

COMPLIANCE AUDIT REPORT

STATE OF MAINE
WORKERS' COMPENSATION BOARD



Cannon Cochran Management Services, Inc.
Engagement Date: April 14, 2022
Issue Date: October 9, 2024

Office of Monitoring, Audit & Enforcement

John C. Rohde
Executive Director

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SUMMARY

Cannon Cochran Management Services, Inc. (CCMSI) is a third-party administrator (TPA) that handles Maine workers' compensation claims for several insurers and self-insured employers.

The Audit Division of the Maine Workers' Compensation Board (Board) examined thirty (30) claim files where indemnity benefits were paid for the period under examination (2021) as well as sixty (60) medical payments for the period under examination (2021) to determine compliance with statutory and regulatory requirements in the following areas:

- Form filing
- Timeliness of benefit payments
- Accuracy of benefit payments

The claim sample was drawn from a listing of all of CCMSI's 2021 Maine workers' compensation claims. The medical payment sample was drawn from a listing of all of CCMSI's 2021 medical payments for those claims in the sample.

Two (2) "Complaint for Audit" forms that named CCMSI as the claims administrator were filed with the Audit Division since the last audit, but all issues raised by those documents were addressed and resolved by CCMSI prior to this audit engagement. Therefore, those two (2) complaints were not included in this audit.

CCMSI handles its Maine workers' compensation claims solely in South Portland, Maine.

The audit work was conducted as a desk audit.

The compliance tables found on pages 17 through 21 of this report are representative of Board findings as of April 14, 2022. Since that time, the Audit Division has received additional information, missing form filings, form corrections, indemnity payments and adjustments. Based on this information, the Detailed Claims Information provided as an appendix of this report is representative of Board findings and updated form filings as of the issuance of this report.

Following is a discussion of the aforementioned compliance tables and of the steps taken since April 14, 2022 to rectify identified noncompliance issues. This discussion also includes other significant issues identified by the audit.

◆ **Form filing**

- Title 39-A M.R.S.A. and the Board Rules and Regulations provide the requirements for reports to the Board:

<i>WCB-1, First Report of Occupational Injury or Disease</i>	<i>39-A M.R.S.A. Section 303, Rules & Regs, Ch 8 Section 13, Rules & Regs, Ch 3 Section 4</i>
<i>WCB-2, Wage Statement</i>	<i>39-A M.R.S.A. Section 303</i>
<i>WCB-2B, Fringe Benefits Worksheet</i>	<i>39-A M.R.S.A. Section 303</i>
<i>WCB-3, Memorandum of Payment (MOP)</i>	<i>Rules & Regs, Ch 1 Section 1.1, Rules & Regs, Ch 1 Section 1.3, 39-A M.R.S.A. Section 205(7), Rules & Regs, Ch 8 Section 12</i>
<i>WCB-4, Discontinuance or Modification of Compensation</i>	<i>Rules & Regs, Ch 8 Section 11, Rules & Regs, Ch 8 Section 12</i>
<i>WCB-4A, Consent Between Employer and Employee</i>	<i>Rules & Regs, Ch 8 Section 18</i>
<i>WCB-8, (21 Day) Certificate of Discontinuance or Reduction of Compensation</i>	<i>39-A M.R.S.A. Section 205(9)</i>
<i>WCB-9, Notice of Controversy (NOC)</i>	<i>Rules & Regs, Ch 1 Section 1.1, Rules & Regs, Ch 3 Section 4</i>
<i>WCB-11, Statement of Compensation Paid</i>	<i>Rules & Regs, Ch 8 Section 1, Rules & Regs, Ch 8 Section 12</i>

- Failure to file any Board form within established time frames is a violation of Title 39-A M.R.S.A. Section 360(1) (A) or (B).
- First Report of Occupational Injury or Disease (WCB-1):
 - Twenty-five (25) First Report of Occupational Injury or Disease forms were filed in accordance with the above requirements.
 - CCMSI's compliance rate for First Report of Occupational Injury or Disease filings is 83%, which is below the Board's performance benchmark of 85%.
 - Five (5) First Report of Occupational Injury or Disease forms were filed late.
- Wage Statement (WCB-2) and Fringe Benefits Worksheet (WCB-2B):
 - Twenty (20) Wage Statements and nineteen (19) Fringe Benefits Worksheets were filed in accordance with the above requirements.
 - CCMSI's compliance rate for Wage Statement filings is 65%, which is below the Board's performance benchmark of 75%.
 - CCMSI's compliance rate for Fringe Benefits Worksheet filings is 61%, which is below the Board's performance benchmark of 75%.
 - Ten (10) Wage Statements and ten (10) Fringe Benefits Worksheets were filed late.

- One (1) Wage Statement and two (2) Fringe Benefits Worksheets were required, but not filed.
 - Since April 14, 2022, CCMSI submitted that one (1) Wage Statement and those two (2) Fringe Benefits Worksheets.
- Memorandum of Payment (WCB-3 or WCB-4A) and Notice of Controversy (WCB-9):
 - Twelve (12) Memorandum of Payment forms and six (6) Notice of Controversy (“lost time”) forms were filed in accordance with the above requirements.
 - CCMSI’s compliance rate for Memorandum of Payment filings is 40%, which is below the Board’s performance benchmark of 85%.
 - CCMSI’s compliance rate for Notice of Controversy filings is 67%, which is below the Board’s performance benchmark of 90%.
 - Eighteen (18) Memorandum of Payment forms and three (3) Notice of Controversy (“lost time”) forms were filed late.
- Discontinuance of Compensation (WCB-4, WCB-4D or WCB-4A):
 - Five (5) Discontinuance of Compensation forms were filed in accordance with the above requirements.
 - Thirteen (13) Discontinuance of Compensation forms were filed late.
 - One (1) Discontinuance of Compensation form was required, but not filed.
 - Since April 14, 2022, CCMSI submitted that one (1) Discontinuance of Compensation form.
- Modification of Compensation (WCB-4 or WCB-4M):
 - Twelve (12) Modification of Compensation forms were filed in accordance with the above requirements.
 - Six (6) Modification of Compensation forms were filed late.
- (21 Day) Certificate of Discontinuance or Reduction of Compensation (WCB-8 or WCB-4A):
 - One (1) (21 Day) Certificate of Discontinuance or Reduction of Compensation form was filed in accordance with the above requirements.

- Statement of Compensation Paid (WCB-11):
 - Thirteen (13) Statement of Compensation Paid forms were filed in accordance with the above requirements.
 - Three (3) Statement of Compensation Paid forms were filed late.
 - Nine (9) Statement of Compensation Paid forms were required, but not filed.
 - Since April 14, 2022, CCMSI submitted one (1) of those Statement of Compensation Paid forms.

◆ **Timeliness of benefit payments**

- Title 39-A M.R.S.A. Section 205(2) provides the time requirements for indemnity payments.
- When there is not an ongoing dispute, failure to pay weekly compensation benefits or accrued weekly benefits within 30 days after becoming due and payable is a violation of Title 39-A M.R.S.A. Section 205(2) and subject to penalty under Section 205(3).
- Initial Indemnity Payments:
 - Nineteen (19) initial indemnity payments were made timely, and six (6) claims received “salary continuation” from their respective employers.
 - CCMSI’s compliance rate for initial indemnity payments (timely payments and “salary continuation” collectively) is 71%, which is below the Board’s performance benchmark of 87%.
 - Ten (10) initial indemnity payments were made late.
 - Five (5) late initial indemnity payments were made later than 30 days after they became due and payable, in violation of Section 205(2) and subject to penalty under Section 205(3).
- Subsequent Indemnity Payments:
 - Two hundred eighty-six (286) subsequent indemnity payments were made timely.
 - Twenty-five (25) subsequent indemnity payments were made late.
 - Three (3) late subsequent indemnity payments were made later than 30 days after they became due and payable in violation of Section 205(2) and subject to penalty under Section 205(3).
- Board Rules and Regulations Chapter 5 states in part, “The employer/insurer shall pay the health care provider's charge or the maximum allowable payment under this fee schedule, whichever is less, within 30 days of receipt of a bill unless the bill or previous bills from the same provider or the underlying injury has been controverted or denied. If an employer/insurer controverts whether a health care provider’s bill is reasonable and proper under § 206 of the Act, the employer/insurer shall send a copy of the notice of controversy to the health care provider.”
 - Fifty-nine (59) medical payments were made timely.
 - One (1) medical payment was made late.
- Title 39-A M.R.S.A. Section 324(1) provides the requirements for compensation payments per an approved agreement, order or decision. Board Rules and Regulations Chapter 8, Section 18.2 provides the requirements for compensation payments per a Consent Between Employer and Employee (WCB-4A).
 - One (1) mediation agreement was paid timely.

◆ **Accuracy of indemnity payments**

- Title 39-A M.R.S.A. Section 102(4) and Board Rules and Regulations Chapter 1, Section 5 provide the requirements for calculating average weekly wages (AWWs). Title 39-A M.R.S.A. Section 102(1) and Board Rules and Regulations Chapter 8, Section 9 provides the requirements for determining weekly compensation rates (WCRs). Title 39-A M.R.S.A. Sections 212, 213, and 215 provide the requirements for compensation for total incapacity, partial incapacity, and death benefits.
- The accuracy of indemnity payments was reviewed for thirty (30) claims.
- Average Weekly Wage:
 - Twenty-five (25) AWWs were correct.
 - Five (5) AWWs were incorrect.
- Weekly Compensation Rate:
 - Twenty-five (25) WCRs were correct.
 - Five (5) WCRs were incorrect.
- Partial Benefits Calculation Method:
 - The method used to calculate partial benefits was correct for eleven (11) claims.
 - The method used to calculate partial benefits was incorrect for nine (9) claims.
- Amount Paid:
 - Five (5) claims were compensated correctly, and three (3) claims received “salary continuation” from their respective employers.
 - Six (6) claims were underpaid (\$3,514.72 aggregately).
 - Since April 14, 2022, CCMSI paid the amounts due.
 - Sixteen (16) claims were overpaid (\$8,087.39 aggregately).
 - Collectively, the aforementioned errors resulted in a net overpayment of \$4,572.67 to injured workers.

◆ **Accuracy of medical payments**

- Title 39-A M.R.S.A. Section 209-A and Board Rules and Regulations Chapter 5 provide the fee setting requirements for medical and ancillary services and products rendered by individual health care practitioners and health care facilities.
- The accuracy of sixty (60) medical payments was reviewed among twenty (20) claims.
- Amount Paid:
 - Fifty-six (56) medical payments sampled were correct.
 - Four (4) medical payments sampled were incorrect.

◆ **Other significant issues**

- Boxes 19a and 19b of the WCB-4, Discontinuance or Modification of Compensation and/or Boxes 21a and 21b of the WCB-4D, Discontinuance of Compensation must accurately reflect the date the incapacity began (Box 19a/21a) and/or ended (Box 19b/21b). See the Board's Forms and Petitions Manual.
 - Incorrect dates were reported in Box 19a and/or 19b of the WCB-4, Discontinuance or Modification of Compensation and/or Box 21a and/or 21b of the WCB-4D, Discontinuance of Compensation forms filed for thirteen (13) claims.
- Box 22 (First Day Of Compensability After Waiting Period Is Met) of the WCB-3, Memorandum of Payment (MOP) must accurately reflect the date of the first compensable day that follows the completion of the 7-day waiting period. See the Board's Forms and Petitions Manual.
 - Incorrect dates were reported in Box 22 of the MOPs that were filed for eleven (11) claims.
- Boxes 23a (Date of Incapacity) and 23b (Date Employer Notified) of the WCB-3, Memorandum of Payment (MOP) must accurately reflect the date of incapacity and date that the employer was notified of the incapacity. Note: the Date of Incapacity reported in Box 23a and the Date Employer Notified in Box 23b must equal the Date of Incapacity (DN56) and Date Employer Notified (DN281) reported in box 43 of the WCB-1, Employer's First Report of Occupational Injury or Disease (First Report). See the Board's Forms and Petitions Manual.
 - Incorrect dates were reported in Boxes 23a and/or 23b of the MOPs and/or Boxes 43a and/or 43b of the FROIs that were filed for five (5) claims.
- Box 24 (Date Check Mailed) of the WCB-3, Memorandum of Payment (MOP) must accurately reflect the date that the initial indemnity payment (for the incapacity addressed by the MOP) is sent to the employee. See the Board's Forms and Petitions Manual.
 - Incorrect dates were reported in Box 24 of the MOPs that were filed for three (3) claims.

PENALTIES

◆ Penalties payable to providers and/or injured employees

Title 39-A M.R.S.A. Section 205(3)

“When there is not an ongoing dispute, if weekly compensation benefits or accrued weekly benefits are not paid within thirty (30) days after becoming due and payable, \$50 per day must be added and paid to the worker for each day over thirty (30) days in which the benefits are not paid. Not more than \$1,500 in total may be added pursuant to this subsection. For purposes of ratemaking, daily charges paid under this subsection do not constitute elements of loss.”

Delays of initial indemnity payments, subject to penalty under Section 205(3), were found on the following claims:

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Shari Alvarez-Lewis vs. Trion Solutions, Inc. Date of Injury: 5/26/21 Date ER Notified of Incapacity: 5/26/21 Claim #21W36J600402 Board #21011591	No NOC was filed, and the initial indemnity payment was made 7/22/21, which was 43 days after compensation became due and payable (6/9/21).	\$650.00*
Rose Marie Dufour vs. City of Lewiston Date of Injury: 4/29/21 Date ER Notified of Incapacity: 4/30/21 Claim #21N54J574222 Board #21009182	No NOC was filed, and the initial indemnity payment was made 9/24/21, which was 66 days after compensation became due and payable (7/20/21).	\$1,500.00*
Mark Kelley vs. Automobile Club of Southern California Date of Injury: 9/8/21 Date ER Notified of Incapacity: 9/13/21 Claim #21G44J888159 Board #21020274	No NOC was filed until 69 days after compensation became due and payable (9/23/21). The “mandatory payment” was made 12/3/21, which was 71 days after compensation became due and payable (9/23/21).	\$1,500.00*
Total Penalties to Injured Employees for Delays of Initial Indemnity Payments		\$5,300.00

* Paid.

Delays of subsequent indemnity payments, subject to penalty under Section 205(3), were found on the following claims:

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Daniel Bosse vs. City of Lewiston Date of Injury: 8/12/21 Date ER Notified of Incapacity: 8/27/21 Claim #21N54J860846 Board #21018504	A subsequent indemnity payment was made 4/14/22, which was 118 days after compensation became due and payable (12/17/21).	\$1,500.00

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Theron Dudley vs. LKQ Corporation Date of Injury: 6/29/21 Date ER Notified of Incapacity: 6/30/21 Claim #21F56J820713 Board #21013674	A subsequent indemnity payment was made 10/6/21, which was 48 days after compensation became due and payable (8/19/21).	\$900.00
Pamela Horvath vs. Medical Solutions Date of Injury: 1/8/21 Date ER Notified of Incapacity: 1/9/21 Claim #21G55J485361 Board #21000453	A subsequent indemnity payment was made 4/13/21, which was 53 days after compensation became due and payable (2/19/21).	\$1,150.00
Total Penalties to Injured Employees for Delays of Subsequent Indemnity Payments		\$3,550.00

Delays of “other” indemnity payments, subject to penalty under Section 205(3), were found on the following claims:

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Joseph Beaulieu vs. Sappi Fine Paper Date of Injury: 10/20/21 Date ER Notified of Incapacity: 2/3/22 Claim #21N90K179423 Board #21029950	Payment for the 7-day waiting period was made 1/25/24, which was 719 days after compensation became due and payable (2/5/22). Payment for the period 1/31/22 through 2/6/22 was made 1/25/24, which was 704 days after compensation became due and payable (2/20/22).	\$1,500.00
Raymond Collins vs. City of Lewiston Date of Injury: 6/2/21 Date ER Notified of Incapacity: 7/8/21 Claim #21N54J826422 Board #21014356	Payment for part of the 7-day waiting period was made 5/13/24, which was 1,027 days after compensation became due and payable (7/21/21).	\$1,500.00
David Minkowsky vs. City of Lewiston Date of Injury: 2/3/21 Date ER Notified of Incapacity: 2/9/21 Claim #21N54J507957 Board #21002856	Payment for part of the 7-day waiting period was not made as it was not requested by the Audit Division.	\$1,500.00
Total Penalties to Injured Employees for Delays of “Other” Indemnity Payments		\$7,500.00

◆ Penalties payable to the State General Fund

Title 39-A M.R.S.A. Section 359(2)

“In addition to any other penalty assessment permitted under this Act, the Board may assess civil penalties not to exceed \$25,000 upon finding, after hearing, that an employer, insurer or 3rd-party administrator for an employer has engaged in a pattern of questionable claims-handling techniques or repeated unreasonably contested claims. The Board shall certify its findings to the Superintendent of Insurance, who shall take appropriate action so as to bring any such practices to a halt. This certification by the Board is exempt from the provisions of the Maine Administrative Procedure Act. The amount of any penalty assessed pursuant to this subsection must be directly related to the severity of the pattern of questionable claims-handling techniques or repeated unreasonably contested claims. All penalties collected pursuant to this subsection shall be deposited in the General Fund. An insurance carrier’s payment of any penalty assessed under this section may not be considered an element of loss for the purpose of establishing rates for workers' compensation insurance.”

- No action will be taken at this time.

To avoid future penalty referral(s) under Section 359(2) and/or 360(2), CCMSI must take corrective measures to address the following inadequacies:

- Failure to file or timely file forms with the Board
- Failure to pay or timely pay benefits
- Failure to pay benefits accurately

Title 39-A M.R.S.A. Section 360(1)(A)

“The Board may assess a civil penalty not to exceed \$100 for each violation on any person: Who fails to file or complete any report or form required by this Act or rules adopted under this Act.”

Violations subject to penalty under Section 360(1)(A) were found on the following claims:

Employee	Date of Injury	Forms Not Filed	Penalty Exposure
	5/26/21	WCB-11, Statement of Compensation Paid	\$100.00
	8/12/21	WCB-11, Statement of Compensation Paid	\$100.00
	6/2/21	WCB-11, Statement of Compensation Paid	\$100.00
	4/29/21	WCB-11, Statement of Compensation Paid	\$100.00
TOTAL			\$400.00

Title 39-A M.R.S.A. Section 360(1)(B)

“The Board may assess a civil penalty not to exceed \$100 for each violation on any person: Who fails to file or complete such a report or form within the time limits specified in this Act or rules adopted under this Act.”

Violations subject to penalty under Section 360(1)(B) were found on the following claims:

Employee	Date of Injury	Forms Filed Late	Penalty Exposure
	12/9/21	WCB-3, Memorandum of Payment	\$100.00*
		WCB-4M, Modification of Compensation	\$100.00
	7/27/21	WCB-2B, Fringe Benefits Worksheet (Concurrent)	\$100.00
		WCB-3, Memorandum of Payment	\$100.00
	5/26/21	WCB-1, Employer’s First Report of Occupational Injury or Disease	\$100.00
		WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-3, Memorandum of Payment	\$100.00
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
	9/13/21	WCB-3, Memorandum of Payment	\$100.00*
	10/20/21	WCB-1, Employer’s First Report of Occupational Injury or Disease	\$100.00
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
		WCB-9, Notice of Controversy	\$100.00
	8/12/21	WCB-3, Memorandum of Payment	\$100.00
		WCB-4D, Discontinuance of Compensation	\$100.00

Employee	Date of Injury	Forms Filed Late	Penalty Exposure
	11/17/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-3, Memorandum of Payment	\$100.00
	10/19/21	WCB-3, Memorandum of Payment	\$100.00
	12/27/21	WCB-3, Memorandum of Payment	\$100.00*
		WCB-4D, Discontinuance of Compensation	\$100.00
		WCB-4M, Modification of Compensation	\$100.00*
	1/28/21	WCB-1, Employer's First Report of Occupational Injury or Disease	\$100.00
		WCB-3, Memorandum of Payment	\$100.00
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
	12/10/21	WCB-1, Employer's First Report of Occupational Injury or Disease	\$100.00
		WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-3, Memorandum of Payment	\$100.00*
	11/23/21	WCB-4, Discontinuance or Modification of Compensation	\$100.00
	6/29/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-3, Memorandum of Payment	\$100.00
		WCB-4, Discontinuance or Modification of Compensation (2)	\$200.00
	4/29/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-3, Memorandum of Payment	\$100.00*
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
	1/8/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
	1/5/21	WCB-3, Memorandum of Payment	\$100.00
	9/8/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-9, Notice of Controversy	\$100.00
	5/24/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-9, Notice of Controversy	\$100.00

Employee	Date of Injury	Forms Filed Late	Penalty Exposure
	1/3/21	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
	2/3/21	WCB-3, Memorandum of Payment	\$100.00
		WCB-11, Statement of Compensation Paid (2)	\$200.00
	4/29/21	WCB-3, Memorandum of Payment	\$100.00
		WCB-4D, Discontinuance of Compensation	\$100.00
		WCB-11, Statement of Compensation Paid	\$100.00
	3/18/21	WCB-11, Statement of Compensation Paid	\$100.00
	12/3/21	WCB-1, Employer's First Report of Occupational Injury or Disease	\$100.00
		WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-3, Memorandum of Payment	\$100.00*
		WCB-4, Discontinuance or Modification of Compensation (2)	\$200.00
	1/4/21	WCB-3, Memorandum of Payment	\$100.00
		WCB-4, Discontinuance or Modification of Compensation	\$100.00
	10/22/21	WCB-4D, Discontinuance of Compensation	\$100.00
TOTAL			\$6,800.00

* Paid.

Title 39-A M.R.S.A. Section 360(2)

“The Board may assess, after hearing, a civil penalty in an amount not to exceed \$1,000 for an individual and \$10,000 for a corporation, partnership or other legal entity for any willful violation of this Act, fraud or intentional misrepresentation. The Board may also require that person to repay any compensation received through a violation of this Act, fraud or intentional misrepresentation or to pay any compensation withheld through a violation of this Act, fraud or misrepresentation, with interest at the rate of 10% per year.”

- No action will be taken at this time.

To avoid future penalty referral(s) under Section 360(2) and/or 359(2), CCMSI must take corrective measures to address the following inadequacies:

- Failure to file or timely file forms with the Board
- Failure to pay or timely pay benefits
- Failure to pay benefits accurately

COMPLIANCE TABLES

◆ Form Filing

A. First Report of Occupational Injury or Disease (WCB-1)

		2021	
		Number	Percent
Received at the Board:			
Filed	Compliant	25	83%
Late		5	17%
Total		30	100%

B. Wage Statement (WCB-2)

		2021	
		Number	Percent
Received at the Board:			
Filed	Compliant	20	65%
Late		10	32%
Not Filed		1	3%
Total		31	100%

C. Fringe Benefits Worksheet (WCB-2B)

		2021	
		Number	Percent
Received at the Board:			
Filed	Compliant	19	61%
Late		10	32%
Not Filed		2	7%
Total		31	100%

D. Memorandum of Payment (WCB-3 or WCB-4A)

		2021	
		Number	Percent
Received at the Board:			
Filed	Compliant	12	40%
Late		18	60%
Total		30	100%

E. Discontinuance of Compensation (WCB-4, WCB-4D or WCB-4A)

2021			
		Number	Percent
Received at the Board:			
Filed	Compliant	5	26%
Late		13	69%
Not Filed		1	5%
Total		19	100%

F. Modification of Compensation (WCB-4 or WCB-4M)

2021			
		Number	Percent
Received at the Board:			
Filed	Compliant	12	67%
Late		6	33%
Total		18	100%

G. Certificate of Discontinuance or Reduction of Compensation (WCB-8 or WCB-4A)

2021			
		Number	Percent
Received at the Board:			
Filed	Compliant	1	100%
Total		1	100%

H. Notice of Controversy (WCB-9)

2021			
		Number	Percent
Received at the Board:			
Filed	Compliant	6	67%
Late		3	33%
Total		9	100%

I. Statement of Compensation Paid (WCB-11)

2021			
		Number	Percent
Received at the Board:			
Filed	Compliant	13	52%
Late		3	12%
Not Filed		9	36%
Total		25	100%

◆ **Timeliness of Benefit Payments**

J. Initial Payment of Indemnity Benefits

			2021	
			Number	Percent
Check Issued Within:				
0-14	Days	Compliant	25	72%
15-44	Days		5	14%
45+	Days		5	14%
Total			35	100%

K. Subsequent Payment of Indemnity Benefits

			2021	
			Number	Percent
Check Issued Within:				
0-7	Days	Compliant	286	92%
8-37	Days		22	7%
38+	Days		3	1%
Total			311	100%

L. Medical Payments

			2021	
			Number	Percent
Check Issued Within:				
0-30	Days	Compliant	59	98%
31+	Days		1	2%
Total			60	100%

M. Payment of Approved Agreements, Orders, Decisions

			2021	
			Number	Percent
Check Issued Within:				
0-10	Days	Compliant	1	100%
Total			1	100%

◆ **Accuracy of Indemnity Payments**

N. Average Weekly Wage

		2021	
		Number	Percent
Calculated:			
Correct	Compliant	25	83%
Incorrect		5	17%
Total		30	100%

O. Weekly Compensation Rate

		2021	
		Number	Percent
Calculated:			
Correct	Compliant	25	83%
Incorrect		5	17%
Total		30	100%

P. Partial Benefits

		2021	
		Number	Percent
Calculated:			
Correct	Compliant	11	55%
Incorrect		9	45%
Total		20	100%

Q. Amount Paid

		2021	
		Number	Percent
Calculated:			
Correct	Compliant	8	27%
Underpaid		6	20%
Overpaid		16	53%
Total		30	100%

◆ **Accuracy of Medical Payments**

R. Amount Paid

		2021	
		Number	Percent
Calculated:			
Correct	Compliant	56	93%
Incorrect		4	7%
Total		60	100%