

**Workers' Compensation Division
Compliance Audit
(audits conducted January 2007-
ongoing cycle)**

Location Name	Final Report	Claims Audited	Paid as Authorized	Accuracy of Benefits			
				Modified % Correct (underpayments only)	Worker Reimb.	% Accurate	PP
ABF Freight System, Inc.	12/14/2007	21	17	88%	3	100%	1
Alternative Insurance Management Services	09/17/2007	69	47	91%	18	78%	13
Argonaut Group	04/16/2008	98	50	86%	33	91%	8
Broadspire Services Inc.	08/17/2009	239	129	85%	53	92%	32
C.N.A. ClaimPlus, Inc.	01/02/2007	127	63	87%	10	90%	15
Cannon Cochran Management Services Inc.	05/19/2009	157	88	89%	35	91%	12
City of Beaverton	11/28/2008	416	229	95%	225	99%	38
City of Portland	03/28/2007	115	65	100%	46	98%	29
Clackamas County Oregon	01/25/2007	52	32	100%	13	92%	4
Comp Source	09/27/2007	14	9	89%	7	100%	7
ComPro, Inc.	02/16/2007	12	5	100%	6	100%	2
Crawford & Company	07/23/2009	110	67	91%	21	86%	7
Empire Pacific Risk Management	09/25/2009	124	83	93%	34	85%	16
GAB Robins North America Inc.	06/16/2009	64	31	74%	23	78%	5
Hallmark Management, LLC	05/24/2007	153	84	77%	59	78%	15
Harford Group	11/04/2008	137	73	90%	23	87%	14
Health Future, LLC	10/11/2007	170	109	94%	50	100%	17
Helmsman Management Services, Inc.	08/02/2007	12	6	83%	2	100%	1
Legacy Health System	12/12/2007	103	68	91%	9	100%	16
Liberty Insurance Corporation (1st pay)	06/25/2008	28
Liberty Management Service, Inc.	08/02/2007	2	1	100%	5	100%	6
Liberty Mutual Companies	11/09/2009	347	281	89%	162	90%	68
Liberty Northwest Insurance Corporation (1st pay)	06/25/2008	195
Macy's Inc	12/23/2009	44	28	.	8	88%	.
Marriott Claims Service	06/17/2009	7	4	75%	4	75%	1
Matrix Absence Management	09/08/2009	30	18	94%	4	100%	3
Nordstrom, Inc.	02/19/2008	41	25	72%	14	50%	3
Norpac Foods, Inc.	03/31/2008	77	51	96%	15	93%	20
Occupational Health Solutions, Inc.	05/20/2007	36	20	90%	.	.	.
Pilot Travel Centers LLC	01/29/2009	11	6	83%	0	.	1
Portland General Electric Company	08/22/2007	74	43	98%	17	94%	14
Public Risk Consultants	06/18/2009	152	80	96%	34	88%	5
Risk Enterprise Management Limited	08/06/2009	49	29	97%	12	83%	4
RLC Industries Co.	03/11/2009	57	28	.	40	98%	15
Ryder System, Inc.	07/24/2008	2	1
SAIF Corporation	04/27/2009	214	134	68%	95	82%	32
Sedgwick CMS	04/02/2009	95	61	97%	17	94%	14
Special Districts Association of Oregon	06/22/2009	180	106	98%	81	100%	21
Specialty Risk Services	11/04/2008	174	109	65%	43	79%	17
State Farm IL	06/04/2007	21	14	93%	9	100%	4
Wausau Insurance Companies / Liberty Mutual Group	01/25/2007	113	57	93%	9	100%	8
Weyerhaeuser	01/25/2008	56	21	76%	21	86%	7
		4198	2372	89%	1260	91%	495

PTD Payments	% Accurate	PTD Payments	% Accurate	Fatality Payments	% Accurate	"Total audited for accuracy"	Total % found accurate"	Time Loss Payments (not 1st pay)	% Timely	Worker Reimb.	% Timely	PPD Payments	% Timely	PTD Payments	% Timely	Fatality Paym	% Timely
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Benefit Payments							Timeliness of Benefit Payments										
100%	21	90%	151	99%	3	100%	1	100%	
46%	0	0	0	0	78	81%	315	83%	18	100%	13	100%	0	0	0	0	
75%	74	100%	109	97%	274	95%	157	85%	34	97%	17	100%	74	100%	109	100%	
91%	168	87%	146	90%	528	88%	628	89%	53	96%	35	97%	169	99%	146	99%	
100%	40	100%	75	100%	203	96%	172	92%	10	90%	15	100%	40	100%	75	99%	
100%	29	90%	18	94%	182	91%	245	82%	35	89%	12	83%	29	97%	18	100%	
99%	190	100%	188	100%	870	98%	1168	90%	225	98%	66	95%	190	100%	188	100%	
100%	96	100%	76	100%	312	100%	216	95%	46	100%	40	95%	96	100%	76	100%	
100%	.	.	10	80%	59	95%	89	100%	13	92%	4	100%	.	.	10	90%	
100%	1	100%	.	.	24	96%	13	85%	7	100%	7	100%	1	100%	.	.	
100%	18	100%	36	100%	67	100%	35	94%	6	100%	2	100%	18	100%	36	100%	
86%	0	0	18	89%	113	89%	356	85%	21	86%	11	91%	0	0	18	94%	
100%	0	0	0	0	133	92%	216	90%	34	91%	27	85%	0	0	0	0	
100%	108	83%	91	99%	258	88%	276	89%	23	83%	5	100%	108	100%	92	99%	
80%	4	100%	0	0	162	78%	484	90%	43	88%	11	100%	0	0	0	0	
93%	37	49%	38	82%	185	80%	290	90%	10	100%	15	100%	36	100%	58	95%	
82%	0	0	0	0	176	94%	461	95%	50	96%	19	100%	0	0	0	0	
100%	19	100%	19	100%	47	98%	5	100%	2	100%	1	100%	19	100%	19	100%	
100%	19	68%	.	.	112	89%	200	100%	9	100%	16	100%	19	100%	.	.	
.	0	
100%	12	100%	3	100%	5	100%	6	83%	
91%	148	100%	157	99%	816	93%	1200	87%	157	88%	71	100%	148	100%	157	100%	
.	0	
.	36	97%	76	97%	9	89%	
100%	19	100%	.	.	28	93%	9	100%	3	100%	1	100%	19	100%	.	.	
100%	0	0	18	100%	43	98%	33	97%	4	100%	4	75%	0	0	18	100%	
100%	42	67%	138	51%	14	93%	14	100%	
100%	86	97%	105	97%	15	93%	20	100%	
.	.	.	18	100%	38	95%	140	98%	18	100%	
100%	7	86%	18	100%	.	.	1	100%	
100%	84	100%	19	100%	177	99%	77	99%	17	100%	14	93%	84	100%	19	100%	
100%	157	89%	185	100%	461	95%	157	100%	34	100%	9	100%	157	100%	185	100%	
100%	15	100%	85	100%	145	98%	199	95%	12	100%	7	100%	15	93%	85	100%	
100%	54	100%	108	99%	245	99%	126	90%	40	100%	15	100%	54	100%	108	100%	
.	1	100%	10	50%	
100%	57	95%	19	100%	337	81%	712	92%	94	100%	54	98%	57	86%	19	95%	
93%	0	.	18	100%	110	96%	215	95%	17	94%	35	100%	.	.	18	100%	
100%	.	.	18	100%	226	99%	314	99%	80	100%	26	100%	.	.	18	100%	
88%	20	45%	110	100%	299	80%	437	80%	43	81%	15	93%	19	100%	74	93%	
100%	17	100%	.	.	44	98%	84	94%	9	89%	4	100%	17	100%	.	.	
100%	169	95%	129	100%	372	97%	107	86%	10	60%	9	100%	169	100%	129	100%	
43%	144	90%	181	99%	374	93%	148	73%	21	86%	23	100%	144	99%	181	100%	
93%	1687	93%	1889	98%	7703	93%	9785	90%	1226	94%	645	97%	1682	99%	1874	99%	

Claims		"Total audited for timeliness"		"Total % found timely"		Notices of Closure		Nondisabling Claims		Medical Bills		1st Payment Reports		Accept/Deny Reports		Form 1503 Reports	
Timely	% Accurate	Notices of Closure	% Accurate	Notices of Closure	% Timely	% Correct	% Timely	% Correct	% Timely	% Accurate	% Accurate	% Accurate	% Accurate	% Accurate	% Accurate	% Accurate	Ret
Accuracy & Timeliness of Claim Processing										Accuracy of Reports to the Division							
155	99%	13	46%	13	92%	4	0%	42	100%	17	100%	17	94%	13	15%	.	
346	85%	28	71%	28	96%	25	100%	41	98%	40	78%	43	95%	28	86%	0	
391	94%	32	75%	32	94%	27	85%	44	93%	43	67%	49	90%	32	88%	42	
1031	93%	80	84%	79	85%	71	92%	66	98%	123	85%	121	96%	81	98%	64	
312	95%	55	91%	55	96%	36	94%	68	99%	61	93%	64	98%	55	93%	24	
339	85%	69	39%	70	81%	50	92%	37	95%	59	56%	87	97%	69	71%	7	
1837	94%	161	60%	161	94%	128	97%	67	100%	222	97%	231	99%	161	84%	80	
474	97%	56	77%	57	98%	31	100%	112	100%	60	98%	54	96%	57	96%	36	
116	98%	25	72%	25	100%	16	94%	77	100%	2	100%	29	100%	25	68%	3	
28	93%	6	17%	6	100%	5	100%	39	82%	6	100%	6	100%	6	33%	.	
97	98%	4	100%	4	100%	4	100%	17	100%	5	100%	4	100%	4	75%	12	
406	85%	52	90%	52	100%	35	97%	87	89%	68	93%	67	100%	52	96%	4	
277	90%	54	67%	53	77%	41	98%	62	100%	69	83%	73	100%	54	80%	0	
504	93%	19	58%	19	95%	19	89%	146	92%	32	81%	29	100%	18	83%	45	
538	91%	64	78%	61	69%	34	91%	54	69%	85	96%	88	98%	62	87%	0	
409	92%	53	75%	52	75%	43	98%	23	100%	73	85%	69	99%	53	89%	20	
530	95%	72	83%	72	90%	56	93%	67	84%	110	95%	94	95%	72	79%	0	
46	100%	3	100%	3	100%	0	0	0	0	4	75%	5	100%	2	100%	8	
244	100%	58	98%	58	90%	30	97%	3	100%	60	87%	62	100%	58	100%	4	
0	28	82%	
14	93%	1	100%	1	100%	.	.	.	
1733	90%	199	82%	201	90%	137	91%	155	99%	284	79%	263	96%	195	88%	72	
0	195	95%	
85	96%	19	0%	19	74%	15	100%	80	99%	28	93%	26	100%	19	21%	.	
32	100%	4	100%	4	100%	2	100%	2	100%	4	100%	4	100%	4	100%	4	
59	97%	11	82%	11	100%	10	100%	32	100%	14	100%	16	100%	11	100%	4	
166	58%	18	17%	17	59%	14	71%	9	100%	25	80%	24	88%	17	24%	.	
140	97%	33	85%	33	100%	26	100%	48	100%	43	100%	43	100%	33	73%	.	
158	98%	15	13%	15	33%	12	100%	6	83%	20	90%	15	93%	15	7%	3	
19	100%	3	67%	3	100%	4	100%	1	100%	5	80%	6	100%	3	67%	.	
211	99%	35	97%	35	100%	22	100%	85	88%	32	91%	40	100%	35	97%	16	
542	100%	57	96%	57	100%	44	95%	37	95%	55	100%	83	100%	57	100%	76	
318	97%	22	95%	22	95%	12	92%	181	99%	29	93%	29	100%	22	95%	21	
343	96%	13	77%	13	77%	16	75%	49	100%	21	86%	28	100%	13	77%	36	
10	50%	1	100%	.	.	1	100%	1	100%	.	.	.	
936	93%	94	97%	94	97%	67	97%	110	99%	135	88%	112	97%	94	93%	16	
285	96%	47	79%	47	100%	31	100%	55	93%	55	87%	51	100%	47	96%	4	
438	99%	95	97%	99	99%	59	100%	37	100%	113	99%	116	99%	98	100%	5	
588	82%	74	77%	74	72%	40	80%	37	92%	103	70%	103	93%	73	79%	24	
114	95%	10	90%	11	91%	7	86%	54	100%	12	92%	11	91%	11	82%	.	
424	96%	34	79%	33	48%	26	88%	35	100%	42	93%	55	96%	33	73%	100	
517	91%	10	40%	10	70%	12	83%	84	92%	15	73%	16	88%	10	70%	40	
15212	93%	1697	77%	1698	89%	1212	94%	2149	95%	2399	88%	2235	97%	1692	85%	770	

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