

Annual Report of  
Insurers and Third-Party Administrators  
Fiscal Year 2020

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

## ***Annual Report, Fiscal Year 2020***

**7/1/19-6/30/20**

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"Settled/Withdrawn"	Cases that are voluntarily dismissed based on the parties withdrawing their appeal or coming to a settlement or agreement.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 2020 Summary*

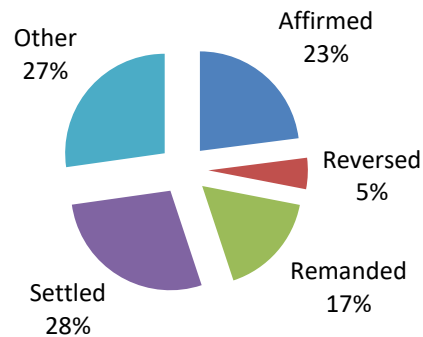
7/1/19-6/30/20

## Insurers/TPA, FY20

### Before the Hearings Division

Decision Type	Totals
Affirmed	4806
Reversed	1064
Remanded	3529
Settled	5829
Other	5701

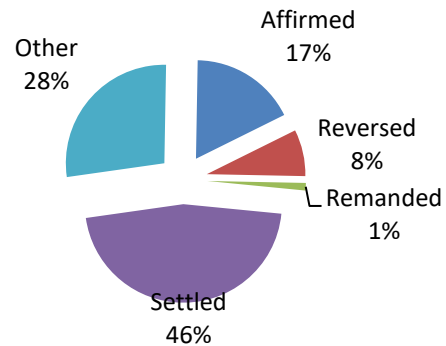
#### Dispositions of the Hearings Division



### Before the Appeals Officer

Decision Type	Totals
Affirmed	805
Reversed	354
Remanded	57
Settled	2139
Other	1274

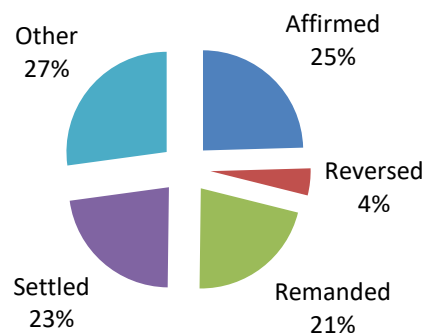
#### Dispositions of the Appeals Officer



### Before the Hearing Officer

Decision Type	Totals
Affirmed	4001
Reversed	710
Remanded	3472
Settled	3690
Other	4427

#### Dispositions of the Hearing Officer



# Insurers/TPAs Cases - Before the Division FY20

## Before the Hearing Officer

Total	Insurer/Third Party Administrator
11	ACUITY INSURANCE
82	ADVANTAGE WORKERS COMP INS CO
145	AIG
62	ALTERNATIVE SERVICE CONCEPTS
6	AMERICAN CLAIMS MANAGEMENT INC
2	AMERICAN MINING INSURANCE CO
3	AMERITRUST
380	AMTRUST NORTH AMERICA
3	AQUITY
1	ARCH INSURANCE CO
30	ARGO GROUP
94	ARGONAUT INS CO
715	ASSOCIATED RISK MANAGEMENT INC
142	BENCHMARK ADMINISTRATORS
3	BERKLEY INDUSTRIAL COMP
129	BERKLEY RISK ADMINISTRATORS LLC
169	BERKSHIRE HATHAWAY HOMESTATE
1	BLUE STAR CLAIMS MANAGEMENT
2	BRENTWOOD SERVICE ADMINISTRATORS
651	BROADSPIRE SERVICES
1558	CCMSI
1	CHARTIS INSURANCE
1	COASTAL RISK SERVICES
11	CONSTITUTION STATE SERVICE CO
129	COPPERPOINT INSURANCE COMPANIES
695	CORVEL CORPORATION
20	DAVIES CLAIM SOLUTIONS
378	EMPLOYERS INSURANCE CO OF NV
1	EMPLOYERS INSURANCE OF WAUSAU
601	ESIS
1	FARMERS INSURANCE
73	FARMERS INSURANCE EXCHANGE
43	FIRSTCOMP INSURANCE
35	FOCUS PLUMBING/SUN CITY ELECTRIC
1805	GALLAGHER BASSETT SERVICES INC
164	HELMSMAN MANAGEMENT SERVICES
195	ICW GROUP
1	INDEMNITY INSURANCE COMPANY OF N AMERICA
7	INTERCARE HOLDINGS INSURANCE SERVICES INC
639	LIBERTY MUTUAL
3	MANPOWER
256	MARKEL SERVICES INCORPORATED
55	MATRIX ABSENCE MANAGEMENT
21	MEADOWBROOK INSURANCE

## Before the Appeals Officer

Total	Insurer/Third Party Administrator
1	ACUITY INSURANCE
29	ADVANTAGE WORKERS COMP INS CO
46	AIG
19	ALTERNATIVE SERVICE CONCEPTS
3	AMERICAN CLAIMS MANAGEMENT INC
1	AMERICAN MINING INSURANCE CO
146	AMTRUST NORTH AMERICA
12	ARGO GROUP
23	ARGONAUT INS CO
238	ASSOCIATED RISK MANAGEMENT INC
1	BECKETT YOTT & SPANN CHTD
49	BENCHMARK ADMINISTRATORS
25	BERKLEY RISK ADMINISTRATORS LLC
74	BERKSHIRE HATHAWAY HOMESTATE
1	BROADSPIRE MOUNTAIN WEST SERVICE CENTER
208	BROADSPIRE SERVICES
420	CCMSI
2	CHARTIS INSURANCE
248	CONSTITUTION STATE SERVICE CO
27	COPPERPOINT INSURANCE COMPANIES
166	CORVEL CORPORATION
6	DAVIES CLAIM SOLUTIONS
1	DIVISION OF INDUSTRIAL RELATIONS
122	EMPLOYERS INSURANCE CO OF NV
1	EMPLOYERS PREFERRED INSURANCE COMPAY
141	ESIS
21	FARMERS INSURANCE EXCHANGE
15	FIRSTCOMP INSURANCE
13	FOCUS PLUMBING/SUN CITY ELECTRIC
476	GALLAGHER BASSETT SERVICES INC
1	HEALTH DIRECT INC
40	HELMSMAN MANAGEMENT SERVICES
54	ICW GROUP
140	LIBERTY MUTUAL
1	MANAGED CARE CONSULTANTS INC
89	MARKEL SERVICES INCORPORATED
18	MATRIX ABSENCE MANAGEMENT
19	MEADOWBROOK INSURANCE
7	MGM RESORTS INTL RISK MGMT
1	NATIONAL AMERICAN INSURANCE COMPANY
85	NEVADA ALTERNATIVE SOLUTIONS
1	NEVADA COMPFIRST
1	NEVADA INSURANCE GUARANTY ASSOCIATION
5	NEXT LEVEL ADMINISTRATORS LLC

# Insurers/TPAs Cases - Before the Division FY20

## Before the Hearing Officer

Total	Insurer/Third Party Administrator
768	MGM RESORTS INTL RISK MGMT
1	MID-CENTURY INSURANCE COMPANY
3	NATIONAL AMERICAN INSURANCE COMPANY
327	NEVADA ALTERNATIVE SOLUTIONS
14	NEVADA COMPFIRST
3	NEVADA INSURANCE GUARANTY ASSOCIATION
47	NEXT LEVEL ADMINISTRATORS LLC
2	OHIO SECURITY INSURANCE COMPANY
1	OLD REPUBLIC INSURANCE
20	R A WONG
2	REDWOOD FIRE AND CASUALTY INSURANCE COMI
1	REPUBLIC INDEMNITY
5	RISK ADMINISTRATION SERVICES INC
201	S & C CLAIMS SERVICES INC
2671	SEDGWICK CMS
880	SIERRA NEVADA ADMINISTRATORS
65	SOMPO INT'L INSURANCE
1	SPECIALTY RISK SERVICES
2	STATE FARM FIRE AND CASUALTY CO
1	THE APPLIED COMPANIES
1	THE CHARTER OAK FIRE INS CO
396	THE HARTFORD
655	TRAVELERS INSURANCE
2	TRIBAL FIRST
66	TRISTAR RISK MANAGEMENT
35	UNKNOWN
43	VICTIMS OF CRIME PROGRAM
83	WCF INSURANCE
2	WESTERN STATES CONTRACTING
29	WORKERS CHOICE
245	YORK RISK SERVICES GROUP INC
396	ZURICH

## Before the Appeals Officer

Total	Insurer/Third Party Administrator
1	NORTH AMERICAN RISK SERVICES
14	R A WONG
2	RISK ADMINISTRATION SERVICES INC
64	S & C CLAIMS SERVICES INC
755	SEDGWICK CMS
269	SIERRA NEVADA ADMINISTRATORS
17	SOMPO INT'L INSURANCE
131	THE HARTFORD
139	TRAVELERS INSURANCE
14	TRISTAR RISK MANAGEMENT
5	UNKNOWN
10	VICTIMS OF CRIME PROGRAM
16	WCF INSURANCE
8	WORKERS CHOICE
80	YORK RISK SERVICES GROUP INC
80	ZURICH

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# Annual Report of Insurers

## Before the Hearing Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ACUITY INSURANCE	AFFIRMED	0	0	0	1
ACUITY INSURANCE	REMANDED	0	2	0	1
ACUITY INSURANCE	SETTLED/WITHDRAWN	2	1	0	3
ACUITY INSURANCE	OTHER	0	1	0	2
ADVANTAGE WORKERS COMP INS CO	AFFIRMED	17	8	0	5
ADVANTAGE WORKERS COMP INS CO	REVERSED	2	1	0	0
ADVANTAGE WORKERS COMP INS CO	REMANDED	7	2	0	3
ADVANTAGE WORKERS COMP INS CO	SETTLED/WITHDRAWN	5	10	0	8
ADVANTAGE WORKERS COMP INS CO	OTHER	8	5	0	5
AIG	AFFIRMED	17	23	0	10
AIG	REVERSED	2	5	0	0
AIG	REMANDED	8	16	0	2
AIG	SETTLED/WITHDRAWN	2	13	0	9
AIG	OTHER	10	29	0	12
ALTERNATIVE SERVICE CONCEPTS	AFFIRMED	4	2	0	1
ALTERNATIVE SERVICE CONCEPTS	REVERSED	0	2	0	0
ALTERNATIVE SERVICE CONCEPTS	REMANDED	2	8	1	2
ALTERNATIVE SERVICE CONCEPTS	SETTLED/WITHDRAWN	4	4	0	3
ALTERNATIVE SERVICE CONCEPTS	OTHER	7	16	2	2
AMERICAN CLAIMS MANAGEMENT INC	AFFIRMED	4	0	0	0
AMERICAN CLAIMS MANAGEMENT INC	REMANDED	1	0	0	0
AMERICAN CLAIMS MANAGEMENT INC	SETTLED/WITHDRAWN	0	0	0	0
AMERICAN MINING INSURANCE CO	SETTLED/WITHDRAWN	0	2	0	0
AMERITRUST	SETTLED/WITHDRAWN	0	3	0	0
AMTRUST NORTH AMERICA	AFFIRMED	31	58	1	18
AMTRUST NORTH AMERICA	REVERSED	2	5	0	1
AMTRUST NORTH AMERICA	REMANDED	34	33	2	13
AMTRUST NORTH AMERICA	SETTLED/WITHDRAWN	12	43	2	26
AMTRUST NORTH AMERICA	OTHER	32	52	1	25
AQUITY	REMANDED	2	0	0	0
AQUITY	OTHER	1	0	0	0
ARCH INSURANCE CO	OTHER	0	0	0	0
ARGO GROUP	AFFIRMED	1	10	0	1
ARGO GROUP	REVERSED	1	0	0	0
ARGO GROUP	REMANDED	2	3	0	0
ARGO GROUP	SETTLED/WITHDRAWN	1	5	1	0
ARGO GROUP	OTHER	1	5	0	2
ARGONAUT INS CO	AFFIRMED	13	15	0	3
ARGONAUT INS CO	REVERSED	0	3	0	1
ARGONAUT INS CO	REMANDED	4	6	1	6
ARGONAUT INS CO	SETTLED/WITHDRAWN	1	16	0	7
ARGONAUT INS CO	OTHER	2	16	0	4

# Annual Report of Insurers

## Before the Hearing Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ASSOCIATED RISK MANAGEMENT INC	AFFIRMED	48	71	9	37
ASSOCIATED RISK MANAGEMENT INC	REVERSED	6	15	1	3
ASSOCIATED RISK MANAGEMENT INC	REMANDED	44	34	1	30
ASSOCIATED RISK MANAGEMENT INC	SETTLED/WITHDRAWN	38	105	9	83
ASSOCIATED RISK MANAGEMENT INC	OTHER	55	113	9	45
BENCHMARK ADMINISTRATORS	AFFIRMED	14	22	3	12
BENCHMARK ADMINISTRATORS	REVERSED	2	6	1	0
BENCHMARK ADMINISTRATORS	REMANDED	8	6	0	0
BENCHMARK ADMINISTRATORS	SETTLED/WITHDRAWN	2	16	1	10
BENCHMARK ADMINISTRATORS	OTHER	16	20	0	13
BERKLEY INDUSTRIAL COMP	REMANDED	1	0	0	0
BERKLEY INDUSTRIAL COMP	SETTLED/WITHDRAWN	0	1	0	0
BERKLEY INDUSTRIAL COMP	OTHER	1	0	0	0
BERKLEY RISK ADMINISTRATORS LLC	AFFIRMED	3	12	3	2
BERKLEY RISK ADMINISTRATORS LLC	REVERSED	0	5	0	1
BERKLEY RISK ADMINISTRATORS LLC	REMANDED	5	25	3	18
BERKLEY RISK ADMINISTRATORS LLC	SETTLED/WITHDRAWN	9	12	1	13
BERKLEY RISK ADMINISTRATORS LLC	OTHER	7	10	0	8
BERKSHIRE HATHAWAY HOMESTATE	AFFIRMED	11	12	1	12
BERKSHIRE HATHAWAY HOMESTATE	REVERSED	4	10	1	4
BERKSHIRE HATHAWAY HOMESTATE	REMANDED	13	19	2	10
BERKSHIRE HATHAWAY HOMESTATE	SETTLED/WITHDRAWN	6	14	1	3
BERKSHIRE HATHAWAY HOMESTATE	OTHER	12	21	2	18
BLUE STAR CLAIMS MANAGEMENT	OTHER	0	0	0	1
BRENTWOOD SERVICE ADMINISTRATORS	AFFIRMED	1	1	0	0
BROADSPIRE SERVICES	AFFIRMED	65	52	1	28
BROADSPIRE SERVICES	REVERSED	43	22	0	3
BROADSPIRE SERVICES	REMANDED	49	55	1	41
BROADSPIRE SERVICES	SETTLED/WITHDRAWN	19	34	2	36
BROADSPIRE SERVICES	OTHER	84	107	1	60
CCMSI	AFFIRMED	165	131	8	54
CCMSI	REVERSED	30	31	1	7
CCMSI	REMANDED	136	136	1	74
CCMSI	SETTLED/WITHDRAWN	139	196	7	139
CCMSI	OTHER	125	182	7	83
CHARTIS INSURANCE	AFFIRMED	0	0	0	0
COASTAL RISK SERVICES	SETTLED/WITHDRAWN	0	0	0	1
CONSTITUTION STATE SERVICE CO	AFFIRMED	2	1	0	0
CONSTITUTION STATE SERVICE CO	REVERSED	0	1	0	0
CONSTITUTION STATE SERVICE CO	REMANDED	2	5	0	0
CONSTITUTION STATE SERVICE CO	OTHER	0	1	0	0
COPPERPOINT INSURANCE COMPANIES	AFFIRMED	18	9	0	7



# Annual Report of Insurers

## Before the Hearing Officer - FY20

<b>Insurer/TPA</b>	<b>Decision Rendered</b>	<b>Acc-Den</b>	<b>Medcare</b>	<b>Rehab</b>	<b>Other</b>
COPPERPOINT INSURANCE COMPANIES	REVERSED	4	2	0	0
COPPERPOINT INSURANCE COMPANIES	REMANDED	12	4	1	5
COPPERPOINT INSURANCE COMPANIES	SETTLED/WITHDRAWN	6	18	0	12
COPPERPOINT INSURANCE COMPANIES	OTHER	12	5	0	11
CORVEL CORPORATION	AFFIRMED	62	53	3	35
CORVEL CORPORATION	REVERSED	13	13	0	6
CORVEL CORPORATION	REMANDED	55	79	6	59
CORVEL CORPORATION	SETTLED/WITHDRAWN	34	85	5	67
CORVEL CORPORATION	OTHER	31	87	3	44
DAVIES CLAIM SOLUTIONS	AFFIRMED	0	6	1	0
DAVIES CLAIM SOLUTIONS	REVERSED	0	1	0	1
DAVIES CLAIM SOLUTIONS	REMANDED	0	4	0	0
DAVIES CLAIM SOLUTIONS	SETTLED/WITHDRAWN	0	3	0	3
DAVIES CLAIM SOLUTIONS	OTHER	0	2	0	0
EMPLOYERS INSURANCE CO OF NV	AFFIRMED	23	52	2	16
EMPLOYERS INSURANCE CO OF NV	REVERSED	12	11	0	4
EMPLOYERS INSURANCE CO OF NV	REMANDED	24	35	1	6
EMPLOYERS INSURANCE CO OF NV	SETTLED/WITHDRAWN	23	38	3	40
EMPLOYERS INSURANCE CO OF NV	OTHER	24	57	2	26
EMPLOYERS INSURANCE OF WAUSAU	REVERSED	1	0	0	0
ESIS	AFFIRMED	90	56	4	42
ESIS	REVERSED	15	5	0	3
ESIS	REMANDED	51	36	0	22
ESIS	SETTLED/WITHDRAWN	68	65	3	73
ESIS	OTHER	41	45	2	26
FARMERS INSURANCE	OTHER	0	1	0	0
FARMERS INSURANCE EXCHANGE	AFFIRMED	9	5	0	4
FARMERS INSURANCE EXCHANGE	REVERSED	4	5	0	0
FARMERS INSURANCE EXCHANGE	REMANDED	3	6	3	2
FARMERS INSURANCE EXCHANGE	SETTLED/WITHDRAWN	4	5	2	7
FARMERS INSURANCE EXCHANGE	OTHER	8	11	1	5
FIRSTCOMP INSURANCE	AFFIRMED	6	4	0	2
FIRSTCOMP INSURANCE	REVERSED	2	5	0	0
FIRSTCOMP INSURANCE	REMANDED	1	4	0	3
FIRSTCOMP INSURANCE	SETTLED/WITHDRAWN	0	4	0	1
FIRSTCOMP INSURANCE	OTHER	3	8	2	6
FOCUS PLUMBING/SUN CITY ELECTRIC	AFFIRMED	4	2	1	2
FOCUS PLUMBING/SUN CITY ELECTRIC	REMANDED	3	4	0	0
FOCUS PLUMBING/SUN CITY ELECTRIC	SETTLED/WITHDRAWN	4	3	0	2
FOCUS PLUMBING/SUN CITY ELECTRIC	OTHER	1	8	0	6
GALLAGHER BASSETT SERVICES INC	AFFIRMED	163	223	11	97
GALLAGHER BASSETT SERVICES INC	REVERSED	39	46	2	18

# Annual Report of Insurers

## Before the Hearing Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
GALLAGHER BASSETT SERVICES INC	REMANDED	150	206	19	108
GALLAGHER BASSETT SERVICES INC	SETTLED/WITHDRAWN	31	126	14	116
GALLAGHER BASSETT SERVICES INC	OTHER	136	249	7	135
HELMSMAN MANAGEMENT SERVICES	AFFIRMED	10	20	1	5
HELMSMAN MANAGEMENT SERVICES	REVERSED	3	3	0	0
HELMSMAN MANAGEMENT SERVICES	REMANDED	15	23	5	12
HELMSMAN MANAGEMENT SERVICES	SETTLED/WITHDRAWN	6	16	6	11
HELMSMAN MANAGEMENT SERVICES	OTHER	5	18	2	7
ICW GROUP	AFFIRMED	20	22	2	9
ICW GROUP	REVERSED	6	4	0	1
ICW GROUP	REMANDED	14	15	0	13
ICW GROUP	SETTLED/WITHDRAWN	9	16	1	21
ICW GROUP	OTHER	18	26	5	19
INDEMNITY INSURANCE COMPANY OF N AMERICA	OTHER	1	0	0	0
INTERCARE HOLDINGS INSURANCE SERVICES INC	AFFIRMED	1	1	0	0
INTERCARE HOLDINGS INSURANCE SERVICES INC	REVERSED	0	1	0	0
INTERCARE HOLDINGS INSURANCE SERVICES INC	REMANDED	0	1	0	0
INTERCARE HOLDINGS INSURANCE SERVICES INC	SETTLED/WITHDRAWN	0	1	0	0
INTERCARE HOLDINGS INSURANCE SERVICES INC	OTHER	0	3	0	1
LIBERTY MUTUAL	AFFIRMED	49	62	3	27
LIBERTY MUTUAL	REVERSED	16	22	1	4
LIBERTY MUTUAL	REMANDED	51	69	7	53
LIBERTY MUTUAL	SETTLED/WITHDRAWN	13	45	2	55
LIBERTY MUTUAL	OTHER	28	83	6	45
MANPOWER	REMANDED	0	1	0	0
MANPOWER	SETTLED/WITHDRAWN	0	2	0	1
MARKEL SERVICES INCORPORATED	AFFIRMED	35	33	2	13
MARKEL SERVICES INCORPORATED	REVERSED	1	6	0	1
MARKEL SERVICES INCORPORATED	REMANDED	18	17	1	14
MARKEL SERVICES INCORPORATED	SETTLED/WITHDRAWN	8	37	2	26
MARKEL SERVICES INCORPORATED	OTHER	18	22	1	13
MATRIX ABSENCE MANAGEMENT	AFFIRMED	2	8	0	3
MATRIX ABSENCE MANAGEMENT	REMANDED	2	2	0	0
MATRIX ABSENCE MANAGEMENT	SETTLED/WITHDRAWN	2	4	0	7
MATRIX ABSENCE MANAGEMENT	OTHER	9	10	1	15
MEADOWBROOK INSURANCE	AFFIRMED	3	4	0	2
MEADOWBROOK INSURANCE	REVERSED	0	1	0	0
MEADOWBROOK INSURANCE	REMANDED	4	5	0	3
MEADOWBROOK INSURANCE	SETTLED/WITHDRAWN	0	1	1	1
MEADOWBROOK INSURANCE	OTHER	0	0	0	0
MGM RESORTS INTL RISK MGMT	AFFIRMED	127	92	5	46
MGM RESORTS INTL RISK MGMT	REVERSED	23	3	0	5

# Annual Report of Insurers

## Before the Hearing Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
MGM RESORTS INTL RISK MGMT	REMANDED	55	72	2	31
MGM RESORTS INTL RISK MGMT	SETTLED/WITHDRAWN	21	89	6	54
MGM RESORTS INTL RISK MGMT	OTHER	60	82	2	35
MID-CENTURY INSURANCE COMPANY	REMANDED	1	0	0	0
NATIONAL AMERICAN INSURANCE COMPANY	SETTLED/WITHDRAWN	0	0	0	1
NEVADA ALTERNATIVE SOLUTIONS	AFFIRMED	47	41	3	23
NEVADA ALTERNATIVE SOLUTIONS	REVERSED	11	12	0	2
NEVADA ALTERNATIVE SOLUTIONS	REMANDED	20	31	0	22
NEVADA ALTERNATIVE SOLUTIONS	SETTLED/WITHDRAWN	8	35	1	31
NEVADA ALTERNATIVE SOLUTIONS	OTHER	21	34	1	25
NEVADA COMPFIRST	AFFIRMED	1	1	0	4
NEVADA COMPFIRST	REVERSED	1	0	0	0
NEVADA COMPFIRST	SETTLED/WITHDRAWN	0	3	0	2
NEVADA COMPFIRST	OTHER	1	2	0	1
NEVADA INSURANCE GUARANTY ASSOCIATION	AFFIRMED	0	1	0	0
NEVADA INSURANCE GUARANTY ASSOCIATION	OTHER	0	1	0	0
NEXT LEVEL ADMINISTRATORS LLC	AFFIRMED	6	4	1	2
NEXT LEVEL ADMINISTRATORS LLC	REMANDED	4	4	0	2
NEXT LEVEL ADMINISTRATORS LLC	SETTLED/WITHDRAWN	1	8	3	9
NEXT LEVEL ADMINISTRATORS LLC	OTHER	1	1	1	5
OHIO SECURITY INSURANCE COMPANY	SETTLED/WITHDRAWN	1	0	0	0
OHIO SECURITY INSURANCE COMPANY	OTHER	0	0	0	0
OLD REPUBLIC INSURANCE	REMANDED	1	0	0	0
R A WONG	AFFIRMED	4	0	0	0
R A WONG	REMANDED	1	2	0	0
R A WONG	SETTLED/WITHDRAWN	0	3	0	0
R A WONG	OTHER	2	5	0	2
REDWOOD FIRE AND CASUALTY INSURANCE COMPA	AFFIRMED	1	0	0	0
REDWOOD FIRE AND CASUALTY INSURANCE COMPA	REMANDED	1	0	0	0
REPUBLIC INDEMNITY	AFFIRMED	0	1	0	0
RISK ADMINISTRATION SERVICES INC	AFFIRMED	1	0	0	0
RISK ADMINISTRATION SERVICES INC	REMANDED	0	0	0	1
RISK ADMINISTRATION SERVICES INC	SETTLED/WITHDRAWN	0	1	0	0
S & C CLAIMS SERVICES INC	AFFIRMED	23	27	3	18
S & C CLAIMS SERVICES INC	REVERSED	3	5	2	0
S & C CLAIMS SERVICES INC	REMANDED	10	12	0	11
S & C CLAIMS SERVICES INC	SETTLED/WITHDRAWN	18	17	3	20
S & C CLAIMS SERVICES INC	OTHER	11	25	3	16
SEDGWICK CMS	AFFIRMED	260	271	8	117
SEDGWICK CMS	REVERSED	30	35	1	12
SEDGWICK CMS	REMANDED	197	305	11	194
SEDGWICK CMS	SETTLED/WITHDRAWN	117	230	33	259

# Annual Report of Insurers

## Before the Hearing Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
SEDGWICK CMS	OTHER	184	309	23	175
SIERRA NEVADA ADMINISTRATORS	AFFIRMED	76	116	2	38
SIERRA NEVADA ADMINISTRATORS	REVERSED	9	10	1	1
SIERRA NEVADA ADMINISTRATORS	REMANDED	50	71	0	38
SIERRA NEVADA ADMINISTRATORS	SETTLED/WITHDRAWN	32	108	5	81
SIERRA NEVADA ADMINISTRATORS	OTHER	58	138	3	78
SOMPO INT'L INSURANCE	AFFIRMED	7	2	0	0
SOMPO INT'L INSURANCE	REVERSED	1	0	0	0
SOMPO INT'L INSURANCE	REMANDED	9	7	0	6
SOMPO INT'L INSURANCE	SETTLED/WITHDRAWN	3	5	0	5
SOMPO INT'L INSURANCE	OTHER	5	7	2	9
SPECIALTY RISK SERVICES	OTHER	0	0	0	1
STATE FARM FIRE AND CASUALTY CO	AFFIRMED	1	0	0	0
STATE FARM FIRE AND CASUALTY CO	REMANDED	1	0	0	0
THE APPLIED COMPANIES	OTHER	0	0	0	1
THE CHARTER OAK FIRE INS CO	AFFIRMED	1	0	0	0
THE HARTFORD	AFFIRMED	50	37	3	22
THE HARTFORD	REVERSED	5	5	2	2
THE HARTFORD	REMANDED	30	29	2	24
THE HARTFORD	SETTLED/WITHDRAWN	23	48	2	30
THE HARTFORD	OTHER	29	36	2	32
TRAVELERS INSURANCE	AFFIRMED	62	42	2	23
TRAVELERS INSURANCE	REVERSED	15	12	0	3
TRAVELERS INSURANCE	REMANDED	46	56	5	39
TRAVELERS INSURANCE	SETTLED/WITHDRAWN	25	77	15	58
TRAVELERS INSURANCE	OTHER	48	100	5	55
TRIBAL FIRST	SETTLED/WITHDRAWN	0	2	0	1
TRISTAR RISK MANAGEMENT	AFFIRMED	3	5	0	2
TRISTAR RISK MANAGEMENT	REVERSED	2	4	0	0
TRISTAR RISK MANAGEMENT	REMANDED	7	0	0	3
TRISTAR RISK MANAGEMENT	SETTLED/WITHDRAWN	1	7	0	4
TRISTAR RISK MANAGEMENT	OTHER	3	19	2	5
UNKNOWN	SETTLED/WITHDRAWN	0	0	0	1
UNKNOWN	OTHER	0	1	0	19
VICTIMS OF CRIME PROGRAM	AFFIRMED	18	0	0	1
VICTIMS OF CRIME PROGRAM	REVERSED	1	0	0	0
VICTIMS OF CRIME PROGRAM	REMANDED	1	0	0	1
VICTIMS OF CRIME PROGRAM	SETTLED/WITHDRAWN	2	1	1	2
VICTIMS OF CRIME PROGRAM	OTHER	16	0	0	2
WCF INSURANCE	AFFIRMED	15	7	0	9
WCF INSURANCE	REVERSED	1	2	0	0
WCF INSURANCE	REMANDED	7	6	0	3

# Annual Report of Insurers

## Before the Hearing Officer - FY20

<b>Insurer/TPA</b>	<b>Decision Rendered</b>	<b>Acc-Den</b>	<b>Medcare</b>	<b>Rehab</b>	<b>Other</b>
WCF INSURANCE	SETTLED/WITHDRAWN	5	6	1	10
WCF INSURANCE	OTHER	4	6	0	4
WESTERN STATES CONTRACTING	AFFIRMED	0	1	0	0
WESTERN STATES CONTRACTING	REMANDED	1	0	0	0
WORKERS CHOICE	AFFIRMED	6	2	1	2
WORKERS CHOICE	REMANDED	2	2	0	0
WORKERS CHOICE	SETTLED/WITHDRAWN	2	3	0	2
WORKERS CHOICE	OTHER	3	4	0	1
YORK RISK SERVICES GROUP INC	AFFIRMED	42	30	0	10
YORK RISK SERVICES GROUP INC	REVERSED	4	3	0	0
YORK RISK SERVICES GROUP INC	REMANDED	12	14	0	19
YORK RISK SERVICES GROUP INC	SETTLED/WITHDRAWN	5	24	3	22
YORK RISK SERVICES GROUP INC	OTHER	30	31	2	24
ZURICH	AFFIRMED	46	37	2	14
ZURICH	REVERSED	7	11	0	1
ZURICH	REMANDED	32	34	3	24
ZURICH	SETTLED/WITHDRAWN	12	31	5	30
ZURICH	OTHER	33	52	1	28

Annual Report of  
Insurers and Third-Party Administrators  
Before the Appeals Officer  
Fiscal Year 2020

# Annual Report of Insurers

## Before the Appeals Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ACUITY INSURANCE	SETTLED/WITHDRAWN	1	0	0	0
ADVANTAGE WORKERS COMP INS CO	AFFIRMED	4	2	0	0
ADVANTAGE WORKERS COMP INS CO	REVERSED	1	0	0	0
ADVANTAGE WORKERS COMP INS CO	REMANDED	1	1	0	0
ADVANTAGE WORKERS COMP INS CO	SETTLED/WITHDRAWN	7	2	1	0
ADVANTAGE WORKERS COMP INS CO	OTHER	3	7	0	1
AIG	AFFIRMED	0	2	0	0
AIG	REVERSED	5	4	0	1
AIG	REMANDED	1	0	0	0
AIG	SETTLED/WITHDRAWN	6	17	1	4
AIG	OTHER	2	6	0	1
ALTERNATIVE SERVICE CONCEPTS	AFFIRMED	3	0	0	0
ALTERNATIVE SERVICE CONCEPTS	REVERSED	1	0	0	0
ALTERNATIVE SERVICE CONCEPTS	SETTLED/WITHDRAWN	1	9	0	4
ALTERNATIVE SERVICE CONCEPTS	OTHER	0	0	0	2
AMERICAN CLAIMS MANAGEMENT INC	SETTLED/WITHDRAWN	0	1	0	0
AMERICAN CLAIMS MANAGEMENT INC	OTHER	0	1	0	0
AMERICAN MINING INSURANCE CO	SETTLED/WITHDRAWN	1	0	0	0
AMTRUST NORTH AMERICA	AFFIRMED	3	2	0	2
AMTRUST NORTH AMERICA	REVERSED	0	2	0	1
AMTRUST NORTH AMERICA	REMANDED	1	0	0	0
AMTRUST NORTH AMERICA	SETTLED/WITHDRAWN	35	51	0	21
AMTRUST NORTH AMERICA	OTHER	7	9	0	4
ARGO GROUP	REVERSED	0	1	0	0
ARGO GROUP	SETTLED/WITHDRAWN	5	7	0	1
ARGONAUT INS CO	AFFIRMED	3	0	0	0
ARGONAUT INS CO	SETTLED/WITHDRAWN	2	6	1	0
ARGONAUT INS CO	OTHER	2	5	1	1
ASSOCIATED RISK MANAGEMENT INC	AFFIRMED	16	15	4	4
ASSOCIATED RISK MANAGEMENT INC	REVERSED	5	3	0	1
ASSOCIATED RISK MANAGEMENT INC	SETTLED/WITHDRAWN	30	59	3	18
ASSOCIATED RISK MANAGEMENT INC	OTHER	33	36	5	11
BECKETT YOTT & SPANN CHTD	SETTLED/WITHDRAWN	0	1	0	0
BENCHMARK ADMINISTRATORS	AFFIRMED	2	7	0	0
BENCHMARK ADMINISTRATORS	REVERSED	1	2	0	0
BENCHMARK ADMINISTRATORS	REMANDED	0	0	0	1
BENCHMARK ADMINISTRATORS	SETTLED/WITHDRAWN	13	7	0	5
BENCHMARK ADMINISTRATORS	OTHER	5	5	0	1
BERKLEY RISK ADMINISTRATORS LLC	AFFIRMED	0	4	2	1
BERKLEY RISK ADMINISTRATORS LLC	REVERSED	0	0	1	0
BERKLEY RISK ADMINISTRATORS LLC	SETTLED/WITHDRAWN	4	5	0	2
BERKLEY RISK ADMINISTRATORS LLC	OTHER	5	5	0	0

# Annual Report of Insurers

## Before the Appeals Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
BERKSHIRE HATHAWAY HOMESTATE	AFFIRMED	4	7	1	2
BERKSHIRE HATHAWAY HOMESTATE	REVERSED	6	7	0	3
BERKSHIRE HATHAWAY HOMESTATE	SETTLED/WITHDRAWN	11	12	1	8
BERKSHIRE HATHAWAY HOMESTATE	OTHER	4	5	0	1
BROADSPIRE MOUNTAIN WEST SERVICE CENTER	REVERSED	0	0	0	1
BROADSPIRE SERVICES	AFFIRMED	20	16	0	4
BROADSPIRE SERVICES	REVERSED	12	8	0	1
BROADSPIRE SERVICES	REMANDED	1	2	0	2
BROADSPIRE SERVICES	SETTLED/WITHDRAWN	26	43	1	16
BROADSPIRE SERVICES	OTHER	29	22	0	6
CCMSI	AFFIRMED	49	22	1	9
CCMSI	REVERSED	34	27	1	3
CCMSI	REMANDED	2	3	0	0
CCMSI	SETTLED/WITHDRAWN	85	68	1	46
CCMSI	OTHER	34	31	0	6
CHARTIS INSURANCE	AFFIRMED	0	0	0	0
CHARTIS INSURANCE	REVERSED	0	1	0	0
CONSTITUTION STATE SERVICE CO	AFFIRMED	52	24	1	8
CONSTITUTION STATE SERVICE CO	REVERSED	11	4	0	1
CONSTITUTION STATE SERVICE CO	REMANDED	1	1	0	0
CONSTITUTION STATE SERVICE CO	SETTLED/WITHDRAWN	43	36	2	6
CONSTITUTION STATE SERVICE CO	OTHER	27	23	0	7
COPPERPOINT INSURANCE COMPANIES	AFFIRMED	4	1	0	2
COPPERPOINT INSURANCE COMPANIES	REMANDED	1	0	0	0
COPPERPOINT INSURANCE COMPANIES	SETTLED/WITHDRAWN	7	2	1	1
COPPERPOINT INSURANCE COMPANIES	OTHER	5	1	0	1
CORVEL CORPORATION	AFFIRMED	13	16	0	4
CORVEL CORPORATION	REVERSED	3	9	0	3
CORVEL CORPORATION	REMANDED	0	1	0	0
CORVEL CORPORATION	SETTLED/WITHDRAWN	18	32	5	20
CORVEL CORPORATION	OTHER	13	18	3	8
DAVIES CLAIM SOLUTIONS	AFFIRMED	0	0	0	2
DAVIES CLAIM SOLUTIONS	SETTLED/WITHDRAWN	0	2	0	1
DIVISION OF INDUSTRIAL RELATIONS	OTHER	0	0	0	1
EMPLOYERS INSURANCE CO OF NV	AFFIRMED	5	6	2	1
EMPLOYERS INSURANCE CO OF NV	REVERSED	3	4	0	2
EMPLOYERS INSURANCE CO OF NV	REMANDED	0	1	0	0
EMPLOYERS INSURANCE CO OF NV	SETTLED/WITHDRAWN	20	34	2	15
EMPLOYERS INSURANCE CO OF NV	OTHER	5	12	0	4
EMPLOYERS PREFERRED INSURANCE COMPAY	SETTLED/WITHDRAWN	0	0	0	1
ESIS	AFFIRMED	11	7	0	2
ESIS	REVERSED	2	3	0	0



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## Before the Appeals Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
ESIS	SETTLED/WITHDRAWN	38	32	1	10
ESIS	OTHER	24	10	1	4
FARMERS INSURANCE EXCHANGE	REVERSED	2	2	0	0
FARMERS INSURANCE EXCHANGE	SETTLED/WITHDRAWN	8	11	1	1
FARMERS INSURANCE EXCHANGE	OTHER	5	0	0	0
FIRSTCOMP INSURANCE	AFFIRMED	0	3	0	2
FIRSTCOMP INSURANCE	SETTLED/WITHDRAWN	3	6	0	4
FOCUS PLUMBING/SUN CITY ELECTRIC	AFFIRMED	1	4	0	1
FOCUS PLUMBING/SUN CITY ELECTRIC	SETTLED/WITHDRAWN	1	2	0	0
FOCUS PLUMBING/SUN CITY ELECTRIC	OTHER	1	2	0	0
GALLAGHER BASSETT SERVICES INC	AFFIRMED	40	38	0	12
GALLAGHER BASSETT SERVICES INC	REVERSED	12	20	0	3
GALLAGHER BASSETT SERVICES INC	REMANDED	1	0	0	2
GALLAGHER BASSETT SERVICES INC	SETTLED/WITHDRAWN	69	99	3	43
GALLAGHER BASSETT SERVICES INC	OTHER	50	64	2	11
HEALTH DIRECT INC	SETTLED/WITHDRAWN	0	0	0	1
HELMSMAN MANAGEMENT SERVICES	AFFIRMED	1	3	0	0
HELMSMAN MANAGEMENT SERVICES	REVERSED	0	2	0	0
HELMSMAN MANAGEMENT SERVICES	REMANDED	0	0	0	0
HELMSMAN MANAGEMENT SERVICES	SETTLED/WITHDRAWN	5	12	1	1
HELMSMAN MANAGEMENT SERVICES	OTHER	2	9	0	2
ICW GROUP	AFFIRMED	5	5	0	0
ICW GROUP	REVERSED	2	1	0	0
ICW GROUP	SETTLED/WITHDRAWN	11	10	4	7
ICW GROUP	OTHER	3	5	0	1
LIBERTY MUTUAL	AFFIRMED	11	8	0	6
LIBERTY MUTUAL	REVERSED	6	7	0	0
LIBERTY MUTUAL	REMANDED	0	0	0	0
LIBERTY MUTUAL	SETTLED/WITHDRAWN	22	27	2	14
LIBERTY MUTUAL	OTHER	11	16	0	4
MANAGED CARE CONSULTANTS INC	OTHER	0	1	0	0
MARKEL SERVICES INCORPORATED	AFFIRMED	5	13	1	2
MARKEL SERVICES INCORPORATED	REVERSED	3	5	0	1
MARKEL SERVICES INCORPORATED	REMANDED	0	1	0	0
MARKEL SERVICES INCORPORATED	SETTLED/WITHDRAWN	9	7	0	1
MARKEL SERVICES INCORPORATED	OTHER	18	14	0	1
MATRIX ABSENCE MANAGEMENT	SETTLED/WITHDRAWN	7	8	2	6
MEADOWBROOK INSURANCE	AFFIRMED	3	3	0	0
MEADOWBROOK INSURANCE	SETTLED/WITHDRAWN	1	1	0	0
MEADOWBROOK INSURANCE	OTHER	0	9	0	1
MGM RESORTS INTL RISK MGMT	AFFIRMED	2	1	0	0
MGM RESORTS INTL RISK MGMT	SETTLED/WITHDRAWN	1	2	0	0

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## Before the Appeals Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
MGM RESORTS INTL RISK MGMT	OTHER	1	0	0	0
NATIONAL AMERICAN INSURANCE COMPANY	SETTLED/WITHDRAWN	0	0	0	0
NEVADA ALTERNATIVE SOLUTIONS	AFFIRMED	8	4	0	2
NEVADA ALTERNATIVE SOLUTIONS	REVERSED	2	1	0	3
NEVADA ALTERNATIVE SOLUTIONS	SETTLED/WITHDRAWN	17	14	1	1
NEVADA ALTERNATIVE SOLUTIONS	OTHER	11	14	0	5
NEVADA COMPFIRST	SETTLED/WITHDRAWN	0	1	0	0
NEVADA INSURANCE GUARANTY ASSOCIATION	SETTLED/WITHDRAWN	0	1	0	0
NEXT LEVEL ADMINISTRATORS LLC	AFFIRMED	0	1	0	0
NEXT LEVEL ADMINISTRATORS LLC	REMANDED	1	0	0	0
NEXT LEVEL ADMINISTRATORS LLC	SETTLED/WITHDRAWN	1	0	0	1
NEXT LEVEL ADMINISTRATORS LLC	OTHER	1	0	0	0
NORTH AMERICAN RISK SERVICES	SETTLED/WITHDRAWN	0	0	0	1
R A WONG	AFFIRMED	1	0	0	0
R A WONG	REVERSED	0	1	0	0
R A WONG	REMANDED	1	4	0	0
R A WONG	SETTLED/WITHDRAWN	2	0	0	0
R A WONG	OTHER	3	2	0	0
RISK ADMINISTRATION SERVICES INC	SETTLED/WITHDRAWN	0	0	1	0
RISK ADMINISTRATION SERVICES INC	OTHER	1	0	0	0
S & C CLAIMS SERVICES INC	AFFIRMED	5	1	0	1
S & C CLAIMS SERVICES INC	REVERSED	2	3	0	5
S & C CLAIMS SERVICES INC	REMANDED	0	2	0	1
S & C CLAIMS SERVICES INC	SETTLED/WITHDRAWN	7	8	1	7
S & C CLAIMS SERVICES INC	OTHER	7	13	0	3
SEDGWICK CMS	AFFIRMED	55	56	1	8
SEDGWICK CMS	REVERSED	12	23	2	9
SEDGWICK CMS	REMANDED	7	7	0	1
SEDGWICK CMS	SETTLED/WITHDRAWN	88	135	3	62
SEDGWICK CMS	OTHER	76	86	6	13
SIERRA NEVADA ADMINISTRATORS	AFFIRMED	13	22	0	4
SIERRA NEVADA ADMINISTRATORS	REVERSED	12	9	0	1
SIERRA NEVADA ADMINISTRATORS	REMANDED	0	0	0	0
SIERRA NEVADA ADMINISTRATORS	SETTLED/WITHDRAWN	33	76	0	11
SIERRA NEVADA ADMINISTRATORS	OTHER	21	33	0	6
SOMPO INT'L INSURANCE	AFFIRMED	5	0	0	0
SOMPO INT'L INSURANCE	SETTLED/WITHDRAWN	5	2	0	0
SOMPO INT'L INSURANCE	OTHER	1	0	2	1
THE HARTFORD	AFFIRMED	4	5	0	1
THE HARTFORD	REVERSED	2	3	0	0
THE HARTFORD	SETTLED/WITHDRAWN	17	26	1	7
THE HARTFORD	OTHER	27	10	0	5

# Annual Report of Insurers

## Before the Appeals Officer - FY20

Insurer/TPA	Decision Rendered	Acc-Den	Medcare	Rehab	Other
TRAVELERS INSURANCE	AFFIRMED	11	7	0	2
TRAVELERS INSURANCE	REVERSED	2	2	0	1
TRAVELERS INSURANCE	REMANDED	0	1	0	0
TRAVELERS INSURANCE	SETTLED/WITHDRAWN	31	36	3	10
TRAVELERS INSURANCE	OTHER	13	19	3	3
TRISTAR RISK MANAGEMENT	AFFIRMED	1	1	0	0
TRISTAR RISK MANAGEMENT	REVERSED	0	3	0	0
TRISTAR RISK MANAGEMENT	SETTLED/WITHDRAWN	2	4	0	2
TRISTAR RISK MANAGEMENT	OTHER	0	0	0	0
UNKNOWN	AFFIRMED	1	1	0	0
UNKNOWN	OTHER	1	2	0	0
VICTIMS OF CRIME PROGRAM	AFFIRMED	3	0	0	1
VICTIMS OF CRIME PROGRAM	REMANDED	0	0	0	0
VICTIMS OF CRIME PROGRAM	SETTLED/WITHDRAWN	2	0	0	0
VICTIMS OF CRIME PROGRAM	OTHER	1	0	0	0
WCF INSURANCE	AFFIRMED	2	0	0	0
WCF INSURANCE	SETTLED/WITHDRAWN	2	4	0	2
WCF INSURANCE	OTHER	3	2	0	1
WORKERS CHOICE	AFFIRMED	0	1	0	0
WORKERS CHOICE	REVERSED	1	0	0	0
WORKERS CHOICE	SETTLED/WITHDRAWN	2	2	0	0
WORKERS CHOICE	OTHER	1	1	0	0
YORK RISK SERVICES GROUP INC	AFFIRMED	10	4	0	0
YORK RISK SERVICES GROUP INC	REVERSED	2	0	0	0
YORK RISK SERVICES GROUP INC	REMANDED	1	0	0	0
YORK RISK SERVICES GROUP INC	SETTLED/WITHDRAWN	9	27	0	4
YORK RISK SERVICES GROUP INC	OTHER	7	8	0	6
ZURICH	AFFIRMED	6	5	0	1
ZURICH	REVERSED	1	2	0	2
ZURICH	REMANDED	1	1	0	0
ZURICH	SETTLED/WITHDRAWN	19	14	0	6
ZURICH	OTHER	8	12	1	4