6%
	1	5,757	5,755	100.0%	4,863	4,427	91.0%	7,103	6,247	87.9%
	<b>TOTAL</b>	<b>21,388</b>	<b>21,169</b>	<b>99.0%</b>	<b>18,723</b>	<b>16,871</b>	<b>90.1%</b>	<b>26,787</b>	<b>23,987</b>	<b>89.5%</b>
2004	4	5,261	5,179	98.4%	4,729	4,340	91.8%	6,615	6,029	91.1%
	3	5,397	5,259	97.4%	4,636	4,249	91.7%	6,639	6,020	90.7%
	2	5,245	5,151	98.2%	4,456	4,072	91.4%	6,651	5,876	88.3%
	1	4,697	4,632	98.6%	3,861	3,482	90.2%	6,876	6,084	88.5%
	<b>TOTAL</b>	<b>20,600</b>	<b>20,221</b>	<b>98.2%</b>	<b>17,682</b>	<b>16,143</b>	<b>91.3%</b>	<b>26,781</b>	<b>24,009</b>	<b>89.6%</b>
2003	4	N/A			3,784	3,369	89.0%	6,643	5,971	89.9%
	3	5,076	4,392	86.5%	4,346	3,889	89.5%	6,850	5,966	87.1%
	2	4,728	4,053	85.7%	4,032	3,673	91.1%	6,683	6,056	90.6%
	1	4,750	3,931	82.8%	3,898	3,577	91.8%	6,974	6,280	90.0%
	<b>TOTAL</b>	<b>14,554</b>	<b>12,376</b>	<b>85.0%</b>	<b>16,060</b>	<b>14,508</b>	<b>90.3%</b>	<b>27,150</b>	<b>24,273</b>	<b>89.4%</b>

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		Reported	Timely	Average	Reported	Timely	Average	Reported	Timely	Average
2008	4	4,790	4,769	100%	4,236	3,811	90%	6,082	5,668	93%
	3	5,004	4,970	99%	4,521	4,135	91%	6,233	5,765	92%
	2	5,082	5,031	99%	4,571	4,114	90%	6,491	6,031	93%
	1	5,654	5,588	99%	5,144	4,575	89%	7,179	6,586	92%
	<b>TOTAL</b>	<b>20,530</b>	<b>20,358</b>	<b>99%</b>	<b>18,472</b>	<b>16,635</b>	<b>90%</b>	<b>25,985</b>	<b>24,050</b>	<b>93%</b>
2007	4	5,804	5,738	99%	5,259	4,687	89%	7,174	6,528	91%
	3	5,448	5,392	99%	4,616	4,426	96%	6,818	6,215	91%
	2	5,503	5,457	99%	4,960	4,526	91%	6,944	6,376	92%
	1	5,695	5,623	99%	5,093	4,585	90%	7,245	6,588	91%
	<b>TOTAL</b>	<b>22,450</b>	<b>22,210</b>	<b>99%</b>	<b>19,928</b>	<b>18,224</b>	<b>91%</b>	<b>28,181</b>	<b>25,707</b>	<b>91%</b>
2006	4	5,723	5,729	100%	5,223	4,609	88%	7,102	6,460	91%
	3	5,981	5,893	99%	5,399	4,793	89%	7,362	6,787	92%
	2	5,308	5,308	100%	4,768	4,229	89%	6,779	6,209	92%
	1	5,919	5,827	98%	5,199	4,557	88%	7,381	6,590	89%
	<b>TOTAL</b>	<b>22,931</b>	<b>22,757</b>	<b>99%</b>	<b>20,589</b>	<b>18,188</b>	<b>88%</b>	<b>28,624</b>	<b>26,046</b>	<b>91%</b>
2005	4	4,892	4,809	98%	4,433	3,918	88%	6,228	5,640	91%
	3	5,376	5,376	100%	4,750	4,274	90%	6,717	6,063	90%
	2	5,363	5,229	98%	4,677	4,252	91%	6,739	6,037	90%
	1	5,757	5,755	100%	4,863	4,427	91%	7,103	6,247	88%
	<b>TOTAL</b>	<b>21,388</b>	<b>21,169</b>	<b>99%</b>	<b>18,723</b>	<b>16,871</b>	<b>90%</b>	<b>26,787</b>	<b>23,987</b>	<b>90%</b>
2004	4	5,261	5,179	98%	4,729	4,340	92%	6,615	6,029	91%
	3	5,397	5,259	97%	4,636	4,249	92%	6,639	6,020	91%
	2	5,245	5,151	98%	4,456	4,072	91%	6,651	5,876	88%
	1	4,697	4,632	99%	3,861	3,482	90%	6,876	6,084	88%
	<b>TOTAL</b>	<b>20,600</b>	<b>20,221</b>	<b>98%</b>	<b>17,682</b>	<b>16,143</b>	<b>91%</b>	<b>26,781</b>	<b>24,009</b>	<b>90%</b>
2003	4	N/A			3,784	3,369	89%	6,643	5,971	90%
	3	5,076	4,392	87%	4,346	3,889	89%	6,850	5,966	87%
	2	4,728	4,053	86%	4,032	3,673	91%	6,683	6,056	91%
	1	4,750	3,931	83%	3,898	3,577	92%	6,974	6,280	90%
	<b>TOTAL</b>	<b>14,554</b>	<b>12,376</b>	<b>85%</b>	<b>16,060</b>	<b>14,508</b>	<b>90%</b>	<b>27,150</b>	<b>24,273</b>	<b>89%</b>
2002	4	4,898	4,042	83%	4,222	3,742	89%	7,071	6,562	93%
	3	5,239	4,358	83%	4,447	3,903	88%	7,099	6,335	89%
	2	4,928	4,157	84%	4,126	3,636	88%	7,105	6,389	90%
	1	5,100	4,255	83%	4,329	3,880	90%	7,662	6,714	88%
	<b>TOTAL</b>	<b>20,165</b>	<b>16,812</b>	<b>83%</b>	<b>17,124</b>	<b>15,161</b>	<b>89%</b>	<b>28,937</b>	<b>26,000</b>	<b>90%</b>
2001	4	5,016	4,129	82%	4,291	3,781	88%	7,214	6,685	93%
	3	5,942	4,896	82%	4,996	4,377	88%	7,816	7,198	92%
	2	5,498	4,483	82%	4,646	4,093	88%	7,474	6,917	93%
	1	6,883	5,583	81%	5,854	5,149	88%	8,996	8,291	92%
	<b>TOTAL</b>	<b>23,339</b>	<b>19,091</b>	<b>82%</b>	<b>19,787</b>	<b>17,400</b>	<b>88%</b>	<b>31,500</b>	<b>29,091</b>	<b>92%</b>

## Quarterly Claims Processing Performance Audit Industry Average

Year	Qtr	Report of Claim			1st Payment of Timeloss			Accept/Deny		
		Reported	Timely	Average	Reported	Timely	Average	Reported	Timely	Average
2000	4	4,849	3,979	82%	4,090	3,624	89%	7,058	6,528	92%
	3	5,407	4,530	84%	4,681	4,137	88%	7,214	6,673	93%
	2	5,824	4,933	85%	5,054	4,427	88%	7,647	6,843	89%
	1	6,051	5,054	84%	5,254	4,528	86%	8,182	7,520	92%
	<b>TOTAL</b>	<b>22,131</b>	<b>18,496</b>	<b>84%</b>	<b>19,079</b>	<b>16,716</b>	<b>88%</b>	<b>30,101</b>	<b>27,564</b>	<b>92%</b>
1999	4	5,869	4,887	83%	5,051	4,285	85%	7,934	7,053	89%
	3	5,945	4,991	84%	5,165	4,487	87%	7,777	7,285	94%
	2	5,714	4,793	84%	4,943	4,290	87%	7,882	7,296	93%
	1	5,818	4,887	84%	5,028	4,386	87%	8,192	7,507	92%
	<b>TOTAL</b>	<b>23,346</b>	<b>19,558</b>	<b>84%</b>	<b>20,187</b>	<b>17,448</b>	<b>86%</b>	<b>31,785</b>	<b>29,141</b>	<b>92%</b>
1998	4	6,180	5,118	83%	5,475	4,715	86%	8,310	7,672	92%
	3	6,638	5,581	84%	5,841	5,075	87%	8,403	7,775	93%
	2	6,285	5,284	84%	5,501	4,864	88%	8,413	7,850	93%
	1	6,206	5,051	81%	5,444	4,743	87%	8,266	7,545	91%
	<b>TOTAL</b>	<b>25,309</b>	<b>21,034</b>	<b>83%</b>	<b>22,261</b>	<b>19,397</b>	<b>87%</b>	<b>33,392</b>	<b>30,842</b>	<b>92%</b>
1997	4	7,160	5,848	82%	6,397	5,609	88%	8,908	8,254	93%
	3	6,737	5,721	85%	5,947	5,291	89%	8,313	7,731	93%
	2	6,963	5,896	85%	6,106	5,364	88%	8,713	8,187	94%
	1	6,458	5,369	83%	5,674	4,898	86%	8,594	8,018	93%
	<b>TOTAL</b>	<b>27,318</b>	<b>22,834</b>	<b>84%</b>	<b>24,124</b>	<b>21,162</b>	<b>88%</b>	<b>34,528</b>	<b>32,190</b>	<b>93%</b>
1996	4	7,127	6,030	85%	6,315	5,468	87%	8,844	8,362	95%
	3	7,499	6,458	86%	6,576	5,816	88%	8,910	8,479	95%
	2	6,518	5,669	87%	5,690	5,077	89%	8,574	8,147	95%
	1	7,111	6,000	84%	6,172	5,399	87%	9,144	8,637	94%
	<b>TOTAL</b>	<b>28,255</b>	<b>24,157</b>	<b>85%</b>	<b>24,753</b>	<b>21,760</b>	<b>88%</b>	<b>35,472</b>	<b>33,625</b>	<b>95%</b>
1995	4	7,478	6,316	84%	6,468	5,663	88%	9,239	8,823	95%
	3	7,402	6,315	85%	6,414	5,707	89%	9,177	8,673	95%
	2	7,230	6,129	85%	6,106	5,422	89%	9,671	9,206	95%
	1	7,869	6,592	84%	6,728	5,891	88%	10,002	9,516	95%
	<b>TOTAL</b>	<b>29,979</b>	<b>25,352</b>	<b>85%</b>	<b>25,716</b>	<b>22,683</b>	<b>88%</b>	<b>38,089</b>	<b>36,218</b>	<b>95%</b>
1994	4	8,118	6,703	83%	6,988	6,092	87%	10,054	9,677	96%
	3	8,223	7,023	85%	7,154	6,315	88%	9,913	9,520	96%
	2	7,658	6,607	86%	6,666	5,931	89%	9,800	9,428	96%
	1	7,508	6,363	85%	6,532	5,768	88%	9,743	9,343	96%
	<b>TOTAL</b>	<b>31,507</b>	<b>26,696</b>	<b>85%</b>	<b>27,340</b>	<b>24,106</b>	<b>88%</b>	<b>39,510</b>	<b>37,968</b>	<b>96%</b>
1993	4	7,696	6,612	86%	6,684	5,913	88%	9,796	9,442	96%
	3	8,286	7,223	87%	7,216	6,463	90%	9,989	9,655	97%
	2	7,014	6,084	87%	6,099	5,472	90%	9,625	9,297	97%
	1	7,492	6,133	82%	9,278	5,505	59%	10,008	9,470	95%
	<b>TOTAL</b>	<b>30,488</b>	<b>26,052</b>	<b>85%</b>	<b>29,277</b>	<b>23,353</b>	<b>80%</b>	<b>39,418</b>	<b>37,864</b>	<b>96%</b>

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Industry Average**

<u>Year</u>	<u>Qtr</u>	<u>Report of Claim</u>			<u>1st Payment of Timeloss</u>			<u>Accept/Deny</u>		
		<u>Reported</u>	<u>Timely</u>	<u>Average</u>	<u>Reported</u>	<u>Timely</u>	<u>Average</u>	<u>Reported</u>	<u>Timely</u>	<u>Average</u>
<b>1992</b>	4	7,778	6,120	79%	6,731	5,853	87%	10,211	9,442	92%
	3	7,993	6,508	81%	6,904	6,070	88%	9,705	9,654	99%
	2	7,873	6,427	82%	6,359	5,586	88%	9,720	9,297	96%
	1	8,378	6,331	76%	6,303	5,354	85%	10,109	9,470	94%
<b>TOTAL</b>		<b>32,022</b>	<b>25,386</b>	<b>79%</b>	<b>26,297</b>	<b>22,863</b>	<b>87%</b>	<b>39,745</b>	<b>37,863</b>	<b>95%</b>



