



The ICS Success Story

Examples of
achievements attained
for our clients



Superior Audit Results

Workers' Compensation Claims Audit - 2011
California Housing Workers' Compensation Authority

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Exhibit 1 – Audit Scoring Summary

Audit Category	% Compliance with Industry Standards 2011 Audit Score
Technical Claim Audit Areas	
Contact with injured worker*	96.7%
Contact with member	96.7%
Diary systems (files reviewed timely)*	97.1%
Medical direction and control*	98%
Handling permanent disability issues	98%
Settlement of claims and closure efforts*	97.1%
Organization, appearance, and file maintenance	99%
Direction of Special Issues and Control of Vendors	
Litigation direction and management*	98%
Vocational Rehabilitation direction and management	100%
Investigation and subrosa activity*	96.7%
Subrogation identification and management	100%
Excess insurance identification and reporting*	92.3%
Supervision	98%
Staffing Adequacy	100%
Financial Accountability	
Reserve adequacy and accuracy*	96.7%
Medical payment processing	100%
Indemnity payments calculated and processed accurately*	98%
File information reconciles with computer data	100%

Aggregate Scoring

FCS utilized a *weighted* scoring methodology. The categories marked with an asterisk (*) comprised 75% of the overall scoring.

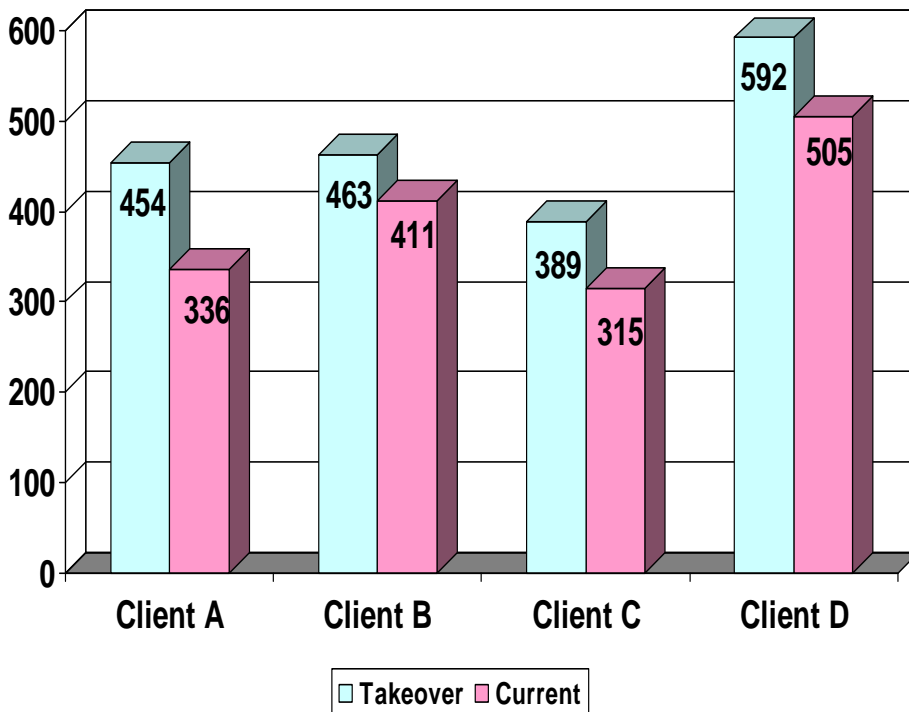
The average *weighted* score achieved by ICS for this audit is **97.8%**.

FARLEY CONSULTING SERVICES



Reducing Open Inventory

Start vs. One Year Later

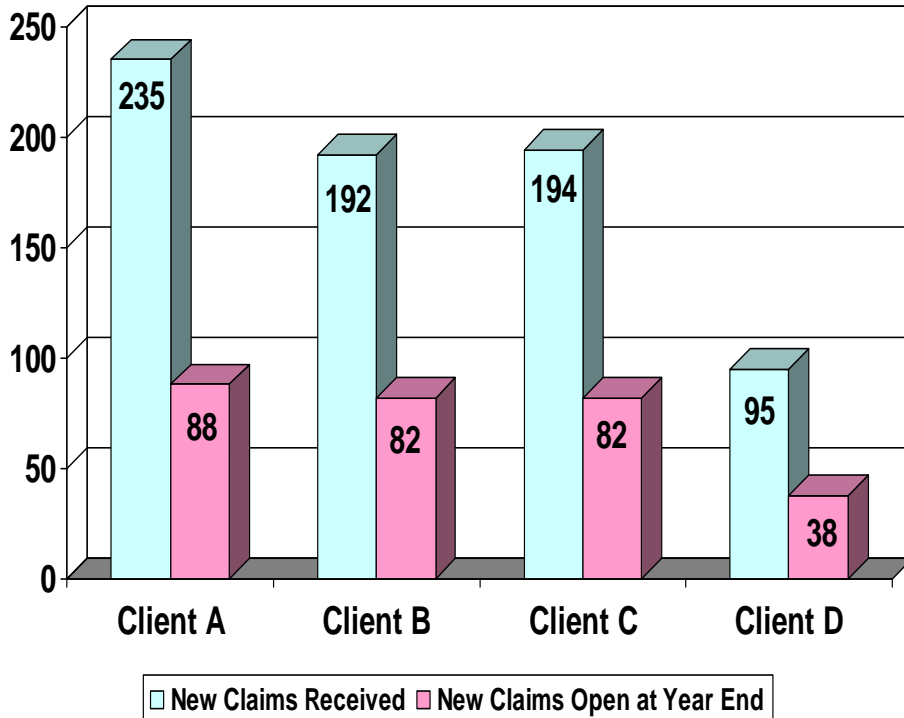


ICS has provided new clients with significant reductions in their open inventory of claims compared to when ICS was appointed as the administrator.



Closing New Claims

New Claims Received vs. New Claims Open at Year End

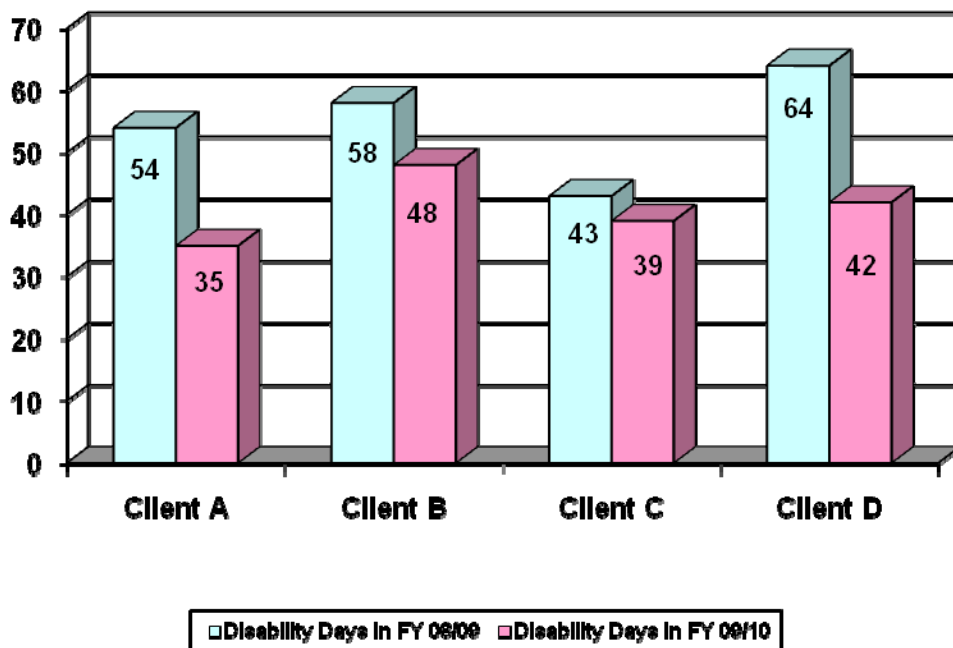


ICS accelerates new claims through the process quickly providing higher year end closures.



Reduction in Average Number of Disability Days

Number of Disability Days in FY 09/10 vs. Number of Disability Days in FY 10/11

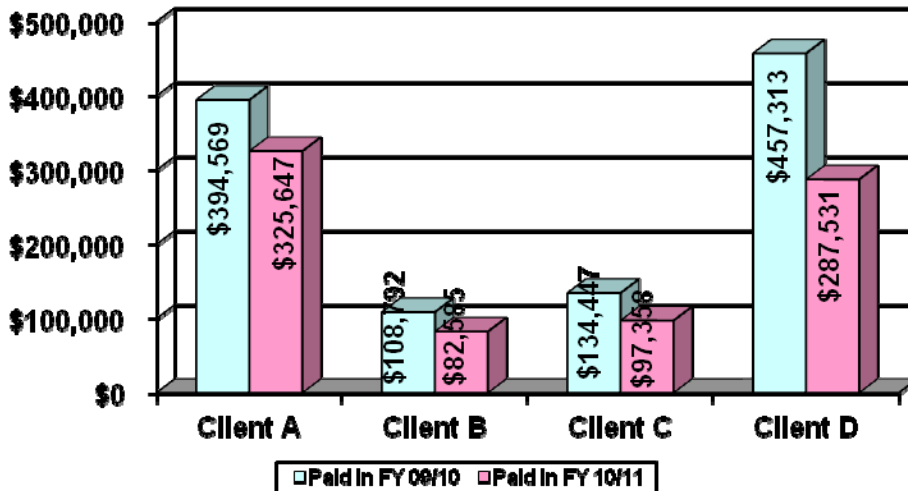


ICS reduces lost time by aggressively pursuing return to work with the injured employee, treating doctor and the employer.



Reduction in Defense Attorney Costs

Paid in FY 09/10 vs. Paid in FY 10/11

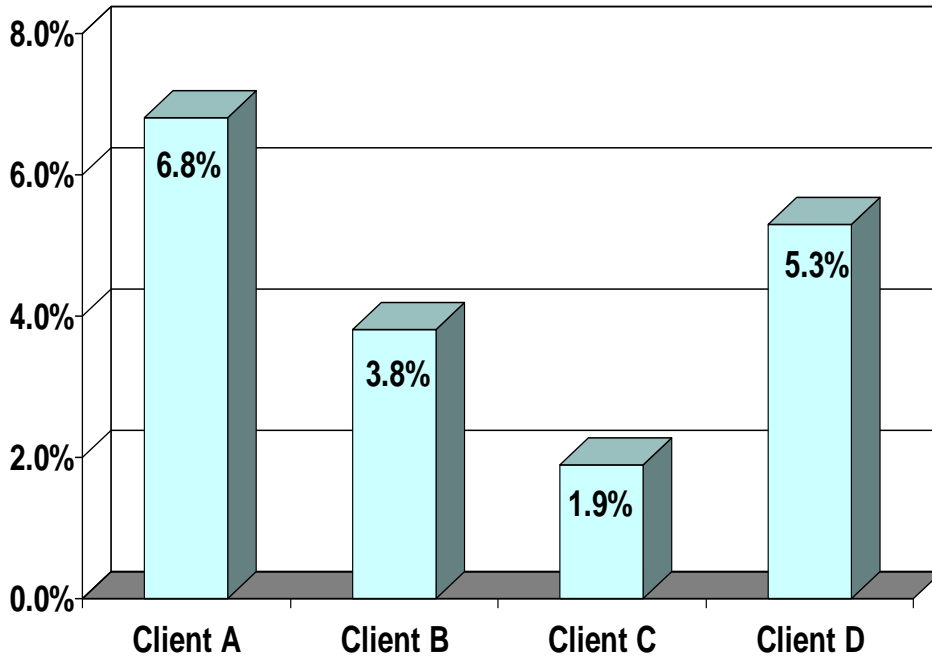


ICS reduces defense attorney costs by examiner control of the claim file and use of our Litigation Management Guidelines.



Reduced Litigation Rate

For Fiscal year 2010/2011



ICS achieves lower litigation rates for our clients because of our Employee Advocacy Program and frequent examiner communication with your injured employees.