

**Oregon Compliance Report Card**

Third Party Administrator Name

Submitted By

Dates Reviewed

Insurer

Audit Mechanism	Estimated Audit Volume (relative to respective review - per claim / per payment / per response referenced in column I)	Due Date	Measurement	Statutory Reference	# Payments Reviewed	# Timely	% Timely
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**Claims Performance Group 1**

<b>A.</b>	<b>Timely first payment of TD</b>	Manual and Usage of 1502 Forms	90% - 100%	Within 14 days of employer's knowledge of injury (with loss time authorization)	Date Initial TD check issued - Date of Employer Knowledge	ORS 656.262; OAR 436-060-0150			
<b>B.</b>	<b>Timely claim acceptance / denial</b>	Manual and Usage of 1502 Forms; Work towards Systematic Approach as well	90% - 100%	Within 60 days of employer's date of knowledge	Date of Accept/Deny decision - Date of Employer Knowledge	ORS 656.262; OAR 436-060-0140			
<b>C.</b>	<b>Timely closure of claims</b>	Manual	25% - 33%	Within 14 days of activity qualifying for closure	Date Claim is Closed - Date of Activity	ORS 656.268; OAR 436-030-0020			
<b>D.</b>	<b>Accurate closure of Claims</b>						<b># Claims Reviewed</b>	<b># Correct</b>	<b>% Correct</b>
<b>D1.</b>	<b>Temporary disability authorized correctly</b>	Manual	25% - 33%	N/A	Appropriate TD authorization as compared to statute	ORS 656.268; OAR 436-030-0020; OAR 436-030-0036			
<b>D2.</b>	<b>Medical stationary or qualifying date correct</b>	Manual	25% - 33%	N/A	Appropriate stationary date or qualifying date as compared to statute	ORS 656.268; OAR 436-030-0020; OAR 436-030-0035			
<b>D3.</b>	<b>Authority to issue closure</b>	Manual	25% - 33%	N/A	Appropriate closure as compared to statute	ORS 656.268; OAR 436-030-0015; OAR 436-030-0020			
<b>D4.</b>	<b>Permanent disability rating correct</b>	Manual	25% - 33%	N/A	Appropriate PD rating as compared to statute	ORS 656.268; OAR 436-030-0038; OAR 436-030-0055; 436-035			
<b>D5.</b>	<b>Sufficient information to rate permanent disability</b>	Manual	25% - 33%	N/A	Appropriate PD rating as compared to statute	ORS 656.268; OAR 436-030-0038; OAR 436-030-0055; 436-035			

**Claims Performance Group 2**

							# Payments Reviewed	# Timely	% Timely		
<b>E.</b>	<b>Timely payment of subsequent temporary disability, permanent disability, and fatal benefits</b>										
<b>E1.</b>	<b>Subsequent temporary disability payments</b>	Manual; Work towards systematic approach	15% - 20%	Once every two weeks (14 days)	Issue Date of Current TD Check - Issue Date of Previous TD Check	ORS 656.262; OAR 436-060-0150					
<b>E2.</b>	<b>Permanent partial disability payments</b>	Manual; Work towards systematic approach	25% - 33%	Initial Payment Due 30 days from final order; subsequent payments due in monthly intervals	Date Initial PPD check - Date Final Order received; Issue Date of Current PPD Check - Issue Date of Previous PPD Check	OAR 436-060-0150					
<b>E3.</b>	<b>Permanent total disability payments</b>	Manual; Work towards systematic approach	90% - 100%	Initial Payment Due 30 days from order; subsequent payments due in monthly intervals	Issue Date Initial PTD check - Date Order received; Issue Date of Current PTD Check - Issue Date of Previous PTD Check	OAR 436-060-0150					
<b>E4.</b>	<b>Fatal benefit payments</b>	Manual; Work towards systematic approach	90% - 100%	Initial Payment Due 30 days from order; subsequent payments due in monthly intervals	Issue Date Initial DB check - Date Order received; Issue Date of Current DB Check - Issue Date of Previous DB Check	OAR 436-060-0150					

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<b>F. Accurate payment of all temporary and permanent disability, and fatal benefits</b>							# Claims Reviewed	# Correct	% Correct
F1.	Temporary total disability	Manual; Work towards systematic approach	15% - 20%	N/A	Accurate amounts of benefits paid as determined by appropriate AWW determination, appropriate benefit rate determination, and appropriate disability date determination	ORS 656.210; OAR 436-060-0025			
F2.	Temporary partial disability	Manual; Work towards systematic approach	15% - 20%	N/A	Accurate amounts of benefits paid as determined by appropriate AWW determination, appropriate benefit rate determination, and appropriate disability date determination	ORS 656.212; OAR 436-060-0030			
F3.	Permanent partial disability payments	Manual; Work towards systematic approach	15% - 20%	N/A	Accurate amounts of benefits paid as determined by appropriate AWW determination, appropriate benefit rate determination, and appropriate impairment determination	ORS 656.230; OAR 436-030; OAR 436-035			
F4.	Permanent total disability payments	Manual; Work towards systematic approach	90% - 100%	N/A	Accurate amounts of benefits paid as determined by appropriate AWW determination, appropriate benefit rate determination, and appropriate disability determination	ORS 656.206; OAR 436-075			
F5.	Fatal benefit payments	Manual; Work towards systematic approach	90% - 100%	N/A	Accurate amounts of benefits paid as determined by appropriate AWW determination, appropriate benefit rate determination, and appropriate benefit eligibility determination	ORS 656.204			
G	Timely determination of vocational eligibility	Manual; Work towards systematic approach	90% - 100%	Within 35 days of qualifying activity or request	Worker Notification Date - Date of qualifying activity or request	ORS 656.340; OAR 436.120			
<b>H. Timely and accurate reimbursements to workers</b>							# Payments Reviewed	# Timely	% Timely
H1.	Timely reimbursement of related services costs	Manual; Work towards systematic approach	90% - 100%	Within 30 days of receipt of request	Issue Date of Reimbursement - Receipt date of request	ORS 656.340; ORS 656.120			
H2.	Accurate reimbursement of related services costs	Manual; Work towards systematic approach	90% - 100%	N/A	Accurate reimbursement of lodging, meal, and travel expenses	OAR 436-009-0025; Bulletin 112			

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I.	Timely payment of medical bills	Systematic Approach	5c %	Within 45 days of receipt of billing or 14 days of acceptance (whichever is later)	Issue Date of Medical Payment - Receipt Date of Bill	OAR 436-009-0030			
J.	Appropriate processing of nondisabling claims						# Claims Reviewed	# Correct	% Correct
J1.	Timely claim acceptance/denial	Systematic Approach	90% - 100%	Within 60 days of employer's date of knowledge	Date of Accept/Deny decision - Date of Employer Knowledge	ORS 656.262; OAR 436-060- 0140			
J2.	Appropriate notices to workers	Manual	10% - 20%	N/A	Appropriate filing of Initial Notice of Acceptance, Notice of Closure	ORS 656.262; OAR 436-060- 0140			
K.	Accurate reporting to director						# Reports Reviewed	# Correct	% Correct
K1.	First temporary disability payment reports	Manual	25% - 33%	N/A	Data provided to the State is accurate as compared to that captured in claims system or file	OAR 436-060-0010			
K2.	Claim acceptance/denial reports	Manual	25% - 33%	N/A	Data provided to the State is accurate as compared to that captured in claims system or file	OAR 436-060-0010			
K3.	Form 1503 - Notice of Closure	Manual	25% - 33%	N/A	Data provided to the State is accurate as compared to that captured in claims system or file	OAR 436-030-0015; Bulletin 139			
K4.	Retroactive Reserve Fund Requests	Manual	25% - 33%	N/A	Data provided to the State is accurate as compared to that captured in claims system or file	OAR 436-075			
L.	Timely response to injured workers, their representatives, and the Director						# Responses Reviewed	# Timely	% Timely
L1.	Timely delivery of requested records (discovery) to workers/attorneys	Manual along with Compliance Log; Work towards Systematic Approach as well	90% - 100%	Within 14 days of receipt of request	Mail Date of Response - Receipt Date of Request	OAR 436-060-0017			
L2.	Timely response to worker request for claim reclassification	Manual along with Compliance Log; Work towards Systematic Approach as well	90% - 100%	Within 14 days of receipt of request	Mail Date of Response - Receipt Date of Request	ORS 656.277; OAR 436-060- 0018			
L3.	Timely response to worker request for claim closure	Manual along with Compliance Log; Work towards Systematic Approach as well	90% - 100%	Within 10 days of receipt of request	Mail Date of Response - Receipt Date of Request	ORS 656.268; OAR 436-030- 0017			
L4.	Timely response to worker request for vocational assistance	Manual along with Compliance Log; Work towards Systematic Approach as well	90% - 100%	Within 35 days of receipt of request	Mail Date of Response - Receipt Date of Request	ORS 656.268; OAR 436-120- 0320			

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L5.	Timely response to Director inquiry	Manual along with Compliance Log; Work towards Systematic Approach as well	90% - 100%	Within timeframe specified in Director's inquiry letter	Mail Date of Response - Receipt Date of Request	ORS 656.745			
L6.	Timely response to Director Order	Manual along with Compliance Log; Work towards Systematic Approach as well	90% - 100%	Within timeframe specified in Director's Order	Mail Date of Response - Receipt Date of Request	ORS 656.745			

**Definitions**

Benefits are deemed paid when addressed to the last known address of the worker or beneficiary and deposited in the U.S. Mail or deposited in the worker's or beneficiary's account by approved electronic equivalent. Payments falling due on a weekend or legal holiday under ORS 187.010 and ORS 187.020 may be paid on the last working day prior to or the first working day following the weekend or legal holiday. Subsequent payments may revert back to the payment schedule prior to the weekend or legal holiday.

Documents are deemed mailed when addressed to the last known address of the claimant, claimant's beneficiary or claimant's attorney and deposited in the U.S. Mail.