

**OHIO WORKERS' COMPENSATION SYSTEM BENCHMARKS
FOR THE 12 MONTHS ENDED**

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	<u>Jun 99</u>	<u>Dec 99</u>	<u>Jun 00</u>	<u>Dec 00</u>	<u>Jun 01</u>	<u>Dec 01</u>
Premium Cost Per Worker	\$569	\$556	\$573	\$573	\$525	\$560
After Premium Dividends, Credits and Rebates	\$366	\$392	\$175	\$334	\$358	\$200
Claim Cost Per Worker	\$511	\$502	\$487	\$481	\$482	\$498
Administrative Cost Per Claim	\$320	\$357	\$368	\$377	\$393	\$407
Return on Investments	9.2%	8.5%	7.8%	7.0%	1.6%	-3.1%
Direct Loss Ratio	79.3%	79.0%	73.8%	74.2%	84.0%	83.7%
Customer Service Index ⁽¹⁾	87.4	91.0	90.2	90.3	91.7	92.5
HPP Performance Index ⁽²⁾	2.58	2.59	2.67	2.82	2.82	2.89
Average Injury Rate Per 1,000 Workers	84.8	82.0	80.1	76.2	69.0	64.7
Average Days to Adjudicate Medical Bills	8.3	8.2	8.6	8.9	8.5	7.7
Percent of Injured Workers Returning to Work	93.6%	93.5%	93.3%	93.0%	92.6%	91.9%
Average Days To Report Injury	26.7	25.0	24.7	25.2	26.0	25.8
Percent of Claims Adjudicated Within 14 Days of Injury	21.5%	23.9%	27.5%	27.5%	26.1%	27.7%
Percent of Claims Contested to the IC for Hearing	8.9%	9.3%	9.7%	10.0%	10.3%	10.5%

(1) The new Customer Service Index is compiled by the Customer Trend Analysis Department. The CSI, a comprehensive measure of bureau policy and processes, consist of various surveys of the injured worker and employer populations, telephone data and complaint statistics. The old measure consisted of only one survey of new claims, while the new CSI provides a more thorough measure of customer satisfaction with the bureau.

(2) The HPP Performance Index has been revised. Data on the lagtime between MCO receipt of funds to dispersment of funds to medical providers is no longer available. This component of the index has been replaced by a performance measurement that gauges the mix of medical only to lost time claims. All previous data have been adjusted to reflect comperable results.

Where applicable, previous data have been changed to reflect audit adjustments or improvements in data capture.

All data excludes claims and employees of self-insuring employers.