

Exhibit 1 – Workers' Compensation Audit Scoring Summary

Audit Category	2021 Audit Scores
Critical Claim Audit Areas	
Contact with injured worker*	100%
Contact with member	100%
Diary systems: how often are claims reviewed?*	90%
Documentation/explanation of claim administration*	100%
Planning, direction, and follow-up	90%
Medical direction and control*	100%
Handling permanent disability issues	100%
Settlement of claims and closure efforts*	100%
Organization and claim data clarity	100%
Direction of Special Issues and Control of Vendors	
Litigation direction and management*	100%
Rehabilitation/SJDB direction and management	100%
Investigation and subrosa activity*	100%
Subrogation identification and management	n/a
Excess insurance identification and management	100%
Excess insurance identification and reporting	100%
Financial Accountability	
Reserve adequacy and accuracy*	100%
Medical payment processing	100%
Indemnity payments processed accurately*	100%
System information reconciles with daily administration activity*	100%
Reconciling or "balancing" the claim material	100%

Aggregate Scoring - Weighted

The overall score achieved by ICS is **99%**. This score applies additional significance to categories marked with an asterisk (*) (weighted averaging). Those marked categories compose 75% of the scoring impact.