

**OREGON DEPARTMENT OF CONSUMER AND BUSINESS SERVICES
WORKERS' COMPENSATION DIVISION
Quarterly Claims Processing Performance Audit Industry Average**

Year	Qtr	Report of Claim				1st Payment of Timeloss				Accept/Deny				Notice of Closure			
		Reported	Timely	Timely Unknown	Average	Reported	Timely	Timely Unknown	Average	Reported	Timely	Timely Unknown	Average	Reported	Timely	Timely Unknown	Average
2025	4	5,376	5,316	15	99.2%	5,124	4,523	50	89.2%	6,037	5,743	42	95.8%	5,043	4,675	93	94.5%
	3	5,664	5,607	21	99.4%	5,389	4,755	61	89.4%	6,442	6,128	33	95.6%	5,069	4,732	13	93.6%
	2	5,033	4,978	20	99.3%	4,776	4,205	44	89.0%	5,775	5,414	39	94.4%	4,966	4,561	74	93.3%
	1	4,775	4,726	8	99.1%	4,558	3,915	51	87.0%	5,557	5,154	42	93.5%	4,858	4,487	18	92.7%
	TOTAL	20,848	20,627	64	99.2%	19,847	17,398	206	88.7%	23,811	22,439	156	94.9%	19,936	18,455	198	93.6%
2024	4	5,643	5,564	14	98.8%	5,388	4,670	55	87.7%	6,340	5,932	52	94.4%	5,223	4,731	162	93.7%
	3	5,989	5,919	10	99.0%	5,699	4,877	48	86.4%	6,752	6,304	51	94.1%	5,334	4,930	28	93.0%
	2	5,064	4,974	8	98.4%	4,851	4,171	66	87.3%	5,757	5,385	33	94.1%	5,314	4,855	38	92.1%
	1	5,272	5,151	17	98.0%	4,964	4,250	72	87.1%	5,941	5,520	35	93.5%	5,115	4,707	26	92.5%
	TOTAL	21,968	21,608	49	98.6%	20,902	17,968	241	87.1%	24,790	23,141	171	94.0%	20,986	19,223	254	92.8%
2023	4	5,869	5,804	17	99.2%	5,555	4,796	81	87.8%	6,652	6,266	38	94.8%	5,375	4,980	11	92.9%
	3	6,381	6,306	17	99.1%	6,015	5,248	77	88.5%	7,076	6,661	40	94.7%	5,550	5,177	5	93.4%
	2	5,295	5,236	7	99.0%	5,002	4,382	56	88.7%	6,003	5,635	25	94.3%	5,375	5,047	9	94.1%
	1	6,852	6,762	16	98.9%	6,508	5,660	52	87.8%	7,824	7,325	49	94.2%	5,664	5,292	2	93.5%
	TOTAL	24,397	24,108	57	99.0%	23,080	20,086	266	88.2%	27,555	25,887	152	94.5%	21,964	20,496	27	93.4%
2022	4	6,785	6,708	11	99.0%	6,372	5,515	60	87.5%	7,509	7,065	46	94.7%	5,967	5,548	6	93.1%
	3	6,098	6,007	30	99.0%	5,749	4,833	82	85.5%	6,835	6,326	54	93.3%	6,051	5,596	9	92.6%
	2	5,364	5,276	13	98.6%	5,090	4,416	73	88.2%	6,008	5,623	32	94.1%	6,612	6,196	14	93.9%
	1	6,814	6,704	47	99.1%	6,419	5,446	83	86.1%	7,509	6,991	47	93.7%	5,295	4,883	5	92.3%
	TOTAL	25,061	24,695	101	98.9%	23,630	20,210	298	86.8%	27,861	26,005	179	94.0%	23,925	22,223	34	93.0%
2021	4	7,345	7,244	44	99.2%	6,956	5,848	84	85.3%	8,104	7,634	34	94.6%	7,138	6,730	11	94.4%
	3	5,887	5,794	29	98.9%	5,614	4,947	67	89.3%	6,630	6,310	39	95.8%	4,780	4,492	7	94.1%
	2	7,007	6,919	29	99.2%	6,591	5,765	155	89.8%	8,017	7,652	47	96.0%	5,141	4,837	6	94.2%
	1	6,966	6,869	38	99.2%	6,662	5,760	101	88.0%	7,658	7,353	31	96.4%	7,360	6,919	14	94.2%
	TOTAL	27,205	26,826	140	99.1%	25,823	22,320	407	88.0%	30,409	28,949	151	95.7%	24,419	22,978	38	94.3%
2020	4	4,926	4,832	32	98.7%	4,591	4,108	31	90.2%	5,471	5,243	33	96.4%	4,565	4,344	10	95.4%
	3	4,666	4,596	16	98.8%	4,342	3,883	43	90.4%	5,306	5,114	23	96.8%	3,938	3,741	7	95.2%
	2	6,683	6,577	20	98.7%	6,071	5,356	77	89.5%	7,810	7,420	40	95.5%	5,216	4,858	7	93.3%
	1	5,530	5,426	17	98.4%	5,058	4,498	45	89.8%	6,421	6,091	35	95.4%	5,295	4,838	98	93.2%
	TOTAL	21,805	21,431	85	98.7%	20,062	17,845	196	89.9%	25,008	23,868	131	96.0%	19,014	17,781	122	94.2%
2019	4	4,752	4,626	18	97.7%	4,406	3,888	44	89.2%	5,548	5,264	36	95.5%	5,333	5,002	28	94.3%
	3	5,422	5,284	10	97.6%	4,929	4,317	67	88.9%	6,359	5,988	52	95.0%	5,394	5,034	29	93.9%
	2	5,676	5,505	15	97.3%	5,167	4,604	53	90.1%	6,662	6,305	68	95.7%	5,255	4,934	39	94.6%
	1	7,118	6,921	15	97.4%	6,521	5,673	81	88.2%	8,267	7,784	93	95.3%	5,226	4,810	43	92.9%
	TOTAL	22,968	22,336	58	97.5%	21,023	18,482	245	89.1%	26,836	25,341	249	95.4%	21,208	19,780	139	93.9%
2018	4	5,006	4,820	18	96.6%	4,602	3,934	81	87.2%	5,761	5,441	70	95.7%	5,312	4,886	55	93.0%
	3	4,308	4,135	16	96.4%	3,966	3,403	52	87.1%	5,014	4,751	55	95.9%	4,742	4,446	36	94.5%
	2	4,823	4,685	12	97.4%	4,521	3,988	111	90.7%	5,742	5,415	81	95.7%	5,006	4,692	38	94.5%
	1	5,101	4,956	7	97.3%	4,769	4,095	112	88.2%	6,086	5,708	65	94.9%	5,007	4,669	29	93.8%
	TOTAL	19,238	18,596	53	96.9%	17,858	15,420	356	88.3%	22,603	21,315	271	95.5%	20,067	18,693	158	93.9%
2017	4	5,010	4,882	12	97.7%	4,638	4,069	65	89.1%	5,919	5,558	75	95.2%	5,284	4,996	26	95.0%
	3	4,750	4,619	10	97.5%	4,377	3,884	67	90.3%	5,594	5,213	78	94.6%	5,090	4,773	31	94.4%
	2	4,911	4,789	14	97.8%	4,549	4,051	86	90.9%	5,922	5,435	106	93.6%	4,844	4,382	197	94.5%
	1	5,583	5,478	9	98.3%	5,171	4,535	85	89.3%	6,548	6,031	94	93.5%	5,113	4,698	33	92.5%
	TOTAL	20,254	19,768	45	97.8%	18,735	16,539	303	89.9%	23,983	22,237	353	94.2%	20,331	18,849	287	94.1%
2016	4	5,994	5,885	15	98.4%	5,560	4,894	112	90.0%	7,002	6,510	79	94.1%	5,088	4,704	60	93.6%
	3	5,522	5,426	12	98.5%	5,045	4,464	68	89.8%	6,419	6,013	69	94.7%	4,840	4,528	27	94.1%
	2	4,874	4,766	12	98.0%	4,471	4,015	50	90.9%	5,807	5,422	71	94.6%	4,784	4,494	17	94.3%
	1	4,406	4,267	18	97.3%	3,967	3,479	68	89.4%	5,313	4,931	69	94.1%	4,731	4,439	24	94.3%
	TOTAL	20,796	20,344	57	98.1%	19,043	16,852	298	90.1%	24,541	22,876	288	94.4%	19,443	18,165	128	94.1%