

## Understanding Workers Compensation in New York

September 2014

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#### **About Us**

- Oliver Wyman Actuarial Consulting
- Office in Melville, NY
- 25+ Clients with significant workers compensation exposures in New York
  - Healthcare
  - Telecommunications
  - Public Entities
  - Educational Institutions
  - Self-Insured Groups
  - etc.

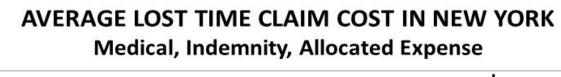
## Where is Melville?

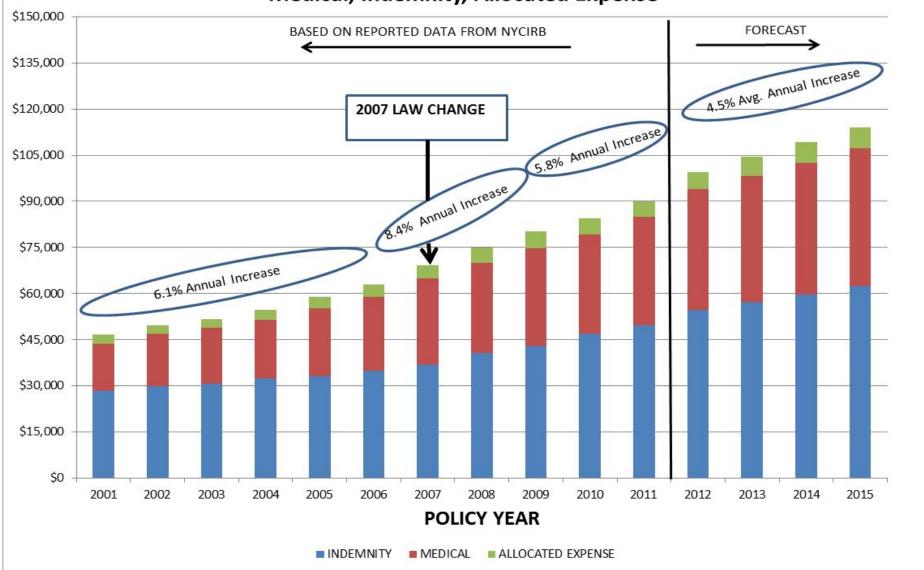


About 35 miles from mid-town Manhattan

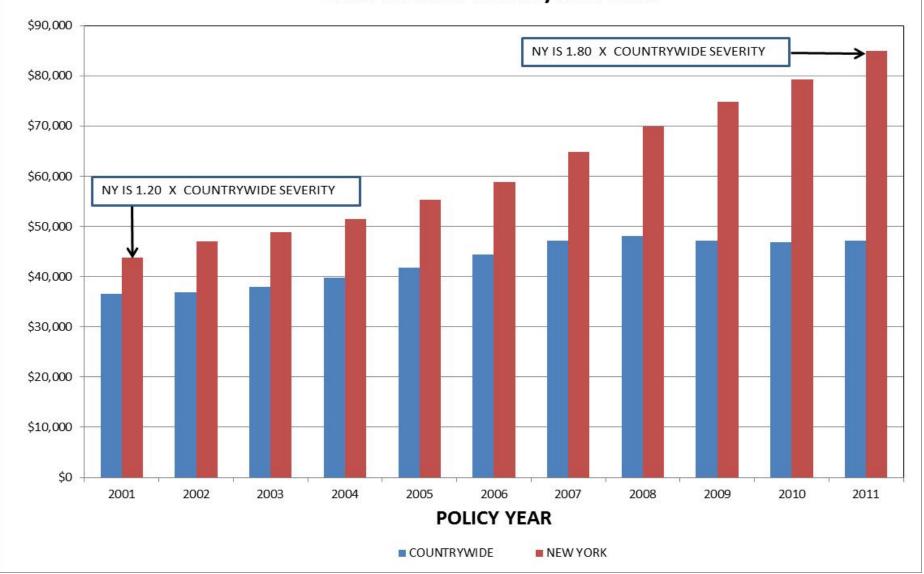
# What Are We Going to Discuss?

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#### VERY ROUGH STATE WORKERS COMPENSATION COST RANKING

Indemnity and Medical Cost per \$100 payroll

Common payroll distribution by classification

Study is about two years old – currently updating

Major Leagues: ~2.75 to ~3.25 per \$100 payroll

NY CA

Minor Leagues: ~1.75 to ~2.00 per \$100 payroll

OK NJ MT CT AK IL NH

Amateurs: ~0.75 to ~1.75 per \$100 payroll

**Everyone Else** 

## Approved Lost Cost Changes by Effective Date in New York

Effective	Approved	Cumulative		
Date	Change	Change		
9/30/2007	0.00%	0.00%		
10/1/2007	-18.40%	-18.40%		
10/1/2008	-6.40%	-23.62%		
10/1/2009	4.50%	-20.19%		
10/1/2010	7.70%	-14.04%		
10/1/2011	9.10%	-6.22%		
10/1/2012	0.00%	-6.22%	Filed Increase was +11.5%	
10/1/2013	9.50%	2.69%	Filed Increase was +16.9%	
10/1/2014	0.00%	2.69%	Filed Increase was +6.8% Actuarial Indication was +1	L7.4%

Loss Cost: Indemnity + Medical + Claim Adjustment Expense

#### **Outline of Discussion**

- Conditions Prior to 2007
- Assessments
- 2007 Law Change and Expectations
- What Actually Happened
- Assessments and the 2013 Law Change
- Where We Are Today

### Some Information about New York

- Independent Rating Board
   New York Compensation Insurance Board
   <u>www.nycirb.org</u>
- Competitive Rating State
   Published loss costs provide for indemnity, medical, and all LAE
- Competitive State Insurance Fund
   ~45% market share that has been growing

#### Source Information

- New York Compensation Insurance Board <u>www.nycirb.org</u>
- National Council on Compensation Insurance
   Current and prior editions of Statistical Bulletin
   Countrywide Experience as defined in Statistical Bulletin
   NCCI States Excluding CA, NY, NJ, PA, DE, MA, etc.
- Current Client New York Loss Experience

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## Benefit Levels had been unchanged since 1992

- Maximum weekly benefit at \$400 per week since July 1, 1992
- Minimum weekly benefit at \$40 per week since July 1, 1992

## Claim Frequency Declined from 2001 through 2006

- NY LT claim frequency declined by ~22%
   Somewhat greater decline than the countrywide decrease of ~18%
- NY PP claim frequency declined by ~11%
   Somewhat lower decline than the countrywide decrease of ~14%
- NY PP as % of LT Claims increased from 41% to 45%
   Somewhat greater increase (absolute and percentage) than countrywide increase from 34% to 37%

NEW Y	ORK CLAI per 100,000	M FREQUEN ) workers	ICY	COUNTR	YWIDE CL per 100,000	AIM FREQU ) workers	ENCY
Policy Year	Total Lost Time	Permanent Partial	PP %	Policy Year	Total Lost Time	Permanent Partial	PP %
2001	1219	494	41%	2001	1,275	430	34%
2002 2003	1142 1108	456 440	40% 40%	2002 2003	1,218 1,179	422 423	35% 36%
2004 2005	1030 988	419 416	41% 42%	2004 2005	1,124 1,075	404 384	36% 36%
2006	953	425	45%	2006	1,041	382	37%

## **Lost Time Claim Severity Increased from 2001 through 2006**

Average LT claim cost increased 35% in New York
 Much greater increase than countrywide increase of 21%

Average Lost Time Claim Costs Policy Years 2001 through 2006 New York versus Countrywide Medical and Indemnity Benefits Only				
Policy				
Year	New York	Countrywide		
2001	43,763	36,580		
2002	47,053	36,850		
2003	48,852	37,933		
2004	51,452	39,788		
2005	55,304	41,764		
2006	58,919	44,440		
5-Year Change	34.6%	21.5%		
Avg. Annual Change	6.1%	4.0%		

## Claim Severity Increased from 2001 through 2006

Reasons for Increase to NY LT Claim Severity

Larger Shift to PP Claims as Portion of Total LT Claims in NY

NY: 41% to 45%

Countrywide: 34% to 37%

• PP Claims in NY increased in cost materially more than countrywide claims

Permanent Partial Average Claim Costs Policy Years 2001 through 2006 New York versus Countrywide Medical and Indemnity Benefits Only						
Policy	,					
Year	New York	Countrywide				
2001	90,719	71,258				
2002	97,505	68,136				
2003	103,666	70,059				
2004	107,142	67,170				
2005	113,457	69,772				
2006	114,395	72,789				
E Voor Chongo	26.40/	2.40/				
5-Year Change	26.1%	2.1%				
Avg. Annual Change	4.7%	0.4%				

## Claim Severity Increased from 2001 through 2006

Reason for Increase to NY PP Claim Severity:

## MEDICAL, MEDICAL

Permanent Partial Average Claim Costs Policy Years 2001 through 2006					
	N	lew York			
Com	ponent Medi	cal and Indemnity	Costs		
Policy					
Year	Medical	Indemnity	Total		
2001	29,917	60,802	90,719		
2002	33,035	64,471	97,505		
2003	36,647	67,019	103,666		
2004	38,436	68,706	107,142		
2005	43,714	69,743	113,457		
2006	45,186	69,209	114,395		
5-Year Change	51.0%	13.8%	26.1%		
Avg. Annual Change 8.6% 2.6% 4.7%					

## Claim Severity Increased from 2001 through 2006

## Why Medical

- Average disability rating of non-scheduled PP awards were increasing
- Medical services were being utilized by claimants to achieve a nonscheduled award or to increase the disability rating
- Opinion of some claim administrators was that this activity was likely done to partially offset the low maximum weekly benefit of \$400

#### Scheduled versus Non-Scheduled PP Claims

Scheduled PP claims provide for benefits for specific durations

Maximum Possible Compensation					
Scheduled Loss of Use Awards					
Member Lost	Weeks of Compensation				
Arm	312				
Leg	288				
Hand	244				
Foot	205				
Eye	160				
Thumb	75				
First Finger	46				
Second Finger	30				
Third Finger	25				
Fourth Finger	15				
Great Toe	38				
Other Toe 16					

Scheduled PP claims had not been the problem

#### **Non-Scheduled PP Claims**

Non-Scheduled PP claims were for "duration of disability" Duration of Disability = Lifetime benefits

Non-Scheduled	Indemnity Pe Pre-2007 Di New \		Claim Costs
	As % of PP Indemnity Benefits	As % of Total Indemnity Benefits	As % of Total Benefits
Death		2.5%	1.6%
PT		4.4%	2.8%
Non-Scheduled PP	70.8%	61.3%	39.2%
Scheduled PP	14.3%	12.4%	7.9%
PP Healing Period	14.9%	12.9%	8.3%
π		6.6%	4.2%
	100.0%	100.0%	64.0%
Me	dical as % of Tot	al Benefit Costs	36.0%

The indemnity cost component of non-scheduled PP claims in NY accounted for ~40% of TOTAL NY workers compensation benefit costs

## **PP Claims in New York Were Expensive to Start**

In 2001 the average PP claim in NY was \$91,000. This compares to a countrywide value of \$71,000

1) Lifetime permanent partial disability awards

NY was one of a small number of jurisdictions with lifetime PP claims

Nevada (currently until age 70)

Michigan (period of wage loss)

Arizona (duration of disability)

FECA (duration of disability)

**USL&H** (duration of disability)

(Based after NYS Act)

2) Significantly higher average disability rating in NY

Countrywide: 80% of ratings were below 40%

New York: 80% of ratings were above 40%

#### **Aggregate Trust Fund**

- Applied to death and PTD claims
- Applied only to private carriers
  - Not to self-insureds
  - Not to State Insurance Fund
- Present value of benefits deposited into ATF
  - ATF pays claim or settles
- Impacted small portion (<5%) of system costs</li>
  - Death and PTD claims are expensive, but they are only a very small portion of total lost time claims and overall system costs

#### **Other Cost Drivers**

- High litigation rate
- Antiquated, complex, inefficient system
- Low settlement rates
  - Law passed in 1990s that permitted settlements
  - Settlement rates in NY were still very low
- Large and costly second injury fund
- Large and costly reopened claim mechanism

## **New York State Second Injury Fund-AKA 15-8**

- Five Year Waiting Period
- If accepted, fund will pay a portion or 100% of all benefit costs
- Claim is still responsibility of insurer or self-insured employer
- Once accepted, annual request for reimbursements required
- Funded by annual assessments ultimately paid by employers

## **New York State Reopened Claim Fund – AKA 25-A**

- Condition for 25-A Relief
  - Minimum of 7 years have passed since date of loss
    - Minimum of 3 years have passed since last compensation payment
    - Claim for compensation (medical or indemnity) was originally denied and claim is reopened resulting in benefit payments
    - Certain death claims
- If accepted:
  - 25-A assumes responsibility for 100% of all future costs
  - 25-A assumes responsibility for claim management
    - Insurer or self-insurer closes claims
- Funded by annual assessments ultimately paid by employers

#### **Huge Increase to Assessments**

	<u>15-8</u>	<u>25A</u>	<u>Other</u>	<u>Total</u>
2001	\$375M	\$60M	\$290M	\$725M
÷	÷	÷	÷	÷
2006	\$500M	\$110M	\$378M	\$988M

Reflect much greater utilization of 15-8 and 25-A funds In 2007, assessment rates were

15-8 18.3% per indemnity dollar or standard premium equivalent 25-A 4.1% per indemnity dollar or standard premium equivalent These two assessments added ~13% to average benefit costs in NY

60% X 22.4% = 13.4% assuming indemnity costs are 60% of total benefit cost

### Summary

- Low maximum and minimum weekly benefits in place for 15 years
- LT claim frequency declining at rate similar to countrywide average
- LT claim costs increasing at rate greater than countrywide average
  - Driven by increasing PP claim cost
    - Higher medical costs for permanent partial claims
- Lifetime non-scheduled PP claims extraordinarily expensive in NY to start
  - Increasing at a large annual rate
- Low settlement rates
- Inefficient and litigious system
- Accelerating assessment costs
  - Large second injury and reopened claim funds

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- 15-8 → Special Disability Fund
- 25-A → Re-opened Claim Fund
- 50-5 → Self-Insurers Assessment (Self-Insured Employers Only)
- IDP → Interdepartmental Expense
- 151 → WCB Administration

- Method of Charging Varied by Type of Insurance Program
  - Insured Employer
    - Guarantee Cost Large Deductible Retrospective Plan
    - Charge is a percentage of standard premium
    - Pass through from insurer
    - Single annual charge with no future obligation to insurer or employer

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- Method of Charging Varied by Type of Insurance Program
  - Qualified Self-Insured Employer or Self-Insured Group
    - Charge is a percentage of prior or current year indemnity payment
      - 15-8 and 25-A
        - Assessment in CY 2010 based on prior indemnity pymts.
        - 4/1/09 through 3/31/10
        - Single assessment bill for each fund
      - 50-5, WCB, IDP
        - Assessment in CY 2010 based on estimated indemnity pymts.
        - 4/1/10 through 3/31/11
        - Four quarterly bills in 2010
        - Final "true-up" based on actual payments in early 2012
        - Total of five bills for each assessment program

- Method of Charging Varied by type of Insurance Program
  - Qualified Self-Insured Employer or Self-Insured Group
    - Indemnity payment base created need for balance sheet accrual
    - Assessments are paid as long as indemnity payments are made
      - Run-off of self-insurance programs include assessment obligations
      - Assessment base is GROSS of excess insurance protection
      - Net of all other recoveries
    - Unpaid assessments = Expected Future Assessment Percentage
       X Unpaid Unlimited Indemnity Losses

- Real money in a state where 60% of benefit costs are indemnity

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• 2007 Assessment Summary

			2007	2007
			Self Insured	Total
			Assessment %	Collections
<b>- 15-8</b>	$\rightarrow$	Special Disability Fund	18.3%	\$603 million
- 25-A	$\rightarrow$	Re-opened Claim Fund	4.1%	\$137 million
- 50-5	$\rightarrow$	Self-Insurers Assessment	0.3%	\$8 million
- IDP	$\rightarrow$	Interdepartmental Expens	se 1.9%	\$63 million
<b>–</b> 151	$\rightarrow$	WCB Administration	6.9%	\$229 million

\$1.040 billion collections in 2007

Note: In 2007, 50-5 assessment was not based on indemnity pymts. This began in 2009/2010.

# 2007 Law Change

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## 2007 Law: The Changes

Summary of Principal Elements of the Law Change

- Increased Maximum and Minimum Weekly Benefit
- Duration Caps on all but the most serious of non-scheduled PP claims
- Closed the Second Injury Fund
- Expanded Aggregate Trust Fund to include PP claims
- Implemented Medical Treatment Guidelines

## 2007 Law: The Changes

Increase to maximum and minimum weekly benefits

- Minimum increased from \$40 to \$100 effective July 1, 2007
- Maximum increased from \$400 to 2/3 SAWW according to following schedule:

June 30, 2007 and prior: \$400 per week

Effective Date	Maximum Weekly Benefit
1-Jul-07	\$500
1-Jul-08	\$550
1-Jul-09	\$600
1-Jul-10	2/3rds of AWW: \$739.83
1-Jul-11	\$772.96
1-Jul-12	\$792.07
1-Jul-13	\$803.21
1-Jul-14	\$808.65

#### IMPACT - MATERIALLY INCREASE COSTS

Duration limits on non-scheduled permanent partial claims

- Eliminates lifetime awards for all but most serious claims
  - "Hardship Clause"
    - If disability rating is greater than 80%, claimant can apply for hardship and lifetime benefits, essentially becoming a permanent total disability claim.
- 225 weeks to 525 weeks
- Effective March 13, 2007

#### IMPACT – MATERIALLY DECREASE COSTS

Grand Bargain – Increase to benefit levels will be more than offset by elimination of lifetime PP awards.

#### Close the Second Injury Fund

- Viewed as inefficient
- Closed to claims with dates of loss on or after July 1, 2007
- Five year waiting period last claims entered June 30, 2012
  - Large backlogs that have since be cleared
  - Fund is in run-off
- Closing fund shifts claim costs back to employers/insurers
  - In theory, net impact of 0 over long term as assessments will go to 0.

#### **BUT**

- Savings expected due to more efficient claims management because financial responsibility shifted back to employers/insurers
- Assessments for run-off of fund must still be paid
  - "intergenerational shifting"

# IMPACT – SHORT TERM COST INCREASES COST SAVINGS OVER THE LONG TERM

Expand Aggregate Trust Fund to permanent partial disability claims

- Material change in that now ATF includes most claims
- Still applies only to private carriers

**IMPACT - POSSIBLY INCREASE COSTS** 

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#### Medical Treatment Guidelines

- Goals
  - Establish common standard of medical care for injured workers
  - Get injured workers the medical care they need more quickly
  - Get injured workers back to work more quickly
  - Reduce disputes over treatments
  - Reduce costs
- Applies to all claims regardless as to date of loss
- Use of guidelines is mandatory

#### **Medical Treatment Guidelines**

- Primary Changes
  - As long as medical treatment is consistent with the MTGs, no preauthorization is needed
    - Prior to MTGs being established, pre-authorization was needed for any medical procedure costing more than \$1,000
  - If additional treatment is required, medical providers can apply for a variance
    - May pertain to a procedure not included in the MTGs or specifically identified as not recommended in the MTGs
    - May pertain to treating for a duration longer than specified in the MTGs when injured worker continues to show improvement as a result of the treatment
    - If medical provider can document an exacerbation to condition, no variance is required.

#### Medical Treatment Guidelines

- First set of MTGs introduced in December 2010
  - Guidelines covered medical services for the following body parts:
    - Back
    - Neck
    - Shoulder
    - Knee
  - 60% of medical costs can be attributed to these body parts
  - Limited physical therapy and chiropractic care.
    - Before MTGs, it was very difficult to cut off treatment an IME stating no further treatment was needed.
- Carpal Tunnel MTGs were introduced in 2013
- Pain Management MTGs are currently being drafted
  - Expected to help control prescription drug costs

Loss Costs decreased by 18.4% Effective October 1, 2007

# What Actually Happened

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Approved Lost Cost Changes by Effective Date in New York	ork
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Effective	Approved	Cumulative		
Date	Change	Change		
9/30/2007	0.00%	0.00%		
10/1/2007	-18.40%	-18.40%		
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10/1/2012	0.00%	-6.22%	Filed Increase was +11.5%	
10/1/2013	9.50%	2.69%	Filed Increase was +16.9%	
10/1/2014	0.00%	2.69%	Filed Increase was +6.8%	Actuarial Indication was +17.4%

Loss Cost: Indemnity + Medical + Claim Adjustment Expense

### What went wrong?

Utilization

- Utilization reflects the willingness to utilize the system either by filing a claim or increasing duration of disability
- OW Clients: As a result of the law change

"More people are using the system for longer periods of time"

• Utilization and Claim Frequency

NEW Y	ORK CLAII	M FREQUEN	COUNTR	YWIDE CL	AIM FREQU	ENCY	
	per 100,000	) workers		per 100,000 workers			
Policy Year	Total Lost Time	Permanent Partial	PP %	Policy Year	Total Lost Time	Permanent Partial	PP %
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2004	1030	419	41%	2004	1,124	404	36%
2005	988	416	42%	2005	1,075	384	36%
2006	953	425	45%	2006	1,041	382	37%
2007	939	451	48%	2007	996	378	38%
2008	927	489	53%	2008	925	369	40%
2009	926	509	55%	2009	882	361	41%
2010	943	537	57%	2010	874	344	39%
2011	941	552	59%	2011	866	329	38%

- Utilization and Duration
  - Duration on temporary total disability prior to receiving impairment rating increased materially subsequent to law change

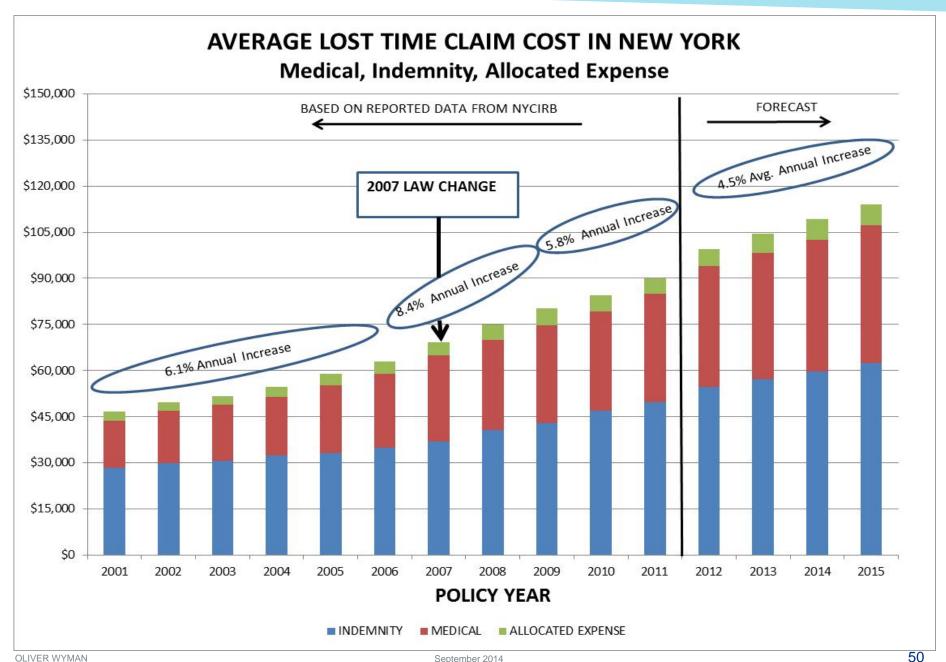
WCB: Prior to  $2007 \rightarrow 4.8$  years Post  $2007 \rightarrow 6.4$  years

At \$600 per week, this adds \$50,000 to the cost of a claim

- Why?
  - Economically feasible for claimant to remain on disability with higher maximum benefit
  - PP duration limit clock starts at impairment rating
    - PP durations do not include healing period
    - Claimant attorneys acting to delay impairment rating

- Duration Caps
  - In place and functioning
  - Savings have been more than offset by:
    - Increase of frequency of PP claims
    - Higher LT frequency trend relative to countrywide data
    - Increase to duration of healing period by 1.6 years
    - Impact of expansion of the ATF
  - HARDSHIP CLAUSE IS UNTESTED
    - § 35(3) Extreme Hardship Redetermination –
       In cases where the loss of wage-earning capacity is greater than eighty percent, a claimant may request, within the year prior to the scheduled exhaustion of indemnity benefits under [§ 15(3)(w)] that the board reclassify the claimant to permanent total disability or total industrial disability due to factors reflecting extreme hardship.
  - 525 week maximum award will start to be tested ~2016

- Summary
  - Greater number of more expensive claims
    - Maximum weekly benefit materially increased utilization and cost
    - Lost time frequency on a whole is increasing
    - Permanent partial percentage is growing
  - 1.6 years added to healing period
  - ATF increases claimant leverage
  - Duration caps not yet tested



# Assessments Revisited and the 2013 Law Change

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ASSESSMENT		CLAIM RELATED			OTHER		ALL
YEAR	15-8	25-A	15-8 and 25-A	IDP	151	50-5	ASSESSMENTS
2001	375,000,000	60,000,000	435,000,000				
2002	379,000,000	64,000,000	443,000,000				
2003							
2004	495,000,000	96,000,000	591,000,000				
2005	538,000,000	102,000,000	640,000,000				
2006	500,000,000	110,000,000	610,000,000				
2007	602,747,649	137,239,465	739,987,114	63,188,412	229,404,962	8,086,616	1,040,667,104
2008	675,773,477	148,945,842	824,719,319	68,686,660	228,656,027	8,419,334	1,130,481,340
2009	750,236,152	271,841,361	1,022,077,513	71,632,038	232,090,199	19,046,273	1,344,846,023
2010	914,115,003	401,889,339	1,316,004,342	78,394,341	243,590,525	33,068,833	1,671,058,041
2011	852,778,219	469,628,120	1,322,406,339	87,636,293	237,505,281	14,157,624	1,661,705,537
2012	912,928,459	368,957,493	1,281,885,952	86,183,537	249,468,312	25,644,033	1,643,181,834

- Closure of 15-8 sensitized industry
  - Initial expectations with bill pricing was no impact or slight decrease
    - Unrealistic
  - Surge of applications for 15-8
- Surge of applications for 25-A
  - Possibly due to economic conditions
- Increase to 50-5 was due to insolvency of self-insured groups

Assessment as percentages of indemnity payments for self-insureds

Insured employers paid similar rates but with standard premium as base

Summary of Assessment Rates							
	2007	2008	2009	2010	2011	2012	2013
15-8	18.3	19.3	20.6	23.2	21.8	22.5	21.1
25-A	4.1	4.2	7.4	10.1	12.2	9.1	10.2
151	6.9	6.8	5.8	6.3	5.5	6.7	5.7
IDP	1.9	2.0	2.2	2.1	1.9	1.9	1.8
50-5	0.3	0.3	3.9	5.3	7.1	7.2	7.2
TOTAL	31.5	32.6	39.9	47.0	48.5	47.4	46.0

- Embedded in 2013/2014 NYS Budget Proposal
  - Eliminate Aggregate Trust Fund not passed
  - 2. Increase minimum weekly benefit from \$100 to \$150 passed
  - 3. Change the Assessment Process passed
    - a) Common base for all employers
    - b) Eliminate need for balance sheet accrual for self-insureds
    - c) 13.8% of Standard Premium (Insured Employers) or Standard Premium Equivalent (Self-Insured Employers)
  - 4. Close 25-A passed

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- Closing 25-A
  - Closed to all <u>Applications</u> as of January 1, 2014
  - Prior to any other issue, cost of running 25-A increased by a factor of 3 since 2006/2007

2006: \$110 million

2007: \$137 million

2008: \$149 million

2009: \$272 million

2010: \$402 million

2011: \$469 million

2012: \$369 million

This is before consideration of unintended consequence of 2007 law

- Closing 25-A
  - Conditions for 25-A relief
    - 7 years from date of loss
    - Minimum of 3 years since last indemnity payment
  - 25-A provides primarily for medical benefits
  - Prior to 2007 law, bulk of workers compensation cost associated with non-scheduled permanent partial claims
    - Lifetime disability payment
    - Did not qualify for 25-A
  - Since 2007, indemnity portion of claims are being settled and closed
  - Creates huge pool of potential 25-A claims
  - 25-A could grow in cost to levels exceeding 15-8

- Closing 25-A
  - Impact
    - One time case reserve adjustments for claims reserved for potential
       25-A relief
    - Impact ranged from <1% to ~8% for OW clients
    - Statewide impact ~6%
    - Assessments will continue for 40+ years, just like 15-8

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# Where are we today

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• Published Loss Costs are 15% to 20% below indication

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Loss Cost: Indemnity + Medical + Claim Adjustment Expense

- Claim Frequency is Increasing
- Permanent Partial Percentage is Increasing

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2011	941	552	59%	2011	866	329	38%

 Current Lost Time Claim Severity is expected to be almost 75% higher than Pre-2007 Values



- 15-8 and 25-A Run-Off will be expensive and long term
  - Unpaid cost associated with these funds is potentially in the 10 to 20 billion dollar range
  - Current unified assessment of 13.8% against standard premium does not provide for the full value of annual fund costs and will likely increase in 2015.

# **OLIVER WYMAN**