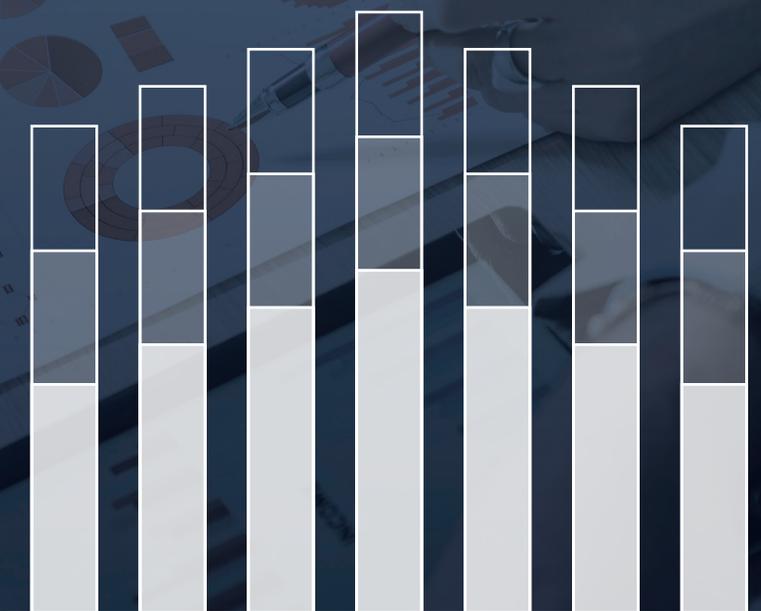


APAR 2019

Ohio | Industrial Commission
ANNUAL PRODUCTION ACTIVITY REPORT



Report Compiled by the Office of Management Planning

SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2019 – DECEMBER 31, 2019

I. MOTIONS/APEALS/INVENTORY

The Industrial Commission (IC) captured 160,040 issues at the District Hearing Officer (DHO) and Staff Hearing Officer (SHO) levels during calendar year (CY) 2019. The Bureau of Workers' Compensation (BWC) recorded 119,179 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2019. Of these filings, 17,268 (14%) were contested and received by the IC for adjudication.

DHO level issues captured (Allowance and C92) and SHO level issues captured (Appeals, PTD, Recons, VSSR, and Miscellaneous) totaled 109,845 and 50,195, respectively. Commission hearing level appeals totaled 19,352 while Reconsiderations totaled 556.

As of December 31, 2019, the IC ending inventory was 19,099 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 262.

II. ADJUDICATORY ACTIVITY

The IC made approximately 151,826 decisions on issues arising from workers' compensation claims. These decisions incorporate administrative reviews (issues that do not initially require formal adjudication via hearing). The IC heard a total of 107,555 claims during CY 2019 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 74,350 claims heard. Total SHO claims heard are recorded at 32,982 claims. Deputy venue claims heard totaled 75 in CY 2019 while the Commission venue recorded 148 claims heard.

DHO and SHO hearings were conducted on 245 days during CY 2019 at an average of 439 claims heard per day. DHO hearings averaged 303 claims heard per day while SHO hearings averaged 135 claims heard per day. Commission level hearings were scheduled on 48 days during CY 2019.

During CY 2019, self-insuring (SI) risks accounted for 28 percent of all claims heard while non-SI risks accounted for 72 percent of all claims heard.

III. MEDICAL ACTIVITY

The IC currently schedules medical exams in seven districts – Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo, and Youngstown. A total of 1,904 specialist exams and medical reviews were performed on behalf of the IC during CY 2019. Almost all of these were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 59,226 Allowance docket claims during CY 2019. The statewide median for the 45-day Filing to Hearing mandate is 33 days, while the statewide median for the seven-day Hearing to Mailing mandate is 3 days.

Of the qualifying CY 2019 Allowance docket claims heard, 4,952, or twelve percent were beyond the 45-day Filing to Hearing mandate on industry performance.

Staff Hearing Officers heard a total of 28,186 Appeal docket claims during CY 2019. The statewide median for the 45-day Filing to Hearing mandate is 35 days, and the statewide median for the seven-day Hearing to Mailing mandate is 4 days.

SUMMARY AND STATISTICAL HIGHLIGHTS

Ohio Revised Code 4123.511 (E) requires the issuance of a refusal order within 14 days of the expiration of the period in which an appeal may be filed to an SHO order. Collectively, IC refusal orders were issued in an average of six days for the respective 14-day statutory period.

For hearings conducted during CY 2019, the combined venue Commission and Deputy average for the period Filing of Appeal to Hearing Date is 41 days. This is unchanged from the CY 2018 average of 41 days. The combined venue average for the seven-day Hearing to Mailing mandate is non-compliant at 28 days. This average has improved by 16 days compared to CY 2018 performance of 44 days. The combined venue average for the Filing of Appeal to Mailing of Order stands at 69 days (consisting of 93 days for the 3-member Commission venue and 65 days for the Deputy SHO venue). This average has improved 16 days from CY 2018 combined venue average of 85 days (91 days for the 3-member Commission venue and 81 days for the Deputy SHO venue). Eighteen percent of eligible orders published for CY 2019 hearings have met the 52-day categorical benchmark.

A total of 927 PTD claims were heard during CY 2019. PTD applications were adjudicated within an average of 222 days during CY 2019. This reflects a 30-day regression from CY 2018. Statewide, final orders were published within five days of the hearing during CY 2019.

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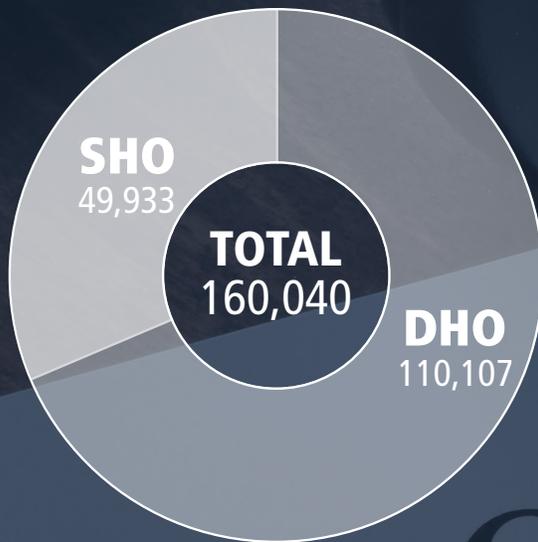
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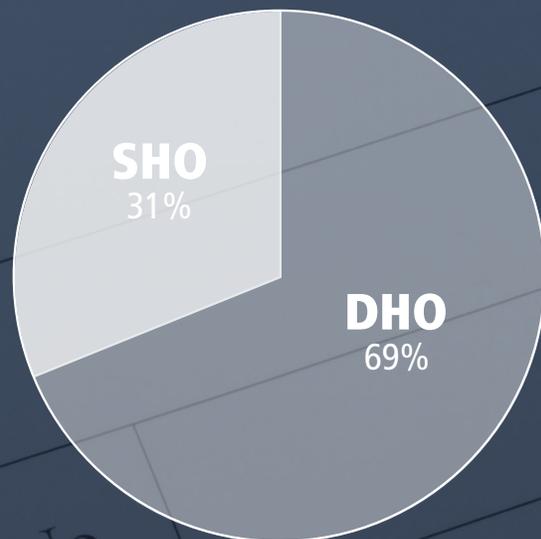
HEARING INVENTORY

NEW ISSUES CAPTURED



Industrial Commission (IC) workloads and performance are initiated by, and heavily dependent upon the volume of new motion and appeal filings. IC inventory fluctuations can be volatile depending on claim flows from the Bureau of Workers' Compensation (BWC), appeal filings, examiner production, docketing volume, and hearing continuances.

DHO/SHO INVENTORY RATIO



The DHO/SHO total ending hearing inventory as of December 31, 2019 is 19,099 claims. This is inclusive of active IR processes and unassigned workflow/case manager processes.

ID Card No

Zip

BWC NEW CLAIMS FILED

The BWC recorded 119,179 new injury, occupational disease, and death claims during calendar year (CY) 2019. Approximately, 24,839 (21 percent) of those filings were for self-insuring employers. The approximate breakdown of claim filings by risk type and claim type is provided below.

BWC NEW CLAIM FILINGS BY RISK TYPE

RISK TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	TOTAL
Self-Insured (SI)	119	4,334	20,270	116	24,839
Non-SI	261	15,067	78,632	380	94,340
TOTAL	380	19,401	98,902	496	119,179

Source: BWC Data Warehouse

Approximately 14 percent of all new claims filed were contested in whole or part and forwarded to the IC for adjudication. Original allowance and death allowance issues were captured for 17,268 claims during CY 2019. A majority resulted in Allowance docket hearings.

IC NEW MOTIONS AND APPEALS FILED

A total of 109,845 new first level motions and appeals were filed during CY 2019 for 68,768 separate claims. A number of claims have multiple issues per motion; however, not all motions or appeals resulted in a hearing. Approximately 160,040 issues were captured at the first and second adjudicatory levels during CY 2019. During CY 2019, commission level appeals and reconsiderations filed totaled 19,352 and 556, respectively. Issues tracked for DHO and SHO motion and appeal filings by docket type are itemized as follows:

DHO AND SHO MOTION AND APPEAL FILINGS BY DOCKET TYPE

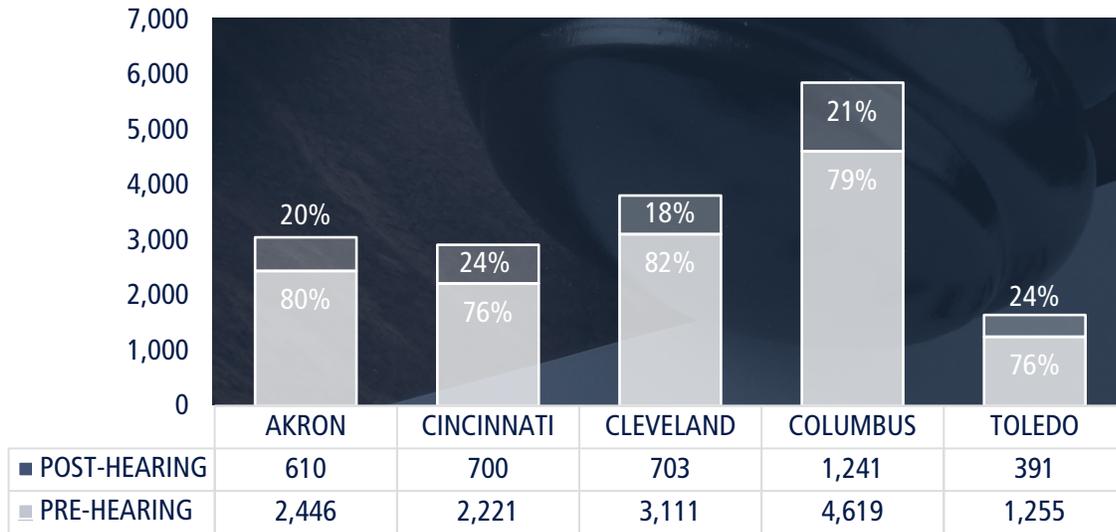
LEVEL	DOCKET TYPE	VOLUME	PERCENT OF TOTAL *
DHO	ALLOWANCE	93,638	59%
	C92	16,469	10%
SHO	APPEAL	42,825	27%
	MISC	1,651	1%
	PTD	1,297	<1%
	RECON	3,462	2%
	VSSR	698	<1%
STATEWIDE TOTAL		160,040	

*Figures are rounded

HEARING INVENTORY

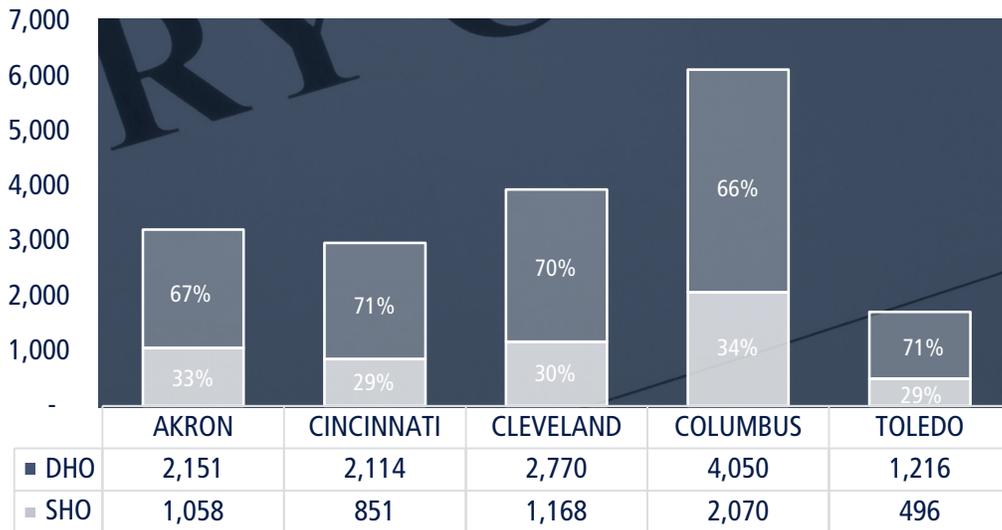
As of December 31, 2019, the IC maintained a pre-hearing inventory level of 13,650 claims at DHO and SHO levels and 1,804 claims in the pre-screening process, accounting for 81% of total ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status.

IC INVENTORY
DECEMBER 31, 2019



Statewide average monthly DHO and SHO aggregate inventory was 19,009 claims for CY 2019.

IC INVENTORY
MONTHLY AVERAGE

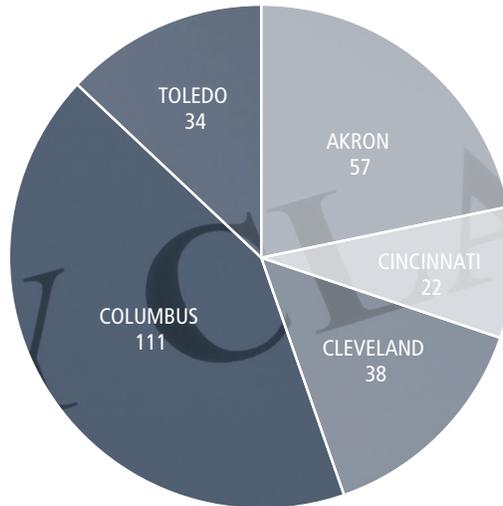


**Excludes claims in pre-screening process*

MEDICAL EXAM INVENTORY

The volume of claims within the IC medical section as of December 31, 2019 equaled 262 accounting for one percent of total inventory. Most of these claims are in process for PTD related specialist exams. While PTD medical exams are conducted throughout the state, the scheduling and report processing are conducted in the Columbus office.

MEDICAL INVENTORY DECEMBER 31, 2019

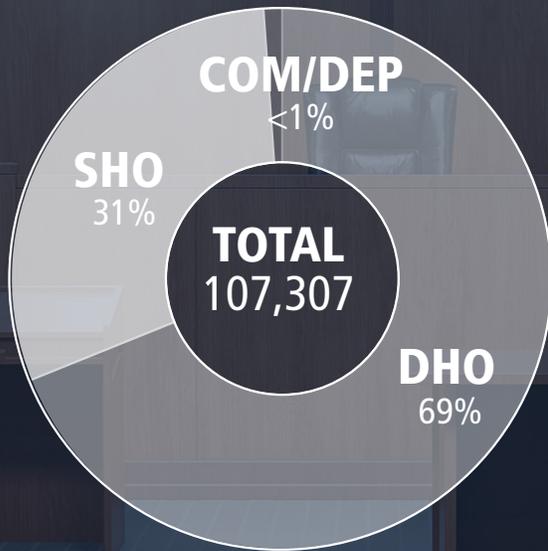


TOTAL ENDING INVENTORY

As of December 31, 2019, statewide aggregate hearing and medical inventory totaled 19,099 claims at DHO and SHO adjudicatory levels. Commission Level Hearings (95), Court Unit (6,248), Attorney Fee applications (15) inventory volumes, and claims under other administrative review processes are not included in DHO or SHO inventory.

ADJUDICATORY INVENTORY

FORMAL HEARINGS



During CY 2019, the IC heard a total of 107,546 claims at all adjudicatory levels. Claims heard includes hearings at the DHO, SHO, Deputy, and Commission venues.

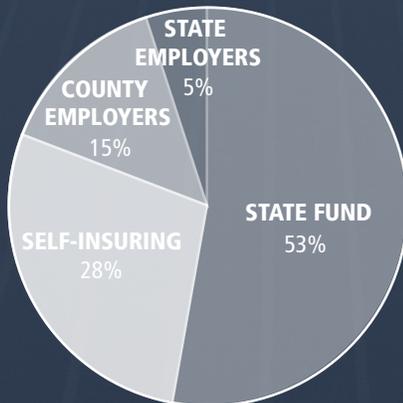
DHO LEVEL: 74,350 / 69%

SHO LEVEL: 32,750 / 31%

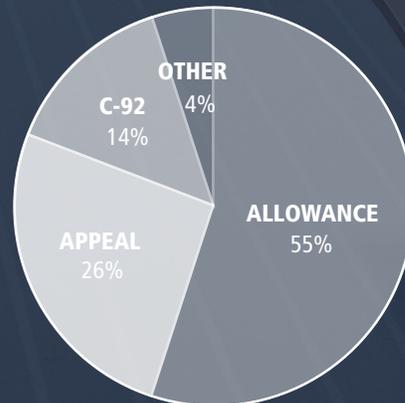
COMMISSION/DEPUTY: 207 / <1%

CLAIMS HEARD

BY RISK TYPE



BY DOCKET TYPE



*The sum of the percentages may not equal 100% due to rounding.

ADMINISTRATIVE REVIEWS

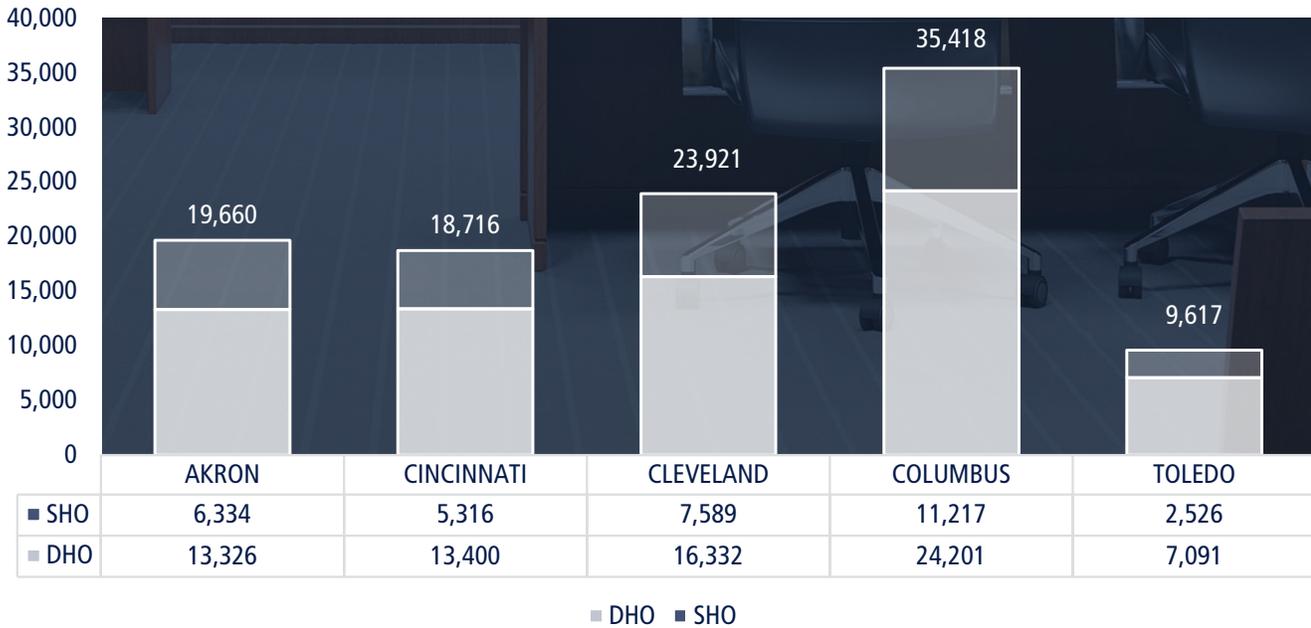
Formal hearings and administrative reviews constitute the majority of Industrial Commission adjudicatory activity. In CY 2019, the IC made approximately 151,826 decisions on issues arising from workers' compensation claims.

During CY 2019, the IC conducted 38,579 administrative reviews and heard a total of 107,546 claims at all adjudicatory levels. Claims heard includes hearings at the DHO, SHO, Deputy, and Commission venues. Administrative reviews incorporate issues that do not initially require formal adjudication via hearing (Hearing Administrator issues, Commission requests, etc.). These issues receive review and processing at the claims examining, word processing, and hearing officer levels, but are not typically reflected in routine production reports under DHO or SHO dockets. These issues may subsequently result in a hearing under normal adjudicatory process and are reflected accordingly under respective hearing venues.

CLAIMS HEARD

The total DHO hearing volume accounted for 69 percent of the overall hearing activity during CY 2019 at 74,350 claims heard, while the SHO volume is recorded at 32,982 claims heard. Deputy venue hearings totaled 75 in CY 2019, while the Commission venue recorded 148 claims heard. Total claims heard may include continuances, referrals, dismissals, or other final determinations made as a result of a hearing. Formal hearing volumes for CY 2019 reflect a six percent decrease from CY 2018 totals.

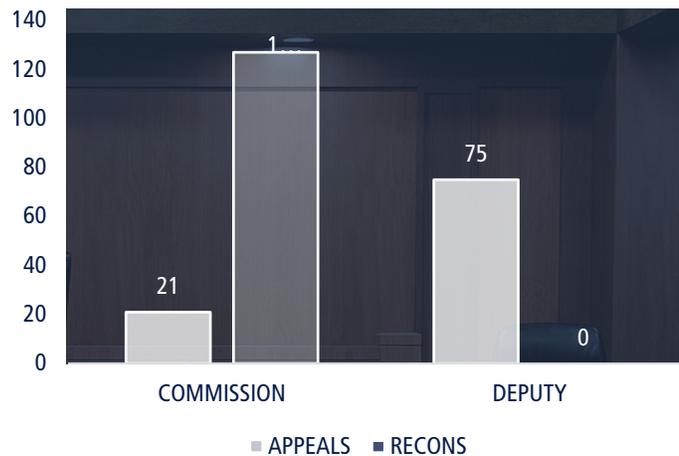
IC CLAIMS HEARD 2019 DHO AND SHO



DHO and SHO hearings were conducted on 245 days during CY 2019. A combined average of 439 claims were heard per day at the DHO and SHO levels. District Hearing Officers averaged 303 claims heard per day while Staff Hearing Officers averaged 135 claims heard per day. Commission level hearings were scheduled on 48 days during CY 2019. Commission venue Appeals and Reconsiderations were scheduled at a rate of three claims per hearing day. Deputy venue claims are disseminated from the Commission Level Hearing Section in Columbus and are not docketed in a systematic manner. Thus, the volume of claims heard per day at this level is indeterminate.

COMMISSION CLAIMS HEARD

2019



CLAIMS HEARD BY DOCKET TYPE

DHO Allowance claims heard account for 55 percent of the statewide total, while DHO C92 claims account for 14 percent. SHO dockets are accounted for as follows: Appeals - 26 percent; Reconsiderations - 3 percent; and PTD - 1 percent. Miscellaneous, VSSR, Deputy, and Commission venue hearings combined for one percent of the statewide total.

CLAIMS HEARD BY DOCKET TYPE AT EACH OFFICE

LEVEL	DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO	ALLOWANCE	10,612	10,700	12,227	19,811	5,886	59,236
	C-92	2,714	2,700	4,106	4,389	1,205	15,114
	DHO TOTAL	13,326	13,400	16,333	24,200	7,091	74,350
SHO	APPEAL	5,389	4,686	6,272	9,588	2,250	28,185
	PTD	152	104	145	437	89	927
	RECON	680	406	973	930	128	3,117
	VSSR	12	17	7	21	7	64
	MISC	101	103	192	241	52	689
	SHO TOTAL	6,334	5,316	7,589	11,217	2,526	32,982
COM	COMMISSION	0	0	0	148	0	148
	DEP	4	3	18	44	6	75
	COM TOTAL	4	3	18	192	6	223
REGIONAL TOTAL		19,664	18,719	23,940	35,609	9,623	107,555

CLAIMS HEARD BY RISK TYPE

During CY 2019, self-insuring (SI) risks accounted for 28 percent of all claims heard while non-SI risks accounted for 72 percent.

Statewide, quarterly ratios remained relatively steady throughout the year with slight variations by region.

RISK TYPE CLAIMS HEARD 2019 PERCENTAGE ANALYSIS



HEARINGS HELD BY EMPLOYER GROUP

LEVEL	DOCKET TYPE	STATE FUND	SELF INSURING	PUB. EMP. (COUNTY)	PUB. EMP. (STATE)	TOTAL
DHO	ALLOWANCE	32,234	16,533	8,080	2,386	59,233
	C-92	7,354	3,906	3,021	833	15,114
	DHO TOTAL	39,588	20,439	11,101	3,219	74,347
SHO	APPEAL	14,674	8,252	3,803	1,455	28,184
	RECON	1,298	1,029	623	167	3,117
	MISC	380	204	76	29	689
	VSSR	51	11	0	1	63
	PTD	496	50	101	48	695
	SHO TOTAL	16,899	9,546	4,603	1,700	32,748
COM	COMMISSION	60	48	23	1	132
	DEPUTY	32	27	11	5	75
	COM TOTAL	92	75	34	6	207
EMPLOYER TOTAL		56,579	30,060	15,738	4,925	107,302

Hearings were conducted for approximately 19,619 different risks during CY 2019. Hearings for claims of private state funded employers accounted for 53 percent of all hearings while SI employers accounted for 28 percent; public county employers accounted for 15 percent; and public state employers' claims accounted for five percent.

INTERPRETER AND EMERGENCY HEARINGS

A total of 2,352 hearings were flagged as requiring interpreter services during CY 2019, marking a six percent increase from CY 2018.

A total of 223 emergency hearings were scheduled during CY 2019. Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective hearing parties, or other justifiable reasons.

REGION	INTERPRETER	EMERGENCY
AKRON	190	21
CINCINNATI	274	25
CLEVELAND	723	32
COLUMBUS	1,069	136
TOLEDO	96	9
STATEWIDE	2,352	223

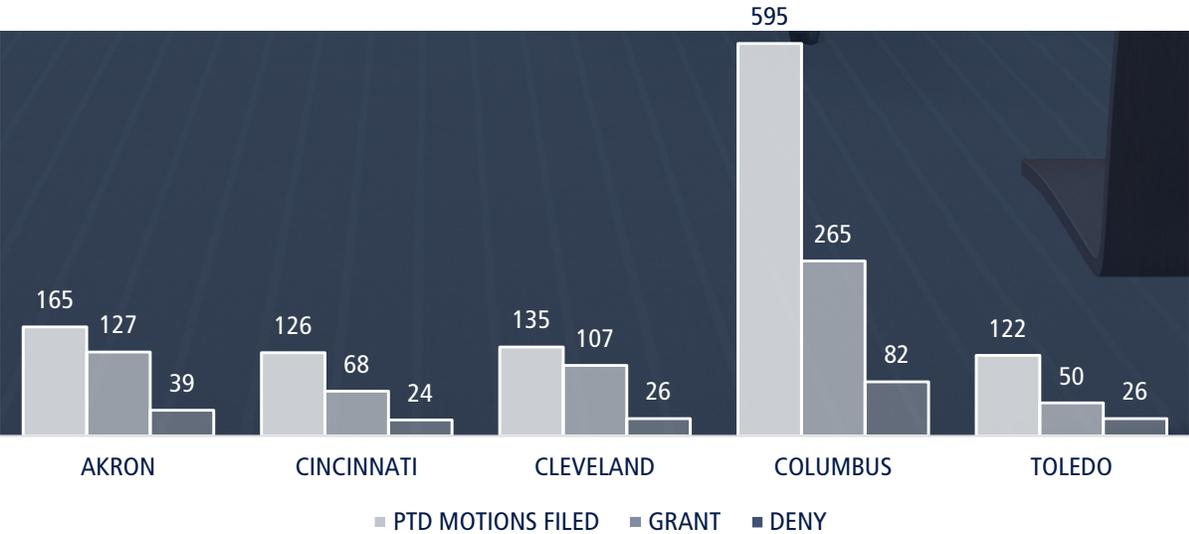
PERMANENT TOTAL DISABILITY DECISIONS

Permanent Total Disability (PTD) motions captured for CY 2019 totaled 1,143. Of those PTD applications that were either granted or denied during CY 2019, 76% were rendered PTD grants versus 24% PTD denials.

Regionally, the respective grant/deny ratios were as follows: Akron - 77%, 23%; Cincinnati - 74%, 26%; Cleveland - 80%, 20%; Columbus - 76%, 24%; Toledo - 65%, 45%.

Given processing times for PTD applications, there is not always a direct correlation between motion filings and decisions rendered within the same calendar year. Additionally, some PTD applications are withdrawn, dismissed, or otherwise disposed. These totals are not reflected in this report.

REGIONAL PTD DECISIONS 2019

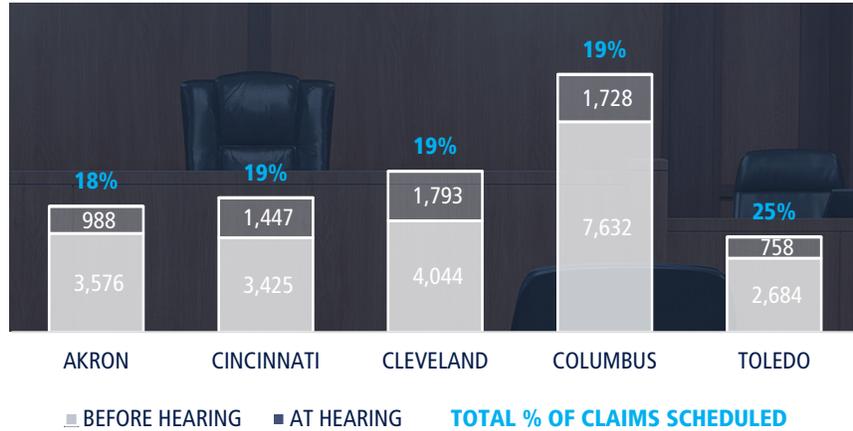


**PT motions filed in a year do not directly correlate to grant/deny regional totals*

CONTINUANCES

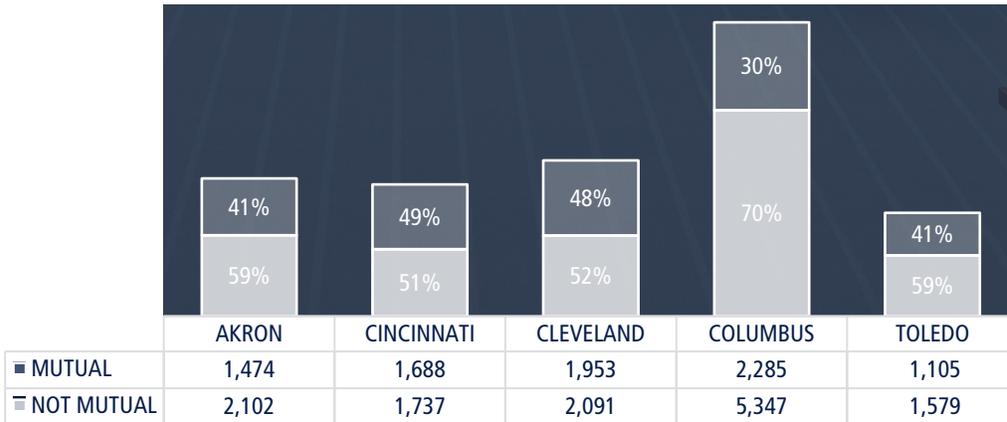
Statewide, the average continuance rates (for all issues) prior to and at hearing are 15 percent and 5 percent of claims scheduled, respectively for CY 2019. Continuances granted prior to hearing for all issues totaled 21,361 while continuances granted at hearing totaled 6,714. The aggregate continuance rate for all issues is 20 percent for CY 2019.

CONTINUANCES GRANTED ALL ISSUES



Continuances impact inventory backlogs, docketing, and time frames. Mutually agreed continuances prior to hearing are not eligible for time frame consideration. Continuances prior to hearing that are not mutually agreed may remain eligible if the time frames are not waived by the parties at some other point and the issue reaches a subsequent hearing.

CONTINUANCE AGREEMENT ALL ISSUES PRIOR TO HEARING



HEARING ADMINISTRATOR DECISIONS

IC Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 22,698 continuance requests during CY 2019, they also processed 13,966 requests to cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2019.

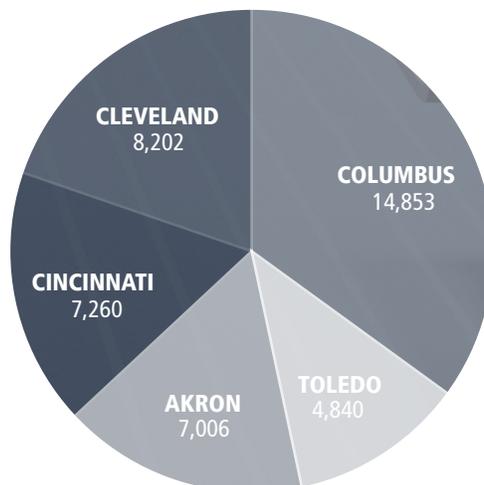
HEARING ADMINISTRATOR ACTIVITY

TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	LETTERS ISSUED	132	91	87	368	93
	PRE-HEARING	38	16	61	72	8
EMERGENCY HEARINGS	GRANT	21	25	32	136	9
SUBPOENA REQUESTS	GRANT	104	64	92	160	10
	DENY	35	10	45	49	13
INTERROGATORIES & DEPOSITIONS	GRANT	2	0	0	1	1
	HEARING	1	1	0	2	2
SUSPENSION REQUESTS	GRANT	280	315	332	588	241
	DENY	62	148	144	227	82
.522/.52 REQUESTS	GRANT	2	10	2	43	2
	HEARING	60	62	97	106	33
HEARING ADMINISTRATOR TOTALS		737	742	892	1,752	494

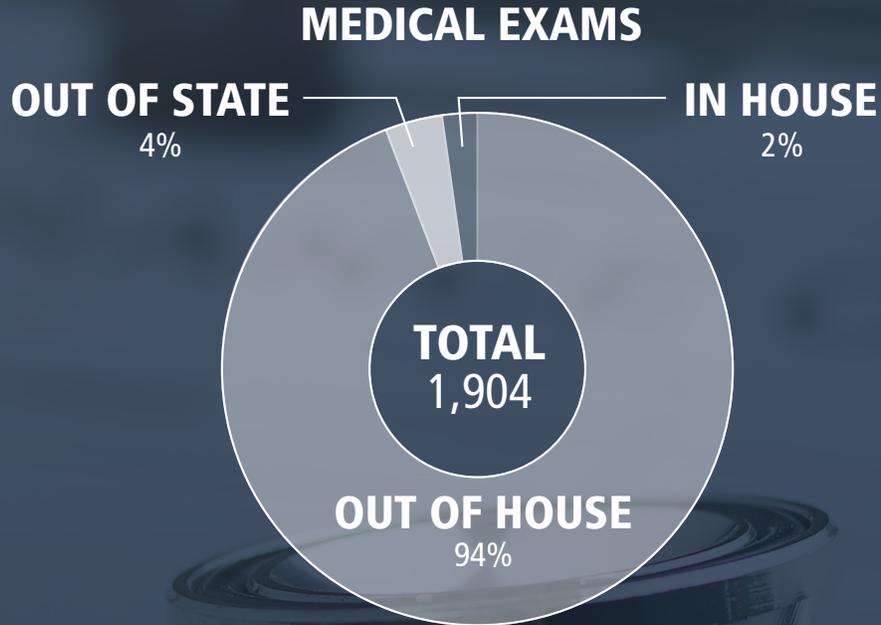
Hearing Administrators also processed requests for extensions related to PTD filings and requests regarding other miscellaneous issues that are not presented above.

Statewide, Hearing Administrators made decisions on or referred to hearing approximately 42,161 issues during CY 2019. Regional proportions of statewide Hearing Administrator activity during CY 2019 are as follows: Columbus at 35 percent; Cleveland at 19 percent; Akron at 17 percent; Cincinnati at 17 percent, and Toledo at 11 percent.

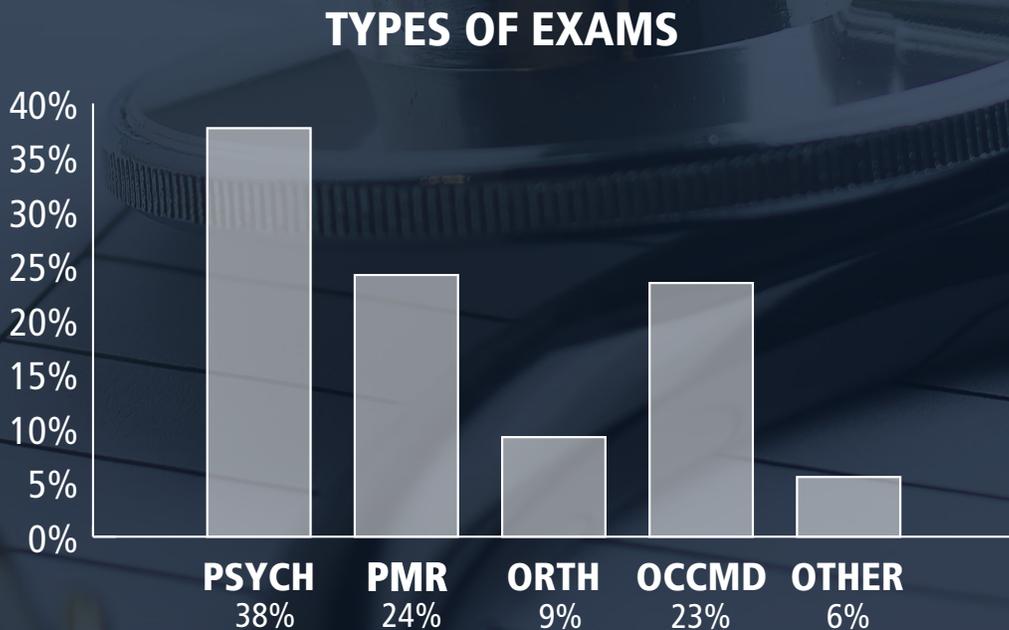
HEARING ADMINISTRATOR ACTIVITY BY REGION



MEDICAL ACTIVITY



Of the 2,249 exams scheduled during CY 2019, 15% were canceled, rescheduled or the injured worker did not attend the exam.



SPECIALIST EXAMS

A total of 2,249 specialist exams, including medical reviews, were scheduled on behalf of the Industrial Commission during CY 2019. The majority of these exams are related to PTD filings. Scheduling of exams for Injured Workers residing out-of-state is performed through the Columbus office. The Columbus, Cleveland, Youngstown, and Dayton offices maintain in-house medical exam rooms.

A total of 1,904 IC exams were performed in CY 2019 with a majority of exams taking place outside IC offices. The CY 2019 exam volume reflects a 13 percent increase from CY 2018.

SPECIALIST EXAMS PERFORMED BY LOCATION

LOCATION	AKR	CIN	CLE	COL	DAY	TOL	YOU	TOTAL %
OUT OF HOUSE	166	137	290	908	202	169	245	94%
IN HOUSE	4	0	9	12	0	0	19	2%
OUT OF STATE	0	0	1	87	0	0	0	4%
TOTAL	170	137	300	1,007	202	169	264	
% OF OVERALL TOTAL	8%	6%	13%	45%	9%	8%	12%	

EXAM CANCELLATION RATES

The 2,249 specialist exams scheduled during CY2019 consisted of 345 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2019 statewide exam cancellation rate (cancel, no show, reschedule) is 15 percent.

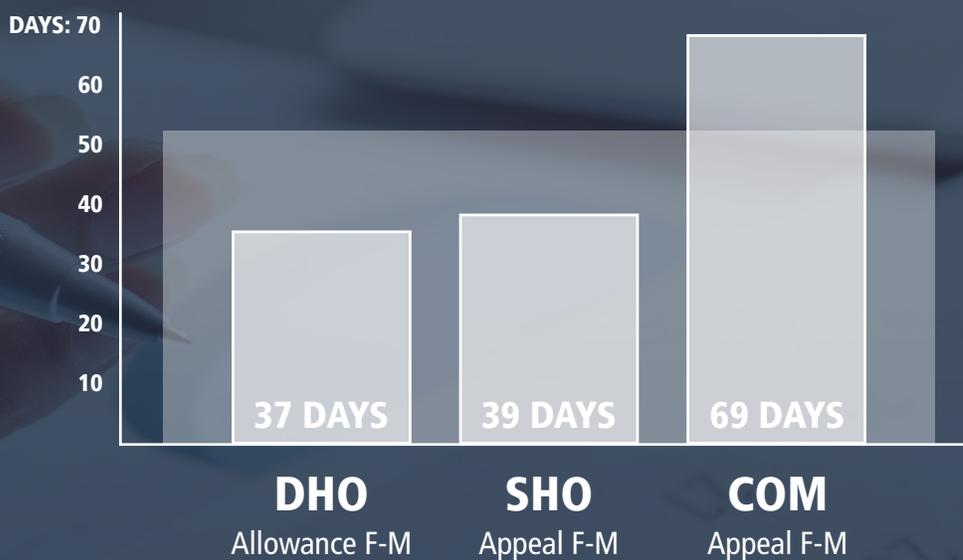
IC SPECIALIST EXAMS

DISTRICT	PERFORMED	CANCELED	RESCHEDULED	NO SHOWS	SCHEDULED	CANCELLATION RATE
AKRON	154	5	8	3	170	9%
CINCINNATI	106	7	16	8	137	23%
CLEVELAND	251	16	19	14	300	16%
COLUMBUS	855	55	78	19	1,007	15%
DAYTON	160	14	24	4	202	21%
TOLEDO	143	10	14	2	169	15%
YOUNGSTOWN	235	8	13	8	264	11%
STATEWIDE	1,904	115	172	58	2,249	15%

ADMINISTRATIVE PERFORMANCE

TIME FRAMES

The benchmark for DHO, SHO, and COM Filing to Mailing time frames is 52 days: inclusive of the statutory 45 days for Filing to Hearing and 7 days for Hearing to Mailing.



OTHER STATUTORY AND BENCHMARK PROCESSES ARE AS FOLLOWS:

**REFUSAL ORDER:
EXPIRATION TO MAILING**



IC averaged 6 out of 14 days allowed.

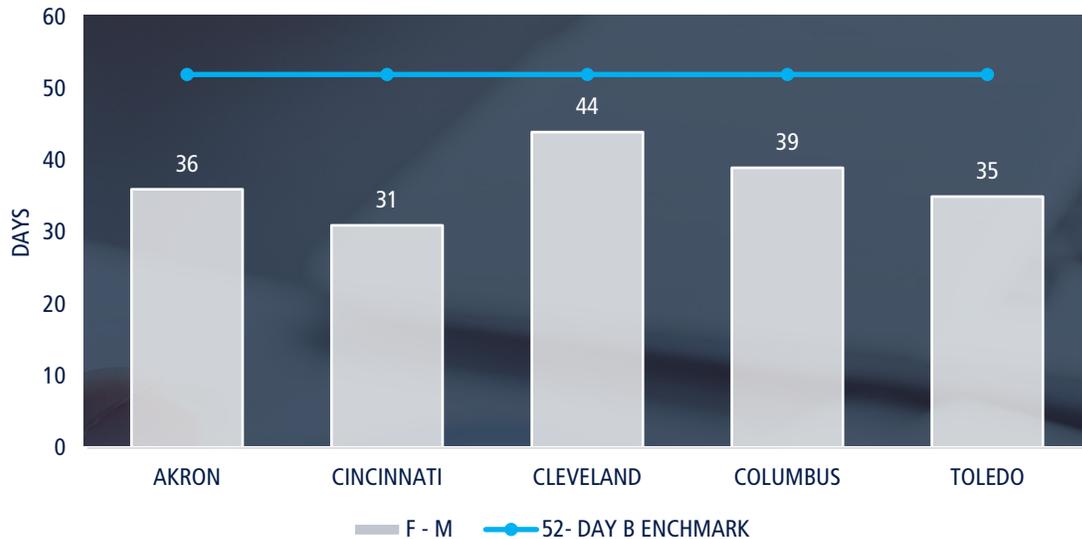
**PTD:
FILING TO MAILING**

Year	IC averaged
2019	222 days
2018	192 days

DISTRICT HEARING OFFICER ALLOWANCE TIME FRAMES

District hearing officers heard a total of 59,226 Allowance docket claims during CY 2019. Of those, 42,307 (72%) qualified for inclusion in time studies. On average, all IC offices performed within the statutory limits set forth in R.C. 4123.511 for the calendar year. The IC benchmark for Filing to Mailing is set at 52 days. This benchmark is based on the entirety of the hearing process and combines the two statutory periods Filing to Hearing (45 days) and Hearing to Mailing (7 days).

2019 STATEWIDE DHO ALLOWANCE PERFORMANCE



2018 QTR	F-R*	R-H	F-H*	H-M*	R-M	F-M
1 ST	1	31	33	4	36	37
2 ND	1	31	34	3	35	37
3 RD	1	29	31	3	33	36
4 TH	1	30	33	3	35	36
AVERAGE	1	30	33	3	35	37

*F-R statute = 7 days; F-H statute = 45 days; H-M statute = 7 days.

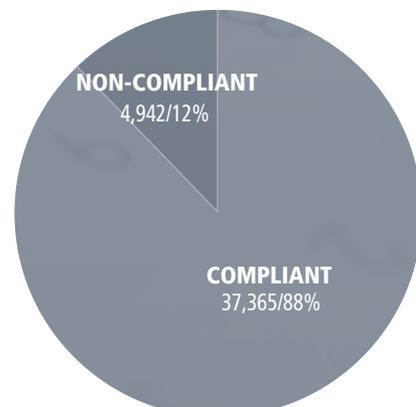
NON-COMPLIANT CLAIMS

R.C. 4123.511(C) dictates that an appeal or motion to a DHO must be heard within a 45-day period. This is inclusive of the statutory 7-day period the BWC has to forward the claim data to the IC in accordance with R.C. 4123.511(B)(3).

For CY 2019 4,952 (12%) of the Allowance docket claims heard were beyond the statutory 45-day Filing to Hearing time frame. This reflects a decrease of 26 percent (1,771 claims) in the volume of non-compliant claims with a decrease of three percent in the rate of non-compliance compared to CY 2018 performance.

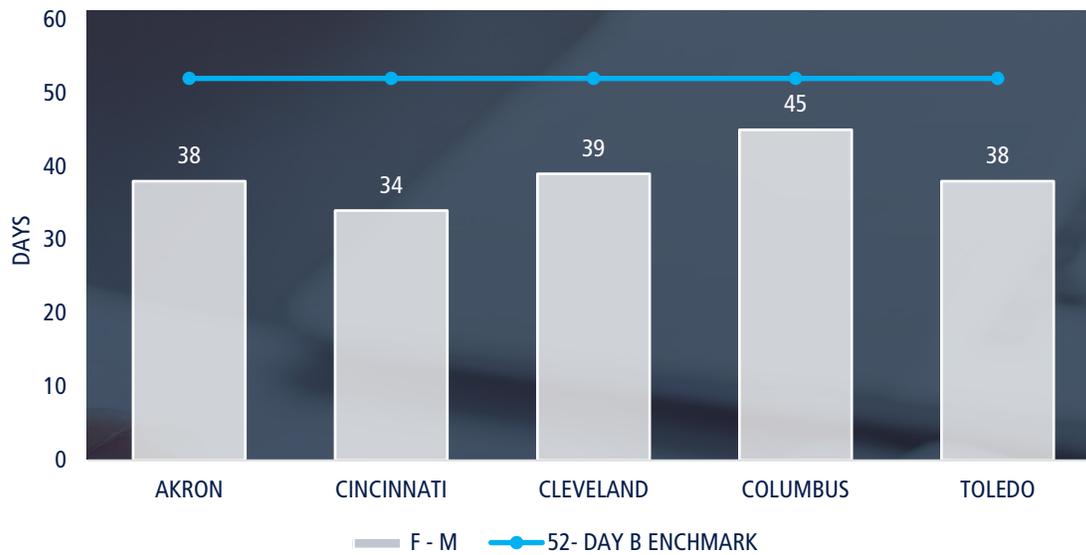
DHO ALLOWANCE FILING TO HEARING

42,307 QUALIFYING RECORDS



STAFF HEARING OFFICER APPEAL TIME FRAMES

Staff hearing officers heard a total of 28,186 Appeal docket claims during CY 2019. Of those, 24,197 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits.



2018 STATEWIDE SHO APPEAL PERFORMANCE

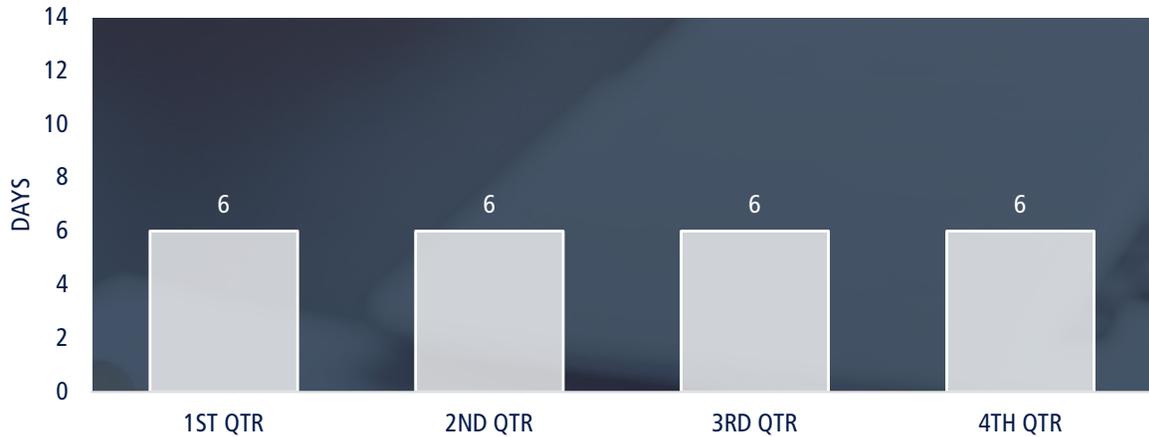
2018 QTR	F-H*	H-M*	F-M
1 ST	36	4	41
2 ND	34	3	38
3 RD	36	4	41
4 TH	34	4	37
AVERAGE	35	4	39

*F-H statute = 45 days; H-M statute = 7 days.

SHO REFUSAL ORDER TIME FRAMES

Appeals to SHO orders are discretionary in nature and processed centrally by the Commission Level Hearing Section in Columbus. Per R.C. 4123.511(E), if an appeal is refused, it is to receive a refusal order within 14 days of the expiration date for which an appeal may be filed to an SHO order.

SHO APPEAL ORDER EXPIRATION TO REFUSAL ORDER



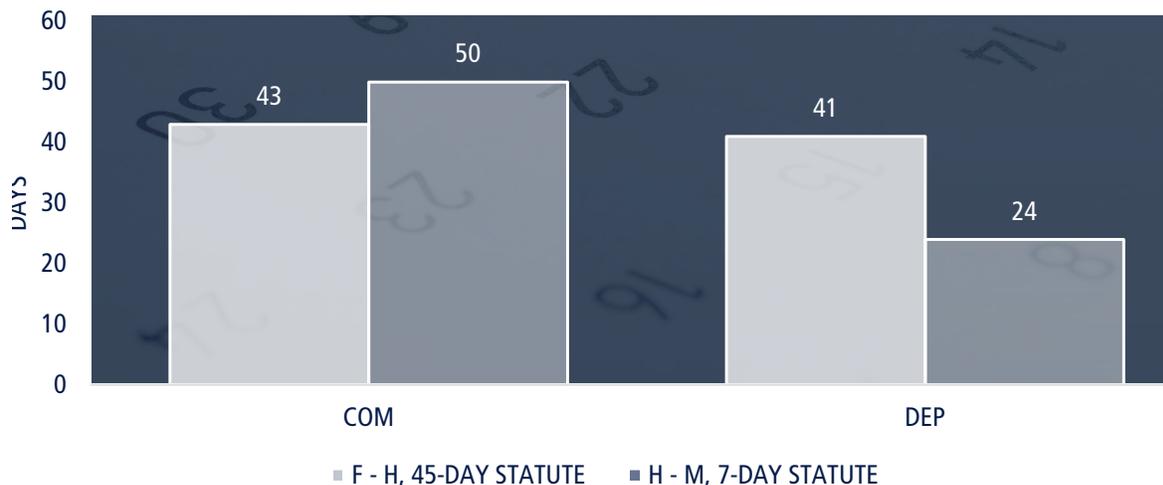
COMMISSION LEVEL TIME FRAMES

For hearings conducted during CY 2019, the combined venue average for the statutory 45-day period *Filing to Hearing* (F-H) of an appeal is compliant at 41 days. This is unchanged from the CY 2018 average.

The combined venue average for the statutory 7-day period *Hearing to Mailing* (H-M) of an appeal is 28 days. This is a 16-day improvement from the 44-day average during CY 2018.

The combined venue average for the *Filing to Mailing* (F-M) time frame is 69 days which is a 16-day improvement from CY 2018 combined venue average of 85 days.

2019 COMMISSION ACTIVITY



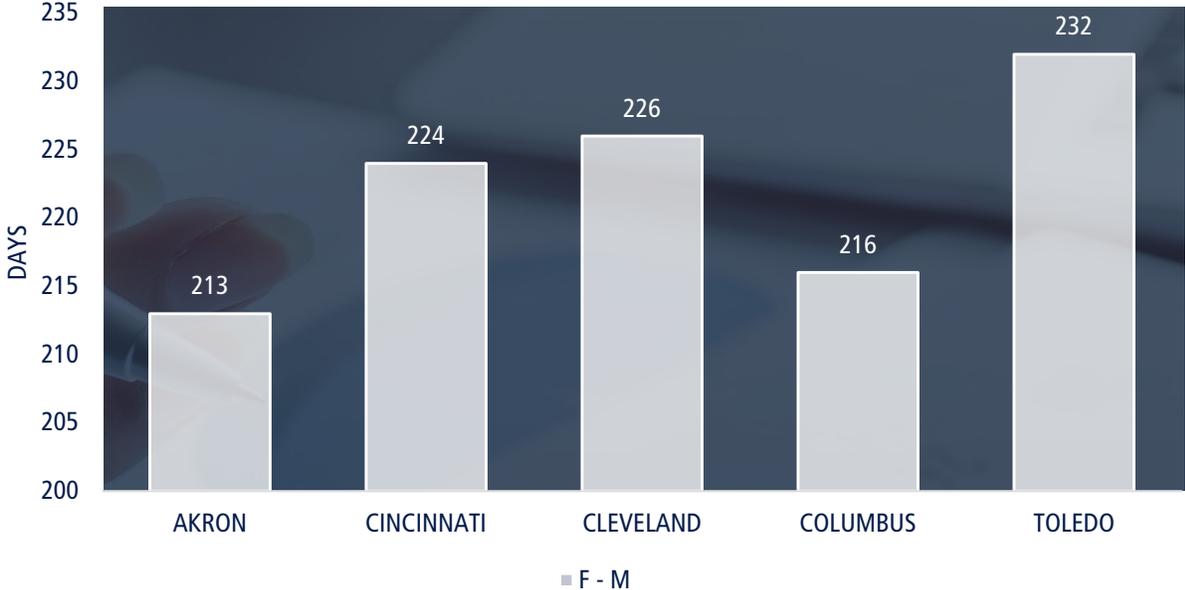
PERMANENT TOTAL DISABILITY TIME FRAMES

A total of 927 PTD claims were heard during CY 2019. PTD claims qualifying for inclusion in the time studies equaled 619 (67%). Only those claims in which a decision is final in nature are included. Decisions involving a continuance, cancellation, or referral are not used in the calculation of the performance estimate.

During CY 2019, PTD applications were adjudicated within an average of 222 days (approximately six months) from the application filing date, a 30-day regression from CY 2018.

PTD hearings are typically taken under advisement with a final order published at a later date. On average, final orders were published within six days of the hearing during CY 2019.

PTD FILING TO MAILING



STATISTICAL OVERVIEW

INVENTORY	2018	2019
BWC New Claims Filed	123,107	119,179
IC Motions/Appeals Filed (first level)	115,024	109,845
HEARING ACTIVITY		
Claims Heard	114,555	107,555
DHO Venue	80,098	74,350
SHO Venue	34,259	32,982
COM Venue	135	223
Claims Heard Per Day (DHO/SHO)	466	439
DHO Heard Per Day	327	303
SHO Heard Per Day	139	135
Continuances: Prior to Hearing	21,688	21,361
Continuances: At Hearing	7,109	6,714
MEDICAL ACTIVITY		
Specialist Examinations Performed	1,679	1,904
PERFORMANCE		
DHO Allowance Timeframes (F-M)	41 days	37 days
Non-Compliant DHO Claims	6,723	4,952
SHO Appeal Timeframes (F-M)	40 days	39 days
Commission Appeal Timeframes (F-M)	85 days	69 days
Refusal Orders	6 days	6 days

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