

**OREGON DEPARTMENT OF CONSUMER AND BUSINESS SERVICES  
WORKERS' COMPENSATION DIVISION  
Quarterly Claims Processing Performance Audit Industry Average**

Year	Qtr	Report of Claim				1st Payment of Timeloss				Accept/Deny				Notice of Closure			
		Reported	Timely	Timely Unknown	Average	Reported	Timely	Timely Unknown	Average	Reported	Timely	Timely Unknown	Average	Reported	Timely	Timely Unknown	Average
2025	4																
	3																
	2																
	1	4,775	4,726	8	99.1%	4,558	3,915	51	87.0%	5,557	5,154	42	93.5%	4,858	4,487	18	92.7%
	<b>TOTAL</b>	<b>4,775</b>	<b>4,726</b>	<b>8</b>	<b>99.1%</b>	<b>4,558</b>	<b>3,915</b>	<b>51</b>	<b>87.0%</b>	<b>5,557</b>	<b>5,154</b>	<b>42</b>	<b>93.5%</b>	<b>4,858</b>	<b>4,487</b>	<b>18</b>	<b>92.7%</b>
2024	4	5,643	5,564	14	98.8%	5,388	4,670	55	87.7%	6,340	5,932	52	94.4%	5,223	4,731	162	93.7%
	3	5,989	5,919	10	99.0%	5,699	4,877	48	86.4%	6,752	6,304	51	94.1%	5,334	4,930	28	93.0%
	2	5,064	4,974	8	98.4%	4,851	4,171	66	87.3%	5,757	5,385	33	94.1%	5,314	4,855	38	92.1%
	1	5,272	5,151	17	98.0%	4,964	4,250	72	87.1%	5,941	5,520	35	93.5%	5,115	4,707	26	92.5%
	<b>TOTAL</b>	<b>21,968</b>	<b>21,608</b>	<b>49</b>	<b>98.6%</b>	<b>20,902</b>	<b>17,968</b>	<b>241</b>	<b>87.1%</b>	<b>24,790</b>	<b>23,141</b>	<b>171</b>	<b>94.0%</b>	<b>20,986</b>	<b>19,223</b>	<b>254</b>	<b>92.8%</b>
2023	4	5,869	5,804	17	99.2%	5,555	4,796	81	87.8%	6,652	6,266	38	94.8%	5,375	4,980	11	92.9%
	3	6,381	6,306	17	99.1%	6,015	5,248	77	88.5%	7,076	6,661	40	94.7%	5,550	5,177	5	93.4%
	2	5,295	5,236	7	99.0%	5,002	4,382	56	88.7%	6,003	5,635	25	94.3%	5,375	5,047	9	94.1%
	1	6,852	6,762	16	98.9%	6,508	5,660	52	87.8%	7,824	7,325	49	94.2%	5,664	5,292	2	93.5%
	<b>TOTAL</b>	<b>24,397</b>	<b>24,108</b>	<b>57</b>	<b>99.0%</b>	<b>23,080</b>	<b>20,086</b>	<b>266</b>	<b>88.2%</b>	<b>27,555</b>	<b>25,887</b>	<b>152</b>	<b>94.5%</b>	<b>21,964</b>	<b>20,496</b>	<b>27</b>	<b>93.4%</b>
2022	4	6,785	6,708	11	99.0%	6,372	5,515	60	87.5%	7,509	7,065	46	94.7%	5,967	5,548	6	93.1%
	3	6,098	6,007	30	99.0%	5,749	4,833	82	85.5%	6,835	6,326	54	93.3%	6,051	5,596	9	92.6%
	2	5,364	5,276	13	98.6%	5,090	4,416	73	88.2%	6,008	5,623	32	94.1%	6,612	6,196	14	93.9%
	1	6,814	6,704	47	99.1%	6,419	5,446	83	86.1%	7,509	6,991	47	93.7%	5,295	4,883	5	92.3%
	<b>TOTAL</b>	<b>25,061</b>	<b>24,695</b>	<b>101</b>	<b>98.9%</b>	<b>23,630</b>	<b>20,210</b>	<b>298</b>	<b>86.8%</b>	<b>27,861</b>	<b>26,005</b>	<b>179</b>	<b>94.0%</b>	<b>23,925</b>	<b>22,223</b>	<b>34</b>	<b>93.0%</b>
2021	4	7,345	7,244	44	99.2%	6,956	5,848	84	85.3%	8,104	7,634	34	94.6%	7,138	6,730	11	94.4%
	3	5,887	5,794	29	98.9%	5,614	4,947	67	89.3%	6,630	6,310	39	95.8%	4,780	4,492	7	94.1%
	2	7,007	6,919	29	99.2%	6,591	5,765	155	89.8%	8,017	7,652	47	96.0%	5,141	4,837	6	94.2%
	1	6,966	6,869	38	99.2%	6,662	5,760	101	88.0%	7,658	7,353	31	96.4%	7,360	6,919	14	94.2%
	<b>TOTAL</b>	<b>27,205</b>	<b>26,826</b>	<b>140</b>	<b>99.1%</b>	<b>25,823</b>	<b>22,320</b>	<b>407</b>	<b>88.0%</b>	<b>30,409</b>	<b>28,949</b>	<b>151</b>	<b>95.7%</b>	<b>24,419</b>	<b>22,978</b>	<b>38</b>	<b>94.3%</b>
2020	4	4,926	4,832	32	98.7%	4,591	4,108	31	90.2%	5,471	5,243	33	96.4%	4,565	4,344	10	95.4%
	3	4,666	4,596	16	98.8%	4,342	3,883	43	90.4%	5,306	5,114	23	96.8%	3,938	3,741	7	95.2%
	2	6,683	6,577	20	98.7%	6,071	5,356	77	89.5%	7,810	7,420	40	95.5%	5,216	4,858	7	93.3%
	1	5,530	5,426	17	98.4%	5,058	4,498	45	89.8%	6,421	6,091	35	95.4%	5,295	4,838	98	93.2%
	<b>TOTAL</b>	<b>21,805</b>	<b>21,431</b>	<b>85</b>	<b>98.7%</b>	<b>20,062</b>	<b>17,845</b>	<b>196</b>	<b>89.9%</b>	<b>25,008</b>	<b>23,868</b>	<b>131</b>	<b>96.0%</b>	<b>19,014</b>	<b>17,781</b>	<b>122</b>	<b>94.2%</b>
2019	4	4,752	4,626	18	97.7%	4,406	3,888	44	89.2%	5,548	5,264	36	95.5%	5,333	5,002	28	94.3%
	3	5,422	5,284	10	97.6%	4,929	4,317	67	88.9%	6,359	5,988	52	95.0%	5,394	5,034	29	93.9%
	2	5,676	5,505	15	97.3%	5,167	4,604	53	90.1%	6,662	6,305	68	95.7%	5,255	4,934	39	94.6%
	1	7,118	6,921	15	97.4%	6,521	5,673	81	88.2%	8,267	7,784	93	95.3%	5,226	4,810	43	92.9%
	<b>TOTAL</b>	<b>22,968</b>	<b>22,336</b>	<b>58</b>	<b>97.5%</b>	<b>21,023</b>	<b>18,482</b>	<b>245</b>	<b>89.1%</b>	<b>26,836</b>	<b>25,341</b>	<b>249</b>	<b>95.4%</b>	<b>21,208</b>	<b>19,780</b>	<b>139</b>	<b>93.9%</b>
2018	4	5,006	4,820	18	96.6%	4,602	3,934	81	87.2%	5,761	5,441	70	95.7%	5,312	4,886	55	93.0%
	3	4,308	4,135	16	96.4%	3,966	3,403	52	87.1%	5,014	4,751	55	95.9%	4,742	4,446	36	94.5%
	2	4,823	4,685	12	97.4%	4,521	3,988	111	90.7%	5,742	5,415	81	95.7%	5,006	4,692	38	94.5%
	1	5,101	4,956	7	97.3%	4,769	4,095	112	88.2%	6,086	5,708	65	94.9%	5,007	4,669	29	93.8%
	<b>TOTAL</b>	<b>19,238</b>	<b>18,596</b>	<b>53</b>	<b>96.9%</b>	<b>17,858</b>	<b>15,420</b>	<b>356</b>	<b>88.3%</b>	<b>22,603</b>	<b>21,315</b>	<b>271</b>	<b>95.5%</b>	<b>20,067</b>	<b>18,693</b>	<b>158</b>	<b>93.9%</b>
2017	4	5,010	4,882	12	97.7%	4,638	4,069	65	89.1%	5,919	5,558	75	95.2%	5,284	4,996	26	95.0%
	3	4,750	4,619	10	97.5%	4,377	3,884	67	90.3%	5,594	5,213	78	94.6%	5,090	4,773	31	94.4%
	2	4,911	4,789	14	97.8%	4,549	4,051	86	90.9%	5,922	5,435	106	93.6%	4,844	4,382	197	94.5%
	1	5,583	5,478	9	98.3%	5,171	4,535	85	89.3%	6,548	6,031	94	93.5%	5,113	4,698	33	92.5%
	<b>TOTAL</b>	<b>20,254</b>	<b>19,768</b>	<b>45</b>	<b>97.8%</b>	<b>18,735</b>	<b>16,539</b>	<b>303</b>	<b>89.9%</b>	<b>23,983</b>	<b>22,237</b>	<b>353</b>	<b>94.2%</b>	<b>20,331</b>	<b>18,849</b>	<b>287</b>	<b>94.1%</b>
2016	4	5,994	5,885	15	98.4%	5,560	4,894	112	90.0%	7,002	6,510	79	94.1%	5,088	4,704	60	93.6%
	3	5,522	5,426	12	98.5%	5,045	4,464	68	89.8%	6,419	6,013	69	94.7%	4,840	4,528	27	94.1%
	2	4,874	4,766	12	98.0%	4,471	4,015	50	90.9%	5,807	5,422	71	94.6%	4,784	4,494	17	94.3%
	1	4,406	4,267	18	97.3%	3,967	3,479	68	89.4%	5,313	4,931	69	94.1%	4,731	4,439	24	94.3%
	<b>TOTAL</b>	<b>20,796</b>	<b>20,344</b>	<b>57</b>	<b>98.1%</b>	<b>19,043</b>	<b>16,852</b>	<b>298</b>	<b>90.1%</b>	<b>24,541</b>	<b>22,876</b>	<b>288</b>	<b>94.4%</b>	<b>19,443</b>	<b>18,165</b>	<b>128</b>	<b>94.1%</b>