



Ombuds Office

An Independent Service of Ohio's
Workers' Compensation System

2023 Annual Report

Ombuds Office

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Table of Contents

Message from the Chief Ombudsperson	2
About the Ombuds Office	4
Ombuds Office Workflow	6
2023 Statistical Information Summary	7
Ombuds Office 2023 Statistics	
Method of Customer Contact.....	8
Cases by Customer Type	9
Cases by Type of Employer	10
Cases by Issue Type	11
Issue Report - Ombuds Complaints	12
Causation and Accountability Reports	13
Year-to-Year Comparison	14
Issue Report—Ombuds Inquiries	15
Issue Report - Other Inquiries	17
2023 Administrative Update	19
Ombuds Office Table of Organization	22
Expenditure Report	23
Ohio Workers' Compensation Statistics	
Industrial Commission	24
Bureau of Workers' Compensation	25
Industrial Commission Nominating Council	27

Message from the Chief Ombudsperson

March 18, 2026

Industrial Commission
Nominating Council

Dear Council Members:

I am pleased to present the Ombuds Office annual report for calendar year 2023 (CY2023). In accordance with Ohio Revised Code section 4121.45, this report provides a statistical summary of the activities for the year. Ombuds Office staff again continued to perform our mission of assisting customers that interact with the workers' compensation system in matters dealing with the Bureau of Workers' Compensation (BWC) and the Ohio Industrial Commission (IC).

2023 was a busy and productive year; of the 4,888 customer contacts handled by our office, we categorized 125 as complaints, based on the customer expressing dissatisfaction with BWC or IC. These complaint contacts came from the following sources:

- Injured workers (or their representatives) 71 percent;
- Other 21 percent
- Employers (or their representatives) 8 percent.

Of the remaining 4,763 customer contacts, we categorized 1,836 as Ombuds inquiries and 2,927 were categorized as other inquiries. These contacts came from the following sources:

Ombuds inquiries

- Injured workers (or their representatives) 64 percent;
- Employers (or their representatives) 23 percent;
- Other 13 percent.

Other inquiries

- Employers (or their representatives) 70 percent;
- Injured workers (or their representatives) 17 percent;
- Other 13 percent.

In February 2024, I was voted in to serve as the interim Chief Ombudsperson and then in September 2024, I was appointed permanently by the Nominating Council. During CY2023, I held the title of Ombuds Supervisor and worked alongside other Ombuds staff to faithfully assist our customers. I would like to extend my gratitude to the Nominating Council again for their vote of confidence to continue the excellent work of this office. Additionally, I want to thank the Ombuds staff; they reflect the true definition of a public

employee by their continued hard work and dedication to the customers trying to navigate the workers' compensation system. The Ombuds Office would also like to thank the employees of the BWC and IC who assist us with resolving problems.

Customer outreach and education will continue to be a high priority for 2024. We will continue to supply Ombuds brochures to BWC and IC customer service offices and mail a written explanation of the hearing process with the Ombuds brochure to non-represented injured workers' and employers. I plan to schedule various seminars to attend and speak at throughout the upcoming year to explain the service provided by the Ombuds Office.

Finally, we have maintained membership with the International Ombudsman Association (IOA) whose mission is to support and advance the ombudsman profession and ensure that practitioners work to the highest professional standards. The IOA provides a set of professional and ethical principles to which members adhere in their ombudsman practice. These principles reflect a commitment to promote ethical conduct in the performance of the ombudsman role and to maintain the integrity of the ombudsman profession – independence, neutrality, impartiality, confidentiality and informality. We also belong to the United States Ombudsman Association whose purpose is to assist existing ombudsmen and ombudsman organizations in improving the operation of ombudsman offices throughout the United States.

Sincerely,



Erica R. Stilson
Chief Ombudsperson

About the Ombuds Office

The Ohio General Assembly established a workers' compensation ombudsperson system, which has been in place since the 1970s (ORC 4121.45). The Ombuds Office is a neutral and independent resource available to employers, injured workers, and their representatives, to assist with problems navigating and questions arising out of the Ohio workers' compensation system. We answer inquiries and investigate complaints about the workers' compensation system, facilitating resolution of issues when possible. We capture, categorize and analyze inquiry and complaint data to identify areas of potential concern in the workers' compensation system. This information is published annually.

§ 4121.45 Ombudsperson system.

- A. There is hereby created a workers' compensation ombudsperson system to assist claimants and employers in matters dealing with the bureau of workers' compensation and the industrial commission. The industrial commission nominating council shall appoint a chief ombudsperson. The chief ombudsperson, with the advice and consent of the nominating council, may appoint such assistant ombudspersons as the nominating council deems necessary. The position of chief ombudsperson is for a term of six years. A person appointed to the position of chief ombudsperson shall serve at the pleasure of the nominating council. The chief ombudsperson may not be transferred, demoted, or suspended during the person's tenure and may be removed by the nominating council only upon a vote of not fewer than nine members of the nominating council. The chief ombudsperson shall devote the chief ombudsperson's full time and attention to the duties of the ombudsperson's office. The administrator of workers' compensation shall furnish the chief ombudsperson with the office space, supplies, and clerical assistance that will enable the chief ombudsperson and the ombudsperson system staff to perform their duties effectively. The ombudsperson program shall be funded out of the budget of the bureau and the chief ombudsperson and the ombudsperson system staff shall be carried on the bureau payroll. The chief ombudsperson and the ombudsperson system shall be under the direction of the nominating council. The administrator and all employees of the bureau and the commission shall give the ombudsperson system staff full and prompt cooperation in all matters relating to the duties of the chief ombudsperson.
- B. The ombudsperson system staff shall:
1. Answer inquiries or investigate complaints made by employers or claimants under this chapter and Chapter 4123. of the Revised Code as they relate to the processing of a claim for workers' compensation benefits;
 2. Provide claimants and employers with information regarding problems which arise out of the functions of the bureau, commission hearing officers, and the commission and the procedures employed in the processing of claims;
 3. Answer inquiries or investigate complaints of an employer as they relate to reserves established and premiums charged in connection with the employer's account;
 4. Comply with Chapter 102. and sections 2921.42 and 2921.43 of the Revised Code and the nominating council's human resource and ethics policies.
 5. Not express any opinions as to the merit of a claim or the correctness of a decision by the various officers or agencies as the decision relates to a claim for benefits or compensation.

For the purpose of carrying out the chief ombudsperson's duties, the chief ombudsperson or the ombudsperson system staff, notwithstanding sections 4123.27 and 4123.88 of the Revised Code, has the right at all reasonable times to examine the contents of a claim file and discuss with parties in interest the contents of the file as long as the ombudsperson does not divulge information that would tend to prejudice the case of either party to a claim or that would tend to compromise a privileged attorney-client or doctor-patient relationship.

C. The chief ombudsperson shall:

1. Assist any service office in its duties whenever it requires assistance or information that can best be obtained from central office personnel or records;
2. Annually assemble reports from each assistant ombudsperson as to their activities for the preceding year together with their recommendations as to changes or improvements in the operations of the workers' compensation system. The chief ombudsperson shall prepare a written report summarizing the activities of the ombudsperson system together with a digest of recommendations. The chief ombudsperson shall transmit the report to the nominating council.
3. Comply with Chapter 102. and sections 2921.42 and 2921.43 of the Revised Code and the nominating council's human resource and ethics policies.

D. No ombudsperson or assistant ombudsperson shall:

1. Represent a claimant or employer in claims pending before or to be filed with the administrator, a district of staff hearing officer, the commission, or the courts of the state, nor shall an ombudsperson or assistant ombudsperson undertake any such representation for a period of one year after the ombudsperson's or assistant ombudsperson's employment terminates or be eligible for employment by the bureau or the commission or as a district or staff hearing officer for one year;
2. Express any opinions as to the merit of a claim or the correctness of a decision by the various officers or agencies as the decision relates to a claim for benefits or compensation.

E. The chief ombudsperson and assistant ombudspersons shall receive compensation at a level established by the nominating council commensurate with the individual's background, education, and experience in workers' compensation or related fields. The chief ombudsperson and assistant ombudspersons are full-time permanent employees in the unclassified service of the state and are entitled to all benefits that accrue to such employees, including, without limitation, sick, vacation, and personal leaves. Assistant ombudspersons serve at the pleasure of the chief ombudsperson.

F. In the event of a vacancy in the position of chief ombudsperson, the nominating council may appoint a person to serve as acting chief ombudsperson until a chief ombudsperson is appointed. The acting chief ombudsperson shall be under the direction and control of the nominating council and may be removed by the nominating council with or without just cause.

Ombuds Office Workflow



2023 Statistical Information Summary

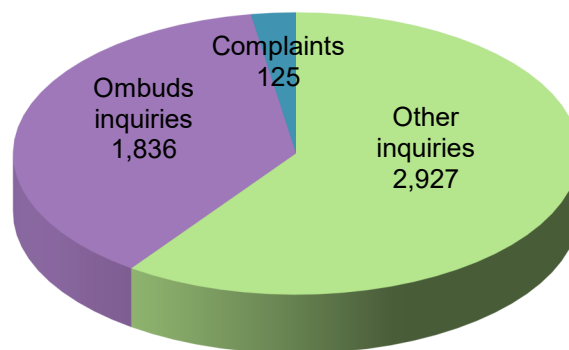
We processed 4,888 customer contacts in 2023. Our staff investigates and researches customer contacts to determine whether a case should be opened. The office classifies contacts as either a complaint (125), an Ombuds inquiry (1,836) or as an other inquiry (2,927). We classify a case as a complaint when a customer expresses dissatisfaction with the Ohio workers' compensation system. The most frequent complaints brought to our office for resolution include:

- BWC processing delays;
- Employer concerns related to their policy accounts receivable balance;
- Nonpayment of treatment bills;
- Payment of indemnity benefits to injured workers.

In 2014, we began capturing information related to general inquiry contacts and added several new categories of issues to have a more complete picture of the type of issues that are presented. This additional information allows us to identify trends in order to make recommendations.

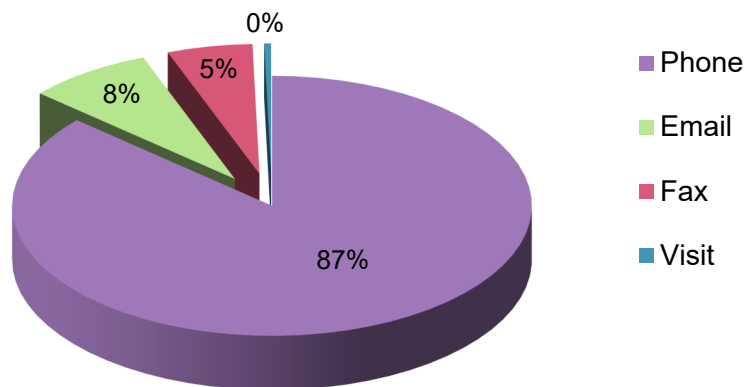
We deem a case to be an Ombuds inquiry when one of our staff directly provides the information requested by the customer and a complaint was not involved. The issues we receive the most inquiries about include employer policy coverage, accounts receivable balance and questions about canceling policy coverage. Additional frequent Ombuds inquiry issues include questions about the claim process and party rights, questions about forms required for various requests, questions about the IC hearing process, and questions about requirements for various types of compensation.

Finally, we receive a number of contacts that we do not open as Ombuds cases because the information requested is more properly obtained elsewhere. We determine quickly if another state agency can more appropriately assist a customer and we provide the proper contact information.



Method of Customer Contact

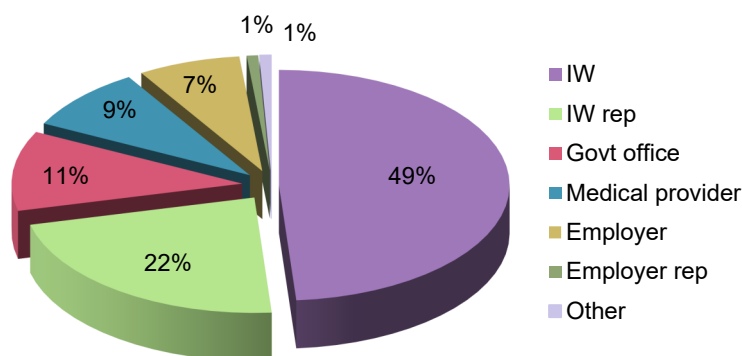
We processed 4,888 customer contacts during 2023, which we received by the methods below.



Contact Method	
Phone	4,226
Email	381
Fax	260
Visit	21
Total	4,888

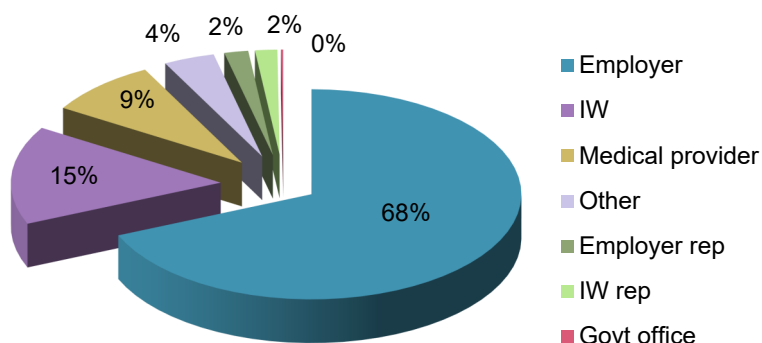
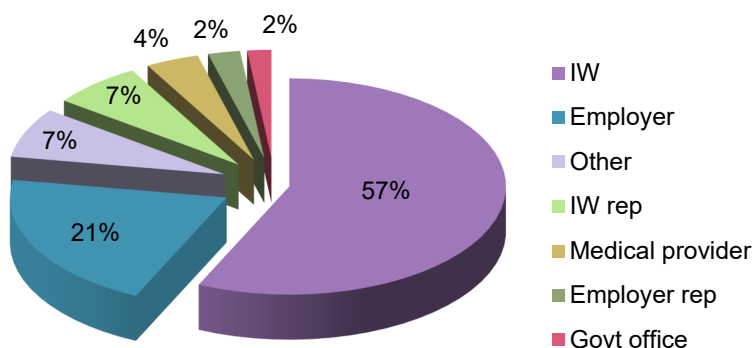
Cases by Customer Type

The charts below identify the customer type for each of the types of cases received: complaints, Ombuds inquiries and other inquiries.



Complaints by Customer Type	
Injured worker	61
Injured worker representative	28
Government office	14
Medical provider	11
Employer	9
Employer representative	1
Other	1
Total	125

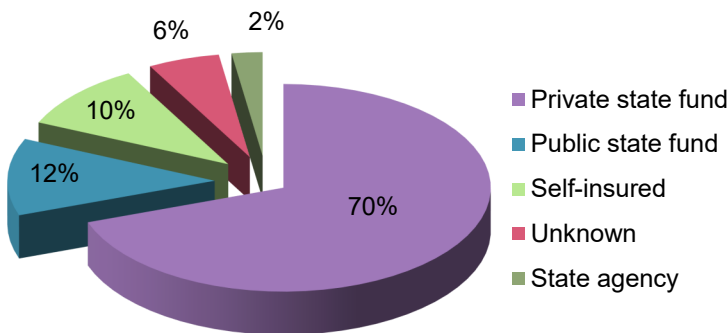
Ombuds Inquiries by Customer Type	
Injured worker	1,044
Employer	381
Other	137
Injured worker representative	124
Medical provider	73
Employer representative	44
Government office	33
Total	1,836



Other Inquiries by Customer Type	
Employer	2,008
Injured worker	443
Medical provider	252
Other	115
Employer representative	54
Injured worker representative	50
Government office	5
Total	2,927

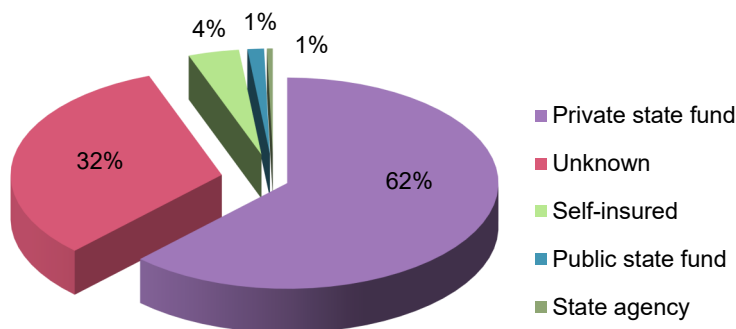
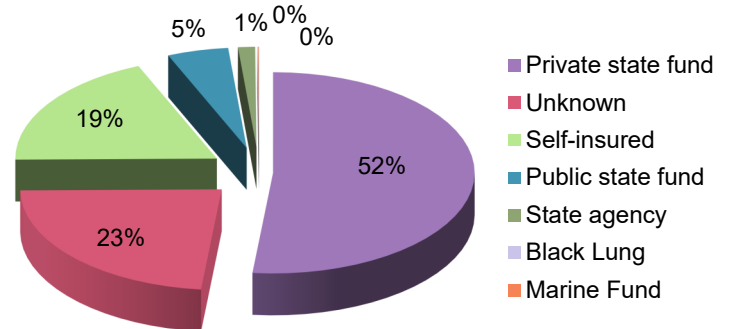
Cases by Type of Employer

The charts below identify the employer type for each of the types of cases received: complaints, Ombuds inquiries and other inquiries.



Employer Type	Count
Private state fund	87
Public state fund	15
Self-insured	13
Unknown	7
State agency	3
Total	125

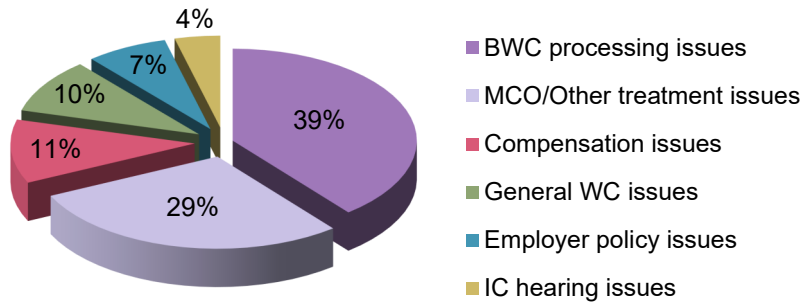
Employer Type	Count
Private state fund	948
Unknown	426
Self-insured	345
Public state fund	90
State agency	25
Black Lung	1
Marine Fund	1
Total	1,836



Employer Type	Count
Private state fund	1,822
Unknown	941
Self-insured	114
Public state fund	37
State agency	13
Total	2,927

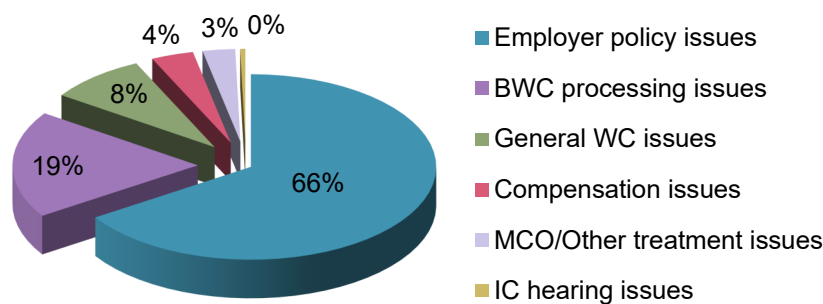
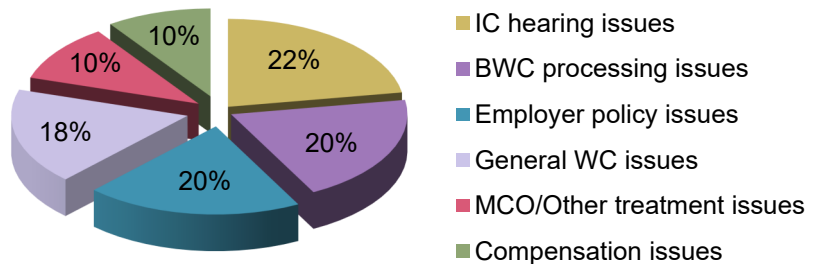
Cases by Issue Type

The charts below identify the issue type for each of the types of cases received: complaints, Ombuds inquiries and other inquiries.



Issue Type	Count
BWC processing issues	49
MCO/Other treatment issues	36
Compensation issues	14
General WC issues	12
Employer policy issues	9
IC hearing issues	5
Total	125

Issue Type	Count
IC hearing issues	411
BWC processing issues	365
Employer policy issues	365
General WC issues	324
MCO/Other treatment issues	194
Compensation issues	177
Total	1,836



Issue Type	Count
Employer policy issues	1,927
BWC processing issues	546
General WC issues	250
Compensation issues	108
MCO/Other treatment issues	83
IC hearing issues	13
Total	2,927

Issue Report - Complaints

The codes below describe what issue our staff determined best described the complaint.

BWC Processing Issues	
Processing delay	17
Claim process	16
CSS/MCS	9
Independent medical exam	4
BWC form	3
Total	49

IC Hearing Issues	
Hearing process/Hearing letter	2
Hearing decision	1
Hearing officer	1
Hearing delay	1
Total	5

General Workers' Compensation Issues	
Self-insured complaint	4
Fraud allegation	2
Additional allowance	1
Employer delay of claim	1
Fee dispute	1
Medicare	1
Light duty	1
Statute of limitations	1
Total	12

Compensation Issues	
Temporary total disability	10
Lump sum settlement	1
Permanent partial disability	1
Violation of specific safety requirements	1
Wage loss	1
Total	14

Employer Policy Issues	
Accounts receivable balance	2
Cancel/Sold company	1
Coverage	1
Employer invoice	1
Employer program	1
Rate	1
Safety & Hygiene	1
Wrong policy number	1
Total	9

MCO & Other Treatment Issues	
Authorization of medical treatment	12
Bills nonpayment	8
Medical provider	6
MCO staff	4
Self-insured medical bill	2
Prescription - general	2
Prescription - prior authorization	1
Vocational rehabilitation	1
Total	36

Causation and Accountability Reports - Complaints

These charts denote in further detail what we found to be the problem after investigating the complaint and identifying the responsible entity. Comparison data from prior years are included.

Causation	2021	2022	2023
Unjustified complaint	125	95	77
Unresponsiveness CSS/MCS	16	20	8
Medical exam/Review required	6	4	8
Billing issue	14	8	6
Claim status	6	1	6
CSS/MCS	21	13	5
Medical provider	12	14	3
MCO	13	12	3
Attorney/Representative	4	16	2
Employer	21	11	2
Appeal	0	1	2
Injured worker	11	25	1
IC	3	4	1
Website	2	1	1
Needs forms or information	3	4	0
Policy services	3	2	0
Wanted claim expedited	1	0	0
Wrong diagnosis code	0	1	0
Total	261	232	125

Accountability	2021	2022	2023
Injured worker	103	101	64
BWC	45	41	23
Medical provider	24	22	9
Employer - State fund	32	14	9
MCO	29	19	8
Employer - Self-insured	10	18	6
Attorney/Representative	14	14	5
IC	2	2	1
Financial institution	1	1	0
Job and Family Services	1	0	0
Total	261	232	125

Year-to-year comparison - Complaints

The tables below provide a comparison of complaint data for years 2021, 2022, and 2023.

Complaints by Customer Type	2021	2022	2023
Injured worker	124	126	61
Injured worker representative	60	51	28
Government office	15	18	14
Medical provider	20	15	11
Employer	35	16	9
Employer representative	7	6	1
Other	0	0	1
Total	261	232	125

Complaints by Employer Type	2021	2022	2023
Private state fund	179	145	87
Public state fund	23	23	15
Self-insured	47	56	13
Unknown	9	4	7
State agency	3	4	3
Total	261	232	125

Complaints by Issue Type	2021	2022	2023
BWC processing issues	75	73	49
MCO/Other treatment issues	73	52	36
Compensation issues	37	42	14
General WC issues	31	33	12
Employer policy issues	33	17	9
IC hearing issues	12	15	5
Total	261	232	125

Issue Report - Ombuds Inquiries

Ombuds staff directly provides information to the customer and there was not a complaint.

Employer Policy Issues	
Coverage	107
Cancel/Sold company	54
Accounts receivable balance	31
Certificate	29
Employer true-up	24
Employer invoice	18
Rebate/Refund	15
Safety & Hygiene	12
Rate	11
Payment issue	10
Lien	9
Other state coverage	8
Employer program	6
Policy combined/Transferred/Cancelled	6
ESS/AE2	5
MCO	5
Manual code classification	4
Change of address	3
Amended payroll	3
Audit	2
Collections	1
Installment payment	1
Wrong policy number	1
Total	365

Compensation Issues	
Temporary total disability	81
Lump sum settlement	19
Death benefits	16
Permanent total disability/DWRF	14
Permanent partial disability	10
Wage loss	10
Banking issue	8
AWW/FWW amount	7
Violation of specific safety requirement	4
Travel reimbursement	2
Scheduled loss	2
Income verification letter	2
Lump sum advancement	1
Salary continuation	1
Total	177

IC Hearing Issues	
Hearing process/Hearing letter	306
Hearing decision	66
IC form	28
Hearing officer	8
Hearing delay	2
IC exam	1
Total	411

Issue Report - Ombuds Inquiries - continued

Ombuds staff directly provides information to the customer and there was not a complaint.

MCO & Other Treatment Issues	
Bills nonpayment	60
Authorization of medical treatment	54
Medical provider	22
Find physician	11
MCO staff	10
Self-insured medical bill	9
Vocational rehabilitation	6
MCO form	4
Prescription - general	4
Provider enrollment	4
Reactivation	3
Prescription - prior authorization	3
Provider policy and fee schedule	2
Prescription - opioids	2
Total	194

BWC Processing Issues	
Claim process	137
BWC form	103
CSS/MCS	50
BWC E account	21
Processing delay	19
Independent medical exam	14
Website	16
Status of form/Application	5
Total	365

General Workers' Compensation Issues	
Nonspecific	129
Claim allowance	50
Medicare	46
Self-insured complaint	26
Additional allowance	17
Employer form	14
Attorney/Representative	13
Fraud allegation	11
Statute of limitations	8
Fee dispute	7
ADA	1
Interstate jurisdiction	1
Light duty	1
Total	324

Issue Report - Other Inquiries

Ombuds staff determines that the information being requested is more properly obtained elsewhere.

Employer Policy Issues	
Coverage	496
Payment issue	362
Certificate	227
Employer true-up	214
Accounts receivable balance	199
Cancel/Sold company	124
Employer invoice	48
Change of address	41
Safety & Hygiene	40
Rebate/Refund	32
Manual code classification	29
Lien	24
Rate	24
Employer program	15
Other state coverage	15
Collections	12
Policy combined/Transferred/Cancelled	7
MCO	5
Installment payment	3
Amended payroll	2
Audit	2
Elective coverage	2
Prospective billing	2
Estimated annual premium	1
Wrong policy number	1
Total	1,927

Compensation Issues	
Banking issue	49
Temporary total disability	17
Death benefits	15
Permanent total disability/DWRF	10
Lump sum settlement	7
Permanent partial disability	3
Travel reimbursement	3
AWW/FWW amount	1
Salary continuation	1
Scheduled loss	1
Wage loss	1
Total	108

IC Hearing Issues	
Hearing process/Hearing letter	10
IC form	2
Hearing decision	1
Total	13

Issue Report - Other Inquiries - continued

Ombuds staff determines that the information being requested is more properly obtained elsewhere.

MCO & Other Treatment Issues	
Provider enrollment	23
Provider policy and fee schedule	14
Medical provider	11
Prescription - prior authorization	7
Self-insured medical bill	6
Authorization of medical treatment	5
Find physician	5
Bills nonpayment	4
MCO form	4
Prescription - general	4
Total	83

BWC Processing Issues	
Claim process	249
BWC E account	105
BWC form	97
CSS/MCS	76
Website	14
Status of form/Application	3
Independent medical exam	1
Processing delay	1
Total	546

General Workers' Compensation Issues	
Nonspecific	139
Employer form	30
Claim process	20
Claim allowance	18
Self-insured complaint	15
Medicare	9
Fraud allegation	7
Additional allowance	4
Attorney/Representative	4
Statute of limitations	3
Labor issue	1
Total	250

2023 Administrative Update

Budget

Expenditures to operate the Ombuds Office in CY2023 totaled \$746,523. This total includes payroll costs for staff of \$728,997 and operating expenses of \$17,526. Total expenditures for CY2023 decreased 4 percent as compared to CY2022. A spreadsheet providing budget details is on page 23 of this annual report.

Total payroll costs for 2023 vs. 2022 decreased 4 percent. Payroll costs include employee salary and employer paid benefits, including health insurance and retirement. Additionally, this portion of the budget includes a mass allocation (cost divided between BWC departments) for William Green Building security guards (personal service). There is some fluctuation in the payroll cost over CY2023 based on the 26 pay period cycle resulting in two months with three pay periods, and individual employees' selections related to their benefits.

In CY2023, staff included the chief ombudsperson, two exempt employees and five bargaining unit employees.

Non-payroll operating costs for the Ombuds Office for 2023 were \$17,526. This total is a decrease of 10 percent from \$19,403 in 2022. The two largest operating expenses for us are building maintenance and printing (building maintenance is a mass allocation calculated based on the square footage of each department). Also included in this section of the budget, is the cost for office supplies, telephone and travel.

Database

In December 2023 we concluded our fifteenth year of the ePowerCenter tracking software. Benefits of this industry standard software include:

- Improved tracking of individual complaints and inquiries;
- Improved consistency of information provided to Ombuds Office customers;
- Quicker recall history of prior discussions with customers;
- Quicker access to injured worker claims data;
- Quicker access to employer risk data;
- Improved report generating capabilities;
- Improved data trend analysis capabilities.

We began collecting data in January 2009, and this data continues to be useful in conducting year over year comparisons and identifying customer trends. In addition, several BWC divisions now use ePowerCenter. The ePowerCenter data on the Ombuds system remains 100 percent segregated from BWC data, and we continue to retain statutory independence and neutrality. This sharing of the same software allows for better data trend analysis of current and future problems.

In 2014, we began tracking general inquiry information in addition to complaint information we previously tracked. This additional data provides a more robust picture of the type and source of issues presented to us for resolution. Additionally, we continuously review database parameters to ensure we are capturing as much information as possible from each customer contact.

The advantage to making these changes is that we can get a much clearer and more detailed picture of the type of issues brought to us.

Promoting Ombuds Office services

In 2014, we resumed the practice of collecting information about how our customers learned of our office and/or the source of their referral. This information allows the office to conduct analysis to promote our services more effectively. Ensuring that potential customers and sources of referrals have an awareness of the office and the services provided continues to be a priority in 2023. I continue to accept speaking engagements to explain Ombuds Office services whenever they are offered.

Printed material

We produce and print our capabilities brochure in-house at minimal cost by BWC communications and DAS state printing. We mail this brochure upon request; distribute it at speaking engagements; and provide it to BWC, IC, employer and labor groups and other government entities for distribution to potential customers.

Promoting services to IC

We increased awareness of services to the IC in several ways including:

- Presenting an overview of the office and services provided to all IC hearing officers as part of their regional training;
- Meeting with IC support staff in IC offices statewide to discuss available services;
- Providing capabilities brochures to IC hearing officers and staff for distribution to employers, injured workers and their representatives;
- Maintaining placement of link to Ombuds Office information on the IC's website.

Promoting Services to BWC

We increased awareness of services to the BWC in several ways, including:

- Meeting with BWC customer service office managers and claims staff to discuss available Ombuds Office services;
- Meeting with BWC risk staff and employer services specialists to raise awareness of our services available to Ohio employers;
- Meeting with Division of Safety & Hygiene staff, in locations across Ohio, to increase awareness of our services available to Ohio employers;
- Meeting with BWC business consultants to increase their awareness of our services;
- Working with BWC's 1-800-OHIOBWC call center staff to increase awareness of our services and to increase appropriate referrals;
- Maintaining placement of link to Ombuds Office information on BWC's website;
- Working with BWC to determine placement of an option to reach the Ombuds Office on the 1-800-OHIOBWC phone line.

Promoting services to employers

We increased awareness of services to employers in several ways, including:

- Mailing letters to unrepresented employers prior to their first IC hearing;
- Distributing our capabilities brochure to business trade groups for distribution to their members;
- Providing information business trade groups can share on their websites;
- Speaking at special events and/or seminars with target audiences present;
- Providing information on our services to local and regional chambers of commerce and safety councils.

Promoting services to injured workers

We will increase awareness of services to injured workers in several ways, including:

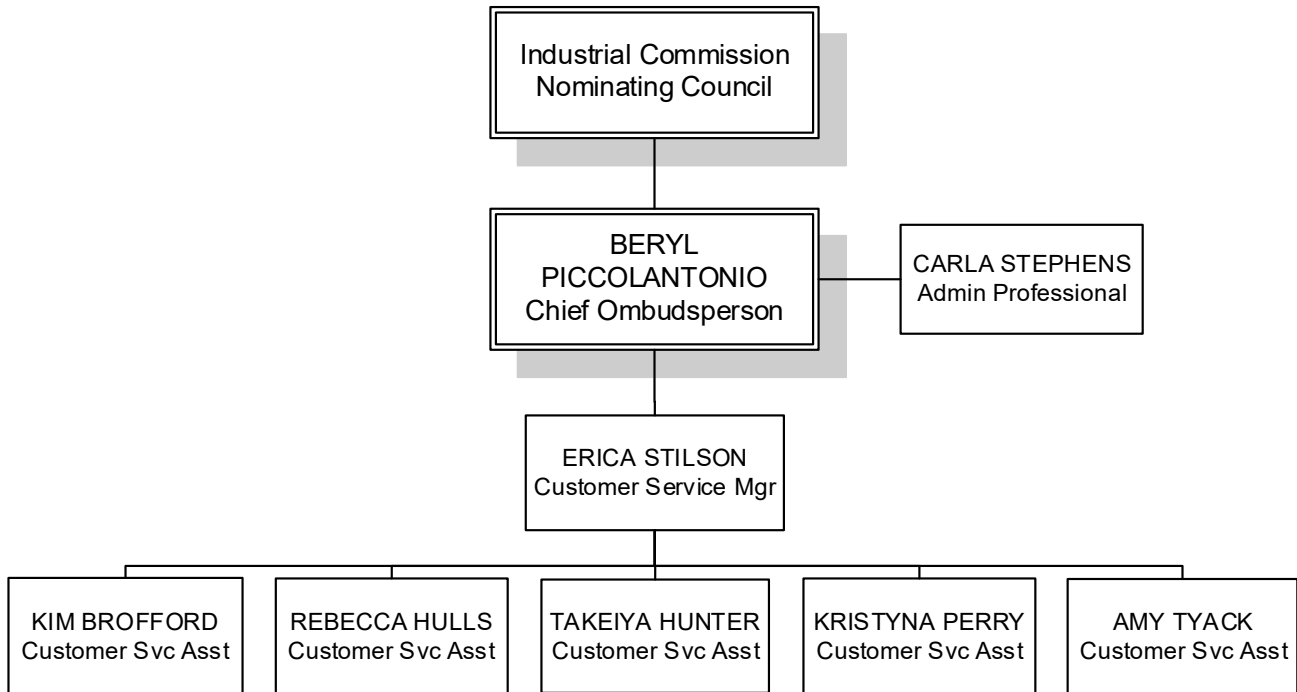
- Mailing letters to unrepresented injured workers prior to their first IC hearing;
- Distributing our capabilities brochure to local unions, across Ohio;
- Speaking at labor seminars, including AFL-CIO, UAW and Teamsters;
- Providing information local unions can share on their websites;
- Conducting meetings with local union stewards to increase their awareness of our services.

Promoting services to government officials

The Ombuds Office has increased awareness of services to other government agencies in several ways, including:

- Providing information about services available to members of the Ohio General Assembly and their staff to use as a resource when handling complaints and inquiries from constituents;
- Providing information on our services to call centers and action lines of local government entities, including Ohio cities, counties, and townships;
- Providing updated information about us to court personnel across Ohio.

Ombuds Office Table of Organization



Ombuds Office Expenditure Report - Calendar Year 2023

OBJECT CLASS	JAN.	FEB.	MAR.	APR.	MAY	JUN.	JUL.	AUG.	SEP.	OCT.	NOV.	DEC.	TOTAL EXPENSES
10 Payroll	62,358	58,182	57,855	78,219	52,404	52,090	54,350	55,308	78,534	59,484	58,721	58,397	725,902
10 Overtime Paid	0	0	0	0	0	0	0	0	0	0	0	0	0
13 Purchased Services	0	0	169	0	0	0	0	550	0	0	0	2,126	2,845
15 Other Pers Svc	0	0	0	0	0	0	0	0	0	0	0	250	250
Total 100	62,358	58,182	58,024	78,219	52,404	52,090	54,350	55,858	78,534	59,484	58,721	60,773	728,997
20 Edible Products	0	0	0	0	0	0	0	0	0	0	0	0	0
21 Supplies	16	0	252	0	0	672	0	34	0	0	103	1,056	2,132
22 Vehicle Maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0
23 Travel	0	0	0	0	0	0	0	341	0	0	0	0	341
24 Communications	0	0	0	0	0	0	0	0	0	0	0	0	0
24 IT Lic Commun	457	410	250	148	310	0	352	105	0	293	0	161	2,487
25 Fuel/Utilities	0	0	539	0	0	955	0	0	576	0	0	351	2,421
26 Maintenance/Repairs	0	0	2,330	0	0	2,439	0	0	422	0	0	633	5,824
27 Rentals/Leases	0	0	0	0	0	0	0	0	0	0	0	0	0
27 ISTV/Goods & Svcs	671	558	304	0	528	1,060	0	84	286	221	93	516	4,322
28 Printing/Advert	0	0	0	0	0	0	0	0	0	0	0	0	0
29 General/Other	0	0	0	0	0	0	0	0	0	0	0	0	0
Total 200	1,145	968	3,674	148	838	5,126	352	564	1,284	515	196	2,717	17,526
30 Food Handling Equip	0	0	0	0	0	0	0	0	0	0	0	0	0
31 Office Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
32 Motor Vehicles	0	0	0	0	0	0	0	0	0	0	0	0	0
34 Commun Equip	0	0	0	0	0	0	0	0	0	0	0	0	0
35 Medical/Lab/Therapeut	0	0	0	0	0	0	0	0	0	0	0	0	0
36 Educat'/Recr'tl'	0	0	0	0	0	0	0	0	0	0	0	0	0
37 IT Equip	0	0	0	0	0	0	0	0	0	0	0	0	0
38 Copy/Print Equip	0	0	0	0	0	0	0	0	0	0	0	0	0
39 Other Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Total 300	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	63,503	59,150	61,698	78,367	53,242	57,216	54,703	56,422	79,818	59,999	58,916	63,490	746,523

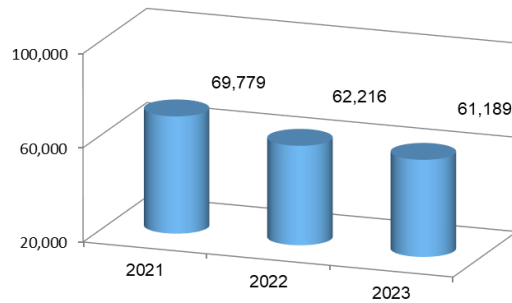
Source: Monthly reports from January through December 2023.

Note: Mass Allocations included in March, June, September, and December. Line items are rounded and may not match actual totals.

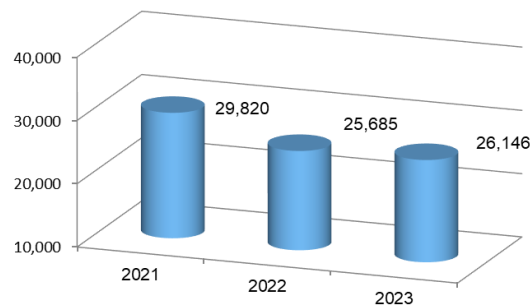
Prepared By: BWC Budget Department

Industrial Commission 2023 Year-End Statistics

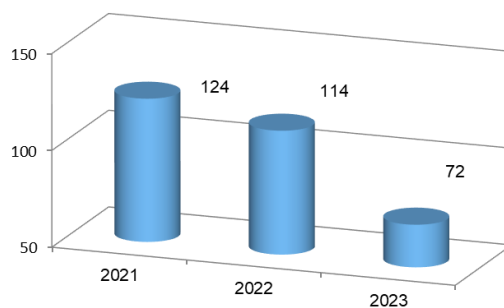
DHO level hearings



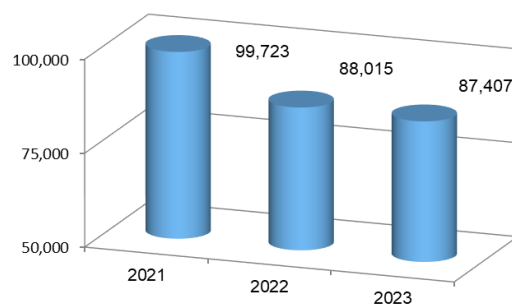
SHO level hearings



Commission level hearings



Total IC hearings



Source: IC Management Planning

Ohio Bureau of Workers' Compensation

2023 Year-End Statistics

	FY 2023	FY 2022	FY 2021
State Fund Claims Filed			
Lost Time	10,870	10,821	10,706
Medical Only	56,069	58,281	53,683
Occupational Disease	287	751	1,045
Death	<u>206</u>	<u>154</u>	<u>168</u>
Disallowed or Dismissed	<u>10,783</u>	<u>10,674</u>	<u>10,232</u>
Total	78,215	80,681	75,834
Net Allowed Injuries	67,432	70,007	65,602
NOTE: Every claim is evaluated at 60 days after filing for purposes of claim type, State Fund versus Self-Insured, combine status, and allowance status. Values exclude combined and Self-Insured claims.			
Open Claims (Per statute)			
Lost Time	<u>171,857</u>	<u>179,122</u>	<u>185,744</u>
Medical Only	<u>358,069</u>	<u>376,809</u>	<u>393,357</u>
Total	529,926	555,931	579,101
Benefits Paid			
Medical Benefits Paid	\$379,481,783	\$385,836,050	\$352,566,355
Compensation Paid			
Wage Loss	\$3,573,527	\$4,203,613	\$5,928,044
Temporary Total	173,332,976	179,919,262	184,624,581
Temporary Partial	1,004	1,819	3,011
Permanent Partial	20,329,996	23,314,096	22,318,732
% Permanent Partial	42,468,873.28	44,552,760	50,253,261
Lump Sum Settlement	190,256,897	223,734,112	171,625,160
Lump Sum Advancement	13,645,857	15,374,273	14,611,706
Permanent Total & DWRF	352,153,760	353,418,673	355,515,570
Death	77,976,581	77,648,364	77,824,915
Rehabilitation	<u>18,753,770</u>	<u>19,392,389</u>	<u>21,317,274</u>
Other	3,853,653	3,198,573	2,910,028
Total Compensation Paid	<u>\$896,346,895</u>	<u>\$944,757,934</u>	<u>\$906,932,282</u>
Total Benefits Paid	\$1,275,828,678	\$1,330,593,984	\$1,259,498,637
MCO Fees Paid	\$165,264,893	\$161,693,729	\$164,987,367
Fraud Statistics			
Fraud Dollars Identified	\$73,526,655	\$89,989,982	\$94,378,598
\$\$\$ Saved to \$\$\$ Spent Ratio	6.08 to 1	7.02 to 1	8.46 to 1
Prosecution Referrals	118	123	89

Source: BWC Fiscal Year 2023 Annual Report

2023 Year-End statistics

	FY 2023	FY 2022	FY 2021
Active Employers By Type			
Private	253,128	251,816	248,256
Public (Local)	3,805	3,807	3,805
Public (State)	113	114	114
Self-Insured	1,072	1,089	1,110
Black Lung	19	19	20
Marine Fund	126	125	131
Total	<u>258,263</u>	<u>256,970</u>	<u>253,436</u>

Starting in FY 2019, policies that lapsed within the fiscal year are treated as active

BWC Personnel	1,587	1,545	1,634
IC Personnel	295	285	303

BWC COMBINED FUNDS FINANCIAL DATA

(000s omitted)

	Audited FY 2023	Audited FY 2022	Audited FY 2021
Operating Revenues			
Premium & Assessment Income, net of Provision for Uncollectibles and Ceded Premiums	\$1,391,763	\$1,245,461	\$1,169,595
Other Income	8,858	7,665	7,359
Total Operating Revenues	<u>\$1,400,621</u>	<u>\$1,253,126</u>	<u>\$1,176,954</u>
Operating Expenses			
Workers' Compensation Benefits and Compensation Adjustment Expenses	\$1,546,974	\$1,405,889	\$526,258
Other Expenses	152,633	116,436	141,493
Total Operating Expenses	<u>\$1,699,607</u>	<u>\$1,522,325</u>	<u>\$667,751</u>
Non-Operating Revenues			
Net Investment Earnings	\$536,871	\$479,562	\$469,028
Increase (Decrease) in Fair Value	52,283	(2,049,566)	2,995,025
Net Investment Income	<u>\$589,154</u>	<u>(1,570,004)</u>	<u>\$3,464,053</u>
Net Dividends, Rebates and Credits	\$150	\$28,263	\$6,185,348
Total Assets	\$22,491,441	\$22,289,947	\$24,477,471
Total Liabilities	\$14,706,357	\$14,793,343	\$15,118,553
Total Net Position	\$7,785,084	\$7,496,313	\$9,358,918

Industrial Commission Nominating Council

Current as of December 2023

Employer Representatives

Ryan Augsburger
Ohio Manufacturers Association

Kevin Shimp
Ohio Chamber of Commerce

Chris Ferruso
National Federation of
Independent Business / Ohio

Gordon M. Gough*
Ohio Council of Retail Merchants

Denise Evans
Ohio Self-Insurers Association

Public Members

Peter Gibson

Robert Schmitz

Labor Representatives

Tim Burga**
Ohio AFL-CIO

Frank Gallucci
Plevin & Gallucci

R. Sean Grayson
AFSCME Ohio Council 8

David Prentice
United Steelworkers

Ohio Association of Justice Representative

Philip Fulton***

* Chairperson

** Vice Chairperson

*** Secretary