

## INTERNAL REVIEW

**Table 1: Activity Levels and Decision Outcomes 2011-2013**

Activity Levels	Year					
	2011		2012		2013	
Requests Received	1,274		1,261		1,244	
Requests Cancelled or Withdrawn	286		318		276	
Total <sup>1</sup>	988		943		968	
Decision Outcomes:	#	%	#	%	#	%
Denied	820	81%	823	85%	771	81%
Allowed	89	9%	59	6%	84	9%
Referred Back	100	10%	88	9%	96	10%
Total decisions finalized <sup>1</sup>	1,009	100%	970	100%	951	100%

**Table 2: Activity Levels and Decision Outcomes 2014-2016**

Activity Levels	Year					
	2014		2015		2016	
Requests Received	1,172		1,109		1,159	
Requests Cancelled or Withdrawn	244		213		230	
Total <sup>1</sup>	928		896		929	
Decision Outcomes:	#	%	#	%	#	%
Denied	737	74%	634	71%	670	72%
Allowed	127	13%	80	9%	53	6%
Referred Back	132	13%	180	20%	202	22%
Total decisions finalized <sup>1</sup>	996	100%	894	100%	925	100%

**Table 3: Activity Levels and Decision Outcomes 2017-2019**

Activity Levels	Year					
	2017		2018		2019	
Requests Received	1,049		860		871	
Requests Cancelled or Withdrawn	199		146		142	
Total <sup>1</sup>	850		714		729	
Decision Outcomes:	#	%	#	%	#	%
Denied	600	72%	591	75%	507	74%
Allowed	57	7%	28	4%	48	7%
Referred Back	176	21%	163	21%	129	19%
Total decisions finalized <sup>1</sup>	833	100%	782	100%	684	100%

**Table 4: Activity Levels and Decision Outcomes 2020-2022**

Activity Levels	Year					
	2020		2021		2022	
Requests Received	598		853		738	
Requests Cancelled or Withdrawn	78		105		106	
Total <sup>1</sup>	520		748		632	
Decision Outcomes:	#	%	#	%	#	%
Denied	402	70%	493	72%	496	71%
Allowed	43	7%	52	7%	58	8%
Referred Back	131	23%	144	21%	147	21%
Total decisions finalized <sup>1</sup>	576	100%	689	100%	701	100%

**Table 5: Activity Levels and Decision Outcomes 2023-2025**

Activity Levels	Year					
	2023		2024		2025	
Requests Received	849		942		929	
Requests Cancelled or Withdrawn	115		134		119	
Total <sup>1</sup>	734		808		810	
Decision Outcomes:	#	%	#	%	#	%
Denied	490	71%	583	72%	609	76%
Allowed	55	8%	80	10%	78	10%
Referred Back	144	21%	146	18%	112	14%
Total decisions finalized <sup>1</sup>	689	100%	809	100%	799	100%

**Notes**

1. Requests that are received in November and December of one year may not be finalized until the following year. Therefore, activity level totals will not equal decision outcome totals, due to carry-over.
2. Effective January 1, 2022 modified decisions have been captured under 'Allowed or Allowed in Part' instead of 'Denied'. This change in reporting aligns us with Workers' Compensation Independent Review Board (WCIRB) and other jurisdictions.

If you have questions regarding the above information, please contact an Internal Review Clerk at 709.778.1000 or 1.800.563.9000, or by fax at 709.778.1586.