

PRODUCTION ACTIVITY REPORT

Report Compiled by the Office of Management Planning

PRODUCTION ACTIVITY REPORT SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1 - DECEMBER 31, 2012

I. MOTIONS/APPEALS/INVENTORY

A total of 214,597 issues were captured at the **District Hearing Officer (DHO)** and **Staff Hearing Officer (SHO)** levels for IC determination during calendar year (CY) 2012. The BWC recorded 139,349 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2012. Of these filings, approximately 18,603 (13%) were contested and received in the IC for determination.

DHO level issues captured (Allowance and C92) total 149,197, while SHO level issues (Appeals, PTD, Reconsideration, VSSR, and SHO Miscellaneous) total 65,400. Appeals and reconsiderations filed at the Commission hearing level total 24,812 and 749, respectively. *First Level* ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 65,833 while *Second Level and Above* ICON filings, inclusive of appeals to DHO and SHO orders, totaled 65,572.

Additionally, during CY 2012 there were approximately 25,469 issues captured that do not initially require formal adjudication via hearing (lump sum settlements, lump sum advancements, Hearing Administrator issues, PTD adjustments, etc.). This reflects a 16 percent increase over the volume of non-hearing issues captured in 2011 (21,973). These "administrative review" issues are not typically reflected in scheduled production reports.

As of December 31, 2012, the IC ending inventory was 21,992 claims at all adjudicatory levels. This is inclusive of claims being processed in the IC medical sections, which totaled 558.

II. HEARING ACTIVITY

The IC heard a total of 151,428 claims during CY 2012 at all adjudicatory levels. The total DHO volume accounts for 70% of overall hearings at 105,593 claims heard. Total SHO claims heard are recorded at 45,339 claims. Deputy venue claims heard totaled 174 in CY 2012 while the Commission venue recorded 322 claims heard.

DHO and SHO hearings were conducted on 246 days during CY 2012 at an average of 614 claims heard per day. District Hearing Officers averaged 429 claims heard per day while Staff Hearing Officers averaged 184 claims heard per day. Commission level hearings were scheduled on 86 days during CY 2012.

During CY 2012, 26% of all claims heard were for self-insuring (SI) risks while 74% were for non-SI risks.

III. MEDICAL ACTIVITY

The IC currently schedules medical exams in seven districts - Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo, and Youngstown. A total of 2,560 specialist exams and medical reviews were performed on behalf of the IC during CY 2012. The majority of these exams (99%) were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 80,752 Allowance docket claims during CY 2012. The statewide median for the 45-day *Filing to Hearing* mandate is **36 days**. The statewide median for the 38-day *Receipt to Hearing* benchmark is **33 days**, while the statewide median for the seven-day *Hearing to Mailing* mandate is **3 days**.

Of the qualifying CY 2012 Allowance claims heard, 9,755 claims, or 14%, were beyond the 45-day *Filing to Hearing* mandate on industry performance. Of the qualifying 2012 Allowance claims heard, 5,999 claims, or nine percent, were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance. This reflects a 10% increase in the volume of non-compliant claims with a regression of approximately one percentage point in the rate of non-compliance compared to 2011 performance.

Staff Hearing Officers heard a total of 37,063 Appeal docket claims during CY 2012. The statewide median for the 45-day *Filing to Hearing* mandate is **34 days**, while the statewide median for the seven-day *Hearing to Mailing* mandate is **3 days**.

A total of 1,918 PTD claims were heard during CY 2012. PTD applications were adjudicated within approximately **180 days**. This reflects an eight-day regression from CY 2011. Statewide, final orders were published within **6 days** of the hearing during CY 2012.

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 2012, the combined venue Commission and Deputy average for the period *Filing of Appeal to Hearing Date* is **44 days**. This is a three-day improvement from the 2011 average of 47 days. The combined venue average for the seven-day *Hearing to Mailing* mandate is **44 days**. This is a regression of one day from the CY 2011 average of 43 days. The combined venue average for the *Filing of Appeal to Mailing of Order* is **89 days**, a two-day improvement from the CY 2011 rate.



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INVENTORY

Section I: Production Activity Report



Industrial Commission (IC) workloads and performance are initiated by and heavily dependent upon the volume of new motion and appeal filings. IC inventory volume is subject to volatile daily swings dependent on appeal filing, claim flows from the Bureau of Workers' Compensation (BWC), examiner production in relation to the number of issues involved in a claim, docketing loads, and continuances granted.

BWC New Claims Filed*

The BWC reported approximately 139,349 new injury, occupational disease, and death claims during the 2012 calendar year (CY). Approximately 25,739 (18%) of these filings were for self-insured employers. The estimated breakdown of claim volumes by risk type and claim type is as follows:

CLAIM TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	NEW FILINGS TOTAL
SELF-INSURED (SI)	107	4,620	20,776	236	25,739
NON-SI	135	3,496	109,240	739	113,610
TOTAL	242	8,116	130,016	975	139,349

* Source: BWC Data Warehouse

Approximately 13% of all new claims filed were contested in whole or in part and forwarded to the IC for determination. Original allowance and Death allowance issues were captured for 18,603 claims during calendar year 2012. The majority of these resulted in an Allowance docket hearing.

IC New Motions and Appeals Filed

Approximately 150,109 new first level motions and appeals were filed during CY 2012 for 100,118 separate claims. A number of claims have multiple issues attached per motion and not all motions or appeals will result in a hearing. Approximately 214,597 issues were captured at the first and second levels during CY 2012, reflecting a slight increase from CY 2011. CY 2012 First level ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 65,833 while Second Level and above filings, inclusive of appeals to District Hearing Officer (DHO) and Staff Hearing Officer (SHO) orders, totaled 65,572. The docket type distribution of DHO and SHO motion and appeal filings is as follows:

ISSUES CAPTURED - 2012	VOLUME PER DOCKET TYPE	PERCENT OF TOTAL*
DHO ALLOWANCE	122,469	57%
DHO C-92	26,728	12%
SHO APPEAL	55,376	26%
SHO PTD	1,907	1%
SHO RECON	5,924	3%
SHO VSSR	598	<1%
SHO MISC	1,595	1%

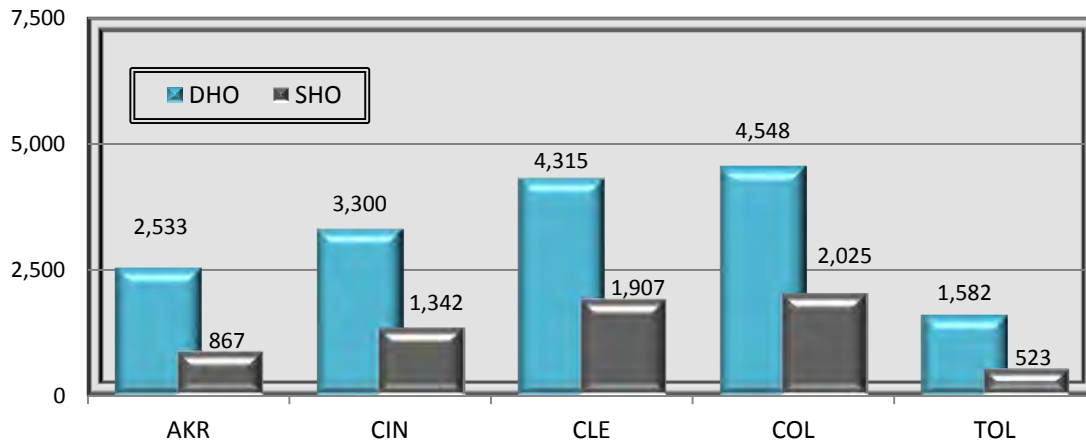
*Percentages are rounded

Commission level appeals and reconsiderations filed totaled 24,812 and 749, respectively for CY 2012.

Average Ending Inventory – 2012

Statewide average monthly DHO and SHO inventory was 22,943 claims for CY 2012. Regional breakdown of average inventories for CY 2012 is as follows: Columbus – 29%; Cleveland – 27%; Cincinnati – 20%; Akron – 15%; Toledo – 9%.

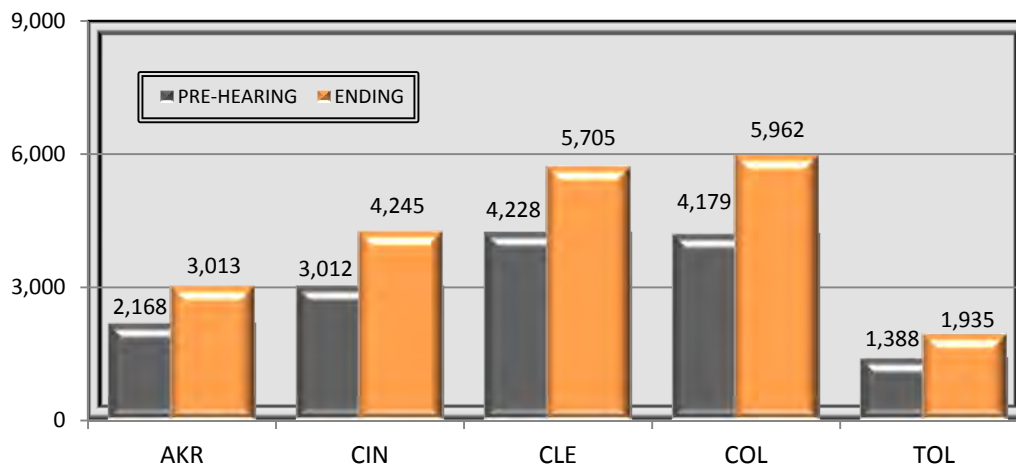
AVERAGE INVENTORY - 2012



Hearing Inventory – 2012

As of December 2012, the IC maintained a pre-hearing inventory of 14,975 claims at DHO and SHO levels accounting for 72 percent of total ending inventory. The remainder of the inventory constitutes post-hearing claims awaiting an order or under appeal status. Additional claims on hand outside of normal hearing processes are not included in the ending and average inventory figures.

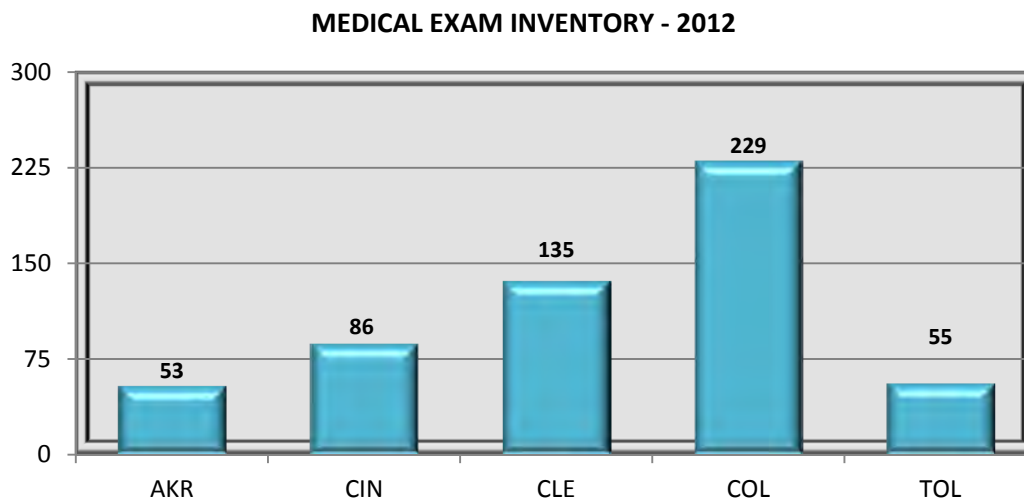
PRE-HEARING -vs- ENDING INVENTORY : DECEMBER 2012



Regional DHO and SHO inventory levels presented above are exclusive of medical inventory.

Medical Exam Inventory – 2012

The volume of claims within the IC medical section as of December 31, 2012, was 558, accounting for approximately three percent of total inventory.

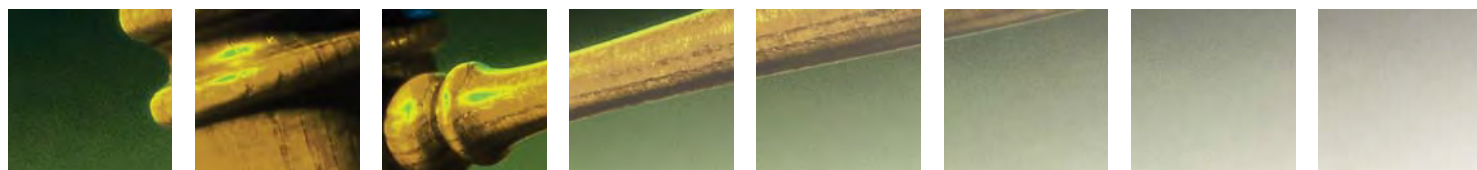


The majority of these claims (99 percent) are processed for PTD related specialist claims. The remaining claims are referred for an exam or medical review of non-PTD related issues. PTD medical exams are performed in all statewide regions with the initial scheduling process centralized in the Columbus office.

As of December 31, 2012, statewide inventory totaled 21,418 claims at all adjudicatory levels (including medical claims). The volumes of claims being processed for Commission venue hearings (556), in the Court Unit (6,144), and for Attorney Fees (18), are not counted in DHO and SHO inventory figures.

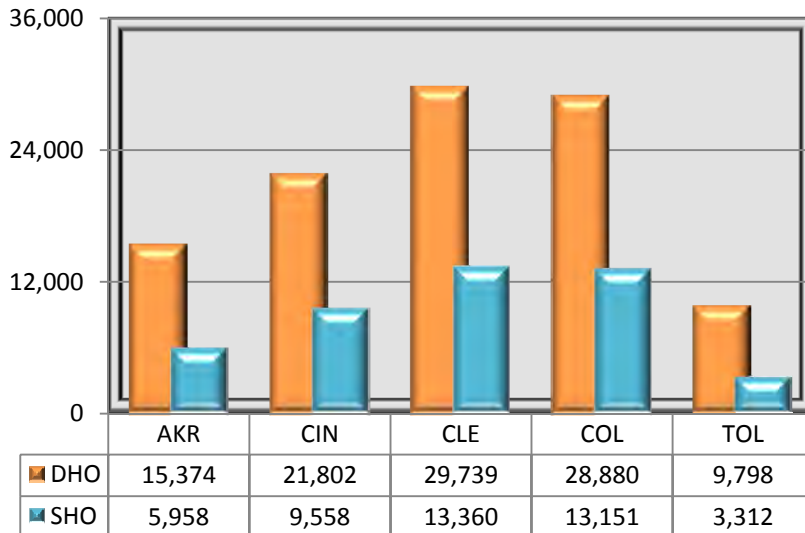
HEARING ACTIVITY

Section II: Production Activity Report



The Industrial Commission heard a total of 151,428 claims during CY 2012 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 105,593 claims heard. Total SHO claims heard are recorded at 45,339 claims. Deputy venue claims heard totaled 174 in CY 2012 while the Commission venue recorded 322 claims heard.

DHO/SHO CLAIMS HEARD - 2012



Approximately 25,469 issues were captured that do not initially require formal adjudication via hearing (lump sum settlements, lump sum advancements, Hearing Administrator issues, PTD adjustments, etc.). These issues receive review and processing at the clerical, 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 the normal adjudicatory process and are reflected accordingly under respective hearing venues.

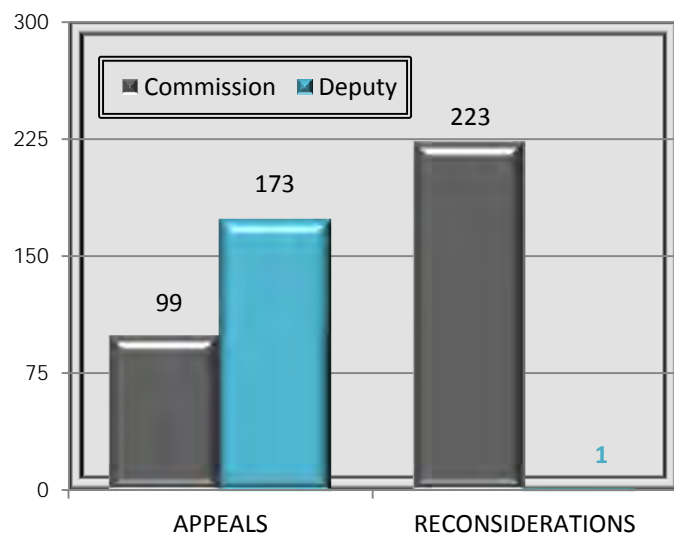
The 2012 CY formal hearing volumes reflect a one percent increase from 2011 totals. The 25,469 total noted above is a 16 percent increase from the volume of non-hearing issues captured in 2011 (21,973) - predominantly due to a 23% increase in lump sum settlements received. Collectively, the aggregate volume of IC decisions increased three percent from CY 2011.

Regionally, the distribution of CY 2012 claims heard at DHO and SHO hearing levels is as follows: Cleveland – 29%; Columbus – 28%; Cincinnati – 21%; Akron – 14%; Toledo – 9%. The total claims heard figure is inclusive of continuances, referrals, dismissals, and other final determinations made as a result of a hearing.

DHO and SHO hearings were conducted on 246 days during CY 2012. A combined average of 614 claims were heard per day at the DHO and SHO hearing levels. District Hearing Officers averaged 429 claims heard per day while Staff Hearing Officers averaged 184 claims heard per day.

Commission level hearings were scheduled on 86 days during CY 2012. Commission venue Appeals and Recons were scheduled at a rate of four 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 indistinct.

COMMISSION LEVEL CLAIMS HEARD



Claims Heard by Docket Type

	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO Allowance	10,962	17,436	21,694	22,908	7,752	80,752
DHO C-92	4,412	4,366	8,045	5,972	2,046	24,841
SHO Appeal	4,554	8,275	11,018	10,452	2,764	37,063
SHO Recon	1,045	794	1,727	1,649	282	5,497
SHO Misc.	127	105	210	212	74	728
SHO VSSR	21	22	47	34	9	133
SHO PTD*	211	362	358	804	183	1,918
Deputy Commission	14	14	43	93	10	174
	-	-	-	322	-	322
Total	21,346	31,372	43,139	42,441	13,119	151,428

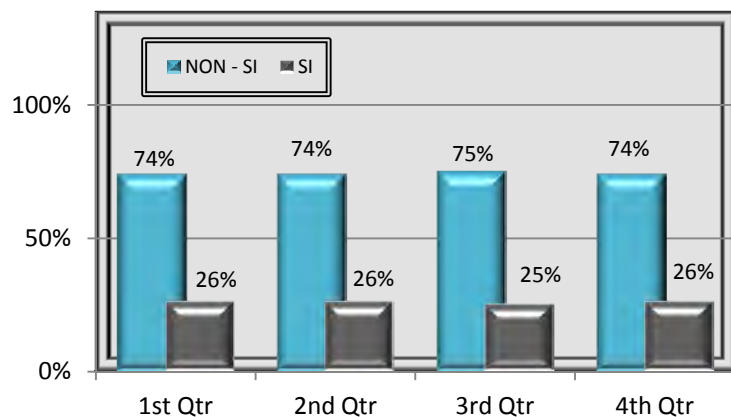
*PTD includes Heard With claims

DHO Allowance claims heard account for 53 percent of the statewide total, while DHO C-92 claims account for 16 percent. SHO dockets are accounted for as follows: Appeals – 24 percent; Reconsiderations – 4 percent; PTD – 1 percent; and Miscellaneous and VSSR both less than 1 percent. Deputy and Commission venue hearings account for less than 1 percent of the statewide total.

Risk Type Analysis

During CY 2012, 26 percent of all claims heard were for self-insuring (SI) risks while 74 percent were for non-SI risks. Statewide, quarterly ratios remained relatively steady throughout the year with slight variations by region.

PERCENTAGE ANALYSIS OF RISK TYPE

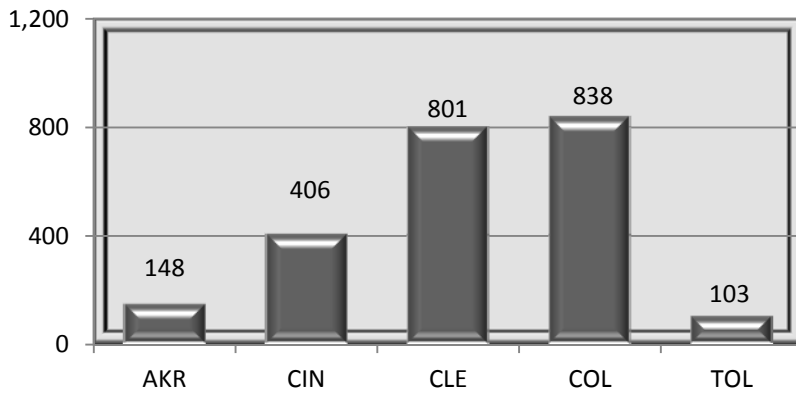


Hearings Held By Employer Group

DOCKET TYPE	State Fund	Self-Insured	Pol. Sub (County)	State	Total
DHO Allowance	47,615	20,097	9,684	3,355	80,751
DHO C-92	12,838	6,148	4,472	1,383	24,841
SHO Appeal	20,913	9,956	4,419	1,775	37,063
SHO Reconsideration	2,576	1,800	825	296	5,497
SHO Miscellaneous	421	213	67	27	728
SHO VSSR	110	18	3	2	133
SHO PTD	841	180	141	62	1,224
Deputy Commission	78	84	9	3	174
	143	127	29	12	311
Total	85,535	38,623	19,649	6,915	150,722

Hearings were conducted for approximately 26,827 different risks during CY 2012. Hearings for claims of private state funded employers accounted for 57 percent of all hearings while self-insuring employers accounted for 26 percent; public county employers accounted for 13 percent; and public state employers' claims accounted for 5 percent.

HEARINGS HELD REQUIRING INTERPRETERS - 2012



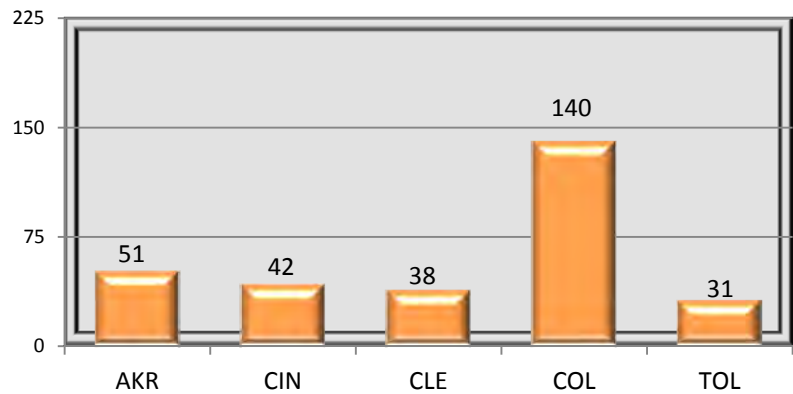
A total of 2,296 hearing records were flagged as requiring interpreter services during CY 2012 marking a six percent increase from CY 2011.

Note: An interpreter may not have been present at each hearing.

EMERGENCY HEARINGS SCHEDULED - 2012

A total of 302 emergency hearings were scheduled during CY 2012.

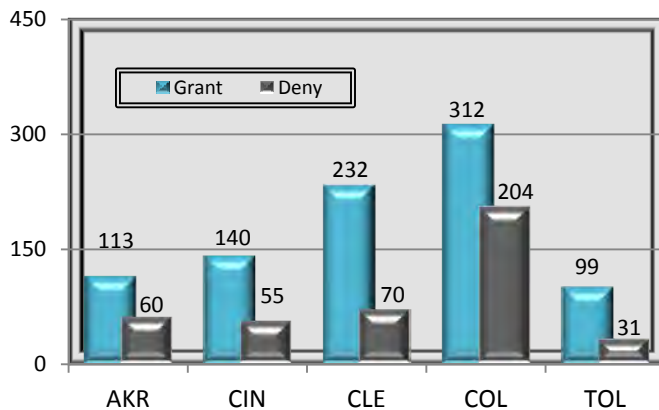
Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective parties of a claim, or other justifiable reasons.



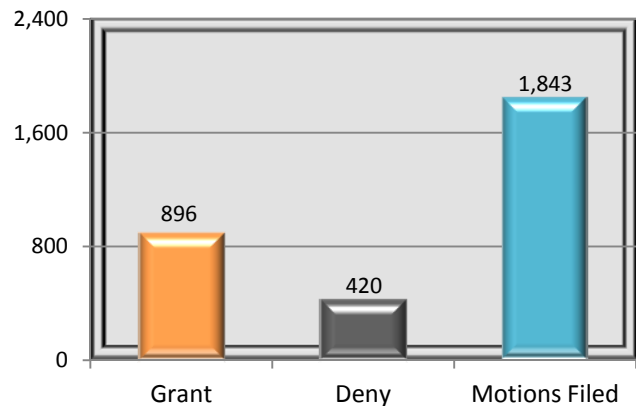
Permanent Total Disability Decisions

Permanent Total Disability (PTD) filings for CY 2012, at 1,843, declined 10% compared to 2,042 filings in CY 2011. Of those PTD applications that were either granted or denied during CY 2012, 68% were rendered PTD grants versus 32% PTD denials. Regionally, grant/deny ratios were as follows: Akron: 65% - 35%; Cincinnati: 72% - 28%; Cleveland: 77% - 23%; Columbus: 60% - 40%; Toledo: 76% - 24%. Given processing times for PTD applications, there is not always a direct correlation between motion filing 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.

PTD DECISIONS - 2012



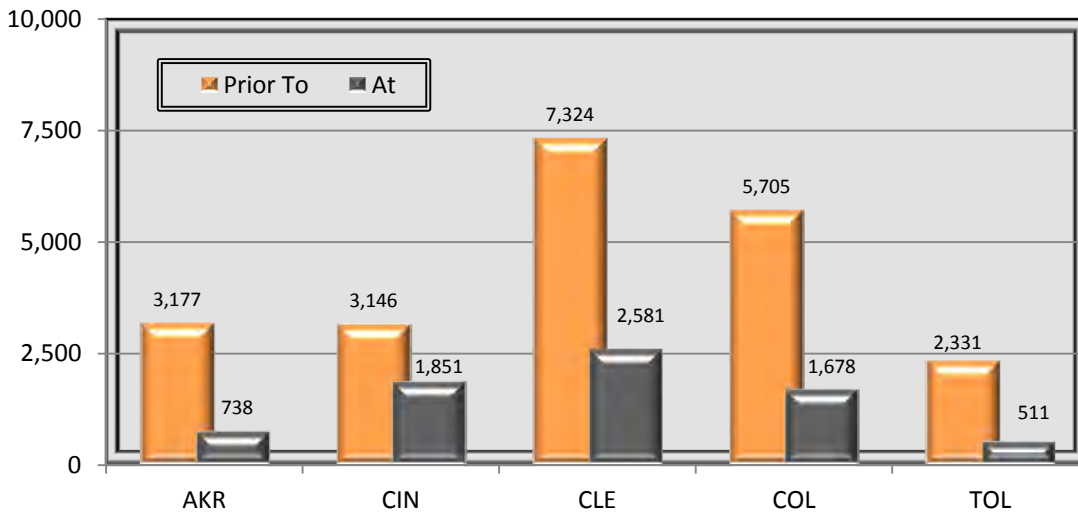
PTD DECISIONS AND FILINGS - 2012



Continuances

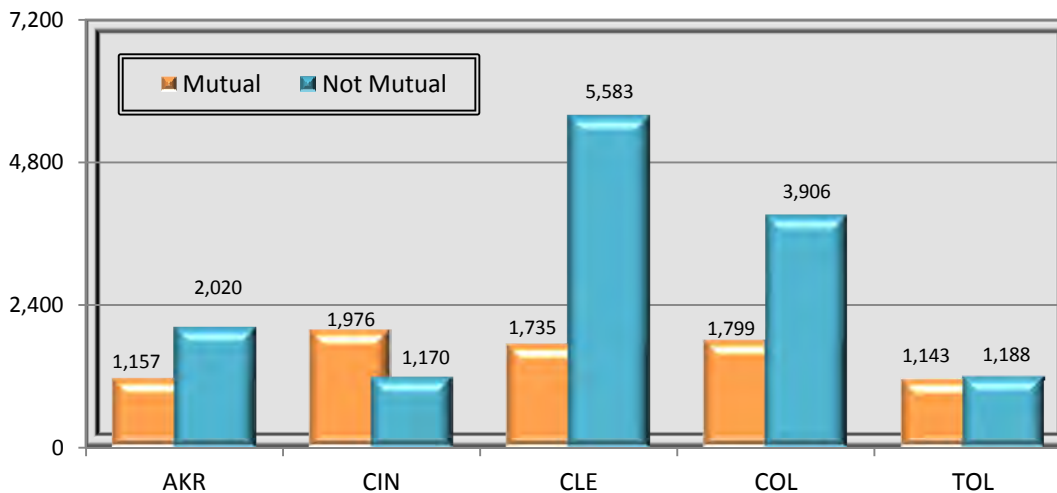
Statewide, the average continuance rate *prior to* hearing (for all issues) decreased by one point to 14 percent while the average continuance rate *at* hearing (for all issues) remained at 5 percent, compared to CY 2011. Continuances granted prior to hearing for all issues totaled 21,683 during CY 2012 while continuances granted at hearing totaled 7,359. The Toledo region maintained the highest rate for continuances prior to hearing at 18 percent. The Cincinnati and Cleveland regions maintained the highest rate for continuances at hearing registering 6 percent each.

**CONTINUANCES GRANTED
PRIOR TO vs. AT HEARING**



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.

**CONTINUANCES GRANTED
MUTUALLY vs. NOT MUTUALLY AGREED**



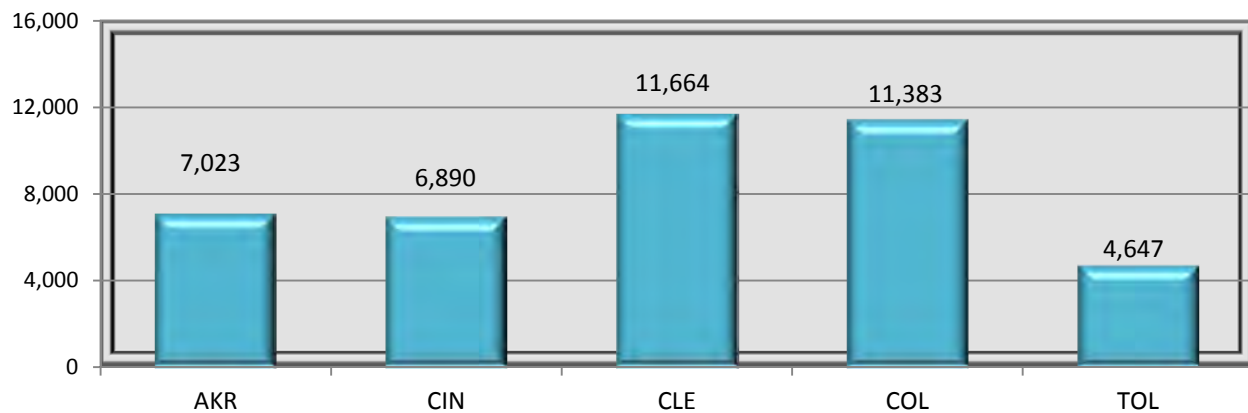
Hearing Administrator Decisions

IC Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 24,271 continuance requests during CY 2012, they also processed 12,257 requests to withdraw motions or appeals and cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the below categories during CY 2012:

Hearing Administrator Decisions		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	ISSUE PTD LETTERS	192	195	260	489	145
	PRE-HEARING CONFERENCES	22	17	83	79	3
SUBPOENA REQUESTS	GRANT	120	110	255	71	49
	DENY	30	23	20	41	19
INTERROGATORIES / DEPOSITIONS	GRANT	4	3	3	1	1
	HEARING	1	1	3	10	0
SUSPENSION REQUESTS	GRANT	209	312	266	282	166
	DENY	72	98	192	180	62
.522/.52 REQUESTS	GRANT	42	52	24	118	13
	SET FOR HEARING	85	59	165	89	44

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 41,607 issues during CY 2012. Regional volumes of Hearing Administrator activity are presented in the graph below. Regionally, Akron and Cincinnati each accounted for 17 percent of all Hearing Administrator activity during CY 2012; Cleveland accounted for 28 percent; Columbus accounted for 27 percent; and Toledo accounted for 11 percent.

HEARING ADMINISTRATOR ACTIVITY



MEDICAL ACTIVITY

Section III: Production Activity Report

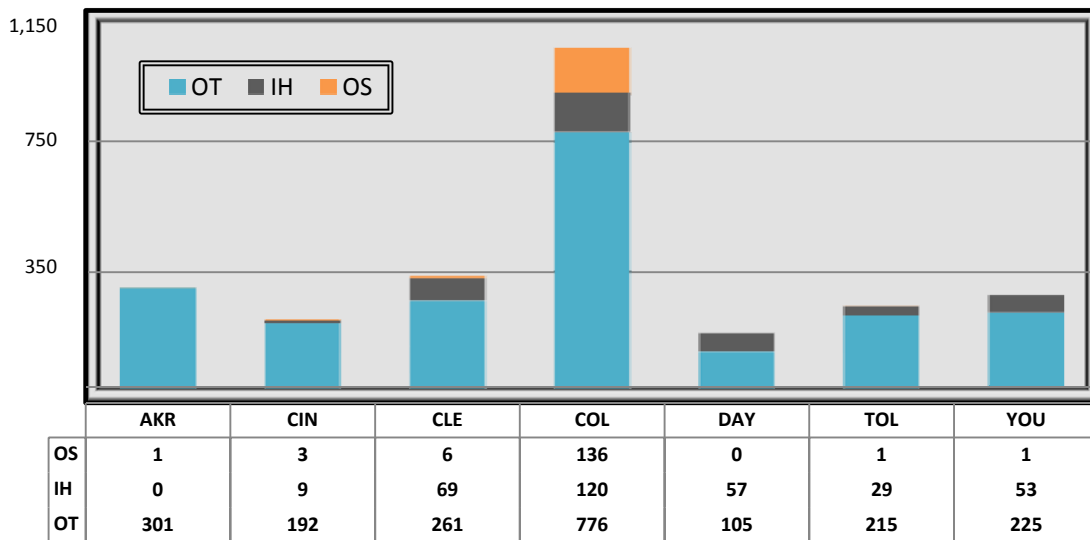


Specialist Exams Performed

A total of 2,560 specialist exams (including medical reviews) were performed on behalf of the Industrial Commission during CY 2012. The majority of these exams (99%) are related to PTD filings.

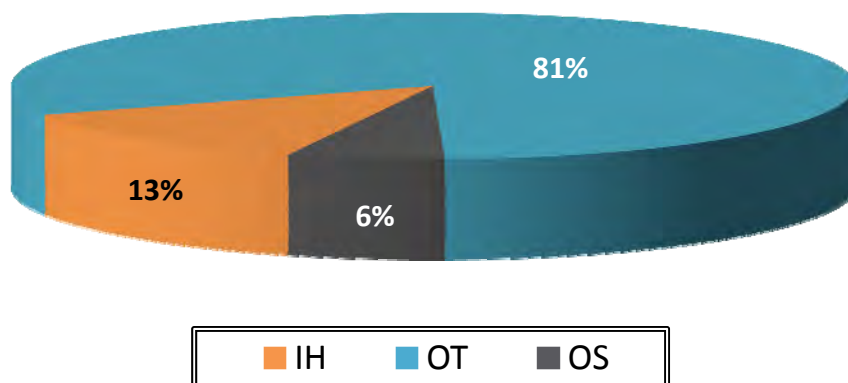
Scheduling of exams for Injured Workers residing out-of-state (OS) is performed through the Columbus office. The Akron region does not conduct in-house (IH) exams. Initiatives were implemented in CY 2009 to schedule more out-of-house (OT) exams and distribute the exams more equitably amongst IC certified physicians. The Columbus office performed 40% of total exams with 1,032 exams attributed to the region. The Cleveland office accounts for 13%; Akron accounts for 12%; Youngstown accounts for 11%; Toledo accounts for 10%; Cincinnati accounts for 8%; and Dayton accounts for 6%.

SPECIALIST EXAMS PERFORMED - 2012



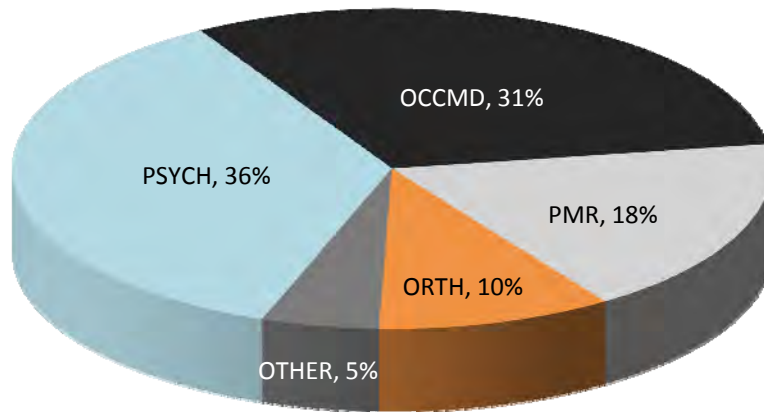
Approximately 87 percent of all specialist exams and medical reviews were conducted outside of IC facilities during CY 2012.

2012 EXAMS



For medical specialist exams scheduled during CY 2012, PSYCH specialists account for the largest portion at 36% (1,107 exams). This is followed by OCCMD specialists exams at 31%; PMR specialists exams at 18%; ORTH specialists exams at 10%; and OTHER specialist types at 5%.

SPECIALIST EXAMS - 2012



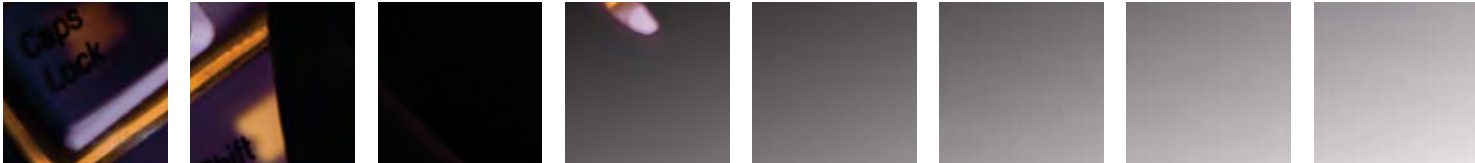
Cancellation Rates

A total of 3,059 exams were scheduled during CY 2012 – 499 of these exams were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2012 statewide exam cancellation rate (cancel, no show, reschedule) at 17%, increased by two percentage points from CY 2011.

IC INDEPENDENT MEDICAL EXAMINATIONS						
District	Performed	Canceled	Rescheduled	No Shows	Scheduled	Cancellation Rate
AKR	302	12	31	11	356	15%
CIN	204	21	19	5	249	18%
CLE	336	27	20	13	396	15%
COL	1,032	64	90	39	1,225	16%
DAY	162	7	16	4	189	14%
TOL	245	12	31	16	304	19%
YOU	279	26	24	11	340	18%
Statewide	2,560	169	231	99	3,059	17%

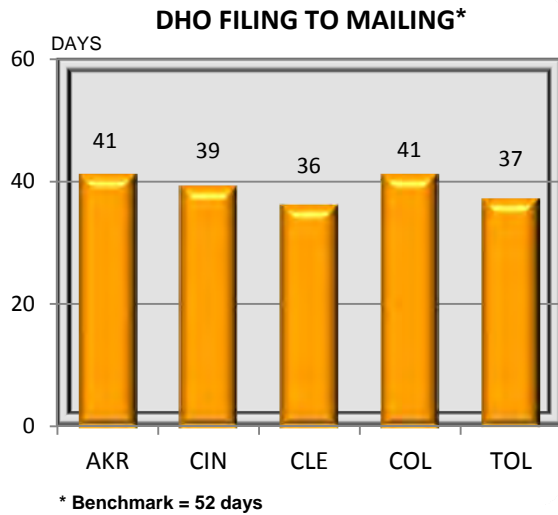
PERFORMANCE

Section IV: Production Activity Report



District Hearing Officer Time Frames

District hearing officers heard a total of 80,752 Allowance docket claims during CY 2012. Of those, 68,502 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits set forth in HB107 and HB413. The IC benchmark is set at 38 days. This performance measure is based on the difference between the two statutory periods *Filing to Hearing* and *Filing to Receipt* (45 – 7).



2012	F-R*	R-H	F-H*	H-M*	R-M	F-M
1 ST QTR	1	40	42	2	43	44
2 ND QTR	1	36	39	3	39	42
3 RD QTR	1	28	30	3	33	35
4 TH QTR	1	28	31	4	33	35
AVG	1	33	36	3	37	39

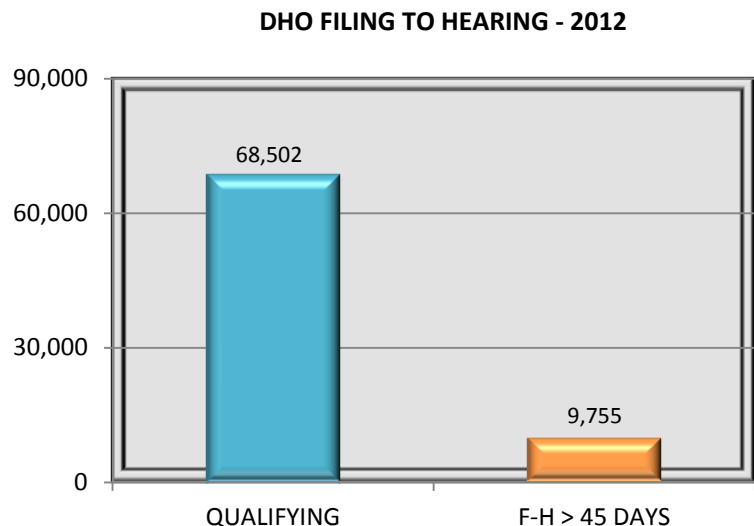
* F-R statute = 7 days
 * F-H statute = 45 days
 * H-M statute = 7 days

Non-Compliant Claims

HB413 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.

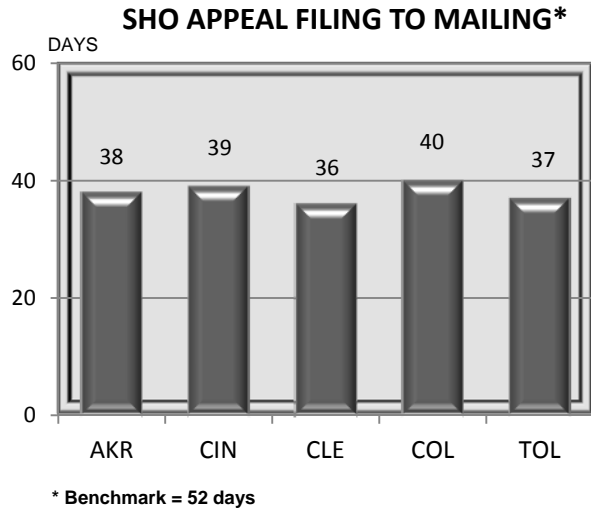
Of the qualifying 2012 Allowance claims heard, 9,755 claims, or 14.2%, were beyond the statutory 45-day *Filing Date to Hearing Date* time frame. This reflects a 10% increase in the volume of non-compliant claims with a regression of approximately one percentage point in the rate of non-compliance compared to 2011 performance.

For CY 2012 there were 5,999 Allowance claims heard, or 8.8%, that were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance.



Staff Hearing Officer Appeal Time Frames

Staff hearing officers heard a total of 37,063 Appeal docket claims during CY 2012. Of those, 32,396 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits.



SHO APPEAL MEDIAN DAYS			
2012	F-H*	H-M*	F-M
1 ST QTR	36	3	39
2 ND QTR	35	3	37
3 RD QTR	33	3	37
4 TH QTR	31	4	36
AVG	34	3	37

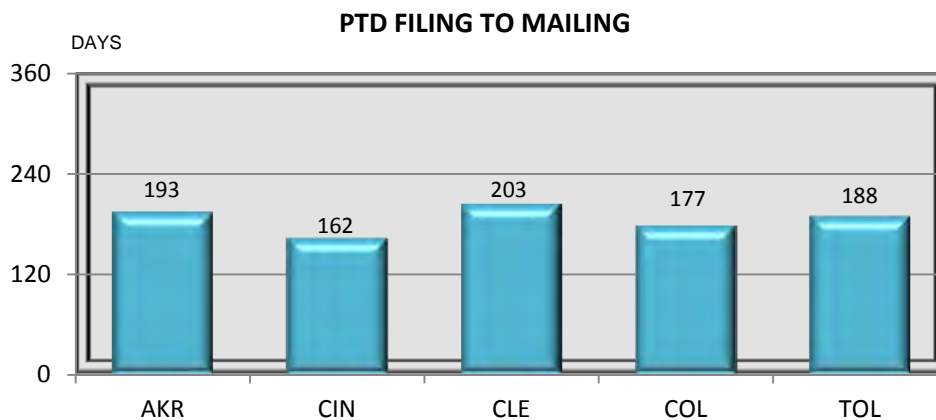
* F-H statute = 45 days
 * H-M statute = 7 days

Permanent Total Disability Time Frames

A total of 1,918 PTD claims were heard during CY 2012 - 1,610 qualified for inclusion in the time studies (84%). Only those claims in which a decision is final in nature are calculated. Decisions involving a continuance or referral are not used in the calculation of the performance estimate.

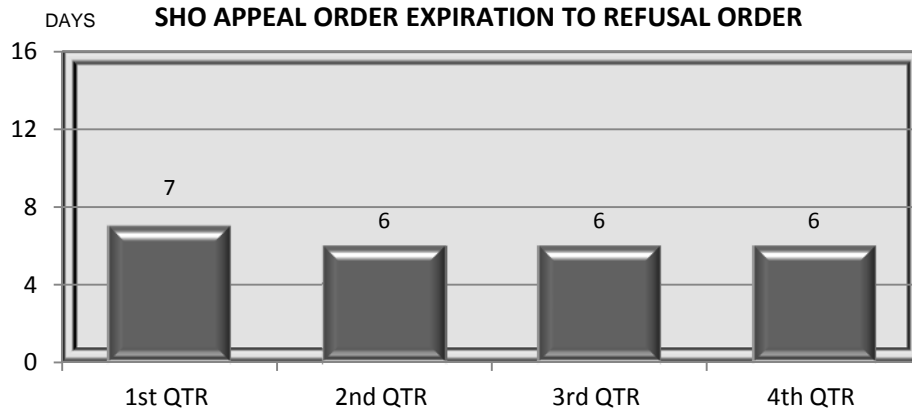
During CY 2012, PTD applications were adjudicated within an average of 180 days (approximately 6 months) from the application filing date. This reflects an eight-day regression from CY 2011 performance.

PTD hearings are typically taken under advisement with a final order published at a later date. Statewide, final orders were published within six days of the hearing during CY 2012.



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 mandate, 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.

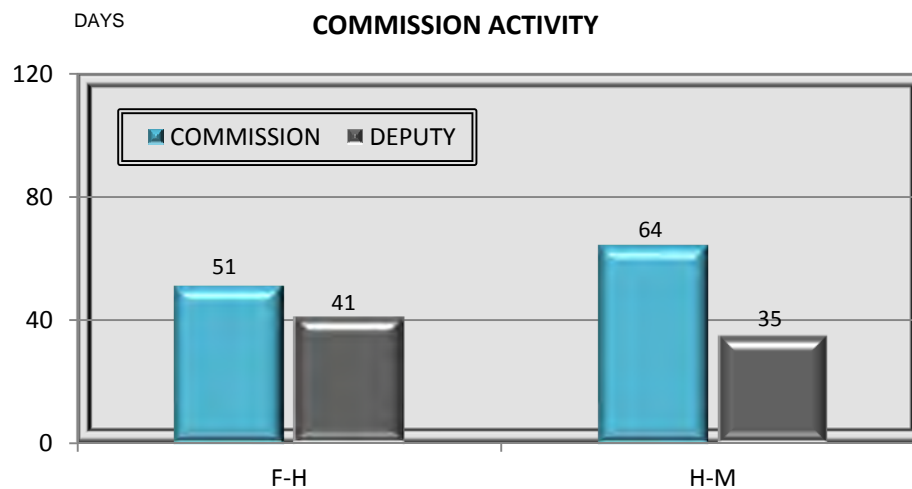


Commission Level Time Frames

For hearings conducted during CY 2012, the combined venue average for the period **Filing of Appeal to Hearing Date (F-H)** is compliant at 44 days. This is a three-day improvement from the CY 2011 average of 47 days.

The combined venue average for the period **Hearing to Mailing Date (H-M)** is 44 days. This is a regression of one day from the CY 2011 average of 43 days.

The combined venue average for the **Filing of Appeal to Mailing of Order** time frame is 89 days, a two-day improvement from the CY 2011 rate.



Hearing Spike Analysis

The Hearing Spike Analysis is compiled in conformance with HB413 and IC Resolution R12-1-03. Per this directive, a hearing spike occurs when the volume of claims ready for hearing at the end of any given month exceeds the maximum number of DHO and SHO claims heard by fifteen percent in any of the preceding twelve calendar months. A hearing spike occurred during the second quarter of CY 2012 under then effective IC Resolution R96-1-05. The spike condition was reconciled by month-end June 2012. IC Resolution R12-1-03 was subsequently put into effect August 9, 2012.

The diagram shown below presents three key elements:

BASELINE MARKER

red line

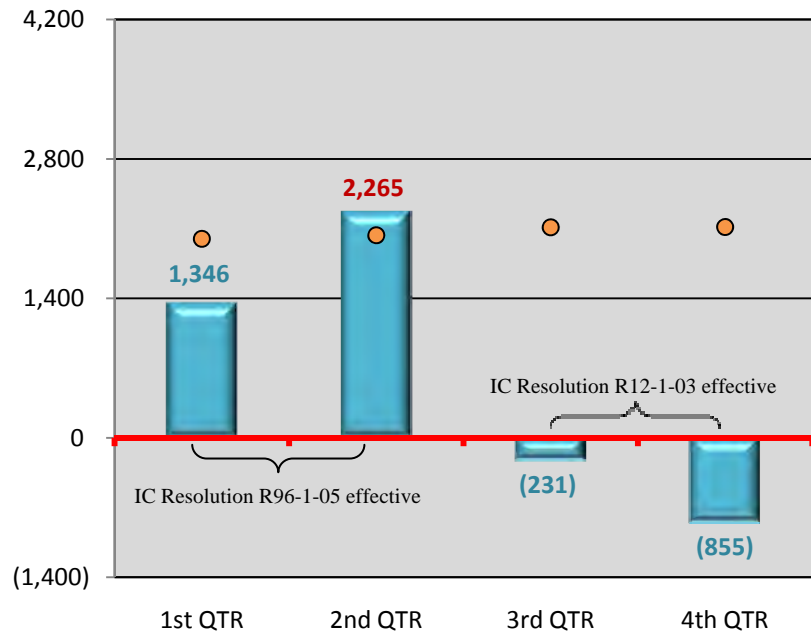
This floor represents the preceding twelve-month maximum heard total (per the statute) at the end of each respective quarter

SPIKE MARKER

orange circles

Represents the volume of claims above the maximum heard total that would trigger a hearing spike at the end of each quarter

HEARING SPIKE QUARTERLY ANALYSIS - 2012



INVENTORY MARKER

blue bars

Represents the actual volume of claims ready for hearing that were above or below the 12-month maximum heard total at the end of the respective quarter

The volume for Claims Ready for Hearing at the end of CY 2012 was 13,263 claims. This is 855 claims (6 percent) below the maximum heard total and 2,973 claims below the volume that would result in a hearing spike.



STATISTICAL OVERVIEW

INVENTORY

	2012	2011
BWC New Claims Filed	139,349	141,964
IC Motions/Appeals Filed (first level only)	150,109	146,366

HEARING ACTIVITY

Claims Heard	151,428	149,458
DHO Venue	105,593	103,928
SHO Venue	45,339	45,119
COM Venue	496	411
Claims Heard Per Day (DHO & SHO)	614	603
DHO Heard Per Day	429	421
SHO Heard Per Day	184	183
Continuances: Prior to Hearing	21,683	21,953
Continuances: At Hearing	7,359	7,966

MEDICAL ACTIVITY

Specialist Examinations Performed	2,560	2,860
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PERFORMANCE

DHO Allowance Timeframes (F-M)	39 days	38 days
Non-Compliant DHO Claims	9,755	8,855
SHO Appeal Timeframes (F-M)	37 days	37 days
Commission Appeal Timeframes (F-M)	89 days	91 days*
Refusal Orders	6 days	7 days

*Revised



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