

WCB Claims Assembled Data Overview

General Description

The New York Workers' Compensation Board (WCB) administers and regulates workers' compensation benefits, disability benefits, volunteer firefighters' benefits, volunteer ambulance workers' benefits, and volunteer civil defense workers' benefits. The WCB processes and adjudicates claims for benefits; ensures employer compliance with the requirement to maintain appropriate insurance coverage; and regulates the various system stakeholders, including self-insured employers, medical providers, third party administrators, insurance carriers and legal representatives.

The WCB maintains ten district offices and workers' compensation benefits provide weekly cash payments and the cost of full medical treatment for covered employees who become disabled as a result of a disease or injury connected with their employment. Benefits may also be paid to qualified dependents of workers who died as a result of a compensable injury or illness. Disability benefits are paid when covered employees become disabled as a result of a disease or injury that is not connected to their employment. Most payments are made directly to the injured workers by their employer's insurance company.

Claim assembly occurs when the WCB learns of a workplace injury and assigns the claim a WCB claim number. The WCB "assembles" a claim in which an injured worker has lost more than one week of work, has a serious injury that may result in a permanent disability, is disputed by the carrier or employer, or receives a claim form from the injured worker (Form C-3).

A reopened claim is one that has been reactivated to resolve new issues following a finding that no further action was necessary.

In addition to the main tabular dataset, several filtered views were created including, but not limited to:

Assembled Claims (<https://data.ny.gov/d/sijp-fgte>)

The WCB "assembles" a claim in which an injured worker has lost more than one week of work, has a serious injury that may result in a permanent disability, is disputed by the carrier or employer, or receives a claim form from the injured worker (Form C-3). The Assembled Claims filtered view contains information to answer commonly asked questions about claims assembled by the WCB, such as: How many claims filed with the WCB in a given year were the liability of a certain carrier? What is the average age of injured workers injured in a certain county?

Injury/Exposure (<https://data.ny.gov/d/ibdi-vgub>)

This filtered view provides insight into the nature and cause of injury to New York State employees. Claims from past years are manually reviewed and coded for injury and exposure. More recent claims are coded electronically. This filtered view contains information to answer commonly asked questions about worker injuries, such as: How many injuries of a certain type occurred in a given year? How often are injuries resulting from certain causes controverted by carriers of a certain kind?

Claim Process/Resolution (<https://data.ny.gov/d/mcn4-pzd9>)

This filtered view provides insights into the function of the adjudication process of the Workers' Compensation Board. This filtered view contains information to answer commonly asked questions about worker injuries, such as: How many hearings were held for claims of a certain case type in a given year? How often are decisions involving carriers of a certain kind appealed?

Data Collection Methodology

In 1999 the WCB developed the “MIRROR”, a software system to support the creation and delivery of the suite of reports required for integrating the “Balanced Scorecard” of performance measurements into its management programs. Supporting the core Claims Operations, Conciliation, Adjudication and Appeals components, the “MIRROR” delivers one-stop-shopping for performance data. The “MIRROR” was the source for the data provided.

Statistical and Analytic Issues

The count of claims assembled post WCB reform (after September 28, 2008) excludes claims that were assigned a WCB claim number but for which the Board did not receive sufficient information, despite requests, to take further action. Under the Medical Treatment Guidelines and the eClaims projects, the WCB receives forms on more claims than in years prior to the reform. Claims that have a WCB claim number but are not considered complete by the WCB have been excluded from these counts.

Limitations of Data Use

The WCB has changed its claim assembly process several times over the past few years. While this makes trend analysis difficult, the number of claims assembled continues to reflect the number of reported workplace injuries for which the agency may be called upon to resolve issues, monitor compliance and ensure the timely and appropriate payment of benefits.