

# **COMPLIANCE AUDIT REPORT**

**STATE OF MAINE  
WORKERS' COMPENSATION BOARD**



**Constitution State Services  
Engagement Date: July 31, 2016  
Issue Date: January 22, 2021**

**Office of Monitoring, Audit & Enforcement**

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## SUMMARY

Constitution State Services (CSS), a subsidiary of Travelers, 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 twenty-four (24) claim files where indemnity benefits were paid for the period under examination (2013-2015) as well as fifty-nine (59) medical payments for the period under examination (2013-2015) 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 CSS's 2013-2015 Maine workers' compensation claims. The medical payment sample was drawn from a listing of all of CSS's 2013-2015 medical payments for those claims in the sample.

CSS handles its Maine workers' compensation claims primarily in West Bridgewater, Massachusetts.

The audit work was conducted as a desk audit.

The compliance tables found on pages 16 through 20 of this report are representative of Board findings as of July 31, 2016. Since that time, the Audit Division has received additional information, missing form filings, form corrections, indemnity payments and adjustments.

Following is a discussion of the aforementioned compliance tables and of the steps taken since July 31, 2016 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 &amp; Regs, Ch 8 Section 13, Rules &amp; 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 &amp; Regs, Ch 1 Section 1.1, Rules &amp; Regs, Ch 1 Section 1.3, 39-A M.R.S.A. Section 205(7), Rules &amp; Regs, Ch 8 Section 12</i>
<i>WCB-4, Discontinuance or Modification of Compensation</i>	<i>Rules &amp; Regs, Ch 8 Section 11, Rules &amp; Regs, Ch 8 Section 12</i>
<i>WCB-4A, Consent Between Employer and Employee</i>	<i>Rules &amp; 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 &amp; Regs, Ch 1 Section 1.1, Rules &amp; Regs, Ch 3 Section 4</i>
<i>WCB-11, Statement of Compensation Paid</i>	<i>Rules &amp; Regs, Ch 8 Section 1, Rules &amp; 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):
  - Seventeen (17) First Report of Occupational Injury or Disease forms were filed in accordance with the above requirements.
    - CSS’s compliance rate for First Report of Occupational Injury or Disease filings is 71%, which is below the Board’s performance benchmark of 85%.
  - Seven (7) 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 eighteen (18) Fringe Benefits Worksheets were filed in accordance with the above requirements.
  - Three (3) Wage Statements and five (5) Fringe Benefits Worksheets were filed late.
  - Two (2) Wage Statements and two (2) Fringe Benefits Worksheets were required, but not filed.
    - Since July 31, 2016, CSS submitted one (1) of those Wage Statements, and one (1) of those Fringe Benefits Worksheets.

- Memorandum of Payment (WCB-3 or WCB-4A) and Notice of Controversy (WCB-9):
  - Twenty-one (21) Memorandum of Payment forms and five (5) Notice of Controversy (“lost time”) forms were filed in accordance with the above requirements.
    - CSS’s compliance rate for Memorandum of Payment filings is 88%, which is above the Board’s performance benchmark of 85%.
    - CSS’s compliance rate for Notice of Controversy filings is 63%, which is below the Board’s performance benchmark of 90%.
  - Three (3) Memorandum of Payment forms and three (3) Notice of Controversy (“lost time”) forms were filed late.
- Discontinuance or Modification of Compensation (WCB-4 or WCB-4A):
  - Seventeen (17) Discontinuance or Modification of Compensation forms were filed in accordance with the above requirements.
  - Eight (8) Discontinuance or Modification of Compensation forms were filed late.
  - Six (6) Discontinuance or Modification of Compensation forms were required, but not filed.
    - Since July 31, 2016, CSS submitted those six (6) Discontinuance or Modification of Compensation forms.
  - Three (3) Discontinuance or Modification of Compensation forms were filed, but not required.
- (21 Day) Certificate of Discontinuance or Reduction of Compensation (WCB-8 or WCB-4A):
  - Three (3) (21 Day) Certificate of Discontinuance or Reduction of Compensation forms were filed in accordance with the above requirements.
- Statement of Compensation Paid (WCB-11):
  - Twenty-four (24) Statement of Compensation Paid forms were filed in accordance with the above requirements.
  - Four (4) Statement of Compensation Paid forms were filed late.
  - Ten (10) Statement of Compensation Paid forms were required, but not filed.
    - Since July 31, 2016, CSS submitted two (2) of those Statement of Compensation Paid forms.

*In response to notice of this problem area, CSS has taken steps to improve future compliance by providing additional staff training and requiring supervisory review of forms to be filed.*

◆ **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:
  - Twenty-four (24) initial indemnity payments were made timely.
    - CSS's compliance rate for initial indemnity payments is 86%, which is below the Board's performance benchmark of 87%.
  - Four (4) initial indemnity payments were made late.
    - Two (2) 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:
  - Three hundred seventy-two (372) subsequent indemnity payments were made timely.
  - Fifteen (15) subsequent indemnity payments were made late.
- 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-seven (57) medical payments were made timely.
  - Two (2) medical payments were 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) Consent Decree was paid timely.
  - One (1) Consent Decree was paid late in violation of Section 324(1) and subject to penalty under Section 324(2).

*In response to notice of these problem areas, CSS has taken steps to improve future compliance by providing additional staff training regarding those actions necessary to ensure timely payments.*

◆ **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 twenty-four (24) claims.
- Average Weekly Wage:
  - Twenty-one (21) AWWs were correct.
  - Three (3) AWWs were incorrect.
- Weekly Compensation Rate:
  - Twenty-two (22) WCRs were correct.
  - Two (2) WCRs were incorrect.
- Partial Benefits Calculation Method:
  - The method used to calculate partial benefits was correct for two (2) claims.
  - The method used to calculate partial benefits was incorrect for five (5) claims.
- Amount Paid:
  - Six (6) claims were compensated correctly.
  - Ten (10) claims were underpaid (\$6,442.28 aggregately).
    - Since July 31, 2016, CSS paid the amounts due.
  - Eight (8) claims were overpaid (\$1,587.20 aggregately).
  - Collectively, the aforementioned errors resulted in a net underpayment of \$4,855.08 to injured workers.

*In response to notice of these problem areas, CSS has taken steps to improve future compliance by providing additional staff training regarding those actions necessary to ensure accurate payments.*

◆ **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 medical payments was reviewed for eighteen (18) claims.
- Amount Paid:
  - Medical payments sampled for thirteen (13) claims were correct.
  - Medical payments sampled for five (5) claims were incorrect.

*In response to notice of these problem areas, CSS has taken steps to improve future compliance by providing additional staff training regarding those actions necessary to ensure accurate payments.*

◆ **Other significant issues**

- 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 five (5) 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 FROI's that were filed for three (3) claims.
- The Maine Workers' Compensation Act provides no vehicle for the unilateral recovery of benefit overpayment(s). See Board decision *Pritchard v. S.D. Warren Co.* and Law Court decision *Bureau vs. Staffing Network*. Recoveries under Section 324 and Section 360(2) fall under Board jurisdiction.
  - Evidence of improperly-recovered benefits was found in one (1) claim.

## 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
Arthur Jasmin vs. Masco Corporation Date of Injury: 11/10/14 Date ER Notified of Incapacity: 11/10/14 Claim #E2T6814 Board #14028181	No NOC was filed until 114 days after compensation became due and payable (11/24/14). The “mandatory payment” was made 3/19/15, which was 115 days after compensation became due and payable (11/24/14).	\$1,500.00*
Tina Parent vs. Circle K Date of Injury: 2/21/15 Date ER Notified of Incapacity: 2/22/15 Claim #E2T4804 Board #15003616	No NOC was filed until 80 days after compensation became due and payable (3/8/15). The “mandatory payment” was made 8/27/15, which was 172 days after compensation became due and payable (3/8/15).	\$1,500.00
<b>Total Penalties to Injured Employees for Delays of Initial Indemnity Payments</b>		<b>\$3,000.00</b>

\* This claim has been settled by Lump Sum and the Audit Division is not pursuing penalties (on behalf of the corresponding employee) arising from the violation cited.

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

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Edwin Ecker vs. Circle K Date of Injury: 6/30/13 Date ER Notified of Incapacity: 7/4/13 Claim #EYU1607 Board #13021986	Payment for part of the 7-day waiting period was made 12/27/19, which was 2,226 days after compensation became due and payable (11/22/13).	\$1,500.00
Tiffany Field vs. Circle K Date of Injury: 10/30/14 Date ER Notified of Incapacity: 10/31/14 Claim #E1T5443 Board #14023201	The claimant’s benefits were improperly discontinued on 3/14/15. Payment of accrued benefits was made 12/27/19, which was 1,735 days after compensation became due and payable (3/28/15).	\$1,500.00

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Andre Leblanc vs. Circle K Date of Injury: 6/6/13 Date ER Notified of Incapacity: 6/13/13 Claim #EXR2421 Board #13012441	The claimant's benefits were improperly discontinued on 10/26/13. Payment of accrued benefits was made 12/27/19, which was 2,239 days after compensation became due and payable (11/9/13).	\$1,500.00
Cynthia McKeel-Davis vs. Circle K Date of Injury: 7/30/13 Date ER Notified of Incapacity: 5/28/15 Claim #E4F4823 Board #13030445	The claimant was totally incapacitated from 7/3/15 through 7/8/15. Payment for that incapacity has not yet been made.	\$1,500.00*
Tina Parent vs. Circle K Date of Injury: 2/21/15 Date ER Notified of Incapacity: 2/22/15 Claim #E2T4804 Board #15003616	Payment for the 7-day waiting period was made on 12/27/19, which was 1,754 days after compensation became due and payable (3/9/15).	\$1,500.00
<b>Total Penalties to Injured Employees for Delays of "Other" Indemnity Payments</b>		<b>\$7,500.00</b>

\* This claim has been settled by Lump Sum and the Audit Division is not pursuing penalties (on behalf of the corresponding employee) arising from the violation cited.

◆ **Penalties payable to injured employees and the Workers' Compensation Board Administrative Fund**

**Title 39-A M.R.S.A. Section 324(2)(A)**

“Except as otherwise provided by Section 205, if an employer or insurance carrier fails to pay compensation as provided in this section, the Board may assess against the employer or insurance carrier a forfeiture of up to \$200 for each day of noncompliance.”

Violations subject to penalty under Section 324(2) was found on the following claim:

CLAIM	PENALTY JUSTIFICATION	PENALTY EXPOSURE
Dan Rock vs. Masco Corporation Date of Injury: 6/4/13 Date ER Notified of Incapacity: 6/5/13 Claim #EXR1691 Board #13012004	Incapacity benefits were paid 5/17/14, which was 12 days after the date of the corresponding Decision mailed 5/5/14. One or more medical bills were paid 6/2/14, which was 28 days after the date of the corresponding Decision mailed 5/5/14.	\$5,600.00*
<b>Total</b>		<b>\$5,600.00</b>

\* This claim has been settled by Lump Sum and the Audit Division is not pursuing penalties (on behalf of the corresponding employee) arising from the violation cited.

## ◆ 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 3<sup>rd</sup>-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 inure to the benefit of 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), CSS 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
- Failure to pay late-filed initial indemnity NOCs according to Board Rules & Regulations Chapter 1.1

**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:

<b>Employee</b>	<b>Date of Injury</b>	<b>Forms Not Filed</b>	<b>Penalty Exposure</b>
	5/4/14	WCB-11, Statement of Compensation Paid, Interim	\$100.00
	4/23/13	WCB-2, Wage Statement - Concurrent ER	\$100.00
		WCB-2B, Fringe Benefits Worksheet - Concurrent ER	\$100.00
	7/7/15	WCB-11, Statement of Compensation Paid, Interim	\$100.00
	11/10/14	WCB-11, Statement of Compensation Paid, Interim	\$100.00
		WCB-11, Statement of Compensation Paid, Annual	\$100.00
	7/30/13	WCB-11, Statement of Compensation Paid, Annual	\$100.00
	6/4/13	WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
		WCB-11, Statement of Compensation Paid, Annual	\$100.00
	10/2/13	WCB-11, Statement of Compensation Paid, Interim	\$100.00
	12/15/14	WCB-11, Statement of Compensation Paid, Interim	\$100.00
<b>TOTAL</b>			<b>\$1,100.00</b>

**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:

<b>Employee</b>	<b>Date of Injury</b>	<b>Forms Filed Late</b>	<b>Penalty Exposure</b>
	10/27/15	WCB-3, Memorandum of Payment	\$100.00
		WCB-11, Statement of Compensation Paid, Interim	\$100.00
	11/29/13	WCB-1, Employer’s First Report of Occupational Injury or Disease	\$100.00
	5/3/13	WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
	6/30/13	WCB-1, Employer’s First Report of Occupational Injury or Disease	\$100.00*
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
	10/30/14	WCB-3, Memorandum of Payment	\$100.00
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
	9/14/15	WCB-11, Statement of Compensation Paid, Interim	\$100.00
	7/7/15	WCB-1, Employer’s First Report of Occupational Injury or Disease	\$100.00
	8/8/15	WCB-1, Employer’s First Report of Occupational Injury or Disease	\$100.00*
	11/10/14	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-9, Notice of Controversy	\$100.00
	7/30/13	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-9, Notice of Controversy	\$100.00
	2/3/15	WCB-4, <b>Discontinuance</b> or Modification of Compensation	\$100.00
		WCB-11, Statement of Compensation Paid, Interim	\$100.00
	11/19/15	WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
		WCB-11, Statement of Compensation Paid, Interim	\$100.00

<b>Employee</b>	<b>Date of Injury</b>	<b>Forms Filed Late</b>	<b>Penalty Exposure</b>
	2/21/15	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-9, Notice of Controversy	\$100.00
		WCB-11, Statement of Compensation Paid, Interim	\$100.00
	6/4/13	WCB-2, Wage Statement	\$100.00
		WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-11, Statement of Compensation Paid, Annual	\$100.00
	12/15/13	WCB-1, Employer's First Report of Occupational Injury or Disease	\$100.00*
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
	2/11/13	WCB-4, <b>Discontinuance</b> or Modification of Compensation	\$100.00
	7/19/13	WCB-2B, Fringe Benefits Worksheet	\$100.00
		WCB-4, Discontinuance or <b>Modification</b> of Compensation	\$100.00
		WCB-4, <b>Discontinuance</b> or Modification of Compensation	\$100.00
	10/2/13	WCB-3, Memorandum of Payment	\$100.00
		WCB-4, <b>Discontinuance</b> or Modification of Compensation	\$100.00
	12/15/14	WCB-4, <b>Discontinuance</b> or Modification of Compensation	\$100.00
<b>TOTAL</b>			<b>\$4,200.00</b>

\* Paid AIU.

**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), CSS 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
- Failure to pay late-filed initial indemnity NOCs according to Board Rules & Regulations Chapter 1.1

## COMPLIANCE TABLES

### ◆ Form Filing

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

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	17	71%
Late		7	29%
Total		24	100%

#### B. Wage Statement (WCB-2)

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	20	80%
Late		3	12%
Not Filed		2	8%
Total		25	100%

#### C. Fringe Benefits Worksheet (WCB-2B)

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	18	72%
Late		5	20%
Not Filed		2	8%
Total		25	100%

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

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	21	88%
Late		3	12%
Total		24	100%

**E. Discontinuance or Modification of Compensation (WCB-4 or WCB-4A)**

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	17	55%
Late		8	26%
Not Filed		6	19%
<hr/>			
Total		31	100%

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

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	3	100%
Improperly Filed		0	
<hr/>			
Total		3	100%

**G. Notice of Controversy (WCB-9)**

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	5	63%
Late		3	37%
<hr/>			
Total		8	100%

**H. Statement of Compensation Paid (WCB-11)**

		<b>2013-2015</b>	
		Number	Percent
Received at the Board:			
Filed	<b>Compliant</b>	24	63%
Late		4	11%
Not Filed		10	26%
<hr/>			
Total		38	100%

◆ **Timeliness of Benefit Payments**

**I. Initial Payment of Indemnity Benefits**

			<b>2013-2015</b>	
			Number	Percent
Check Issued Within:				
0-14	Days	<b>Compliant</b>	24	86%
15-44	Days		2	7%
45+	Days		2	7%
Total			28	100%

**J. Subsequent Payment of Indemnity Benefits**

			<b>2013-2015</b>	
			Number	Percent
Check Issued Within:				
0-7	Days	<b>Compliant</b>	372	96%
8-37	Days		15	4%
Total			387	100%

**K. Medical Payments**

			<b>2013-2015</b>	
			Number	Percent
Check Issued Within:				
0-30	Days	<b>Compliant</b>	57	97%
31+	Days		2	3%
Total			59	100%

**L. Payment of Approved Agreements, Orders, Decisions**

			<b>2013-2015</b>	
			Number	Percent
Check Issued Within:				
0-10	Days	<b>Compliant</b>	1	50%
10 +	Days		1	50%
Total				100%

◆ Accuracy of Indemnity Payments

M. Average Weekly Wage

		2013-2015	
		Number	Percent
Calculated:			
Correct	<b>Compliant</b>	21	88%
Incorrect		3	12%
Total		24	100%

N. Weekly Compensation Rate

		2013-2015	
		Number	Percent
Calculated:			
Correct	<b>Compliant</b>	22	92%
Incorrect		2	8%
Total		24	100%

O. Partial Benefits

		2013-2015	
		Number	Percent
Calculated:			
Correct	<b>Compliant</b>	2	29%
Incorrect		5	71%
Total		7	100%

P. Amount Paid

		2013-2015	
		Number	Percent
Calculated:			
Correct	<b>Compliant</b>	6	25%
Underpaid		10	42%
Overpaid		8	33%
Total		24	100%

◆ **Accuracy of Medical Payments**

**Q. Amount Paid**

<b>2013-2015</b>			
		Number	Percent
Calculated:			
Correct	<b>Compliant</b>	13	72%
Incorrect		5	28%
Total		18	100%