



2014

PRODUCTION ACTIVITY REPORT

Report compiled by the Office of Management Planning



PRODUCTION ACTIVITY REPORT

SUMMARY AND STATISTICAL HIGHLIGHTS

JANUARY 1, 2014 – DECEMBER 31, 2014

I. MOTIONS/APPEALS/INVENTORY

The Industrial Commission (IC) captured 192,656 issues at the **District Hearing Officer (DHO)** and **Staff Hearing Officer (SHO)** levels during calendar year (CY) 2014. The Bureau of Workers' Compensation (BWC) recorded 135,221 new injury, occupational disease, and death claims for state funded and self-insuring employers during 2014. Of these filings, 17,841 (13%) 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 135,074 and 57,582, respectively. Commission hearing level appeals totaled 21,778 while Recons totaled 684. *First Level* ICON filings, inclusive of .522/.52 filings and appeals to BWC orders, totaled 58,840. *Second Level* and *Above* ICON filings, inclusive of appeals to DHO and SHO orders, totaled 57,141.

Additionally, there were 20,673 issues captured during CY 2014 that do not initially require formal adjudication via hearing (lump sum settlements, lump sum advancements, Hearing Administrator issues, PTD adjustments, etc.). This reflects a nine percent decrease over the volume of non-hearing issues captured in 2013 (22,832).

As of December 31, 2014, the IC ending inventory was 20,854 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 131,281 claims during CY 2014 at all adjudicatory levels. The total DHO volume accounts for 70% of overall hearings at 92,221 claims heard. Total SHO claims heard are recorded at 38,717 claims. Deputy venue claims heard totaled 135 in CY 2014 while the Commission venue recorded 208 claims heard.

DHO and SHO hearings were conducted on 247 days during CY 2014 at an average of 530 claims heard per day. DHO hearings averaged 373 claims heard per day while SHO hearings averaged 157 claims heard per day. Commission level hearings were scheduled on 67 days during CY 2014.

During CY 2014, self-insuring (SI) risks accounted for 27% of all claims heard while non-SI risks accounted for 73% 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 2,867 specialist exams and medical reviews were performed on behalf of the IC during CY 2014. The majority of these exams (99%) were related to PTD filings.

IV. PERFORMANCE

District Hearing Officers heard a total of 72,744 Allowance docket claims during CY 2014. The statewide median for the 45-day *Filing to Hearing* mandate is 32 days, while the statewide median for the seven-day *Hearing to Mailing* mandate is 3 days.

Of the qualifying CY 2014 Allowance docket claims heard, 8,498 claims, or 14% were beyond the 45-day *Filing to Hearing* mandate on industry performance. Of the qualifying 2014 Allowance claims heard, 5,589 claims, or 9%, were beyond the 38-day *Receipt Date to Hearing Date* benchmark reflecting IC performance. This reflects a 12% increase in the volume of non-compliant claims with a 2.8 percentage point increase in the rate of non-compliance compared to CY 2013 performance.

Staff Hearing Officers heard a total of 32,135 Appeal docket claims during CY 2014. The statewide median for the 45-day *Filing to Hearing* mandate is 33 days, and the statewide median for the seven-day *Hearing to Mailing* mandate is 3 days.

A total of 1,820 PTD claims were heard during CY 2014. PTD applications were adjudicated within an average of 172 days (approximately six months) during CY 2014. This reflects a nine day decrease from CY 2013. Statewide, final orders were published within four days of the hearing during CY 2014.

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 2014, the combined venue Commission and Deputy average for the period *Filing of Appeal to Hearing Date* is 45 days. This is a two-day increase from the 2013 average of 43 days. The combined venue average for the seven-day *Hearing to Mailing* mandate is 48 days. This is a 13-day increase from the CY 2013 average of 35 days. The combined venue average for the *Filing of Appeal to Mailing of Order* is 93 days, a 16-day increase from CY 2013 rate of 77 days.

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SECTION I INVENTORY



INVENTORY

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 swings dependent on appeal filings, claim flows from the Bureau of Workers' Compensation (BWC), examiner production, docketing volume, and continuances granted.

BWC New Claims Filed

The BWC recorded 135,221 new injury, occupational disease, and death claims during the 2014 calendar year (CY). Approximately 25,942 (19%) of these filings were for self-insured employers. The estimated breakdown of claim volumes by risk type and claim type is as follows:

RISK TYPE	DEATH	LOST TIME	MEDICAL ONLY	OCCUPATIONAL DISEASE	TOTAL
SELF-INSURED (SI)	78	4,595	21,117	152	25,942
NON-SI	251	3,634	104,880	514	109,279
TOTAL	329	8,229	125,997	666	135,221

Source: BWC Data Warehouse

Approximately 13 percent 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 17,841 claims during CY 2014. The majority of these resulted in an Allowance docket hearing.

IC New Motions and Appeals Filed

A total of 134,204 new first level motions and appeals were filed during CY 2014 for 87,256 separate claims. A number of claims have multiple issues attached per motion and not all motions or appeals will result in a hearing. Approximately 192,656 issues were captured at the first and second adjudicatory levels during CY 2014, reflecting a five percent decrease from CY 2013. First level ICON filings for CY 2014, inclusive of .522/.52 filings and appeals to BWC orders totaled 58,840. Second level and above filings, inclusive of appeals to District Hearing Officer (DHO) and Staff Hearing Officer (SHO) orders, totaled 57,141. The docket type distribution of DHO and SHO motion and appeal filings is as follows:

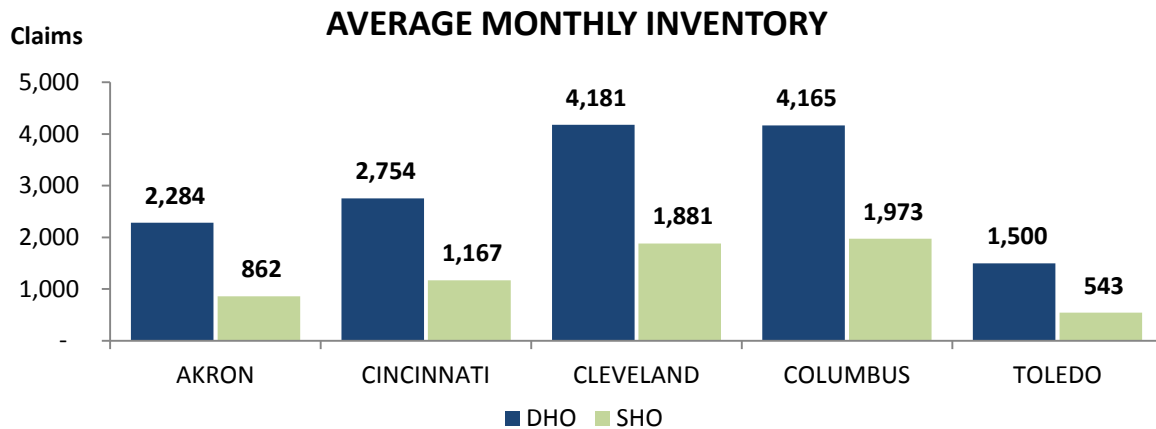
ISSUES CAPTURED	DOCKET VOLUME	PERCENT OF TOTAL*
DHO		
ALLOWANCE	114,199	59%
C92	20,875	11%
DHO TOTAL	135,074	70%
SHO		
APPEAL	49,117	26%
MISC.	1,612	<1%
PTD	1,958	1%
RECON	4,299	2%
VSSR	596	<1%
SHO TOTAL	57,582	30%
TOTAL	192,656	<i>*percentages are rounded</i>

Commission level appeals and reconsiderations filed totaled 21,778 and 684, respectively, for CY 2014.

INVENTORY

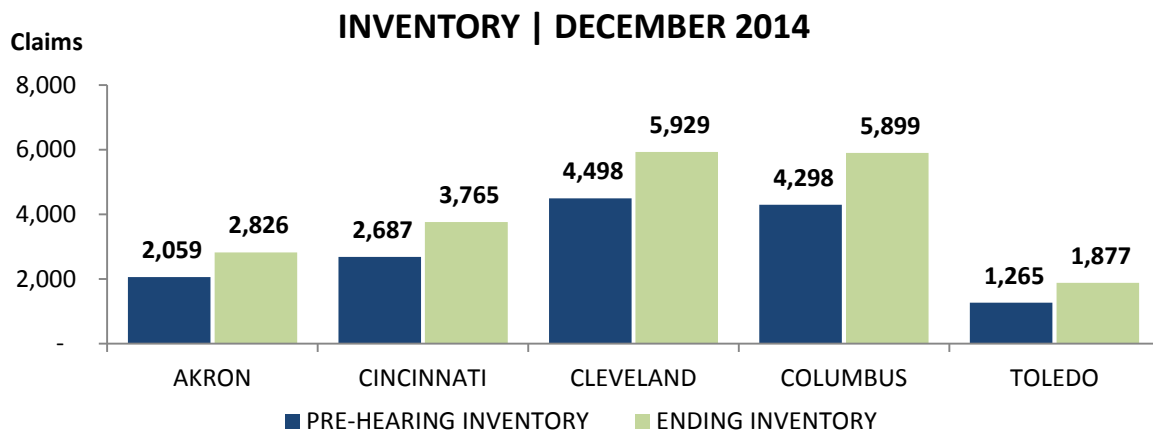
Average Ending Inventory

Statewide average monthly DHO and SHO inventory was 20,702 claims for CY 2014. Regional breakdown of average inventories is as follows: Cleveland – 29%; Columbus – 28%; Cincinnati – 18%; Akron – 15%; Toledo – 10%.



Hearing Inventory

As of December 2014, the IC maintained a pre-hearing inventory of 14,807 claims at DHO and SHO levels, accounting for 73 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.



Regional DHO and SHO inventory levels presented above include medical inventory.



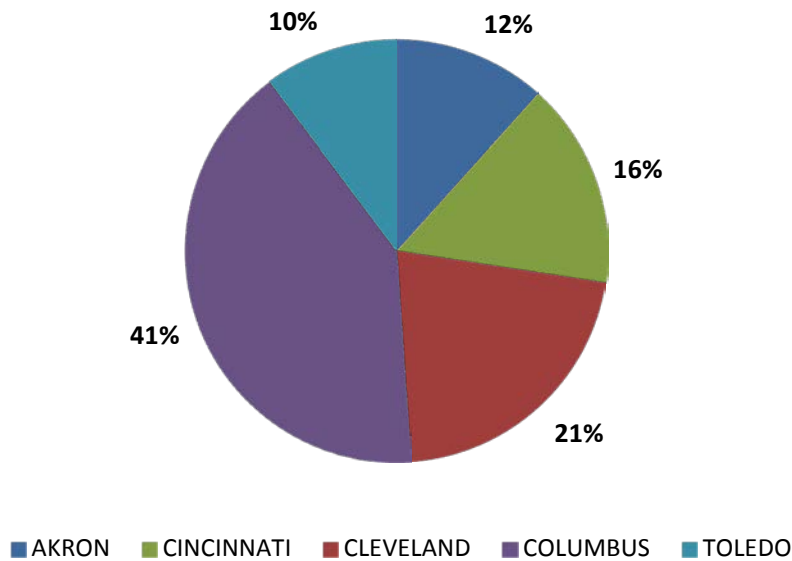
INVENTORY

Medical Exam Inventory

The volume of claims within the IC medical section as of December 31, 2014 was 558, accounting for three percent of total inventory.

The majority of these claims (99 percent) are processed for PTD related specialist exams. 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.

MEDICAL INVENTORY | DECEMBER 31, 2014



As of December 31, 2014, statewide hearing inventory totaled 20,296 claims at all adjudicatory levels (including medical claims). The volumes of claims being processed for Commission venue hearings (158), in the Court Unit (5,849), and for Attorney Fees (10), are not counted in DHO and SHO inventory figures.

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SECTION II

HEARING ACTIVITY

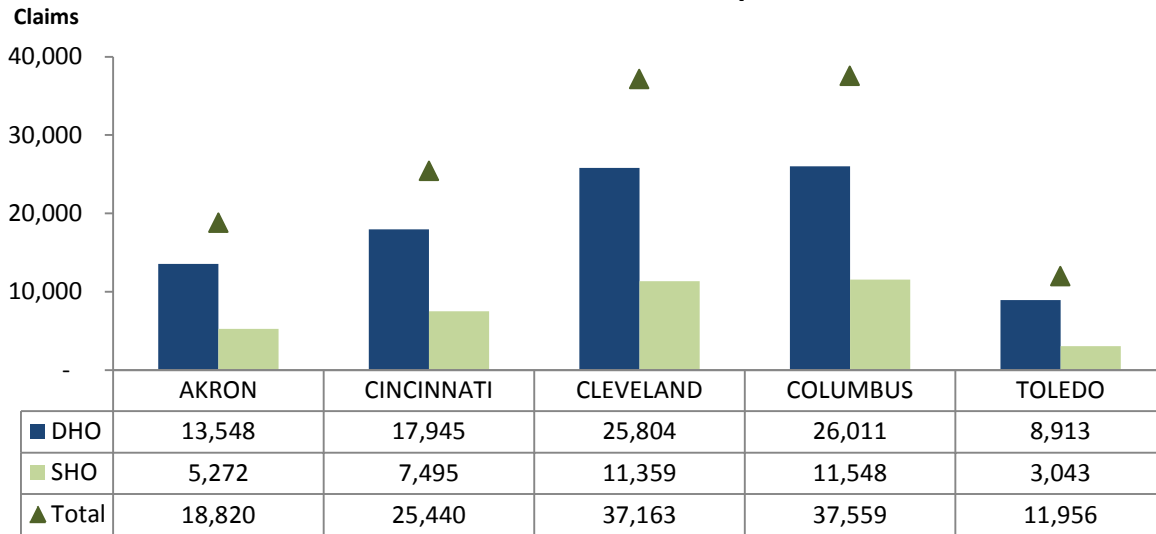




HEARING ACTIVITY

The Industrial Commission heard a total of 131,281 claims during CY 2014 at all adjudicatory levels. The total DHO volume accounts for 70 percent of overall hearings at 92,221 claims heard. Total SHO volume is recorded at 38,717 claims heard. Deputy venue claims heard totaled 135 in CY 2014, while the Commission venue recorded 208 claims heard.

DHO/SHO CLAIMS HEARD | 2014



Approximately 20,673 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.

Formal hearing volumes for CY 2014 reflect an eight percent decrease from CY 2013 totals. The 20,673 total noted above is a nine percent decrease from the volume of non-hearing issues captured in 2013 (22,832). Collectively, the aggregate volume of IC decisions declined nine percent from CY 2013.

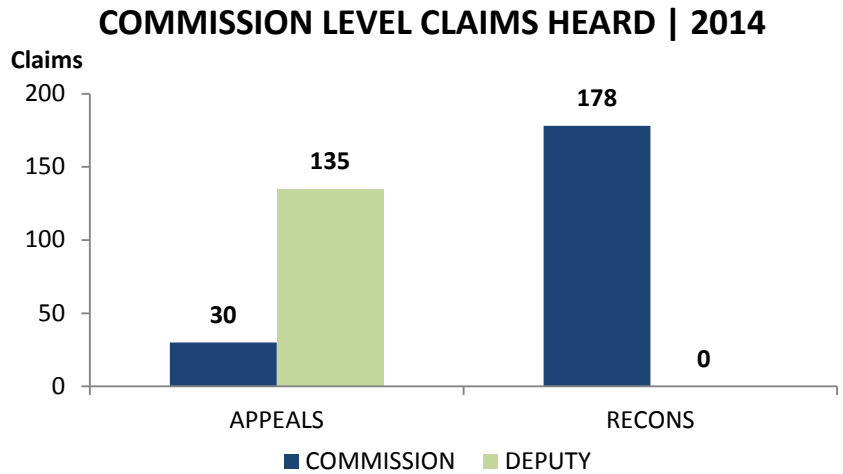
Regionally, the distribution of CY 2014 claims heard at DHO and SHO hearing levels is as follows: Columbus – 29%; Cleveland – 28%; Cincinnati – 19%; Akron – 14%; Toledo – 9%. The total claims heard figure is inclusive of continuances, referrals, dismissals, and other final determinations made as a result of a hearing.



HEARING ACTIVITY

DHO and SHO hearings were conducted on 247 days during CY 2014. A combined average of 530 claims were heard per day at the DHO and SHO hearing levels. District Hearing Officers averaged 373 claims heard per day while Staff Hearing Officers averaged 157 claims heard per day. Commission level hearings were scheduled on 67 days during CY 2014.

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.



Claims Heard by Docket Type

DOCKET TYPE	AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO	TOTAL
DHO						
ALLOWANCE	10,414	14,630	19,352	21,067	7,281	72,744
C92	3,134	3,315	6,452	4,944	1,632	19,477
DHO TOTAL	13,548	17,945	25,804	26,011	8,913	92,221
SHO						
APPEAL	4,248	6,548	9,402	9,373	2,564	32,135
MISC.	135	76	269	170	63	713
PTD	218	294	377	736	195	1,820
RECON	646	556	1,275	1,244	217	3,938
VSSR	25	21	36	25	4	111
SHO TOTAL	5,272	7,495	11,359	11,548	3,043	38,717
COMMISSION	-	-	-	208	-	208
DEPUTY	13	12	34	68	8	135
TOTAL	18,833	25,452	37,197	37,835	11,964	131,281

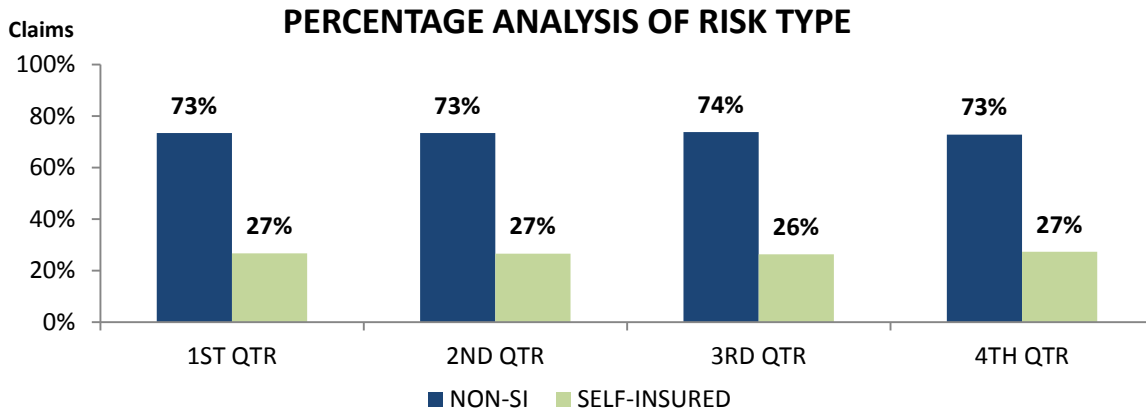
DHO Allowance claims heard account for 55 percent of the statewide total, while DHO C-92 claims account for 15 percent. SHO dockets are accounted for as follows: Appeals – 24 percent; Reconsiderations – 3 percent; PTD – 1 percent. Miscellaneous, VSSR, Deputy, and Commission venue hearings account for less than one percent of the statewide total.



HEARING ACTIVITY

Risk Type Analysis

During CY 2014, 27 percent of all claims heard were for self-insuring (SI) risks while 73 percent were for non-SI risks. Statewide, quarterly ratios remained relatively steady throughout the year with slight variations by region.



Hearings Held By Employer Group

DOCKET TYPE	STATE FUND	SELF-INSURED	PUB. EMP. (COUNTY)	PUB. EMP. (STATE)	TOTAL
DHO					
ALLOWANCE	42,157	18,953	8,705	2,939	72,754
C92	9,894	4,780	3,753	1,051	19,478
DHO TOTAL	52,051	23,733	12,458	3,990	92,232
SHO					
APPEAL	17,530	9,199	3,828	1,580	32,137
MISC.	408	211	68	26	713
PTD	863	155	138	64	1,220
RECON	1,710	1,377	638	213	3,938
VSSR	86	14	4	-	104
SHO TOTAL	20,597	10,956	4,676	1,883	38,112
COMMISSION	94	91	10	13	208
DEPUTY	55	63	9	2	129
TOTAL	72,797	34,843	17,153	5,888	130,681

Hearings were conducted for approximately 24,251 different risks during CY 2014. Hearings for claims of private state funded employers accounted for 56 percent of all hearings while self-insuring employers accounted for 27 percent; public county employers accounted for 13 percent; and public state employers' claims accounted for 4 percent.

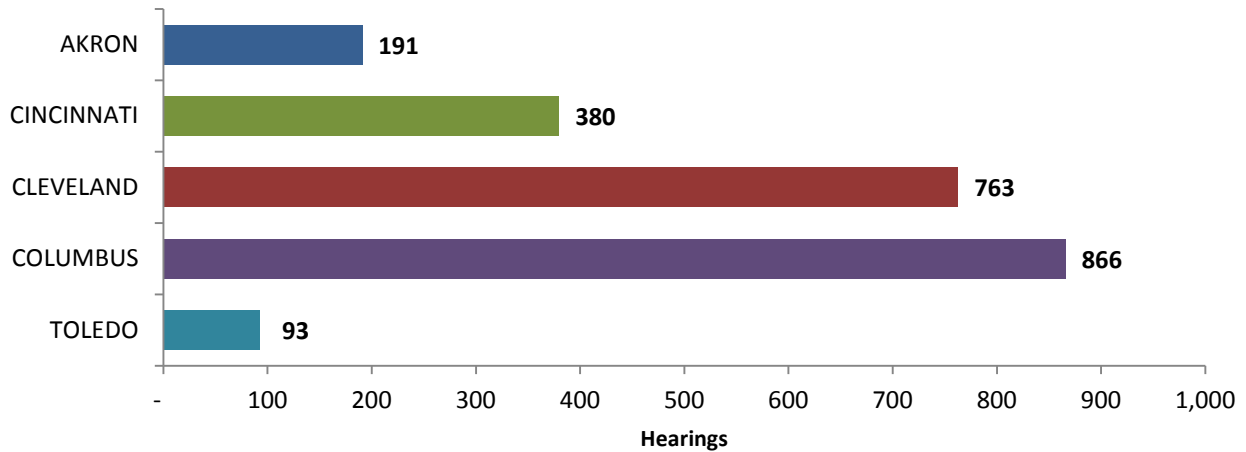


HEARING ACTIVITY

Specialized Hearing Type

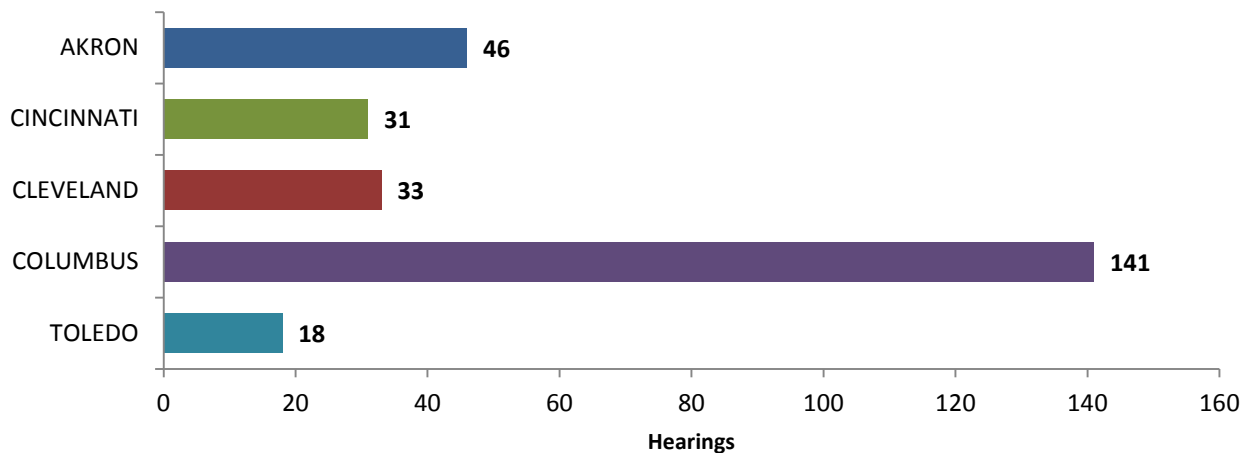
A total of 3,815 hearings were flagged as requiring interpreter services during CY 2014 – a seven percent decrease from CY 2013.

INTERPRETER HEARINGS



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

EMERGENCY HEARINGS



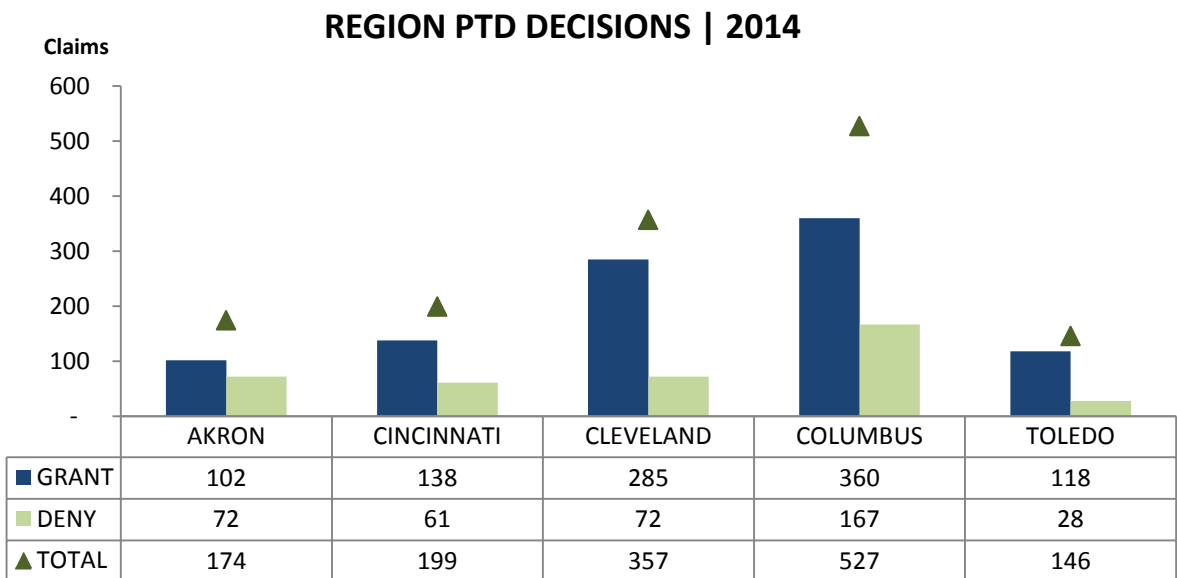
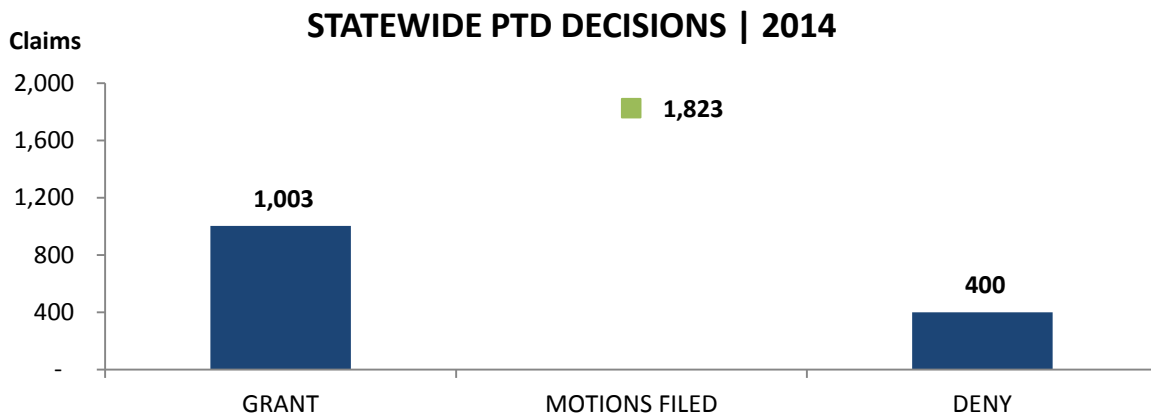
A total of 298 emergency hearings were scheduled during CY 2014 – a 16 percent increase from the CY 2013. Emergency hearings are scheduled based on designated docket types per IC rule, circumstantial requests by the respective parties of a claim, or other justifiable reasons.



HEARING ACTIVITY

Permanent Total Disability Decisions

Permanent Total Disability (PTD) filings for CY 2014 totaled 1,823. Filings decreased 14 percent compared to the 2,128 filings in CY 2013. Of those PTD applications that were either granted or denied during CY 2014, 72% were rendered PTD grants versus 28% PTD denials. Regionally, the respective grant/deny rates were as follows: Akron – 59%, 41%; Cincinnati – 69%, 31%; Cleveland – 80%, 20%; Columbus – 68%, 32%; Toledo – 81%, 19%. 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.

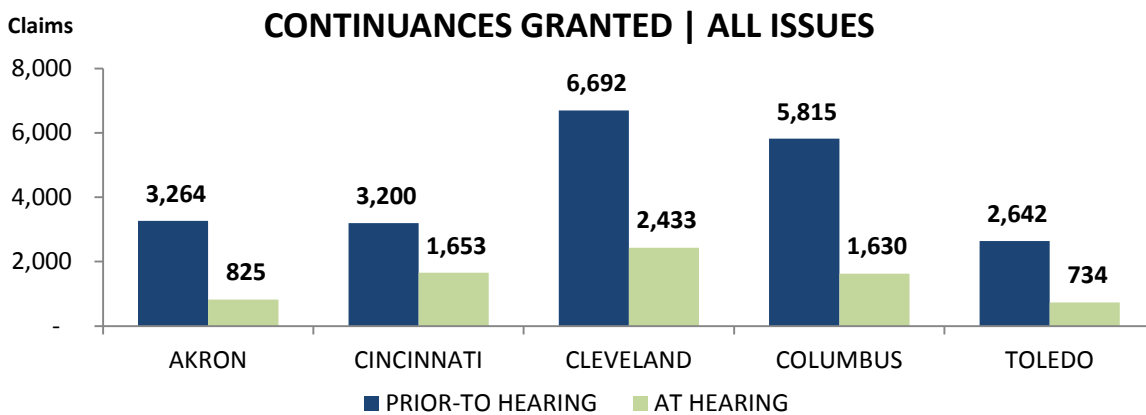




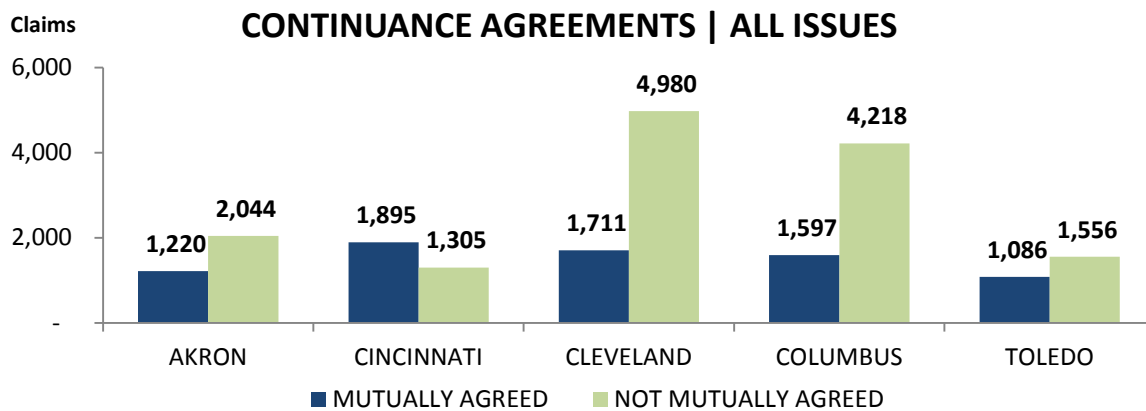
HEARING ACTIVITY

Continuances

Statewide, the average continuance rate *prior* to hearing (for all issues) increased by two points to 17 percent of claims heard, while the average continuance rate *at* hearing (for all issues) increased only one point to 6 percent, compared to CY 2013. Continuances granted *prior* to hearing for all issues totaled 21,613; while continuances granted *at* hearing totaled 7,275. The Toledo region maintained the highest rate for continuances *prior* to hearing at 22 percent. The Cleveland region maintained the highest rate for continuances *at* hearing registering seven percent, up a percentage point from CY 2013.



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. Below is a comparison of mutually agreed continuances and not mutually agreed continuances for CY 2014.





HEARING ACTIVITY

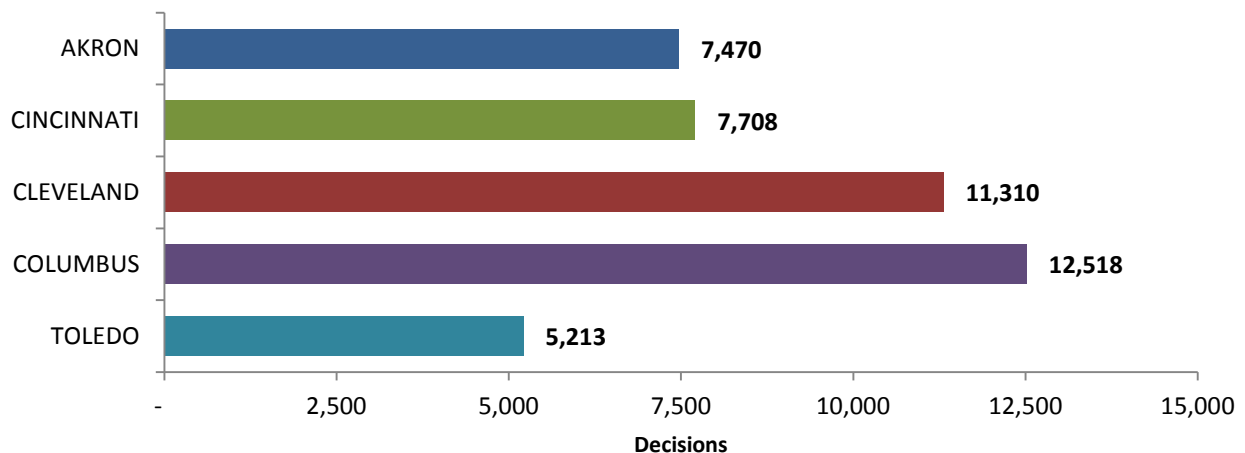
Hearing Administrator Decisions

IC Hearing Administrators perform a variety of functions that facilitate the adjudication process. In addition to processing approximately 23,496 continuance requests during CY 2014, they also processed 15,406 requests to withdraw motions or appeals and cancel scheduled hearings. Additionally, Hearing Administrators made decisions and performed activities in the following categories during CY 2014.

HEARING ADMINISTRATOR DECISIONS 2014						
TYPE		AKRON	CINCINNATI	CLEVELAND	COLUMBUS	TOLEDO
PTD	ISSUE PTD LETTERS	177	197	289	572	144
	PRE-HEARING CONFERENCES	29	44	20	85	14
SUBPOENA REQUESTS	GRANT	85	86	194	116	47
	DENY	34	29	30	31	12
INTERROGATORIES /DEPOSITIONS	GRANT	2	8	7	-	1
	HEARING	-	6	1	4	1
SUSPENSION REQUESTS	GRANT	250	332	265	390	249
	DENY	79	121	270	161	66
.522/.52 REQUESTS	GRANT	5	41	19	90	10
	HEARING	104	52	163	80	39
HEARING ADMIN. TOTALS		765	916	1,258	1,529	583

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 44,219 issues during CY 2014. Regional volumes of Hearing Administrator activity are presented in the graph below. Regionally, Columbus accounted for 28 percent of all Hearing Administrator activity during CY 2014; Cleveland accounted for 26 percent; Akron and Cincinnati each accounted for 17 percent; and Toledo accounted for 12 percent.

HEARING ADMINISTRATOR ACTIVITY



2014

SECTION III

MEDICAL ACTIVITY



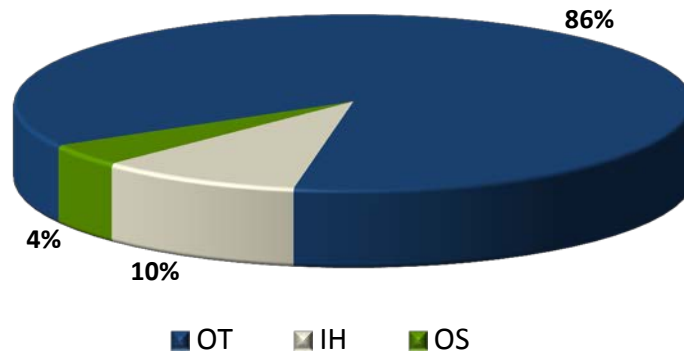
MEDICAL ACTIVITY

Specialist Exams Scheduled

A total of 3,434 specialist exams (including medical reviews) were scheduled on behalf of the Industrial Commission during CY 2014. 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.

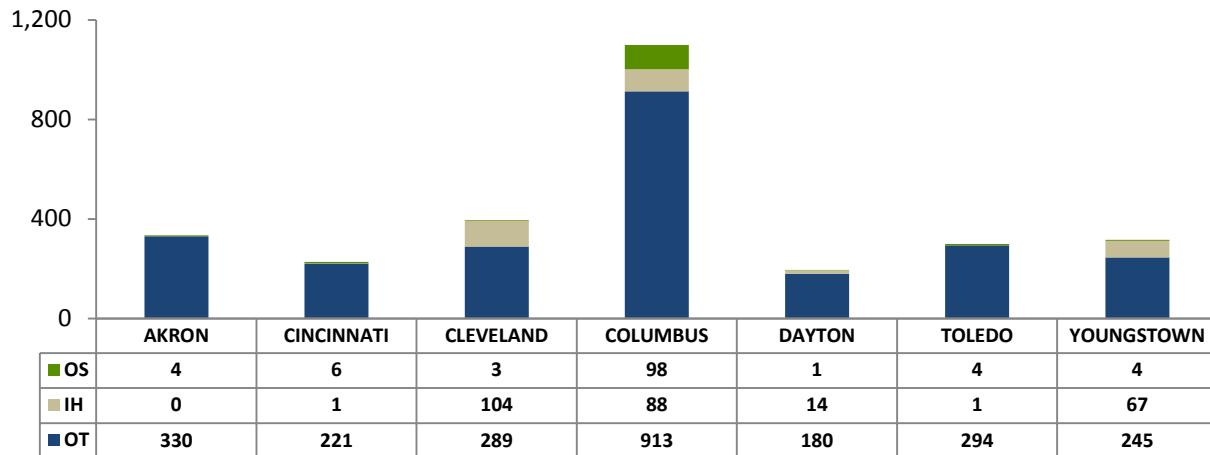
2014 EXAMS BY LOCATION



Statewide, out-of-house exams performed accounted for approximately 86 percent of total exams in CY 2014. The Columbus office accounted for 38 percent of total exams with 1,098 exams performed to the region. The Cleveland office accounts for 14 percent; Akron 12 percent; Toledo 10 percent; Youngstown 11 percent; Cincinnati 8 percent; and Dayton accounts for 7 percent.

Claims

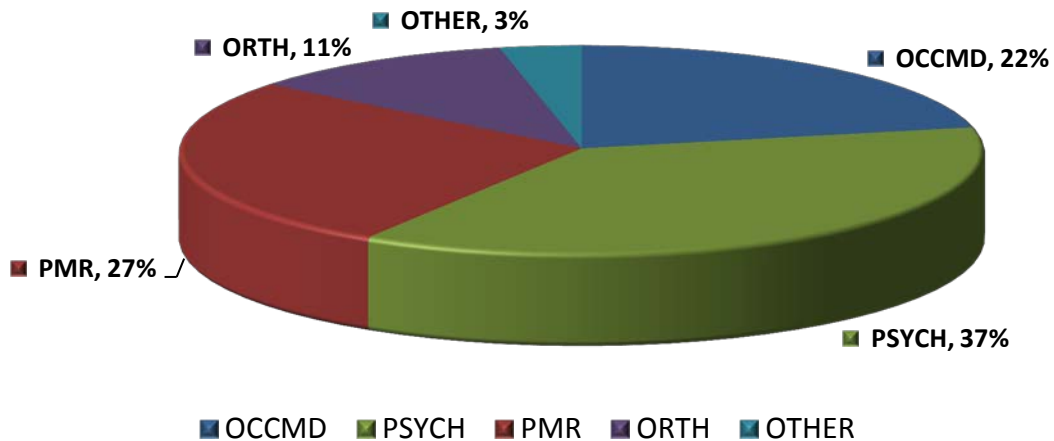
SPECIALIST EXAMS PERFORMED



MEDICAL ACTIVITY

Of medical specialist exams scheduled during CY 2014, not inclusive of Out-of-State exams, Psych specialists account for the largest portion at 1,047 exams, followed by PMR specialists at 756 exams, OCCMD specialists at 613 exams, ORTH specialists at 310 exams, and other specialty types at 94 exams.

EXAMS BY SPECIALTY TYPE



Cancelation Rates

The 3,434 exams scheduled during CY 2014 consisted of 567 exams that were rescheduled, canceled, or the injured worker did not show for the exam. The CY 2014 statewide exam cancelation rate (cancel, no show, reschedule) is 17 percent, up three percent from CY 2013.

IC INDEPENDENT MEDICAL EXAMINATIONS						
DISTRICT	PERFORMED	CANCELLED	RESCHEDULED	NO SHOWS	SCHEDULED	CANCELLATION RATE*
AKRON	334	14	38	8	394	15%
CINCINNATI	228	15	23	9	275	17%
CLEVELAND	396	19	39	14	468	15%
COLUMBUS	1,099	53	139	31	1,322	17%
DAYTON	195	14	31	2	242	19%
TOLEDO	299	11	54	1	365	18%
YOUNGSTOWN	316	18	21	13	368	14%
STATEWIDE	2,867	144	345	78	3,434	17%

*Exams not performed as scheduled

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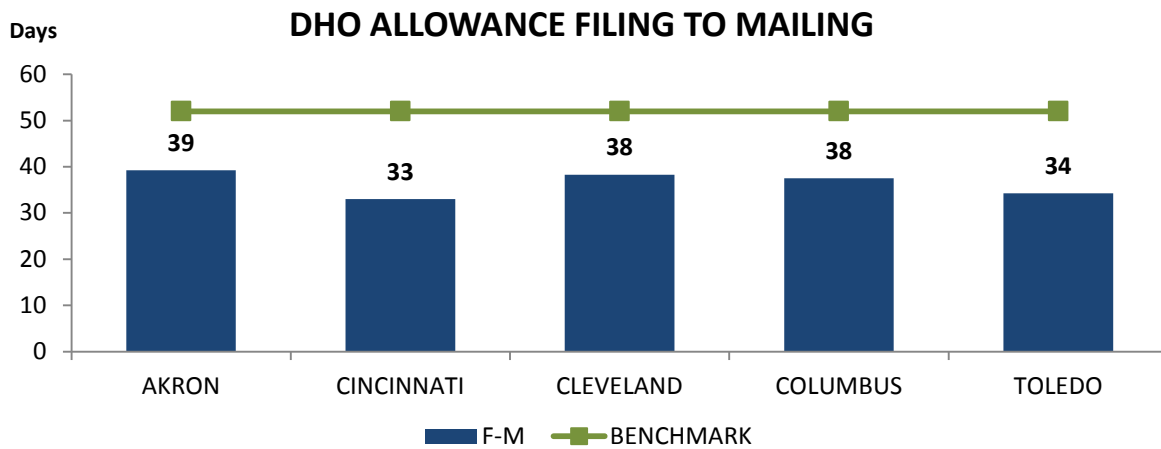
SECTION IV PERFORMANCE



PERFORMANCE

District Hearing Officer Time Frames

District hearing officers heard a total of 72,744 Allowance docket claims during CY 2014. Of those, 59,506 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 52 days. This performance measure is based on the entirety of the hearing process and combines the two statutory periods *Filing to Hearing* and *Hearing to Mailing*, which have statutes of 45 days and 7 days, respectively.



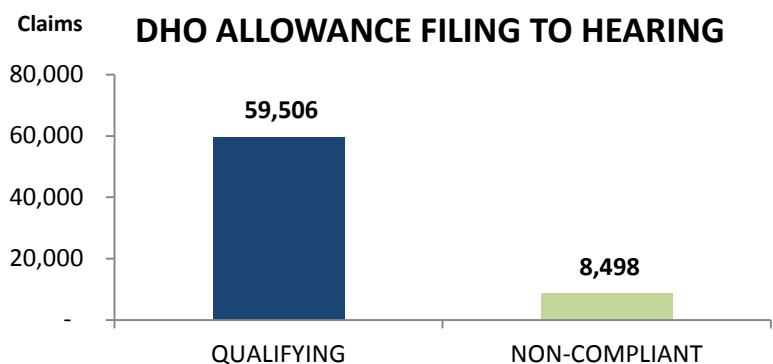
2014 STATEWIDE DHO ALLOWANCE MEDIAN AVERAGES						
	F-R*	R-H	F-H*	H-M*	R-M	F-M
1ST QTR	1	28	29	3	31	33
2ND QTR	1	29	31	3	33	35
3RD QTR	1	29	32	3	34	36
4TH QTR	1	34	36	3	38	41
2014	1	30	32	3	34	36

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

Non-Compliant Claims

RC 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.

For CY 2014, 8,498 of the qualifying Allowance claims heard or 14.3 percent were beyond the statutory 45-day *Filing to Hearing* time frame.

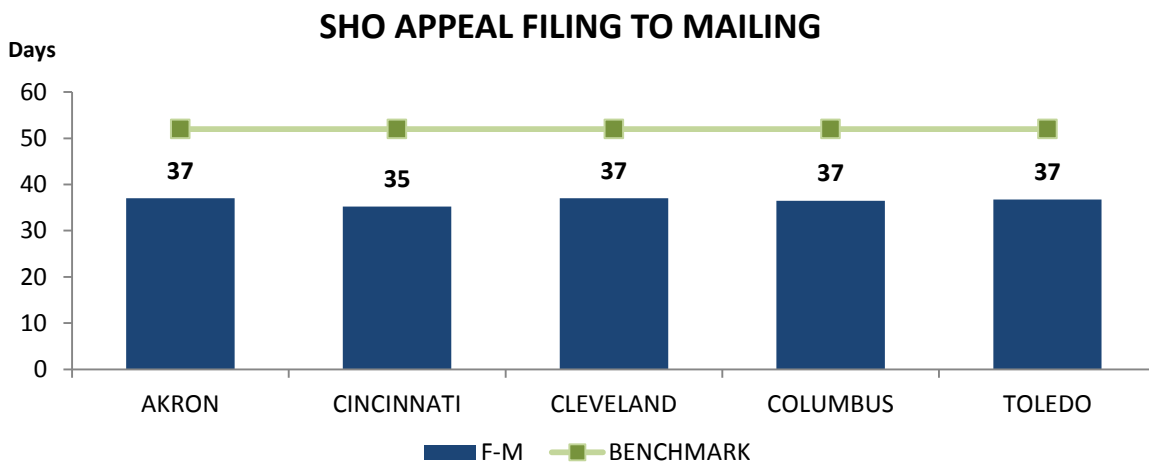


PERFORMANCE

This reflects a 12 percent increase in the volume of non-compliant claims with an increase of 2.8 percentage points in the rate of non-compliance compared to CY 2013 performance. During CY 2014 there were 5,589 Allowance claims heard, or 9.4 percent, that were beyond the 38-day *Receipt to Hearing* benchmark.

Staff Hearing Officer Appeal Time Frames

Staff hearing officers heard a total of 32,135 Appeal docket claims during CY 2014. Of those, 28,009 qualified for inclusion in time studies. On average, all IC offices performed within the statutory and benchmark limits.

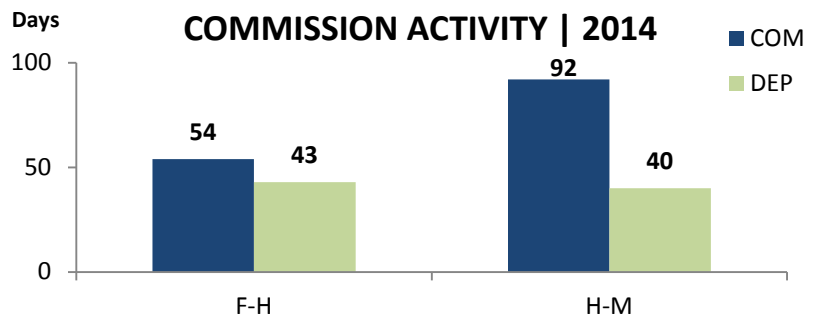


2014 STATEWIDE SHO APPEAL MEDIAN AVERAGES			
	F-H*	H-M*	F-M
1ST QTR	33	3	36
2ND QTR	33	3	36
3RD QTR	33	3	36
4TH QTR	34	3	37
2014	33	3	36

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

Commission Level Time Frames

For hearings conducted during CY 2014, the combined venue average for the period *Filing to Hearing (F-H)* of an appeal is compliant at 45 days. This is a regression of two days from the CY 2013 average.





PERFORMANCE

The combined venue average for the period *Hearing to Mailing (H-M)* of an appeal is 48 days. This is a 13 day regression from the 35 day average during CY 2013.

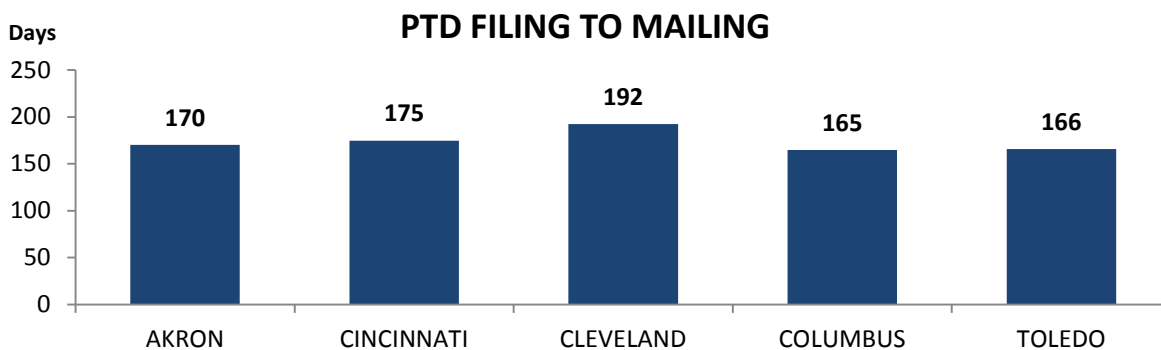
The combined venue average for the *Filing to Mailing (F-M)* time frame is 93 days, a 16 day regression from the 77 day rate for CY 2013.

Permanent Total Disability Time Frames

A total of 1,820 PTD claims were heard during CY 2014. PTD claims qualifying for inclusion in the time studies equaled 1,098 (60%). 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.

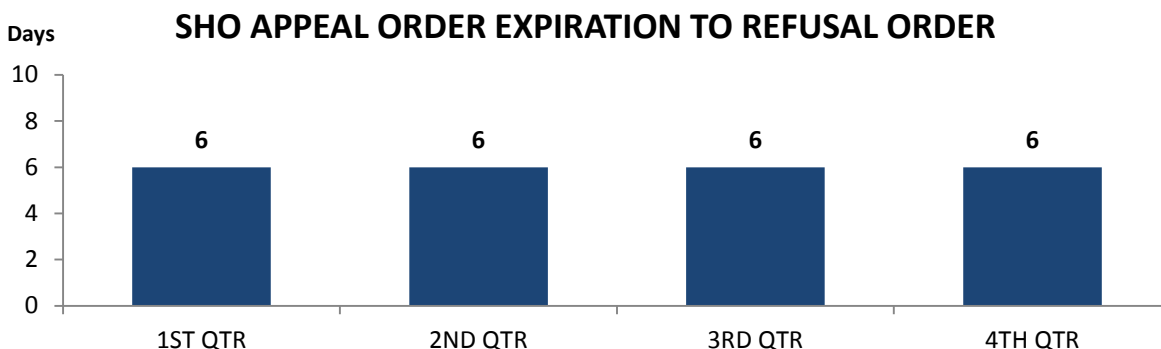
During CY 2014, PTD applications were adjudicated within an average of 172 days (somewhat less than six months) from the application filing date, a nine day improvement from CY 2013.

PTD hearings are typically taken under advisement with a final order published at a later date. On average, final orders were published within four days of the hearing during CY 2014.



SHO Refusal Order Time Frames

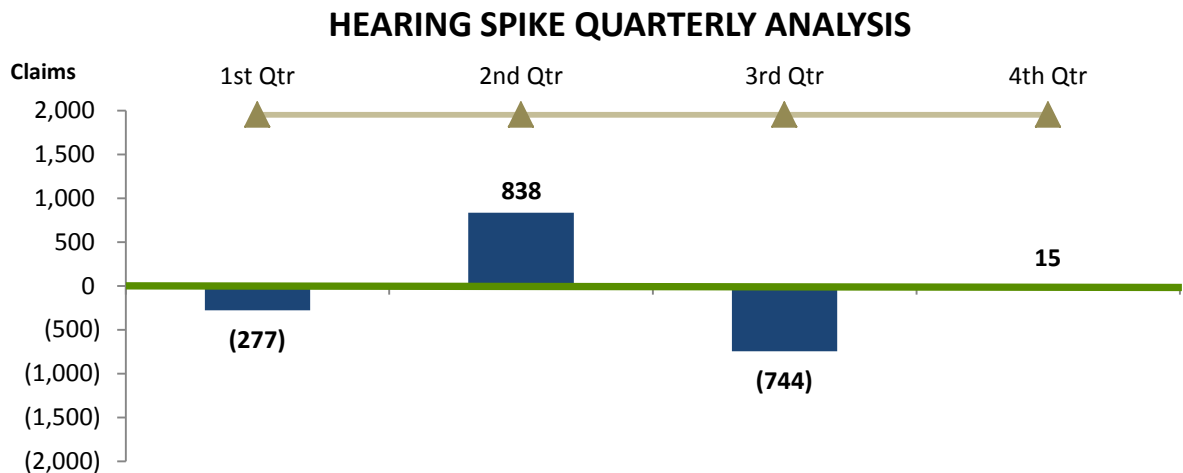
Appeals to SHO orders are discretionary in nature and processed centrally by the Commission Level Hearing Section in Columbus. Per mandate, if an appeal is refused, it is to receive a refusal order within 14 days of the expiration date for which an appeal may be filed to an SHO order.



PERFORMANCE

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. The graph below shows three elements for evaluating spikes.



Baseline Marker: This floor represents the preceding twelve-month maximum heard total (per the statute) at the end of each respective quarter. The maximum heard total equaled 13,031 throughout CY 2014.

Spike Marker: This ceiling represents the volume of claims above the maximum heard total that would trigger a hearing spike at the end of each quarter. The hearing spike ceiling equaled 1,954 throughout CY 2014.

Inventory Marker: This data represents the actual volume of claims ready for hearing that were above or below the 12-month maximum heard total at the end of each respective quarter.

The volume for Claims Ready for Hearing at the end of CY 2014 was 13,046 claims. This is 15 claims (less than one percent) above the maximum heard total and 1,939 claims below the volume that would result in a hearing spike.



STATISTICAL OVERVIEW

INVENTORY

	<u>2013</u>	<u>2014</u>
BWC New Claims Filed	135,421	135,221
IC Motions/Appeals Filed (first level)	145,763	134,204

HEARING ACTIVITY

Claims Heard	143,442	131,281
DHO Venue	99,923	92,221
SHO Venue	43,135	38,717
COM Venue	384	343
Claims Heard Per Day (DHO/SHO)	584	530
DHO Heard Per Day	408	373
SHO Heard Per Day	176	157
Continuances: Prior to Hearing	22,139	21,613
Continuances: At Hearing	7,532	7,275

MEDICAL ACTIVITY

Specialist Examinations Performed	3,227	2,867
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PERFORMANCE

DHO Allowance Timeframes (F-M)	31 days	36 days
Non-Compliant DHO Claims	7,571	8,498
SHO Appeal Timeframes (F-M)	36 days	36 days
Commission Appeal Timeframes (F-M)	77 days	93 days
Refusal Orders	6 days	6 days

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