

Annual Report of  
Insurers and Third-Party Administrators  
Fiscal Year 2017

# ***Insurers and Third-Party Administrators***

## ***Annual Report, Fiscal Year 2017***

**7/1/16-6/30/17**

The following report is from the cases heard each year by Hearing Officers and Appeals Officers regarding claims for benefits by injured employees. This report itemizes, by each insurer and third-party administrator, the number of cases affirmed, reversed, remanded and resolved by other disposition involving that insurer or third-party administrator, including a breakdown of that information by the type of benefits denied by the insurer or third-party administrator, pursuant to NRS 616C.295. The definition of dispositions and case issues used by the Hearings Division are as follows:

	<b>Hearing Officer</b>	<b>Appeals Officer</b>
"Affirmed"	Affirms the determination of the insurer/TPA.	Affirms the determination of the Hearing Officer.
"Reversed"	Reverses the determination of the insurer/TPA.	Reverses the determination of the Hearing Officer.
"Remanded"	Jurisdiction is remanded back to the insurer/TPA.	Jurisdiction is remanded back to the Hearing Officer.
"Other"	Cases that were either; <ul style="list-style-type: none"> <li>• Bypassed from the Hearing Officer to the Appeals Officer;</li> <li>• Venue Change between the Las Vegas and Carson City offices;</li> <li>• Involuntary dismissals (e.g. Untimely request for hearing; No Call/No Show, Res Judicata);</li> <li>• the issue is moot</li> </ul>	Cases that were either; <ul style="list-style-type: none"> <li>• Venue Change between the Las Vegas and Carson City offices;</li> <li>• Involuntary dismissals (e.g. Untimely appeal; No Call/No Show, Res Judicata);</li> <li>• the issue is moot</li> </ul>
"Settled/Withdrawn"	Cases that are voluntarily dismissed based on the parties withdrawing their appeal or coming to a settlement or agreement.	Cases that are voluntarily dismissed based on the parties withdrawing their appeal or coming to a settlement or agreement.
"Acc/Den"	Claim acceptance or denial issues; Claim closure; Course and scope; Employee/employer relationship; Pre-existing conditions; Untimely reporting.	
"Med/Benefits"	Medical and related benefits; Claim Closure; Medical Care/Benefits; Mileage; Permanent Partial Disability; Permanent Total Disability; Re-Opening; Temporary Total Disability.	
"Rehab"	Rehabilitation; Entitlement; Job offer; Tools/equipment; Temporary Partial Disability; Rehabilitation Buyout.	
"Other"	Subsequent Injury Fund; Scope of Claim; Suspension of Benefits/Fraud; Uninsured Employer; Wages; Overpayment; Subrogation.	

# *Insurers and Third-Party Administrators Annual Report, Fiscal Year 2017 Summary*

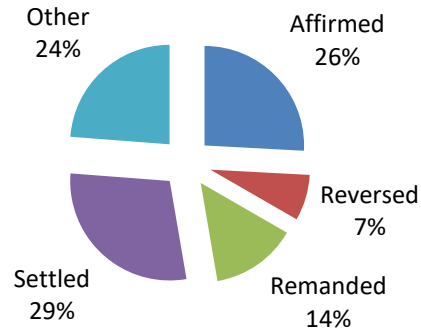
7/1/16-6/30/17

## Insurers/TPA, FY17

### Before the Hearings Division

Decision Type	Totals
Affirmed	4572
Reversed	1322
Remanded	2473
Settled	5114
Other	4208

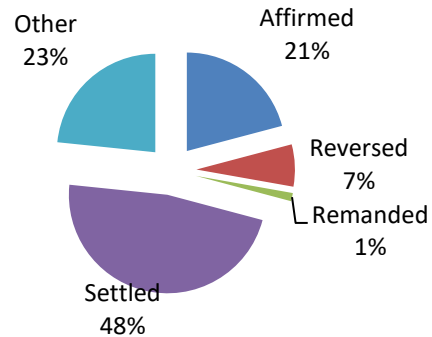
**Dispositions of the Hearings Division**



### Before the Appeals Officer

Decision Type	Totals
Affirmed	1039
Reversed	344
Remanded	67
Settled	2363
Other	1163

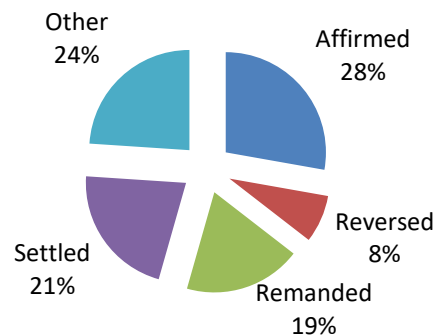
**Dispositions of the Appeals Officer**



### Before the Hearing Officer

Decision Type	Totals
Affirmed	3533
Reversed	978
Remanded	2406
Settled	2751
Other	3045

**Dispositions of the Hearing Officer**



# Insurers/TPAs Cases - Before the Division FY17

## Before the Hearing Officer

Total	Insurer/Third Party Administrator
36	ADVANTAGE WORKERS COMP INS CO
259	AIG
104	ALTERNATIVE SERVICE CONCEPTS
1	AMERICAN FIRE AND CASUALTY COMPANY
20	AMERICAN MINING INSURANCE CO
511	AMTRUST NORTH AMERICA
24	ARGO GROUP
153	ARGONAUT INS CO
642	ASSOCIATED RISK MANAGEMENT INC
81	BERKLEY RISK ADMINISTRATORS LLC
70	BERKSHIRE HATHAWAY HOMESTATE
378	BROADSPIRE SERVICES
1443	CCMSI
3	CHARTIS INSURANCE
2	COLORADO CASUALTY
41	CONSTITUTION STATE SERVICE CO
426	CORVEL CORPORATION
1	DIVISION OF INDUSTRIAL RELATIONS
408	EMPLOYERS INSURANCE CO OF NV
240	ESIS
3	FARMERS INSURANCE
85	FARMERS INSURANCE EXCHANGE
1	FEDERATED MUTUAL INSURANCE
50	FIRSTCOMP INSURANCE
8	FOCUS PLUMBING/SUN CITY ELECTRIC
1183	GALLAGHER BASSETT SERVICES INC
138	HELMSMAN MANAGEMENT SERVICES
234	ICW GROUP
1	INDEMNITY INSURANCE COMPANY OF N AMERICA
490	LIBERTY MUTUAL
220	MARKEL SERVICES INCORPORATED
5	MARRIOTT CLAIMS SERVICES
18	MATRIX ABSENCE MANAGEMENT
16	MEADOWBROOK INSURANCE
498	MGM RESORTS INTL RISK MGMT
132	NELSON DAVISON ADMINISTRATORS INC
123	NEVADA ALTERNATIVE SOLUTIONS
8	NEVADA COMPFIRST
15	NORTH AMERICAN RISK SERVICES
48	PATRIOT RISK SERVICES INC
1	PUBLIC AGENCY COMPENSATION TRUST (PACT)
84	R A WONG
26	REPUBLIC INDEMNITY
238	S & C CLAIMS SERVICES INC

## Before the Appeals Officer

Total	Insurer/Third Party Administrator
10	ADVANTAGE WORKERS COMP INS CO
105	AIG
14	ALTERNATIVE SERVICE CONCEPTS
7	AMERICAN CLAIMS MANAGEMENT INC
7	AMERICAN MINING INSURANCE CO
255	AMTRUST NORTH AMERICA
11	ARGO GROUP
55	ARGONAUT INS CO
286	ASSOCIATED RISK MANAGEMENT INC
10	BENCHMARK ADMINISTRATORS
26	BERKLEY RISK ADMINISTRATORS LLC
29	BERKSHIRE HATHAWAY HOMESTATE
201	BROADSPIRE SERVICES
6	BROADSPIRE UTILIZATION MGMT
557	CCMSI
1	CHARTIS INSURANCE
224	CONSTITUTION STATE SERVICE CO
1	CONSTRUCTION INDUSTRY WORKERS COMP GROUP
5	COPPERPOINT INSURANCE COMPANIES
163	CORVEL CORPORATION
37	DAVIES CLAIM SOLUTIONS
163	EMPLOYERS INSURANCE CO OF NV
89	ESIS
1	EVEREST NATIONAL INSURANCE
1	FARA INSURANCE SERVICES
29	FARMERS INSURANCE EXCHANGE
12	FIRSTCOMP INSURANCE
3	FOCUS PLUMBING/SUN CITY ELECTRIC
492	GALLAGHER BASSETT SERVICES INC
41	HELMSMAN MANAGEMENT SERVICES
105	ICW GROUP
5	INTERCARE HOLDINGS INSURANCE SERVICES INC
158	LIBERTY MUTUAL
68	MARKEL SERVICES INCORPORATED
2	MARRIOTT CLAIMS SERVICES
5	MATRIX ABSENCE MANAGEMENT
12	MEADOWBROOK INSURANCE
5	MGM RESORTS INTL RISK MGMT
42	NELSON DAVISON ADMINISTRATORS INC
64	NEVADA ALTERNATIVE SOLUTIONS
1	NEVADA COMPFIRST
11	NEVADA INSURANCE GUARANTY ASSOCIATION
5	NORTH AMERICAN RISK SERVICES
10	PATRIOT RISK SERVICES INC

# Insurers/TPAs Cases - Before the Division FY17

## Before the Hearing Officer

Total	Insurer/Third Party Administrator
1285	SEDGWICK CMS
696	SIERRA NEVADA ADMINISTRATORS
10	STATE FARM FIRE AND CASUALTY CO
12	STATE FARM INSURANCE
323	THE HARTFORD
513	TRAVELERS INSURANCE
102	TRISTAR RISK MANAGEMENT
29	UNKNOWN
85	VICTIMS OF CRIME PROGRAM
10	WESTERN STATES CONTRACTING
38	WORKERS CHOICE
1	XL SPECIALTY INSURANCE CO
806	YORK RISK SERVICES GROUP INC
337	ZURICH

## Before the Appeals Officer

Total	Insurer/Third Party Administrator
1	PRIUM MEDICAL COST MGMT SVCS
17	R A WONG
6	REPUBLIC INDEMNITY
95	S & C CLAIMS SERVICES INC
1	SAFETY NATIONAL CASUALTY CORPORTATION
594	SEDGWICK CMS
280	SIERRA NEVADA ADMINISTRATORS
26	SOMPO INT'L INSURANCE
1	SPECIALTY HEALTH MCO
7	STATE FARM FIRE AND CASUALTY CO
2	STATE FARM INSURANCE
110	THE HARTFORD
167	TRAVELERS INSURANCE
27	TRISTAR RISK MANAGEMENT
1	TRUCK INSURANCE EXCHANGE
13	UNKNOWN
15	VICTIMS OF CRIME PROGRAM
7	WESTERN STATES CONTRACTING
9	WORKERS CHOICE
290	YORK RISK SERVICES GROUP INC
107	ZURICH

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# Annual Report of Insurers

## Before the Hearing Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ADVANTAGE WORKERS COMP INS CO	AFFIRMED	7	5	0	1
ADVANTAGE WORKERS COMP INS CO	REVERSED	1	2	0	0
ADVANTAGE WORKERS COMP INS CO	REMANDED	1	8	0	1
ADVANTAGE WORKERS COMP INS CO	SETTLED/WITHDRAWN	4	2	0	1
ADVANTAGE WORKERS COMP INS CO	OTHER	3	1	0	1
AIG	AFFIRMED	27	44	0	18
AIG	REVERSED	14	10	0	2
AIG	REMANDED	12	36	2	11
AIG	SETTLED/WITHDRAWN	9	19	2	12
AIG	OTHER	18	41	4	11
ALTERNATIVE SERVICE CONCEPTS	AFFIRMED	13	14	3	5
ALTERNATIVE SERVICE CONCEPTS	REVERSED	9	2	0	2
ALTERNATIVE SERVICE CONCEPTS	REMANDED	11	14	0	2
ALTERNATIVE SERVICE CONCEPTS	SETTLED/WITHDRAWN	5	6	0	3
ALTERNATIVE SERVICE CONCEPTS	OTHER	10	5	2	4
AMERICAN FIRE AND CASUALTY COMPANY	REMANDED	1	0	0	0
AMERICAN MINING INSURANCE CO	AFFIRMED	3	3	0	0
AMERICAN MINING INSURANCE CO	REVERSED	0	0	1	1
AMERICAN MINING INSURANCE CO	REMANDED	2	1	0	3
AMERICAN MINING INSURANCE CO	SETTLED/WITHDRAWN	1	2	1	1
AMERICAN MINING INSURANCE CO	OTHER	0	3	0	0
AMTRUST NORTH AMERICA	AFFIRMED	50	76	7	29
AMTRUST NORTH AMERICA	REVERSED	18	21	4	8
AMTRUST NORTH AMERICA	REMANDED	27	45	1	29
AMTRUST NORTH AMERICA	SETTLED/WITHDRAWN	28	27	2	24
AMTRUST NORTH AMERICA	OTHER	39	69	3	31
ARGO GROUP	AFFIRMED	4	3	0	3
ARGO GROUP	REVERSED	1	0	0	0
ARGO GROUP	REMANDED	0	1	2	1
ARGO GROUP	SETTLED/WITHDRAWN	1	2	0	3
ARGO GROUP	OTHER	1	2	0	2
ARGONAUT INS CO	AFFIRMED	28	25	0	8
ARGONAUT INS CO	REVERSED	9	7	0	0
ARGONAUT INS CO	REMANDED	7	8	1	6
ARGONAUT INS CO	SETTLED/WITHDRAWN	9	10	1	8
ARGONAUT INS CO	OTHER	18	12	0	7
ASSOCIATED RISK MANAGEMENT INC	AFFIRMED	65	66	9	25
ASSOCIATED RISK MANAGEMENT INC	REVERSED	12	10	0	6
ASSOCIATED RISK MANAGEMENT INC	REMANDED	45	30	11	37
ASSOCIATED RISK MANAGEMENT INC	SETTLED/WITHDRAWN	36	62	6	36
ASSOCIATED RISK MANAGEMENT INC	OTHER	92	85	1	38
BERKLEY RISK ADMINISTRATORS LLC	AFFIRMED	6	5	0	3

# Annual Report of Insurers

## Before the Hearing Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
BERKLEY RISK ADMINISTRATORS LLC	REVERSED	2	1	0	0
BERKLEY RISK ADMINISTRATORS LLC	REMANDED	3	2	0	2
BERKLEY RISK ADMINISTRATORS LLC	SETTLED/WITHDRAWN	17	7	0	10
BERKLEY RISK ADMINISTRATORS LLC	OTHER	10	10	0	3
BERKSHIRE HATHAWAY HOMESTATE	AFFIRMED	14	4	0	2
BERKSHIRE HATHAWAY HOMESTATE	REVERSED	7	0	0	1
BERKSHIRE HATHAWAY HOMESTATE	REMANDED	6	5	0	2
BERKSHIRE HATHAWAY HOMESTATE	SETTLED/WITHDRAWN	6	10	2	7
BERKSHIRE HATHAWAY HOMESTATE	OTHER	9	1	0	1
BROADSPIRE SERVICES	AFFIRMED	59	51	3	14
BROADSPIRE SERVICES	REVERSED	37	21	0	7
BROADSPIRE SERVICES	REMANDED	31	26	3	13
BROADSPIRE SERVICES	SETTLED/WITHDRAWN	18	29	0	12
BROADSPIRE SERVICES	OTHER	46	37	3	13
CCMSI	AFFIRMED	208	228	12	53
CCMSI	REVERSED	78	38	4	11
CCMSI	REMANDED	113	98	11	55
CCMSI	SETTLED/WITHDRAWN	127	140	5	58
CCMSI	OTHER	129	117	10	51
CHARTIS INSURANCE	AFFIRMED	0	2	0	0
CHARTIS INSURANCE	REMANDED	0	0	0	1
COLORADO CASUALTY	SETTLED/WITHDRAWN	2	0	0	0
CONSTITUTION STATE SERVICE CO	AFFIRMED	2	2	0	1
CONSTITUTION STATE SERVICE CO	REVERSED	1	2	0	0
CONSTITUTION STATE SERVICE CO	REMANDED	1	1	0	2
CONSTITUTION STATE SERVICE CO	SETTLED/WITHDRAWN	0	3	0	1
CONSTITUTION STATE SERVICE CO	OTHER	8	14	0	8
CORVEL CORPORATION	AFFIRMED	51	57	6	20
CORVEL CORPORATION	REVERSED	21	6	2	1
CORVEL CORPORATION	REMANDED	32	25	5	17
CORVEL CORPORATION	SETTLED/WITHDRAWN	41	51	7	15
CORVEL CORPORATION	OTHER	39	39	3	14
DIVISION OF INDUSTRIAL RELATIONS	OTHER	0	0	0	1
EMPLOYERS INSURANCE CO OF NV	AFFIRMED	30	71	2	21
EMPLOYERS INSURANCE CO OF NV	REVERSED	15	17	0	5
EMPLOYERS INSURANCE CO OF NV	REMANDED	27	46	2	13
EMPLOYERS INSURANCE CO OF NV	SETTLED/WITHDRAWN	26	43	4	12
EMPLOYERS INSURANCE CO OF NV	OTHER	36	56	0	15
ESIS	AFFIRMED	40	26	2	11
ESIS	REVERSED	7	7	0	2
ESIS	REMANDED	19	16	1	6
ESIS	SETTLED/WITHDRAWN	32	18	0	16



# Annual Report of Insurers

## Before the Hearing Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ESIS	OTHER	20	17	0	15
FARMERS INSURANCE	REMANDED	0	1	0	0
FARMERS INSURANCE	SETTLED/WITHDRAWN	0	1	0	0
FARMERS INSURANCE	OTHER	0	0	0	0
FARMERS INSURANCE EXCHANGE	AFFIRMED	7	2	0	4
FARMERS INSURANCE EXCHANGE	REVERSED	1	5	0	1
FARMERS INSURANCE EXCHANGE	REMANDED	12	15	1	8
FARMERS INSURANCE EXCHANGE	SETTLED/WITHDRAWN	4	8	0	1
FARMERS INSURANCE EXCHANGE	OTHER	6	15	0	8
FEDERATED MUTUAL INSURANCE	OTHER	0	1	1	0
FIRSTCOMP INSURANCE	AFFIRMED	7	7	0	2
FIRSTCOMP INSURANCE	REVERSED	1	1	0	1
FIRSTCOMP INSURANCE	REMANDED	6	7	0	3
FIRSTCOMP INSURANCE	SETTLED/WITHDRAWN	3	6	0	5
FIRSTCOMP INSURANCE	OTHER	3	4	1	2
FOCUS PLUMBING/SUN CITY ELECTRIC	AFFIRMED	2	2	0	0
FOCUS PLUMBING/SUN CITY ELECTRIC	REVERSED	2	0	0	0
FOCUS PLUMBING/SUN CITY ELECTRIC	REMANDED	0	1	0	0
FOCUS PLUMBING/SUN CITY ELECTRIC	SETTLED/WITHDRAWN	1	0	0	0
GALLAGHER BASSETT SERVICES INC	AFFIRMED	168	146	17	53
GALLAGHER BASSETT SERVICES INC	REVERSED	65	41	3	17
GALLAGHER BASSETT SERVICES INC	REMANDED	79	97	13	55
GALLAGHER BASSETT SERVICES INC	SETTLED/WITHDRAWN	62	89	3	53
GALLAGHER BASSETT SERVICES INC	OTHER	112	114	13	48
HELMSMAN MANAGEMENT SERVICES	AFFIRMED	18	20	0	7
HELMSMAN MANAGEMENT SERVICES	REVERSED	5	1	1	1
HELMSMAN MANAGEMENT SERVICES	REMANDED	10	16	1	8
HELMSMAN MANAGEMENT SERVICES	SETTLED/WITHDRAWN	7	11	2	12
HELMSMAN MANAGEMENT SERVICES	OTHER	9	14	1	7
ICW GROUP	AFFIRMED	40	44	10	17
ICW GROUP	REVERSED	1	5	0	0
ICW GROUP	REMANDED	13	12	0	7
ICW GROUP	SETTLED/WITHDRAWN	12	28	3	10
ICW GROUP	OTHER	20	27	0	9
INDEMNITY INSURANCE COMPANY OF N AMERICA	OTHER	1	0	0	0
LIBERTY MUTUAL	AFFIRMED	42	59	6	25
LIBERTY MUTUAL	REVERSED	11	23	2	9
LIBERTY MUTUAL	REMANDED	33	42	4	38
LIBERTY MUTUAL	SETTLED/WITHDRAWN	25	59	3	34
LIBERTY MUTUAL	OTHER	27	50	2	23
MARKEL SERVICES INCORPORATED	AFFIRMED	19	19	1	8
MARKEL SERVICES INCORPORATED	REVERSED	5	6	0	2

# Annual Report of Insurers

## Before the Hearing Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
MARKEL SERVICES INCORPORATED	REMANDED	13	20	3	18
MARKEL SERVICES INCORPORATED	SETTLED/WITHDRAWN	25	26	2	6
MARKEL SERVICES INCORPORATED	OTHER	22	25	1	11
MARRIOTT CLAIMS SERVICES	REVERSED	3	3	0	0
MARRIOTT CLAIMS SERVICES	REMANDED	1	0	0	0
MARRIOTT CLAIMS SERVICES	OTHER	0	1	0	0
MATRIX ABSENCE MANAGEMENT	AFFIRMED	3	2	0	1
MATRIX ABSENCE MANAGEMENT	REVERSED	1	0	0	1
MATRIX ABSENCE MANAGEMENT	REMANDED	1	4	1	1
MATRIX ABSENCE MANAGEMENT	SETTLED/WITHDRAWN	1	0	0	1
MATRIX ABSENCE MANAGEMENT	OTHER	2	1	0	1
MEADOWBROOK INSURANCE	AFFIRMED	2	4	0	0
MEADOWBROOK INSURANCE	REVERSED	1	4	0	0
MEADOWBROOK INSURANCE	REMANDED	0	2	0	2
MEADOWBROOK INSURANCE	SETTLED/WITHDRAWN	1	1	0	0
MEADOWBROOK INSURANCE	OTHER	0	1	0	0
MGM RESORTS INTL RISK MGMT	AFFIRMED	86	50	2	26
MGM RESORTS INTL RISK MGMT	REVERSED	22	4	1	0
MGM RESORTS INTL RISK MGMT	REMANDED	52	34	1	21
MGM RESORTS INTL RISK MGMT	SETTLED/WITHDRAWN	35	45	3	19
MGM RESORTS INTL RISK MGMT	OTHER	60	39	3	8
NELSON DAVISON ADMINISTRATORS INC	AFFIRMED	11	30	4	6
NELSON DAVISON ADMINISTRATORS INC	REVERSED	8	3	0	4
NELSON DAVISON ADMINISTRATORS INC	REMANDED	6	10	1	5
NELSON DAVISON ADMINISTRATORS INC	SETTLED/WITHDRAWN	6	10	1	4
NELSON DAVISON ADMINISTRATORS INC	OTHER	5	18	0	7
NEVADA ALTERNATIVE SOLUTIONS	AFFIRMED	16	21	5	5
NEVADA ALTERNATIVE SOLUTIONS	REVERSED	4	3	2	0
NEVADA ALTERNATIVE SOLUTIONS	REMANDED	1	6	2	9
NEVADA ALTERNATIVE SOLUTIONS	SETTLED/WITHDRAWN	10	18	1	2
NEVADA ALTERNATIVE SOLUTIONS	OTHER	8	21	0	1
NEVADA COMPFIRST	AFFIRMED	1	1	0	1
NEVADA COMPFIRST	REVERSED	1	0	0	0
NEVADA COMPFIRST	SETTLED/WITHDRAWN	2	0	0	1
NEVADA COMPFIRST	OTHER	0	0	0	1
NORTH AMERICAN RISK SERVICES	AFFIRMED	4	3	2	1
NORTH AMERICAN RISK SERVICES	REVERSED	1	1	0	1
NORTH AMERICAN RISK SERVICES	REMANDED	1	0	0	0
NORTH AMERICAN RISK SERVICES	SETTLED/WITHDRAWN	0	4	0	1
NORTH AMERICAN RISK SERVICES	OTHER	0	1	0	0
PATRIOT RISK SERVICES INC	AFFIRMED	6	13	0	3
PATRIOT RISK SERVICES INC	REVERSED	0	3	2	0

# Annual Report of Insurers

## Before the Hearing Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
PATRIOT RISK SERVICES INC	REMANDED	6	4	0	0
PATRIOT RISK SERVICES INC	SETTLED/WITHDRAWN	1	3	1	3
PATRIOT RISK SERVICES INC	OTHER	1	7	0	1
PUBLIC AGENCY COMPENSATION TRUST (PACT)	AFFIRMED	0	1	0	0
R A WONG	AFFIRMED	6	5	0	6
R A WONG	REVERSED	1	0	0	3
R A WONG	REMANDED	4	8	2	5
R A WONG	SETTLED/WITHDRAWN	3	9	1	6
R A WONG	OTHER	4	11	2	12
REPUBLIC INDEMNITY	AFFIRMED	1	3	0	0
REPUBLIC INDEMNITY	REVERSED	1	0	0	0
REPUBLIC INDEMNITY	REMANDED	4	1	0	0
REPUBLIC INDEMNITY	SETTLED/WITHDRAWN	4	3	0	4
REPUBLIC INDEMNITY	OTHER	1	2	0	0
S & C CLAIMS SERVICES INC	AFFIRMED	32	39	5	13
S & C CLAIMS SERVICES INC	REVERSED	2	7	1	2
S & C CLAIMS SERVICES INC	REMANDED	9	22	3	20
S & C CLAIMS SERVICES INC	SETTLED/WITHDRAWN	13	18	0	11
S & C CLAIMS SERVICES INC	OTHER	23	23	2	12
SEDGWICK CMS	AFFIRMED	164	137	16	72
SEDGWICK CMS	REVERSED	68	41	1	16
SEDGWICK CMS	REMANDED	117	122	11	76
SEDGWICK CMS	SETTLED/WITHDRAWN	73	116	17	81
SEDGWICK CMS	OTHER	98	103	5	45
SIERRA NEVADA ADMINISTRATORS	AFFIRMED	85	98	6	35
SIERRA NEVADA ADMINISTRATORS	REVERSED	20	16	0	3
SIERRA NEVADA ADMINISTRATORS	REMANDED	44	61	1	20
SIERRA NEVADA ADMINISTRATORS	SETTLED/WITHDRAWN	45	68	0	19
SIERRA NEVADA ADMINISTRATORS	OTHER	76	85	8	29
STATE FARM FIRE AND CASUALTY CO	AFFIRMED	1	0	0	1
STATE FARM FIRE AND CASUALTY CO	REMANDED	0	0	0	1
STATE FARM FIRE AND CASUALTY CO	SETTLED/WITHDRAWN	1	0	0	1
STATE FARM FIRE AND CASUALTY CO	OTHER	2	1	0	0
STATE FARM INSURANCE	AFFIRMED	1	1	0	1
STATE FARM INSURANCE	REMANDED	1	1	0	1
STATE FARM INSURANCE	SETTLED/WITHDRAWN	1	1	0	1
STATE FARM INSURANCE	OTHER	2	3	0	1
THE HARTFORD	AFFIRMED	41	33	1	12
THE HARTFORD	REVERSED	13	14	1	2
THE HARTFORD	REMANDED	21	24	2	23
THE HARTFORD	SETTLED/WITHDRAWN	29	38	2	18
THE HARTFORD	OTHER	23	29	1	11

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## Before the Hearing Officer - FY17

<b>Insurer/TPA</b>	<b>Decision Rendered</b>	<b>Acc-Den</b>	<b>Medcare</b>	<b>Rehab</b>	<b>Other</b>
TRAVELERS INSURANCE	AFFIRMED	59	49	3	14
TRAVELERS INSURANCE	REVERSED	9	16	1	2
TRAVELERS INSURANCE	REMANDED	42	48	2	39
TRAVELERS INSURANCE	SETTLED/WITHDRAWN	33	51	4	35
TRAVELERS INSURANCE	OTHER	52	53	4	25
TRISTAR RISK MANAGEMENT	AFFIRMED	9	13	1	4
TRISTAR RISK MANAGEMENT	REVERSED	3	6	0	2
TRISTAR RISK MANAGEMENT	REMANDED	5	5	0	2
TRISTAR RISK MANAGEMENT	SETTLED/WITHDRAWN	12	19	1	7
TRISTAR RISK MANAGEMENT	OTHER	5	7	0	6
UNKNOWN	REMANDED	1	0	0	0
UNKNOWN	OTHER	3	1	0	12
VICTIMS OF CRIME PROGRAM	AFFIRMED	13	1	0	3
VICTIMS OF CRIME PROGRAM	REVERSED	14	0	0	1
VICTIMS OF CRIME PROGRAM	REMANDED	13	0	0	0
VICTIMS OF CRIME PROGRAM	SETTLED/WITHDRAWN	15	0	0	0
VICTIMS OF CRIME PROGRAM	OTHER	21	2	0	0
WESTERN STATES CONTRACTING	AFFIRMED	2	0	0	0
WESTERN STATES CONTRACTING	REMANDED	1	0	0	1
WESTERN STATES CONTRACTING	SETTLED/WITHDRAWN	1	0	0	0
WESTERN STATES CONTRACTING	OTHER	2	3	0	0
WORKERS CHOICE	AFFIRMED	10	7	1	1
WORKERS CHOICE	REVERSED	2	1	1	1
WORKERS CHOICE	REMANDED	0	3	0	0
WORKERS CHOICE	SETTLED/WITHDRAWN	3	2	0	1
WORKERS CHOICE	OTHER	5	3	0	4
XL SPECIALTY INSURANCE CO	OTHER	1	0	0	0
YORK RISK SERVICES GROUP INC	AFFIRMED	125	112	8	37
YORK RISK SERVICES GROUP INC	REVERSED	26	16	3	4
YORK RISK SERVICES GROUP INC	REMANDED	54	69	11	53
YORK RISK SERVICES GROUP INC	SETTLED/WITHDRAWN	48	62	7	43
YORK RISK SERVICES GROUP INC	OTHER	87	65	8	40
ZURICH	AFFIRMED	61	33	2	15
ZURICH	REVERSED	23	8	0	0
ZURICH	REMANDED	20	31	0	17
ZURICH	SETTLED/WITHDRAWN	27	24	3	17
ZURICH	OTHER	40	29	1	9

Annual Report of  
Insurers and Third-Party Administrators  
Before the Appeals Officer  
Fiscal Year 2017

# Annual Report of Insurers

## Before the Appeals Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ADVANTAGE WORKERS COMP INS CO	AFFIRMED	1	0	0	0
ADVANTAGE WORKERS COMP INS CO	REVERSED	0	1	0	1
ADVANTAGE WORKERS COMP INS CO	SETTLED/WITHDRAWN	2	3	0	1
ADVANTAGE WORKERS COMP INS CO	OTHER	1	0	0	0
AIG	AFFIRMED	11	17	1	2
AIG	REVERSED	2	9	0	1
AIG	REMANDED	1	0	0	0
AIG	SETTLED/WITHDRAWN	7	16	0	13
AIG	OTHER	9	10	1	5
ALTERNATIVE SERVICE CONCEPTS	AFFIRMED	3	5	0	1
ALTERNATIVE SERVICE CONCEPTS	REVERSED	1	0	0	0
ALTERNATIVE SERVICE CONCEPTS	SETTLED/WITHDRAWN	1	0	0	0
ALTERNATIVE SERVICE CONCEPTS	OTHER	0	3	0	0
AMERICAN CLAIMS MANAGEMENT INC	AFFIRMED	0	3	0	0
AMERICAN CLAIMS MANAGEMENT INC	SETTLED/WITHDRAWN	0	1	0	1
AMERICAN CLAIMS MANAGEMENT INC	OTHER	2	0	0	0
AMERICAN MINING INSURANCE CO	AFFIRMED	1	0	0	0
AMERICAN MINING INSURANCE CO	REVERSED	1	0	0	0
AMERICAN MINING INSURANCE CO	SETTLED/WITHDRAWN	1	3	0	0
AMERICAN MINING INSURANCE CO	OTHER	1	0	0	0
AMTRUST NORTH AMERICA	AFFIRMED	15	15	2	12
AMTRUST NORTH AMERICA	REVERSED	8	6	0	0
AMTRUST NORTH AMERICA	REMANDED	4	3	0	2
AMTRUST NORTH AMERICA	SETTLED/WITHDRAWN	33	61	3	30
AMTRUST NORTH AMERICA	OTHER	31	27	2	12
ARGO GROUP	AFFIRMED	2	0	0	0
ARGO GROUP	REVERSED	2	0	2	0
ARGO GROUP	SETTLED/WITHDRAWN	1	2	0	1
ARGO GROUP	OTHER	1	0	0	0
ARGONAUT INS CO	AFFIRMED	2	3	0	0
ARGONAUT INS CO	REVERSED	0	1	0	0
ARGONAUT INS CO	SETTLED/WITHDRAWN	14	11	0	5
ARGONAUT INS CO	OTHER	10	4	0	0
ASSOCIATED RISK MANAGEMENT INC	AFFIRMED	17	19	1	5
ASSOCIATED RISK MANAGEMENT INC	REVERSED	5	8	0	3
ASSOCIATED RISK MANAGEMENT INC	REMANDED	0	1	0	0
ASSOCIATED RISK MANAGEMENT INC	SETTLED/WITHDRAWN	78	56	8	29
ASSOCIATED RISK MANAGEMENT INC	OTHER	28	25	1	12
BENCHMARK ADMINISTRATORS	AFFIRMED	2	0	0	0
BENCHMARK ADMINISTRATORS	REVERSED	1	0	0	0
BENCHMARK ADMINISTRATORS	SETTLED/WITHDRAWN	1	1	0	0
BENCHMARK ADMINISTRATORS	OTHER	4	2	0	0

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## Before the Appeals Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
BERKLEY RISK ADMINISTRATORS LLC	AFFIRMED	2	2	0	0
BERKLEY RISK ADMINISTRATORS LLC	REVERSED	2	2	0	0
BERKLEY RISK ADMINISTRATORS LLC	SETTLED/WITHDRAWN	6	3	0	5
BERKLEY RISK ADMINISTRATORS LLC	OTHER	2	2	0	1
BERKSHIRE HATHAWAY HOMESTATE	AFFIRMED	1	1	0	1
BERKSHIRE HATHAWAY HOMESTATE	REVERSED	1	2	0	0
BERKSHIRE HATHAWAY HOMESTATE	SETTLED/WITHDRAWN	8	7	0	7
BERKSHIRE HATHAWAY HOMESTATE	OTHER	0	1	0	1
BROADSPIRE SERVICES	AFFIRMED	16	8	1	3
BROADSPIRE SERVICES	REVERSED	4	3	0	0
BROADSPIRE SERVICES	SETTLED/WITHDRAWN	56	42	4	18
BROADSPIRE SERVICES	OTHER	29	30	1	7
BROADSPIRE UTILIZATION MGMT	SETTLED/WITHDRAWN	0	1	0	1
BROADSPIRE UTILIZATION MGMT	OTHER	1	1	0	1
CCMSI	AFFIRMED	60	62	3	11
CCMSI	REVERSED	19	13	0	8
CCMSI	REMANDED	2	4	0	3
CCMSI	SETTLED/WITHDRAWN	116	143	13	56
CCMSI	OTHER	36	29	1	7
CHARTIS INSURANCE	OTHER	0	1	0	0
CONSTITUTION STATE SERVICE CO	AFFIRMED	42	35	0	8
CONSTITUTION STATE SERVICE CO	REVERSED	15	10	0	0
CONSTITUTION STATE SERVICE CO	REMANDED	1	0	0	4
CONSTITUTION STATE SERVICE CO	SETTLED/WITHDRAWN	29	31	1	6
CONSTITUTION STATE SERVICE CO	OTHER	21	18	1	9
CONSTRUCTION INDUSTRY WORKERS COMP GROUP	REVERSED	0	0	1	0
COPPERPOINT INSURANCE COMPANIES	AFFIRMED	1	0	0	0
COPPERPOINT INSURANCE COMPANIES	SETTLED/WITHDRAWN	1	1	0	0
COPPERPOINT INSURANCE COMPANIES	OTHER	1	1	1	0
CORVEL CORPORATION	AFFIRMED	17	19	1	12
CORVEL CORPORATION	REVERSED	8	7	1	0
CORVEL CORPORATION	REMANDED	1	1	0	0
CORVEL CORPORATION	SETTLED/WITHDRAWN	21	22	1	6
CORVEL CORPORATION	OTHER	21	23	5	5
DAVIES CLAIM SOLUTIONS	AFFIRMED	1	2	0	4
DAVIES CLAIM SOLUTIONS	REVERSED	1	4	0	3
DAVIES CLAIM SOLUTIONS	SETTLED/WITHDRAWN	5	5	3	9
DAVIES CLAIM SOLUTIONS	OTHER	0	0	0	1
EMPLOYERS INSURANCE CO OF NV	AFFIRMED	9	13	1	4
EMPLOYERS INSURANCE CO OF NV	REVERSED	3	1	0	1
EMPLOYERS INSURANCE CO OF NV	REMANDED	1	1	0	0
EMPLOYERS INSURANCE CO OF NV	SETTLED/WITHDRAWN	29	43	0	19

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## Before the Appeals Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
EMPLOYERS INSURANCE CO OF NV	OTHER	15	21	0	7
ESIS	AFFIRMED	8	8	1	1
ESIS	REVERSED	2	0	0	0
ESIS	REMANDED	0	4	0	0
ESIS	SETTLED/WITHDRAWN	22	23	1	6
ESIS	OTHER	9	5	0	3
EVEREST NATIONAL INSURANCE	OTHER	1	0	0	0
FARA INSURANCE SERVICES	REVERSED	0	1	0	0
FARMERS INSURANCE EXCHANGE	AFFIRMED	1	1	0	0
FARMERS INSURANCE EXCHANGE	SETTLED/WITHDRAWN	5	9	0	7
FARMERS INSURANCE EXCHANGE	OTHER	1	6	0	2
FIRSTCOMP INSURANCE	AFFIRMED	1	1	0	1
FIRSTCOMP INSURANCE	REVERSED	0	0	0	2
FIRSTCOMP INSURANCE	SETTLED/WITHDRAWN	3	1	0	3
FIRSTCOMP INSURANCE	OTHER	0	0	0	2
FOCUS PLUMBING/SUN CITY ELECTRIC	AFFIRMED	2	1	0	0
GALLAGHER BASSETT SERVICES INC	AFFIRMED	57	36	5	7
GALLAGHER BASSETT SERVICES INC	REVERSED	13	6	1	1
GALLAGHER BASSETT SERVICES INC	REMANDED	2	7	0	1
GALLAGHER BASSETT SERVICES INC	SETTLED/WITHDRAWN	76	92	8	51
GALLAGHER BASSETT SERVICES INC	OTHER	67	56	2	20
HELMSMAN MANAGEMENT SERVICES	AFFIRMED	1	4	0	0
HELMSMAN MANAGEMENT SERVICES	REVERSED	1	3	0	0
HELMSMAN MANAGEMENT SERVICES	SETTLED/WITHDRAWN	7	11	1	4
HELMSMAN MANAGEMENT SERVICES	OTHER	5	6	0	0
ICW GROUP	AFFIRMED	4	6	1	7
ICW GROUP	REVERSED	1	1	0	1
ICW GROUP	REMANDED	0	1	0	0
ICW GROUP	SETTLED/WITHDRAWN	27	29	2	7
ICW GROUP	OTHER	13	15	2	1
INTERCARE HOLDINGS INSURANCE SERVICES INC	SETTLED/WITHDRAWN	2	1	0	2
LIBERTY MUTUAL	AFFIRMED	15	17	2	0
LIBERTY MUTUAL	REVERSED	3	2	0	4
LIBERTY MUTUAL	REMANDED	2	1	0	1
LIBERTY MUTUAL	SETTLED/WITHDRAWN	18	35	2	21
LIBERTY MUTUAL	OTHER	12	7	1	6
MARKEL SERVICES INCORPORATED	AFFIRMED	4	2	0	1
MARKEL SERVICES INCORPORATED	REVERSED	2	1	0	2
MARKEL SERVICES INCORPORATED	SETTLED/WITHDRAWN	17	17	2	7
MARKEL SERVICES INCORPORATED	OTHER	6	12	0	2
MARRIOTT CLAIMS SERVICES	AFFIRMED	1	1	0	0
MARRIOTT CLAIMS SERVICES	SETTLED/WITHDRAWN	0	1	0	0



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## Before the Appeals Officer - FY17

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
MATRIX ABSENCE MANAGEMENT	AFFIRMED	1	0	0	0
MATRIX ABSENCE MANAGEMENT	REVERSED	0	1	0	0
MATRIX ABSENCE MANAGEMENT	SETTLED/WITHDRAWN	1	0	0	0
MATRIX ABSENCE MANAGEMENT	OTHER	1	1	0	0
MEADOWBROOK INSURANCE	SETTLED/WITHDRAWN	0	6	0	2
MEADOWBROOK INSURANCE	OTHER	1	0	0	0
MGM RESORTS INTL RISK MGMT	SETTLED/WITHDRAWN	1	3	0	1
NELSON DAVISON ADMINISTRATORS INC	AFFIRMED	4	6	0	0
NELSON DAVISON ADMINISTRATORS INC	REVERSED	1	0	0	0
NELSON DAVISON ADMINISTRATORS INC	SETTLED/WITHDRAWN	4	8	1	3
NELSON DAVISON ADMINISTRATORS INC	OTHER	3	13	0	1
NEVADA ALTERNATIVE SOLUTIONS	AFFIRMED	12	9	0	3
NEVADA ALTERNATIVE SOLUTIONS	REVERSED	2	1	1	0
NEVADA ALTERNATIVE SOLUTIONS	SETTLED/WITHDRAWN	5	18	2	5
NEVADA ALTERNATIVE SOLUTIONS	OTHER	2	7	0	2
NEVADA COMPFIRST	AFFIRMED	1	0	0	0
NEVADA INSURANCE GUARANTY ASSOCIATION	AFFIRMED	0	1	0	0
NEVADA INSURANCE GUARANTY ASSOCIATION	REVERSED	0	2	0	1
NEVADA INSURANCE GUARANTY ASSOCIATION	SETTLED/WITHDRAWN	1	4	0	0
NEVADA INSURANCE GUARANTY ASSOCIATION	OTHER	1	1	0	0
NORTH AMERICAN RISK SERVICES	AFFIRMED	1	0	0	0
NORTH AMERICAN RISK SERVICES	REVERSED	0	0	0	1
NORTH AMERICAN RISK SERVICES	SETTLED/WITHDRAWN	0	2	0	1
PATRIOT RISK SERVICES INC	SETTLED/WITHDRAWN	1	4	0	4
PATRIOT RISK SERVICES INC	OTHER	0	2	0	0
PRIUM MEDICAL COST MGMT SVCS	SETTLED/WITHDRAWN	0	0	0	1
R A WONG	AFFIRMED	2	1	0	0
R A WONG	SETTLED/WITHDRAWN	0	2	1	1
R A WONG	OTHER	2	5	0	1
REPUBLIC INDEMNITY	AFFIRMED	2	0	0	0
REPUBLIC INDEMNITY	SETTLED/WITHDRAWN	0	1	0	0
REPUBLIC INDEMNITY	OTHER	0	1	0	0
S & C CLAIMS SERVICES INC	AFFIRMED	7	8	0	6
S & C CLAIMS SERVICES INC	REVERSED	0	4	1	1
S & C CLAIMS SERVICES INC	REMANDED	0	1	0	1
S & C CLAIMS SERVICES INC	SETTLED/WITHDRAWN	17	23	0	9
S & C CLAIMS SERVICES INC	OTHER	7	10	3	2
SAFETY NATIONAL CASUALTY CORPORTATION	SETTLED/WITHDRAWN	0	0	0	1
SEDGWICK CMS	AFFIRMED	53	30	2	21
SEDGWICK CMS	REVERSED	20	14	0	6
SEDGWICK CMS	REMANDED	3	0	0	1
SEDGWICK CMS	SETTLED/WITHDRAWN	126	109	4	64

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Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
SEDGWICK CMS	OTHER	67	55	6	25
SIERRA NEVADA ADMINISTRATORS	AFFIRMED	29	25	0	6
SIERRA NEVADA ADMINISTRATORS	REVERSED	9	19	1	9
SIERRA NEVADA ADMINISTRATORS	REMANDED	1	2	0	2
SIERRA NEVADA ADMINISTRATORS	SETTLED/WITHDRAWN	37	51	3	17
SIERRA NEVADA ADMINISTRATORS	OTHER	32	37	4	11
SOMPO INT'L INSURANCE	AFFIRMED	4	2	0	0
SOMPO INT'L INSURANCE	REVERSED	1	0	0	0
SOMPO INT'L INSURANCE	SETTLED/WITHDRAWN	9	5	0	2
SOMPO INT'L INSURANCE	OTHER	2	2	1	0
SPECIALTY HEALTH MCO	SETTLED/WITHDRAWN	0	0	0	1
STATE FARM FIRE AND CASUALTY CO	REVERSED	1	1	0	1
STATE FARM FIRE AND CASUALTY CO	SETTLED/WITHDRAWN	0	0	0	1
STATE FARM FIRE AND CASUALTY CO	OTHER	2	1	0	0
STATE FARM INSURANCE	REVERSED	0	1	0	0
STATE FARM INSURANCE	SETTLED/WITHDRAWN	0	0	0	1
THE HARTFORD	AFFIRMED	15	4	0	2
THE HARTFORD	REVERSED	3	4	0	5
THE HARTFORD	REMANDED	1	0	0	0
THE HARTFORD	SETTLED/WITHDRAWN	9	23	2	13
THE HARTFORD	OTHER	12	10	0	9
TRAVELERS INSURANCE	AFFIRMED	21	18	3	2
TRAVELERS INSURANCE	REVERSED	7	5	0	3
TRAVELERS INSURANCE	SETTLED/WITHDRAWN	27	22	1	7
TRAVELERS INSURANCE	OTHER	18	27	0	4
TRISTAR RISK MANAGEMENT	AFFIRMED	0	2	0	0
TRISTAR RISK MANAGEMENT	REVERSED	0	1	0	0
TRISTAR RISK MANAGEMENT	REMANDED	1	0	0	0
TRISTAR RISK MANAGEMENT	SETTLED/WITHDRAWN	5	6	0	2
TRISTAR RISK MANAGEMENT	OTHER	4	2	0	1
TRUCK INSURANCE EXCHANGE	OTHER	0	0	1	0
UNKNOWN	AFFIRMED	1	0	0	0
UNKNOWN	REMANDED	0	2	0	0
UNKNOWN	SETTLED/WITHDRAWN	3	2	0	0
UNKNOWN	OTHER	5	0	0	0
VICTIMS OF CRIME PROGRAM	AFFIRMED	5	0	0	2
VICTIMS OF CRIME PROGRAM	REVERSED	3	1	0	0
VICTIMS OF CRIME PROGRAM	SETTLED/WITHDRAWN	2	0	0	0
VICTIMS OF CRIME PROGRAM	OTHER	1	0	0	0
WESTERN STATES CONTRACTING	REVERSED	1	0	0	0
WESTERN STATES CONTRACTING	SETTLED/WITHDRAWN	0	2	0	1
WESTERN STATES CONTRACTING	OTHER	1	1	0	1

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<b>Insurer/TPA</b>	<b>Decision Rendered</b>	<b>Acc-Den</b>	<b>Medcare</b>	<b>Rehab</b>	<b>Other</b>
WORKERS CHOICE	AFFIRMED	0	1	0	0
WORKERS CHOICE	SETTLED/WITHDRAWN	1	2	1	3
WORKERS CHOICE	OTHER	0	0	0	1
YORK RISK SERVICES GROUP INC	AFFIRMED	41	26	3	9
YORK RISK SERVICES GROUP INC	REVERSED	9	11	1	1
YORK RISK SERVICES GROUP INC	REMANDED	2	2	0	0
YORK RISK SERVICES GROUP INC	SETTLED/WITHDRAWN	57	42	5	12
YORK RISK SERVICES GROUP INC	OTHER	36	25	3	10
ZURICH	AFFIRMED	13	9	0	5
ZURICH	REVERSED	5	1	0	0
ZURICH	REMANDED	1	0	0	0
ZURICH	SETTLED/WITHDRAWN	28	11	2	5
ZURICH	OTHER	14	13	0	3