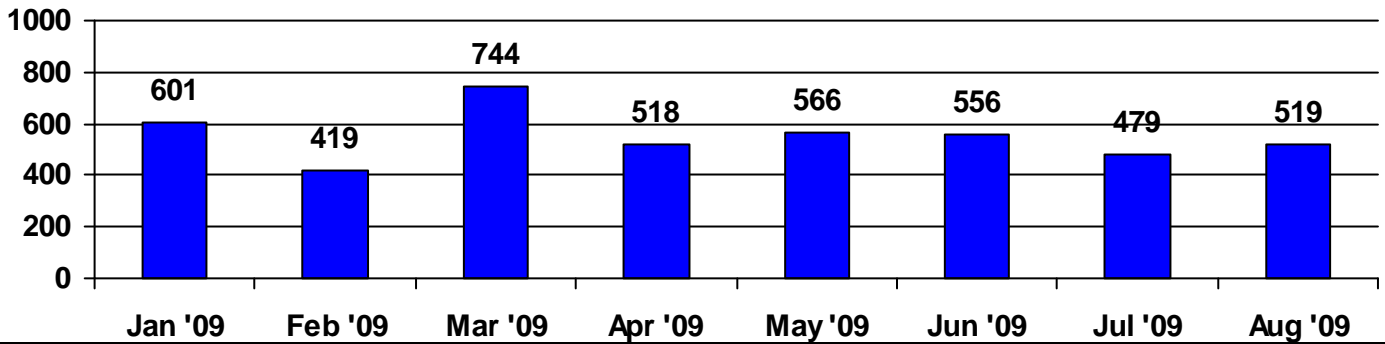




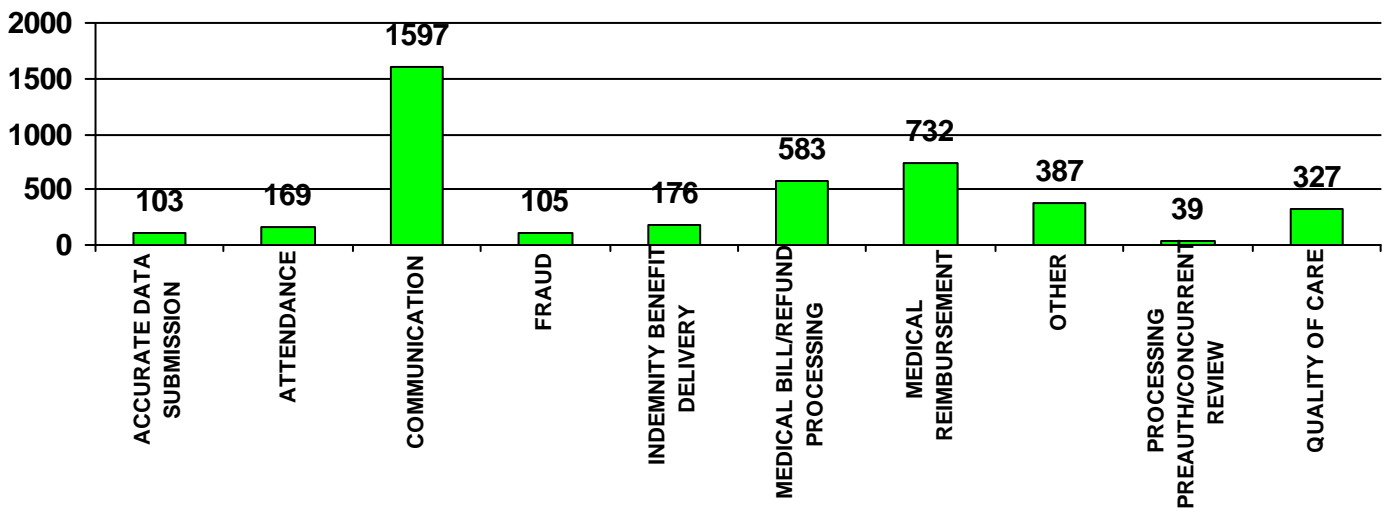
Texas Department of Insurance
Division of Workers' Compensation

System Performance

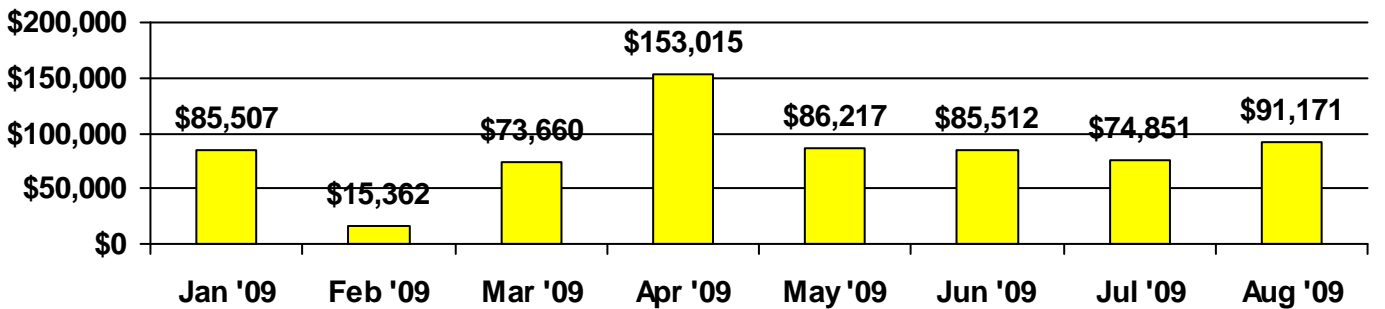
Complaints Received in CY 2009



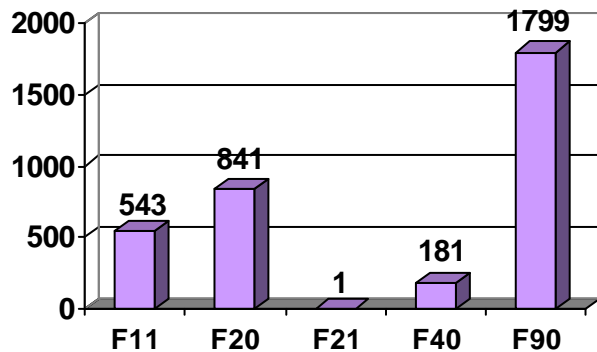
Complaints Received in CY 2009 by Category



Dollar Amount Returned to System Participants in CY 2009



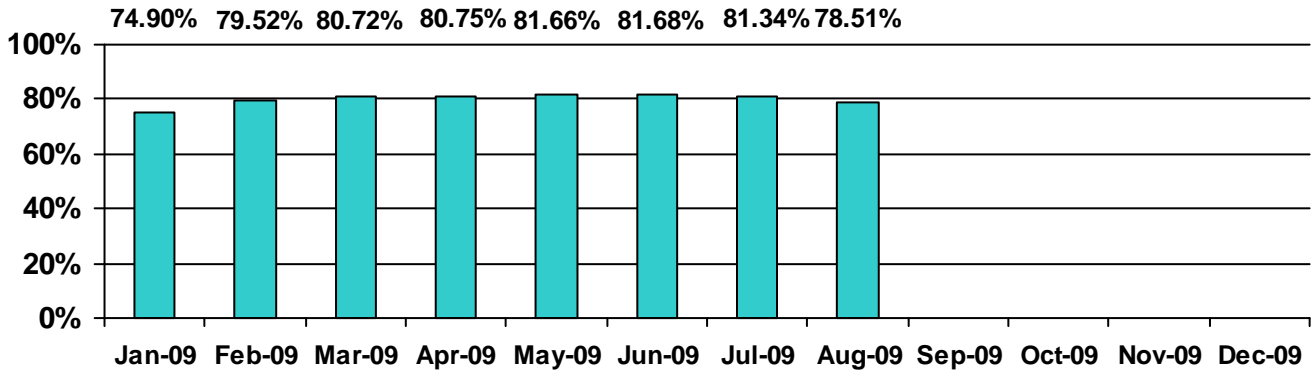
Closure Status for Complaints Received in CY 2009



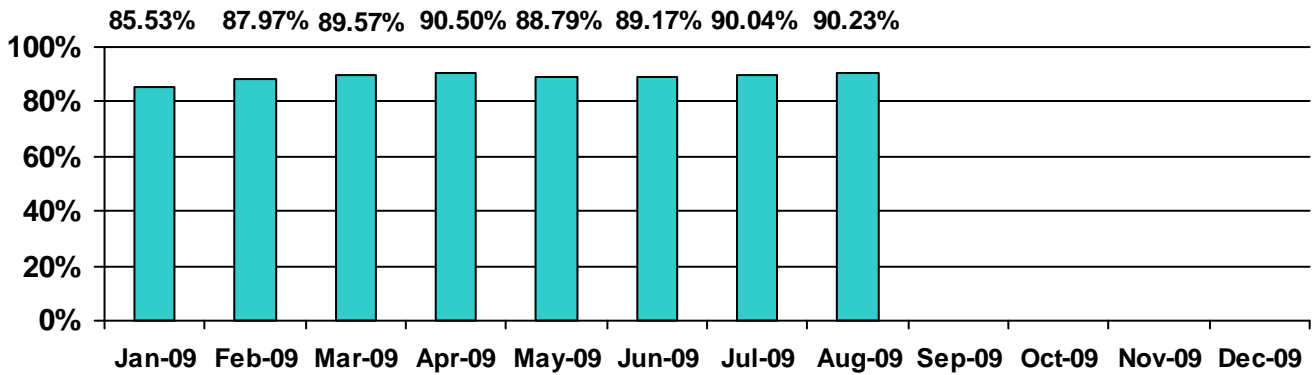
- F11 - Justified Complaint
- F20 - Unjustified Complaint
- F21 - Frivolous Complaint
- F40 - Inquiry Only
- F90 - Record Only - Monitoring

Based on data extracted from the Complaint Inquiry System (CIS) on 9/1/2009

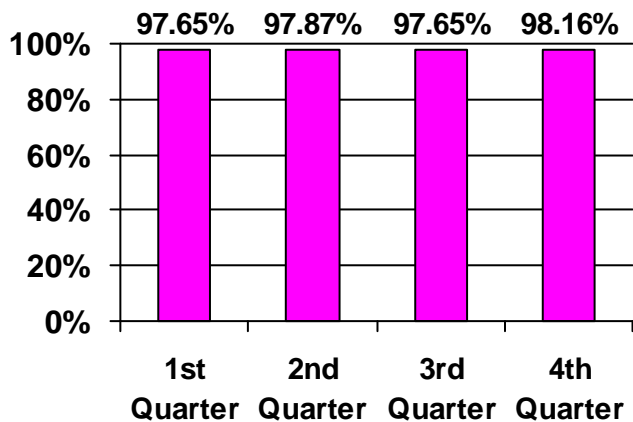
Timely Payment of Initial Temporary Income Benefits in CY 2009



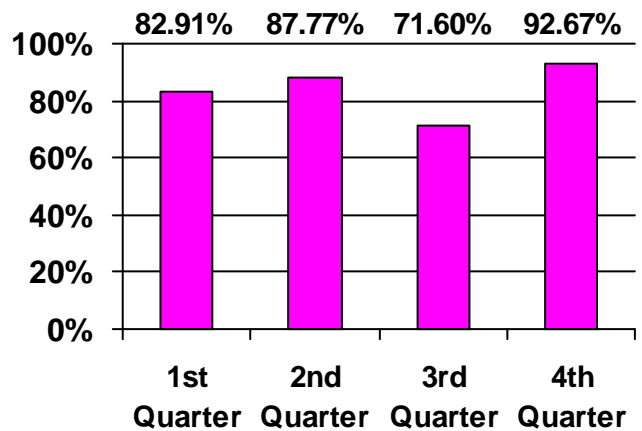
Timely EDI Reporting of the Initial Temporary Income Benefits Payment in CY 2009



Timely Processing of Medical Bills in FY 2009



Timely EDI Reporting of Medical Billing Data in FY 2009



Compliance in Initial Payment of TIBs and Medical Bill Processing is based on the electronic data submitted by insurance carriers to the Division without review.