

**Workers' Compensation Division  
Compliance Audit Program  
(audits conducted  
March 2004-August 2006)**

TPA Name/Location	Audit completion Date	Claims Audited	Claims audited with time loss	Amount of overpayments	Amount of underpayments	Accuracy payment of benefits							
						Accuracy of time loss (over/under payments deviated)	Time loss not underpaid (only underpayments deviated)	Worker reimbursements	Accuracy of reimbursements	PPD payments	Accuracy of PPD payments	PTD payments	Accuracy
Adventist Health System/West	10/05/2005	64	38	\$3,317.57	\$0.00	74%	100%	6	100%	3	100%	-	-
AIG Claims Svcs	10/01/2004	295	153	\$5,351.11	\$8,933.08	71%	89%	48	83%	11	100%	85	68%
Alternative Ins Mgmt Services	01/18/2005	71	43	\$6,793.09	\$10,125.69	44%	77%	41	95%	4	100%	-	-
Argonaut	06/30/2005	88	36	\$1,919.73	\$2,384.46	56%	72%	15	93%	3	100%	164	100%
Broadspire Services Inc	02/08/2005	135	85	\$5,870.97	\$5,049.96	60%	86%	30	97%	10	100%	-	-
Cambridge Integrated Service Group	02/12/2006	267	158	\$19,406.07	\$11,837.21	51%	79%	45	98%	16	100%	24	100%
City County Insurance Services	08/02/2006	152	86	\$6,968.24	\$1,272.10	70%	88%	70	87%	10	100%	-	-
City of Eugene	11/12/2004	54	31	\$0.00	\$569.79	97%	97%	11	91%	2	100%	-	-
Clackamas County Risk Mgmt	08/10/2004	73	39	\$2,372.32	\$51.85	90%	95%	51	96%	12	100%	-	-
CNA Claims Plus	06/30/2004	96	88	\$2,476.18	\$315.31	86%	95%	13	92%	5	100%	125	61%
Comp Source	07/20/2004	11	3	\$0.00	\$95.74	67%	67%	-	-	1	100%	-	-
ComPro Inc	08/03/2004	15	34	\$3,504.62	\$51.74	88%	97%	4	75%	2	100%	21	100%
Constitution State Services	06/14/2006	50	23	\$3,723.75	\$742.35	39%	74%	3	67%	1	100%	90	100%
Crawford & Company	09/07/2005	167	94	\$7,460.25	\$6,848.47	66%	84%	77	92%	22	95%	152	88%
Eberle Vivian Inc	08/25/2004	15	8	\$128.59	\$0.00	88%	100%	-	-	1	100%	-	-
Empire Pacific Risk Management	05/15/2006	189	97	\$5,775.79	\$2,450.82	67%	90%	85	92%	20	95%	-	-
Employers Self Insurance Services	05/17/2006	242	136	\$23,757.11	\$46,415.77	64%	88%	76	87%	19	95%	162	100%
Farmers	01/12/2005	216	121	\$23,515.25	\$8,724.43	50%	81%	75	81%	9	89%	108	98%
Farrell & Associates	02/17/2005	4	2	\$0.00	\$511.14	0%	0%	1	100%	1	100%	-	-
GAB Robins North America, Inc	07/15/2005	95	46	\$3,373.02	\$1,086.57	59%	89%	14	93%	7	100%	199	87%
Gallagher Bassett Services, Inc	07/20/2006	254	166	\$25,842.09	\$2,683.48	50%	90%	41	95%	20	95%	3	100%
Gates McDonald	02/11/2005	89	54	\$13,279.62	\$6,292.45	56%	87%	33	76%	10	100%	-	-
GE Young & Company	12/21/2004	142	84	\$6,427.07	\$2,305.64	60%	89%	40	65%	9	100%	-	-
Hartford Fire & Casualty	06/10/2005	94	51	\$2,316.84	\$2,307.10	71%	84%	22	91%	3	100%	24	58%
Health Future	10/11/2004	163	106	\$7,329.08	\$1,383.70	75%	94%	26	96%	13	100%	19	100%

Helmsman Management Services	10/22/2004	8	3	\$0.00	\$0.00	100%	100%	1	100%	1	100%	-	-
Intermountain Claims Inc	06/23/2006	197	108	\$19,210.31	\$5,499.80	57%	90%	13	100%	7	100%	82	80%
Legacy Health System	04/08/2005	128	72	\$866.40	\$1,500.56	83%	89%	19	95%	7	100%	18	100%
Les Schwab	11/24/2004	92	57	\$7,510.57	\$319.57	72%	89%	20	85%	16	100%	-	-
Liberty Mgmt Services	10/22/2004	1	-			-	-	-	-	-	-	-	-
Liberty Mutual Co's	10/22/2004	388	228	\$24,788.69	\$3,531.20	64%	93%	76	92%	48	100%	236	100%
Matrix Absence Management, Inc	02/21/2006	54	32	\$1,088.45	\$995.18	81%	94%	21	76%	4	100%	-	-
May Department Stores	12/19/2005	45	26	\$4,620.92	\$2,581.88	42%	77%	23	96%	-	-	-	-
Nordstrom	12/03/2004	45	28	\$491.81	\$547.50	71%	89%	11	82%	-	-	-	-
Norpac Foods	03/01/2005	79	49	\$396.02	\$273.70	86%	94%	10	100%	9	100%	-	-
Pinnacle Risk Management Services	01/13/2006	248	148	\$4,833.37	\$5,586.74	69%	89%	109	95%	29	97%	40	100%
Portland General Electric	03/18/2005	71	39	\$1,103.28	\$3,188.94	85%	92%	38	100%	7	86%	88	93%
Public Risk Consultants	07/29/2005	75	39	\$2,175.05	\$934.61	72%	87%	14	100%	7	100%	157	100%
Risk Enterprise Management Ltd	01/30/2006	7	4	\$52.94	\$202.58	50%	75%	10	100%	2	50%	-	-
RLC Industries	06/21/2005	87	34	\$596.95	\$1,495.37	79%	85%	35	94%	9	100%	36	100%
Ryder System	11/23/2005	2	1	\$1,876.06	\$0.00	0%	100%	3	100%	2	50%	-	-
Safeco Insurance Group	04/20/2006	107	49	\$9,321.93	\$7,148.74	55%	82%	7	100%	9	78%	94	78%
Safeway Claim Services, Inc.	07/14/2005	210	115	\$11,916.43	\$8,946.71	47%	86%	58	93%	9	89%	20	40%
SAIF Corp	06/06/2005	437	240	\$3,358.74	\$7,605.13	81%	94%	199	98%	37	97%	108	100%
Sedgwick CMS	04/19/2006	620	384	\$26,047.30	\$7,361.72	66%	92%	135	90%	36	97%	228	86%
Special Districts Assoc	07/29/2005	84	53	\$329.35	\$247.86	89%	96%	34	100%	9	100%	-	-
Specialty Risk Services	06/10/2005	212	134	\$7,857.98	\$13,880.76	68%	90%	73	89%	13	100%	20	100%
St Paul/Travelers	11/15/2004	228	131	\$22,208.70	\$22,133.80	54%	82%	95	95%	17	94%	308	100%
State Farm	10/04/2004	38	19	\$642.66	\$28.06	68%	95%	12	92%	2	100%	13	100%
Wausau	12/06/2004	165	89	\$12,925.05	\$3,446.09	61%	85%	25	100%	3	67%	223	93%
Weyerhaeuser	02/03/2005	94	44	\$4,307.75	\$6,116.98	70%	89%	58	93%	13	77%	119	90%



-	-	5	100%	16	100%	1	100%	1	100%	-	-	-	-	18	100%	2	0	0	0	0	0	100%	1
59	98%	269	77%	370	92%	13	85%	11	100%	82	100%	59	100%	535	94%	81	9	2	1	1	1	85%	82
-	-	116	89%	268	96%	19	84%	11	100%	18	94%	-	-	316	95%	41	2	3	2	-	2	83%	38
-	-	93	80%	335	89%	20	95%	42	100%	-	-	-	-	397	90%	40	4	7	2	0	2	75%	36
-	-	-	-	8	88%	-	-	-	-	-	-	-	-	8	88%	-	-	-	-	-	-	-	-
197	100%	785	89%	1092	88%	76	96%	104	96%	236	100%	197	100%	1,705	92%	156	9	13	4	1	2	85%	117
-	-	57	81%	79	85%	20	100%	5	100%	-	-	-	-	104	88%	20	1	0	0	0	0	95%	20
-	-	49	67%	118	94%	23	83%	-	-	-	-	-	-	141	92%	19	5	3	2	-	2	47%	19
-	-	39	74%	92	86%	11	100%	-	-	-	-	-	-	103	87%	19	1	4	1	-	-	74%	15
-	-	68	90%	49	96%	10	100%	23	100%	-	-	-	-	82	98%	38	-	3	2	1	2	87%	32
39	100%	365	86%	621	93%	109	97%	60	92%	40	100%	39	97%	869	94%	94	2	7	2	0	1	91%	96
18	100%	190	93%	105	99%	38	97%	12	92%	88	100%	18	100%	261	99%	26	1	3	-	1	-	85%	24
128	99%	345	97%	163	93%	14	93%	17	100%	157	100%	128	99%	479	97%	25	0	0	0	0	0	100%	25
-	-	16	81%	6	67%	10	100%	2	50%	-	-	-	-	18	83%	1	1	0	0	0	0	0%	-
102	100%	216	96%	93	97%	34	91%	9	100%	36	100%	102	100%	274	98%	24	-	1	3	2	1	75%	23
-	-	6	67%	5	100%	3	100%	5	80%	-	-	-	-	13	92%	1	-	-	-	-	-	100%	1
253	100%	412	89%	250	87%	7	100%	21	95%	94	100%	253	99%	625	94%	22	1	2	0	0	0	86%	22
20	100%	222	65%	456	87%	58	100%	21	81%	20	100%	20	100%	575	89%	79	8	9	5	1	3	80%	73
248	100%	832	94%	1151	89%	200	99%	89	100%	108	99%	248	100%	1,796	93%	156	13	17	9	-	3	81%	134
195	97%	978	81%	1199	93%	140	97%	71	94%	228	100%	195	99%	1,833	95%	273	16	45	8	5	2	267	
19	100%	115	95%	146	99%	34	100%	10	100%	-	-	19	100%	209	99%	36	1	1	1	-	1	92%	27
140	88%	380	82%	500	82%	73	99%	16	100%	20	100%	140	96%	749	87%	89	6	5	6	1	6	82%	68
175	100%	726	91%	394	82%	95	89%	37	89%	308	99%	175	100%	1,009	91%	93	3	2	4	2	2	90%	61
20	100%	66	89%	47	87%	12	100%	7	100%	13	100%	20	100%	99	94%	7	-	2	-	-	-	71%	4
167	98%	507	89%	204	90%	25	96%	2	100%	223	99%	167	100%	621	96%	64	3	1	0	0	0	37	
97	100%	331	90%	303	87%	58	97%	23	100%	119	100%	97	100%	600	93%	15	-	1	4	-	2	73%	14

ures	ures audited for timeliness	Timely closures	Medical payments audited	Timely paid medical bills	Non-disabling claims audited	Accurate/timely processing	Claims audited for accept/deny	Accuracy of reported claim accept/deny	Claims audited for timely 1st pay of TL	Accuracy of reported 1st time loss	Forms 1503 audited	Accuracy of Form 1503	Requested retro reserve	Accuracy of retro reserve requests
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	Medical payments		Non-disabling		Accurate reporting to WCD							
46%	-	-	20	95%	29	97%	37	84%	24	21%	-	-
88%	36	94%	92	91%	147	97%	130	90%	67	94%	10	100%
94%	106	90%	22	100%	32	97%	39	95%	23	100%	-	-
89%	11	64%	21	100%	36	94%	31	87%	21	95%	72	100%
70%	55	96%	38	97%	74	99%	78	90%	49	98%	-	-
75%	22	82%	75	71%	150	95%	150	90%	136	95%	-	-
89%	128	83%	45	100%	79	99%	81	85%	56	96%	7	100%
100%	42	98%	16	94%	30	93%	1	100%	20	95%	-	-
96%	38	53%	22	95%	39	100%	30	87%	24	92%	5	100%
100%	62	100%	28	93%	52	96%	43	91%	38	100%	43	79%
100%	-	-	10	100%	1	100%	1	100%	1	100%	-	-
100%	15	100%	4	100%	4	100%	6	50%	7	86%	15	100%
71%	101	95%	10	70%	18	83%	21	81%	17	100%	56	98%
87%	125	96%	37	84%	93	89%	90	79%	61	95%	41	100%
100%	18	100%	2	50%	9	89%	7	71%	7	100%	-	-
88%	110	83%	51	98%	93	97%	91	79%	74	89%	-	-
85%	107	91%	71	85%	131	85%	128	88%	91	91%	78	95%
91%	73	93%	60	93%	117	85%	117	85%	78	94%	60	88%
100%	19	79%	1	100%	2	100%	2	100%	2	100%	-	-
97%	44	100%	17	82%	43	98%	44	93%	32	94%	79	95%
75%	77	87%	48	100%	147	91%	161	94%	111	95%	8	100%
86%	49	100%	28	100%	45	89%	50	86%	38	89%	-	-
89%	100	86%	43	91%	73	97%	81	85%	60	93%	4	100%
84%	42	86%	26	65%	51	88%	45	91%	29	90%	6	50%
82%	59	85%	56	91%	100	95%	104	97%	68	97%	5	100%

100%	3	100%	2	100%	6	100%	5	80%	2	100%	-	-
78%	43	84%	60	83%	109	98%	110	82%	81	93%	36	83%
84%	87	98%	39	95%	66	97%	61	85%	41	95%	4	100%
100%	43	98%	28	100%	46	100%	52	87%	40	85%	-	-
-	-	-	-	-	1	100%	1	0%	-	-	-	-
97%	69	97%	120	96%	250	97%	243	93%	158	96%	78	100%
75%	111	88%	17	100%	25	96%	30	93%	20	95%	-	-
79%	16	88%	14	79%	26	88%	23	96%	19	68%	-	-
67%	58	97%	14	86%	24	96%	25	100%	19	89%	-	-
97%	49	92%	23	100%	40	100%	42	95%	38	95%	-	-
92%	120	83%	71	100%	121	96%	129	90%	96	94%	14	100%
96%	31	100%	19	100%	30	97%	37	51%	26	88%	9	78%
92%	9	100%	13	85%	34	100%	22	95%	25	96%	60	98%
-	17	100%	-	-	5	80%	3	100%	1	0%	-	-
83%	33	100%	21	90%	40	98%	25	100%	24	88%	32	100%
100%	1	100%	1	100%	2	50%	1	100%	-	-	-	-
86%	60	100%	21	100%	37	89%	27	81%	22	73%	79	96%
95%	57	96%	61	77%	114	89%	109	87%	79	91%	8	100%
99%	117	99%	125	95%	230	98%	215	87%	155	88%	79	99%
85%	331	95%	158	81%	358	93%	351	86%	271	90%	78	90%
100%	8	100%	28	100%	51	96%	46	98%	33	100%	4	100%
94%	95	96%	58	93%	133	92%	119	80%	89	93%	36	94%
80%	68	96%	47	81%	123	92%	129	84%	93	92%	86	100%
75%	52	100%	13	92%	19	100%	14	93%	7	100%	8	100%
73%	48	100%	37	97%	97	93%	90	90%	64	81%	89	100%
79%	66	97%	24	100%	37	97%	34	88%	16	88%	-	-