

**Workers' Compensation Division
Compliance Audit Program
(audits conducted since March 2007)**

Location	Claims Audited	Paid as Authorized	Worker Reimb.	% Accurate	PPD P
ABF Freight System, Inc.	21	17	3	100%	1
Alternative Insurance Management Services	69	47	18	78%	13
Argonaut Group	98	50	33	91%	8
Broadspire Services Inc.	239	129	53	92%	32
C.N.A. ClaimPlus, Inc.	127	63	10	90%	15
Cannon Cochran Management Services Inc.	157	88	35	91%	12
City of Portland	115	65	46	98%	29
Clackamas County Oregon	52	32	13	92%	4
Comp Source	14	9	7	100%	7
ComPro, Inc.	12	5	6	100%	2
Crawford & Company	110	67	21	86%	7
Hallmark Management, LLC	153	84	59	78%	15
Hartford Fire & Casualty	137	73	23	87%	14
Health Future, LLC	170	109	50	100%	17
Helmsman Management Services, Inc.	12	6	2	100%	1
Legacy Health System	103	68	9	100%	16
Liberty Management Service, Inc.	2	1	5	100%	6
Liberty Mutual	499	240	137	96%	61
Marriott Claims Service	7	4	4	75%	1
Matrix Absence Management	30	18	4	100%	3
Nordstrom, Inc.	41	25	14	50%	3
Norpac Foods, Inc.	77	51	15	93%	20
Occupational Health Solutions, Inc.	36	20	.	.	.
Pilot Travel Centers LLC	11	6	0	.	1
Portland General Electric Company	74	43	17	94%	14
Public Risk Consultants	152	80	34	88%	5
Risk Enterprise Management Limited	49	29	12	83%	4
RLC Industries Co.	57	28	40	98%	15
Ryder System, Inc.	2	1	.	.	.
Safeway, Inc.	214	134	95	82%	32
SAIF Corporation	416	229	225	99%	38
Sedgwick CMS	95	61	17	94%	14
Special Districts Association of Oregon	180	106	81	100%	21
Speciality Risk Services	174	109	43	79%	17
State Farm	21	14	9	100%	4
Wausau	113	57	9	100%	8
Weyerhaeuser	56	21	21	86%	7
	3895	2189	1170	92%	467

ayments	% Accurate	PTD Payments	% Accurate	Fatality Payments	% Accurate	"Total audited for accuracy"	"Total % found accurate"	Time Loss Payments (not 1st pay)	% Tim
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Accuracy of Benefit Payments									
100%	21	90%	151	99%	
46%	0	0	0	0	78	81%	315	83%	
75%	74	100%	109	97%	274	95%	157	85%	
91%	168	87%	146	90%	528	88%	628	89%	
100%	40	100%	75	100%	203	96%	172	92%	
100%	29	90%	18	94%	182	91%	245	82%	
100%	96	100%	76	100%	312	100%	216	95%	
100%	.	.	10	80%	59	95%	89	100%	
100%	1	100%	.	.	24	96%	13	85%	
100%	18	100%	36	100%	67	100%	35	94%	
86%	0	0	18	89%	113	89%	356	85%	
80%	4	100%	0	0	162	78%	484	90%	
93%	37	49%	38	82%	185	80%	290	90%	
82%	0	0	0	0	176	94%	461	95%	
100%	19	100%	19	100%	47	98%	5	100%	
100%	19	68%	.	.	112	89%	200	100%	
100%	12	100%	3	100%	
90%	129	100%	157	99%	724	95%	901	89%	
100%	19	100%	.	.	28	93%	9	100%	
100%	0	0	18	100%	43	98%	33	97%	
100%	42	67%	138	51%	
100%	86	97%	105	97%	
.	.	.	18	100%	38	95%	140	98%	
100%	7	86%	18	100%	
100%	84	100%	19	100%	177	99%	77	99%	
100%	157	89%	185	100%	461	95%	157	100%	
100%	15	100%	85	100%	145	98%	199	95%	
100%	54	100%	108	99%	245	99%	126	90%	
.	1	100%	10	50%	
100%	57	95%	19	100%	337	81%	712	92%	
99%	190	100%	188	100%	870	98%	1168	90%	
93%	0	.	18	100%	110	96%	215	95%	
100%	.	.	18	100%	226	99%	314	99%	
88%	20	45%	110	100%	299	80%	437	80%	
100%	17	100%	.	.	44	98%	84	94%	
100%	169	95%	129	100%	372	97%	107	86%	
43%	144	90%	181	99%	374	93%	148	73%	
93%	1560	93%	1798	98%	7184	93%	8918	90%	

ely	Worker Reimb.	% Timely	PPD Payments	% Timely	PTD Payments	% Timely	Fatality Payments	% Timely	"Total
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Timeliness of Benefit Payments

3	100%	1	100%	155
18	100%	13	100%	0	0	0	0	346
34	97%	17	100%	74	100%	109	100%	391
53	96%	35	97%	169	99%	146	99%	1031
10	90%	15	100%	40	100%	75	99%	312
35	89%	12	83%	29	97%	18	100%	339
46	100%	40	95%	96	100%	76	100%	474
13	92%	4	100%	.	.	10	90%	116
7	100%	7	100%	1	100%	.	.	28
6	100%	2	100%	18	100%	36	100%	97
21	86%	11	91%	0	0	18	94%	406
43	88%	11	100%	0	0	0	0	538
10	100%	15	100%	36	100%	58	95%	409
50	96%	19	100%	0	0	0	0	530
2	100%	1	100%	19	100%	19	100%	46
9	100%	16	100%	19	100%	.	.	244
5	100%	6	83%	14
132	88%	64	100%	129	100%	157	100%	1383
3	100%	1	100%	19	100%	.	.	32
4	100%	4	75%	0	0	18	100%	59
14	93%	14	100%	166
15	93%	20	100%	140
.	18	100%	158
.	.	1	100%	19
17	100%	14	93%	84	100%	19	100%	211
34	100%	9	100%	157	100%	185	100%	542
12	100%	7	100%	15	93%	85	100%	318
40	100%	15	100%	54	100%	108	100%	343
.	10
94	100%	54	98%	57	86%	19	95%	936
225	98%	66	95%	190	100%	188	100%	1837
17	94%	35	100%	.	.	18	100%	285
80	100%	26	100%	.	.	18	100%	438
43	81%	15	93%	19	100%	74	93%	588
9	89%	4	100%	17	100%	.	.	114
10	60%	9	100%	169	100%	129	100%	424
21	86%	23	100%	144	99%	181	100%	517
1135	95%	606	98%	1555	99%	1782	99%	13996

audited for timeliness"								
"Total % found timely"								
	Notices of Closure		Notices of Closure		Nondisabling Claims		Medical Bills	
	% Accurate		% Timely		% Correct		% Timely	

Accuracy & Timeliness of Claim Processing

99%	13	46%	13	92%	4	0%	42	100%
85%	28	71%	28	96%	25	100%	41	98%
94%	32	75%	32	94%	27	85%	44	93%
93%	80	84%	79	85%	71	92%	66	98%
95%	55	91%	55	96%	36	94%	68	99%
85%	69	39%	70	81%	50	92%	37	95%
97%	56	77%	57	98%	31	100%	112	100%
98%	25	72%	25	100%	16	94%	77	100%
93%	6	17%	6	100%	5	100%	39	82%
98%	4	100%	4	100%	4	100%	17	100%
85%	52	90%	52	100%	35	97%	87	89%
91%	64	78%	61	69%	34	91%	54	69%
92%	53	75%	52	75%	43	98%	23	100%
95%	72	83%	72	90%	56	93%	67	84%
100%	3	100%	3	100%	0	0	0	0
100%	58	98%	58	90%	30	97%	3	100%
93%
91%	177	91%	179	92%	116	92%	56	100%
100%	4	100%	4	100%	2	100%	2	100%
97%	11	82%	11	100%	10	100%	32	100%
58%	18	17%	17	59%	14	71%	9	100%
97%	33	85%	33	100%	26	100%	48	100%
98%	15	13%	15	33%	12	100%	6	83%
100%	3	67%	3	100%	4	100%	1	100%
99%	35	97%	35	100%	22	100%	85	88%
100%	57	96%	57	100%	44	95%	37	95%
97%	22	95%	22	95%	12	92%	181	99%
96%	13	77%	13	77%	16	75%	49	100%
50%	1	100%	.	.
93%	94	97%	94	97%	67	97%	110	99%
94%	161	60%	161	94%	128	97%	67	100%
96%	47	79%	47	100%	31	100%	55	93%
99%	95	97%	99	99%	59	100%	37	100%
82%	74	77%	74	72%	40	80%	37	92%
95%	10	90%	11	91%	7	86%	54	100%
96%	34	79%	33	48%	26	88%	35	100%
91%	10	40%	10	70%	12	83%	84	92%
93%	1583	80%	1585	89%	1116	94%	1762	95%

	1st Payment Reports	% Accurate	Accept/Deny Reports	Inaccurate	Form 1503 Reports	% Accurate	Retro Fund Reports	% Accurate
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Accuracy of Reports to the Division							
17	100%	17	1	13	15%	.	.
40	78%	43	2	28	86%	0	0
43	67%	49	5	32	88%	42	100%
123	85%	121	5	81	98%	64	91%
61	93%	64	1	55	93%	24	100%
59	56%	87	3	69	71%	7	57%
60	98%	54	2	57	96%	36	100%
2	100%	29	0	25	68%	3	100%
6	100%	6	0	6	33%	.	.
5	100%	4	0	4	75%	12	100%
68	93%	67	0	52	96%	4	100%
85	96%	88	2	62	87%	0	0
73	85%	69	1	53	89%	20	100%
110	95%	94	5	72	79%	0	0
4	75%	5	0	2	100%	8	50%
60	87%	62	0	58	100%	4	100%
1	100%	1	0
464	85%	221	8	174	90%	68	100%
4	100%	4	0	4	100%	4	100%
14	100%	16	0	11	100%	4	25%
25	80%	24	3	17	24%	.	.
43	100%	43	0	33	73%	.	.
20	90%	15	1	15	7%	3	100%
5	80%	6	0	3	67%	.	.
32	91%	40	0	35	97%	16	100%
55	100%	83	0	57	100%	76	95%
29	93%	29	0	22	95%	21	100%
21	86%	28	0	13	77%	36	86%
1	100%	1	0
135	88%	112	3	94	93%	16	75%
222	97%	231	2	161	84%	80	100%
55	87%	51	0	47	96%	4	100%
113	99%	116	1	98	100%	5	100%
103	70%	103	7	73	79%	24	88%
12	92%	11	1	11	82%	.	.
42	93%	55	2	33	73%	100	95%
15	73%	16	2	10	70%	40	80%
2227	88%	2065	57	1580	87%	721	94%