

Tommy G. Thompson
Governor

Linda Stewart, Ph.D.
Secretary

Judy Norman-Nunnery
Division Administrator



State of Wisconsin

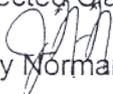
WORKER'S COMPENSATION
201 East Washington Avenue
P.O. Box 7901
Madison, WI 53707-7901
Telephone: (608) 266-1340
Fax: (608) 267-0394
<http://www.dwd.state.wi.us/wc/>

Department of Workforce Development

April 21, 1999

INS 403

To: Selected Claims Handling Offices

From:  Judy Norman-Nunnery, Administrator

Subject: Insurers' Claims Handling Performance Indicators and Claim Detail

Purpose: Distribute Paper Claims Handling Performance Indicator Claim Detail

The first quarter, 1999, summary and detail of claims management performance indicators is enclosed with this memo. Only those offices representing carriers and self-insured employers with a minimum of 85 Wisconsin paid claims over a three-year period are included in the performance review and will receive this data. The fourth quarter and year-to-date data summary on the web site has been revised as a result of some modifications to the performance criteria.

A number of insurers have requested time to review this performance indicator data and respond to the Division prior to quarterly Internet publication. Therefore, web site publication of the first quarter results will be withheld until June to allow time to review and comment. Future delays in the quarterly publication on the web site will depend on the volume and impact of any corrections to the summary data.

We will notify you when we are able to publish detailed claims data on our web site in a password-protected format. If you have any comments or questions about the indicators or the data, please contact Lee Shorey at (608) 267-9407, or e-mail him at shorel@dwd.state.wi.us.

Enclosures: Performance Indicator Summary
Performance Indicator Claim Detail