



Employer Survey on Workers' Compensation System

Results

June 11, 2024

Methodology

- Hosted on [SurveyMonkey.com](https://www.surveymonkey.com)
 - Survey generated 391 responses
 - Margin of error +/-5% at 95% confidence level
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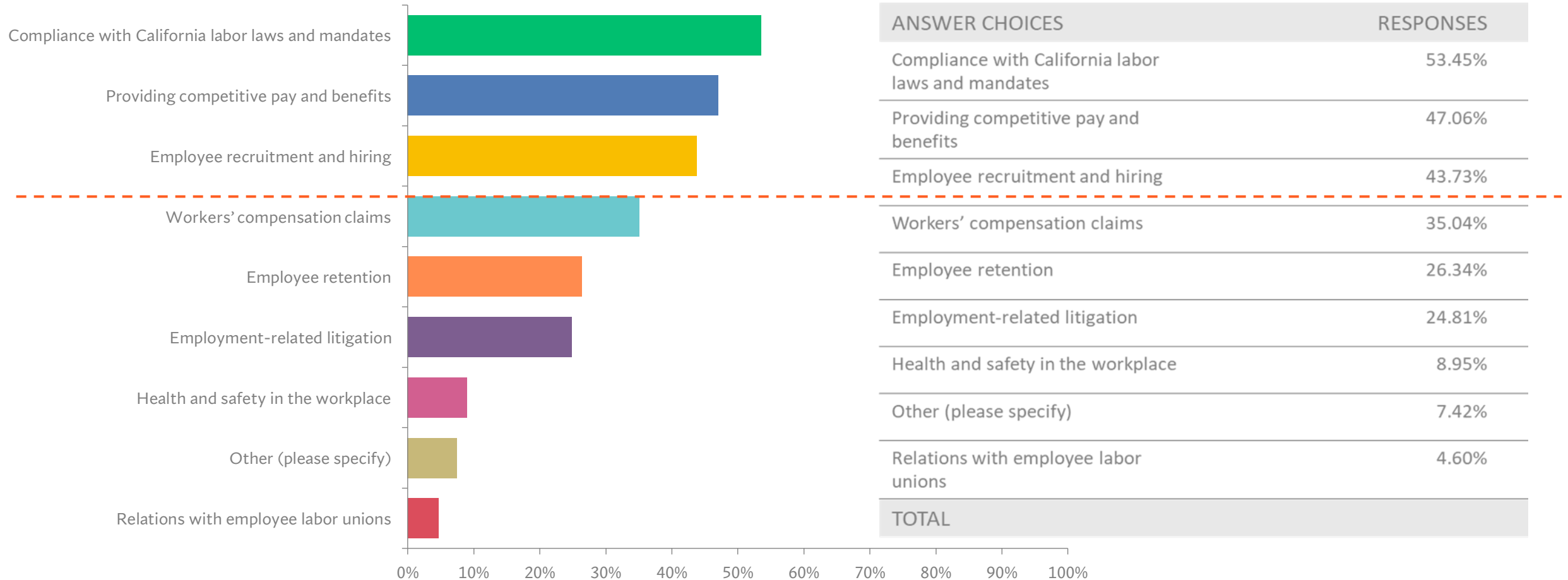
Summary

- Workers' comp is not a “top three” concern, compared to other employee management issues, but still a significant or top concern for most employers.
 - Half of employers believe the system performs poorly and less than one in 10 believe the system performs well.
 - Most employers rate costs and administrative features of the system as “poor.” Medical care and benefits for workers were rated either “adequate” or “good” by most. Most rate ease of claim filing either “good” or “excellent” but no feature was rated “excellent” by a majority.
 - Two thirds of employers report cost increases more than 10% over the past year, and 30% report cost increases more than 25%.
 - Roughly one in five employers attributed cost increases to increased payroll and more expensive claims, but nearly as many saw cost increases with stable rate of claims.
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Summary

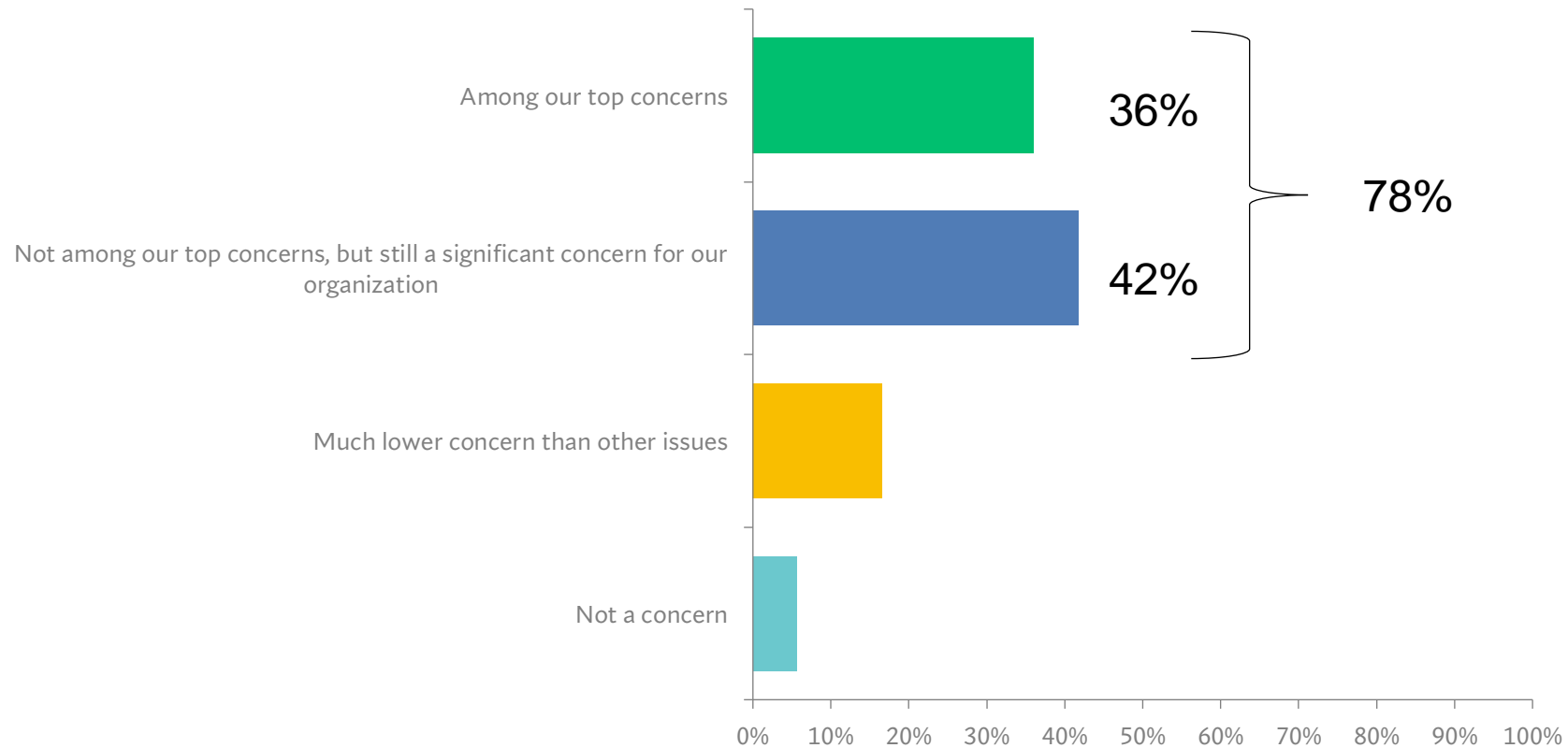
- Half of employers say claim volume is stable, and 85% say claim volume is either stable or changed only somewhat. One-third report increase in claims.
 - Roughly half employers say their mix of claims has changed, with CT, post-term, presumption claims cited most often
 - Slightly more than half of employers report CT claims in the past three years. Among these, a majority report receiving CT claims from more than one worker, multiple CT claims from the same worker, and CT added to specific injury claim.
 - Most employers say CT claims are filed for entire duration of employment, are filed by attorneys (not workers), and take more than three years to resolve.
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WC Not Among Top 3 Issues



Q1: What are your top employee management issues or challenges in California? (May select up to three)

WC Still Significant Concern



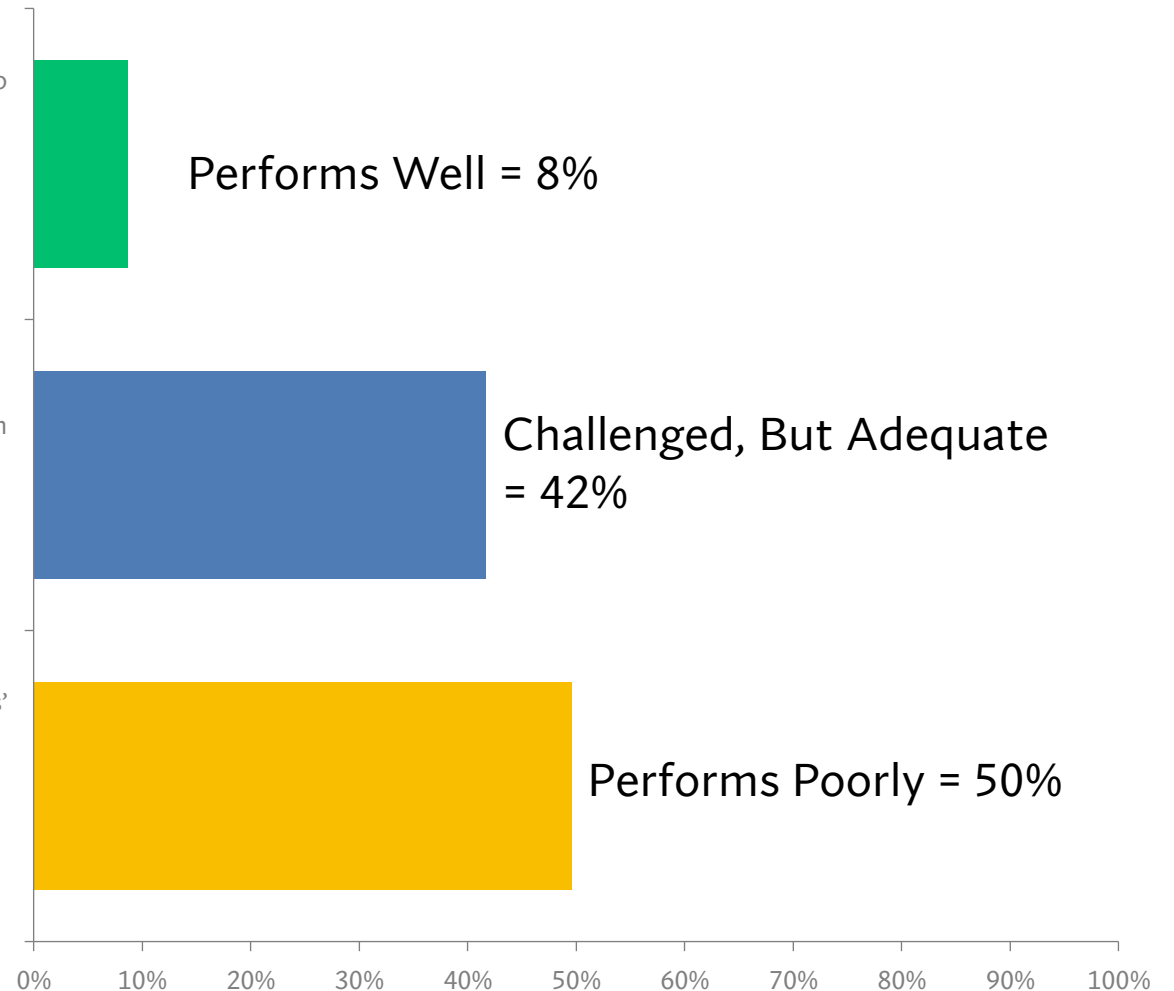
Q2: How would you rank the cost and effectiveness of the workers' compensation system among the issues impacting your business or organization?

Performance Viewed Poorly

PERFORMS WELL. California's workers' compensation is an effective, no-fault alternative to litigation over workplace injuries and illnesses that serves both employers and employees well. Costs are reasonable and predictable, benefits are provided in a timely manner to workers, benefit levels are fair and appropriate and medical care is of high quality, there are effective mechanisms for preventing fraud and abuse, and disputes can be resolved in a fair and timely manner.

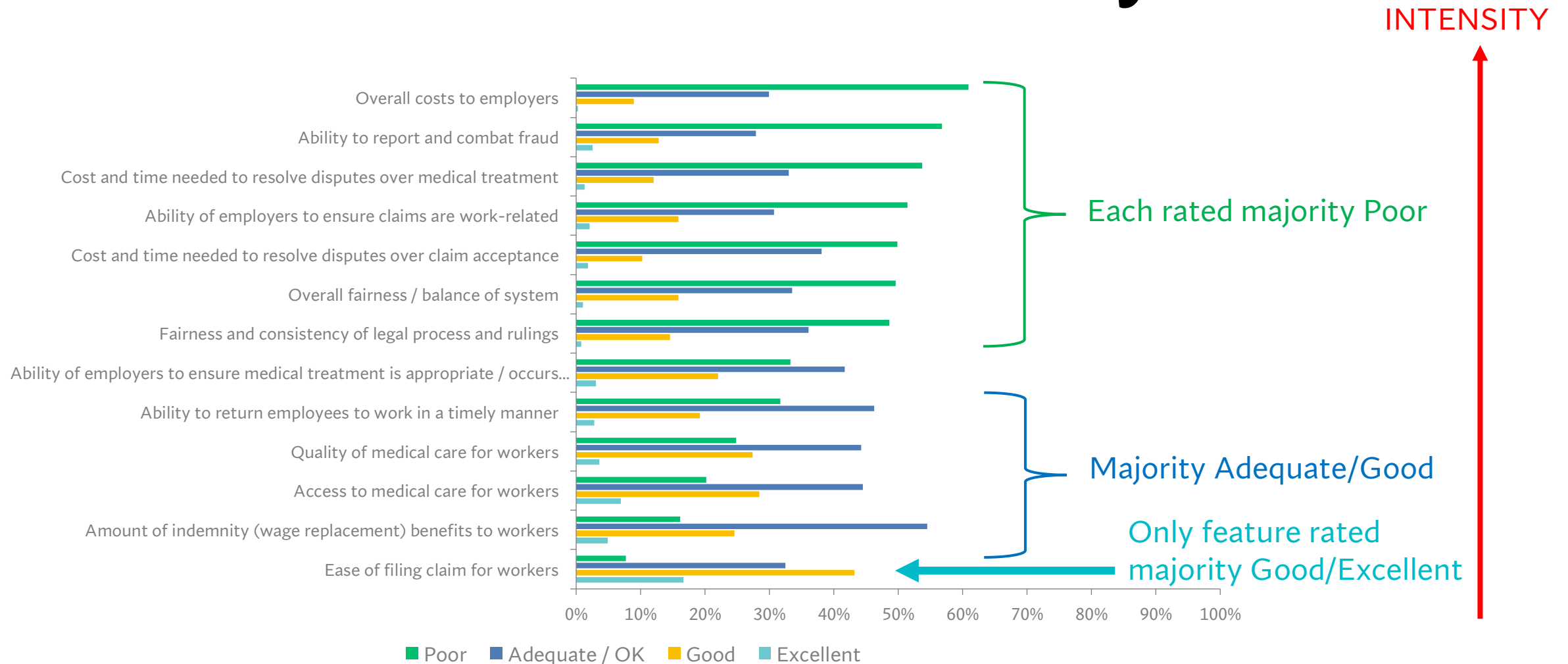
CHALLENGED, BUT ADEQUATE. California's workers' compensation system works reasonably well for injured workers and employers as an alternative to litigation. The system provides a comprehensive and predictable safety net for workplace injuries and illnesses. However, the system is too complex, which drives up costs, makes claims difficult for employers and employees, erodes the quality of benefits and medical care, and leads to too much litigation, fraud and abuse.

PERFORMS POORLY. Employers and employees are not well-served by California's workers' compensation system. Costs are unreasonably high, too much money is wasted on disputes and litigation, there are too many opportunities for fraud and abuse that are harmful to workers and employers. It is too difficult for workers to navigate the system, medical care and other services are of low quality, too many claims are allowed into the system for non-work injuries and illnesses, and claims take too far too long to resolve.



Q3: In general, which of the following statements most accurately reflects your opinion of California's workers' compensation system?

Features Rated Poorly

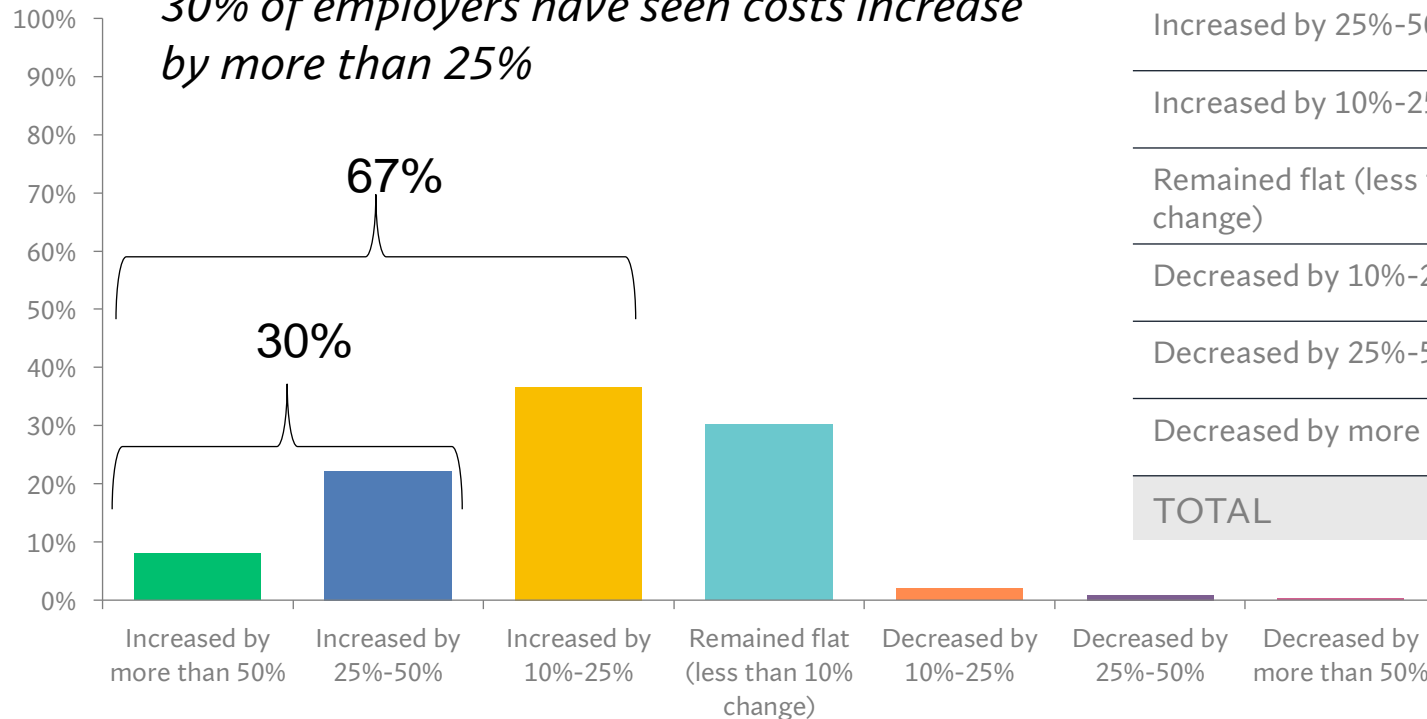


Q4: On a scale from “poor” to “excellent,” please rate the following features of California’s worker’s compensation system:

Costs Increasing for Most

67% of employers have seen costs increase by more than 10% in past year.

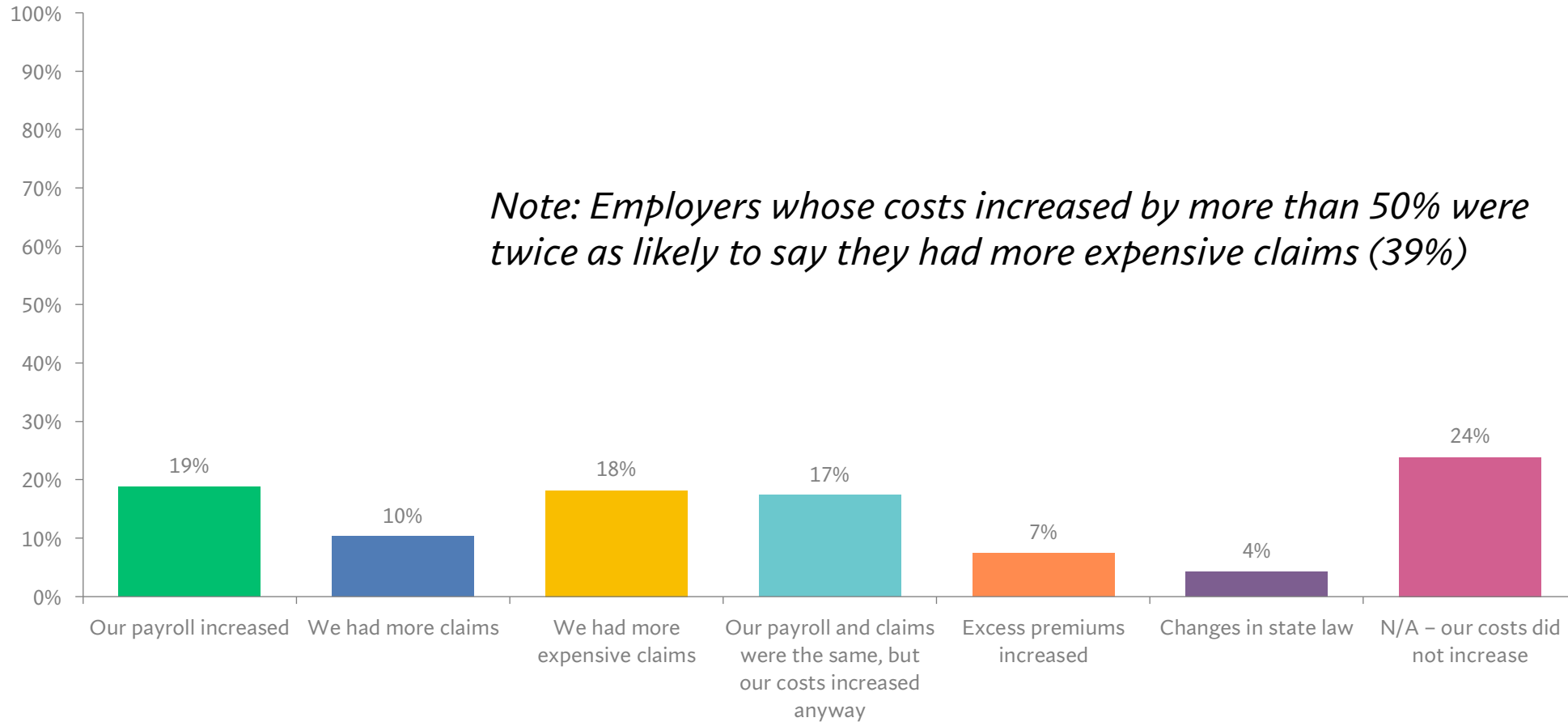
30% of employers have seen costs increase by more than 25%



ANSWER CHOICES	RESPONSES
Increased by more than 50%	7.95%
Increased by 25%-50%	22.16%
Increased by 10%-25%	36.65%
Remained flat (less than 10% change)	30.11%
Decreased by 10%-25%	1.99%
Decreased by 25%-50%	0.85%
Decreased by more than 50%	0.28%
TOTAL	

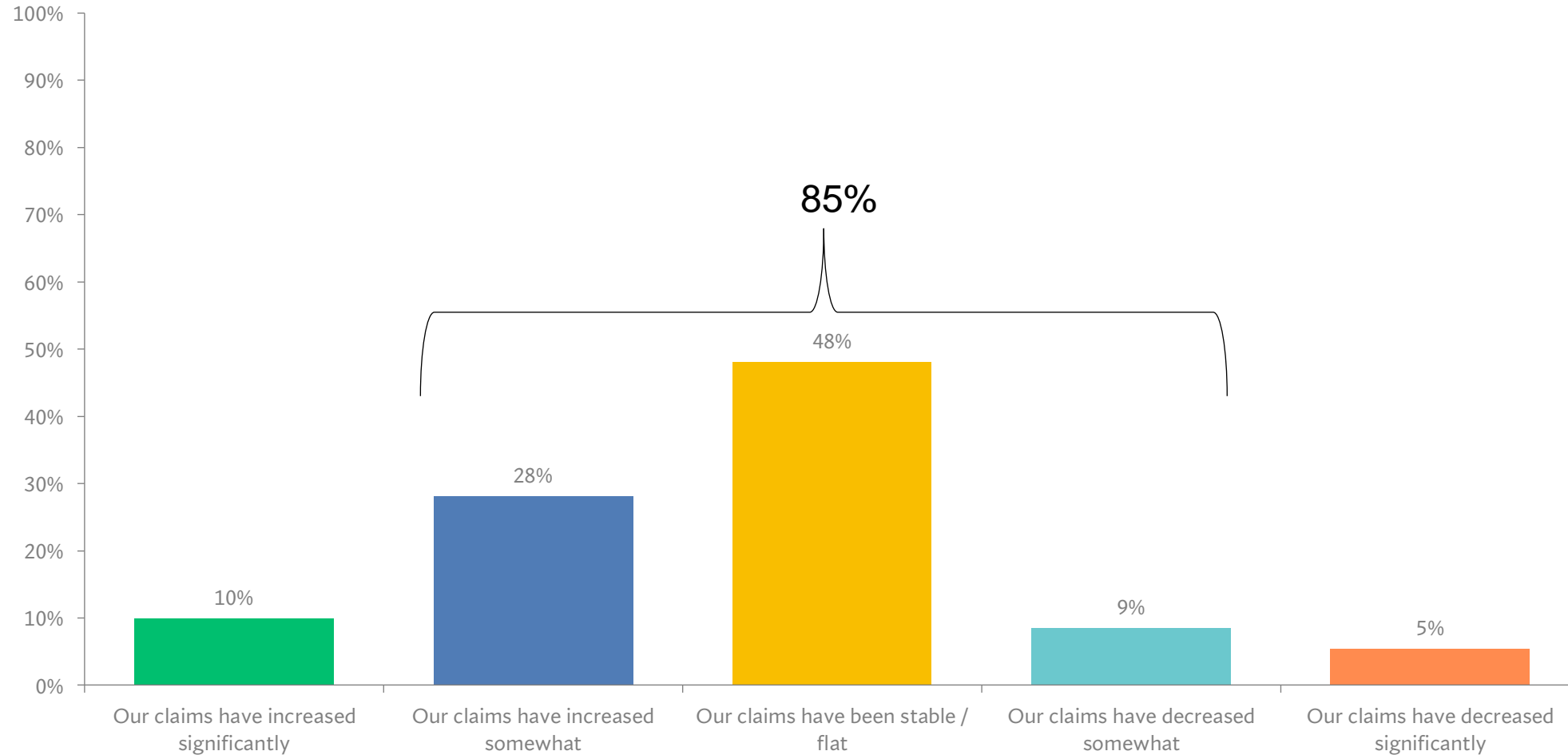
Q5: How have your workers' compensation costs in California changed over the past year?
(Measured by insurance premium or direct costs)

Mixed Reasons for Cost Growth



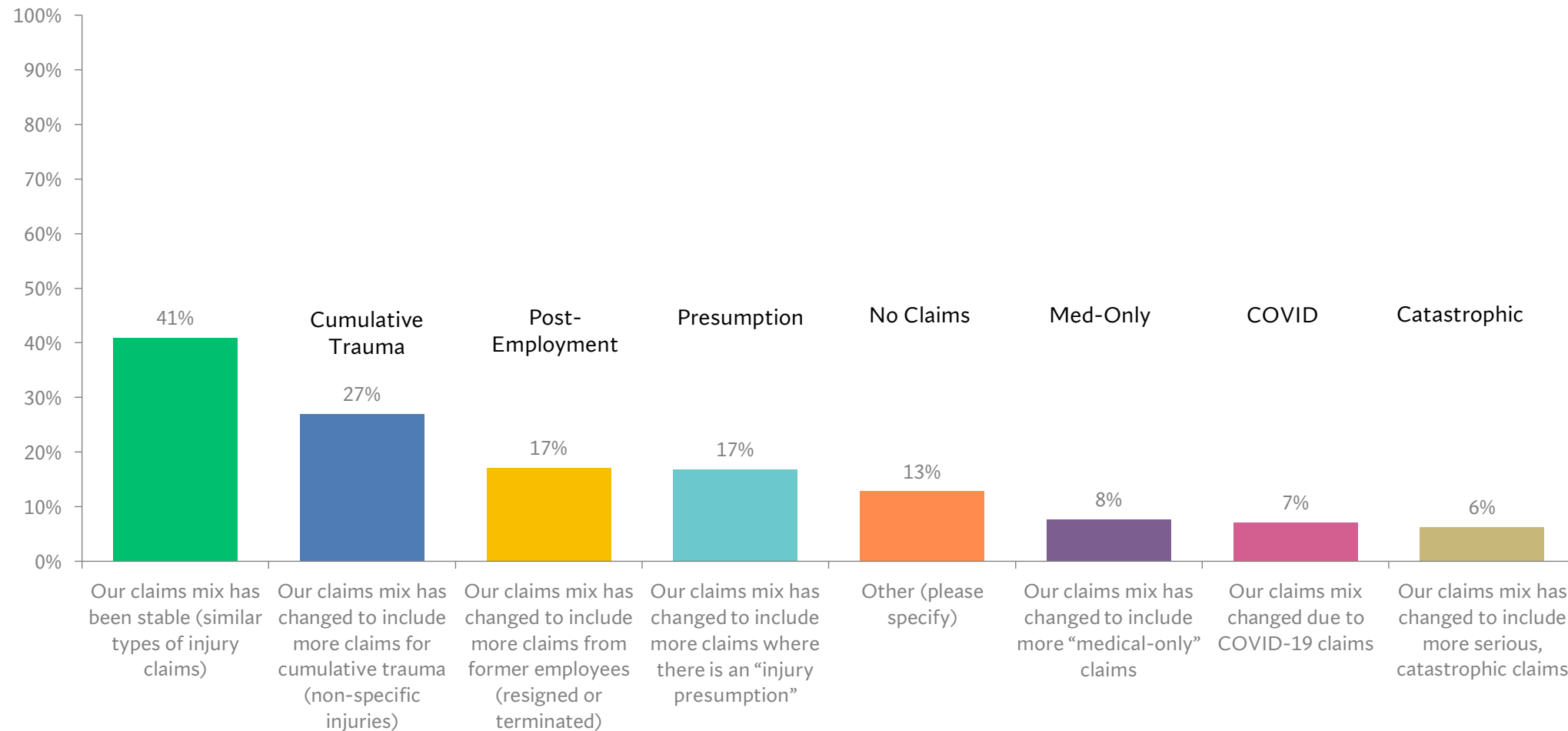
Q6: If your costs increased, what is the primary reason for the change in your costs?

Claim Volume Stable for Most



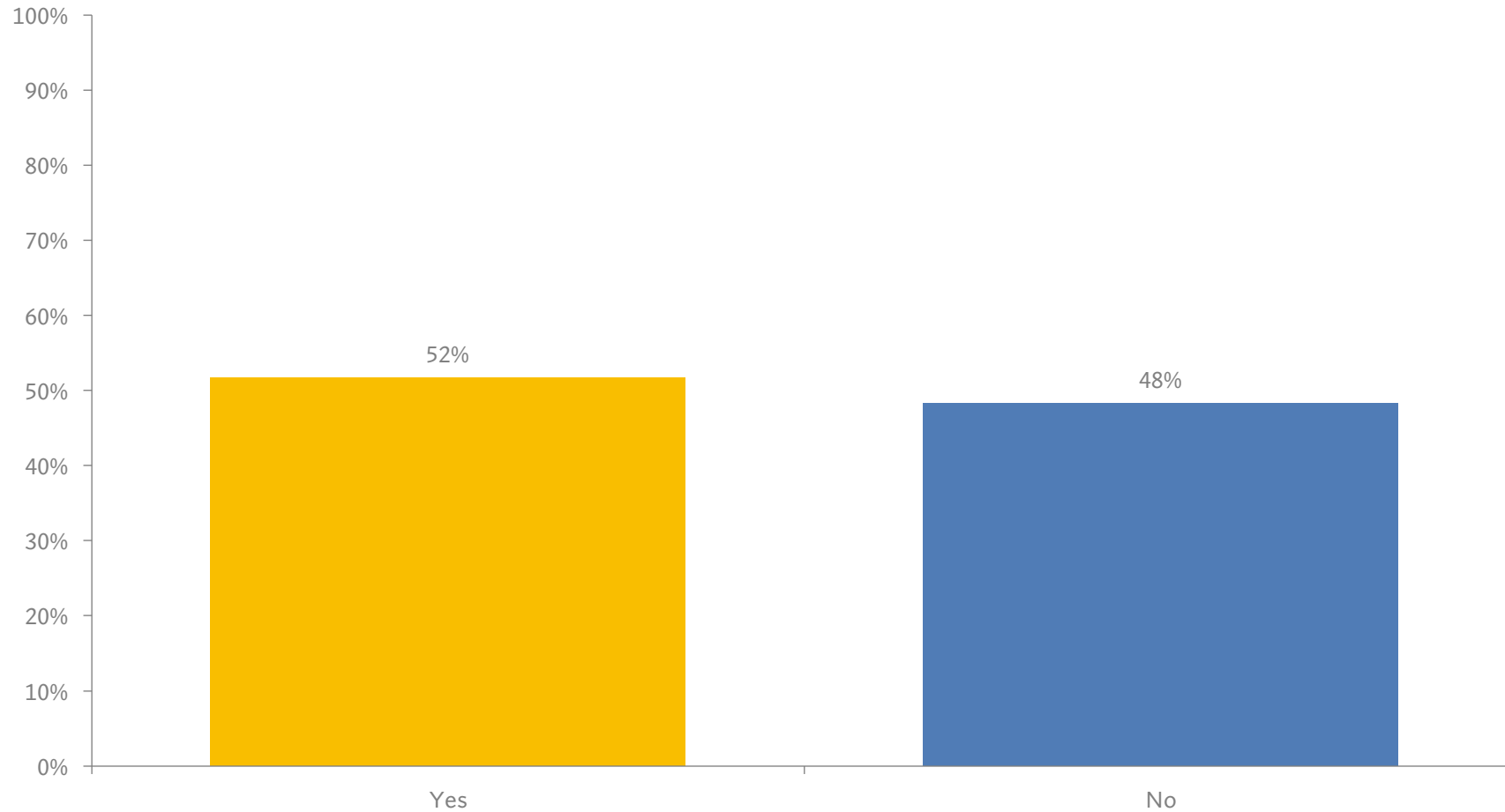
Q7: Over the past three years, how has the number/volume of claims changed for your organization?

Changes in Claim Mix



Q9: Over the past three years, how has the mix of your workers' compensation claims changed? (Select all that apply)

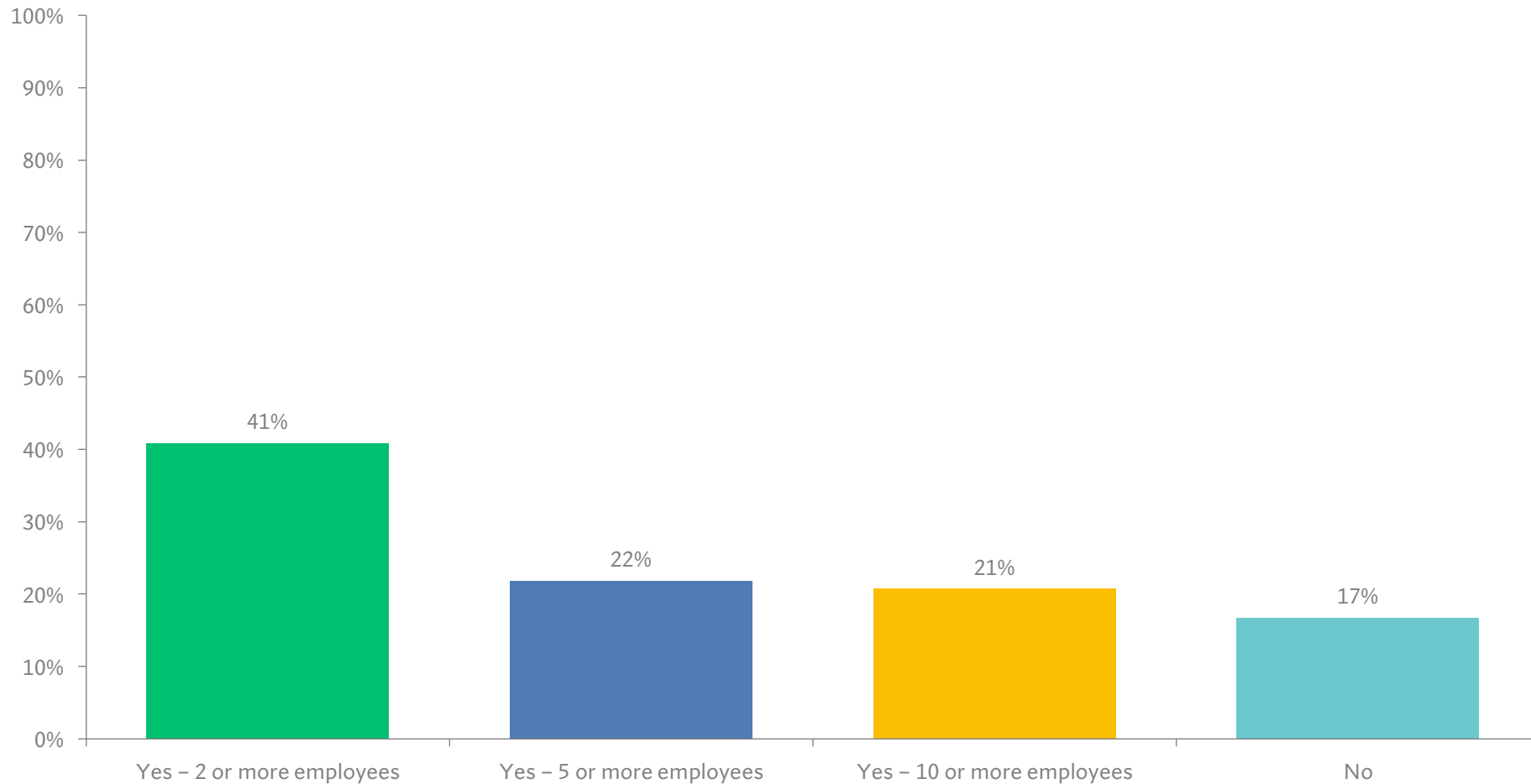
Majority Receive CT Claims



*73% of large
employers >100
workers report
CT claims*

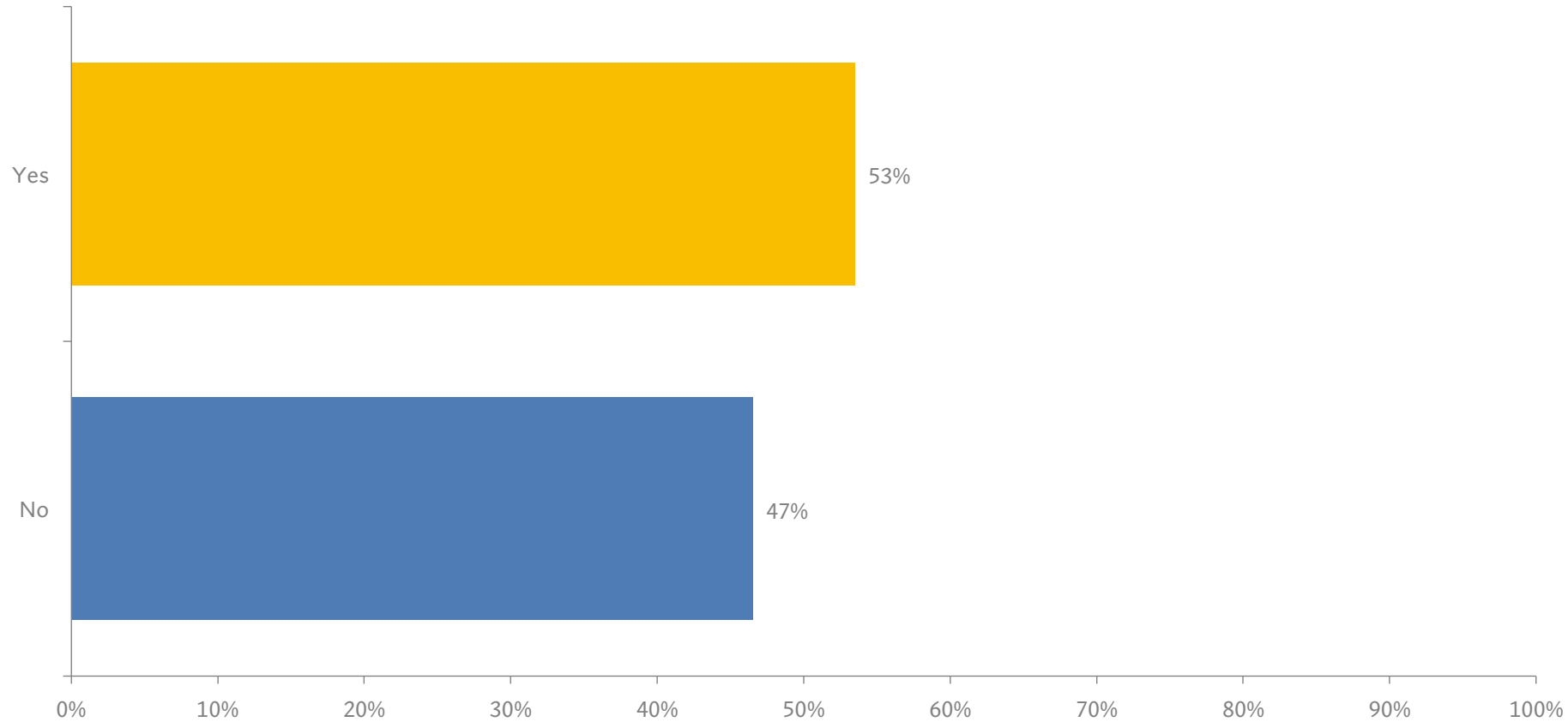
Q10: In the past three years, have you received claims for “cumulative trauma” (e.g., “non-specific claims,” sometimes also referred to as “continuous trauma”)?

CTs from Multiple Workers



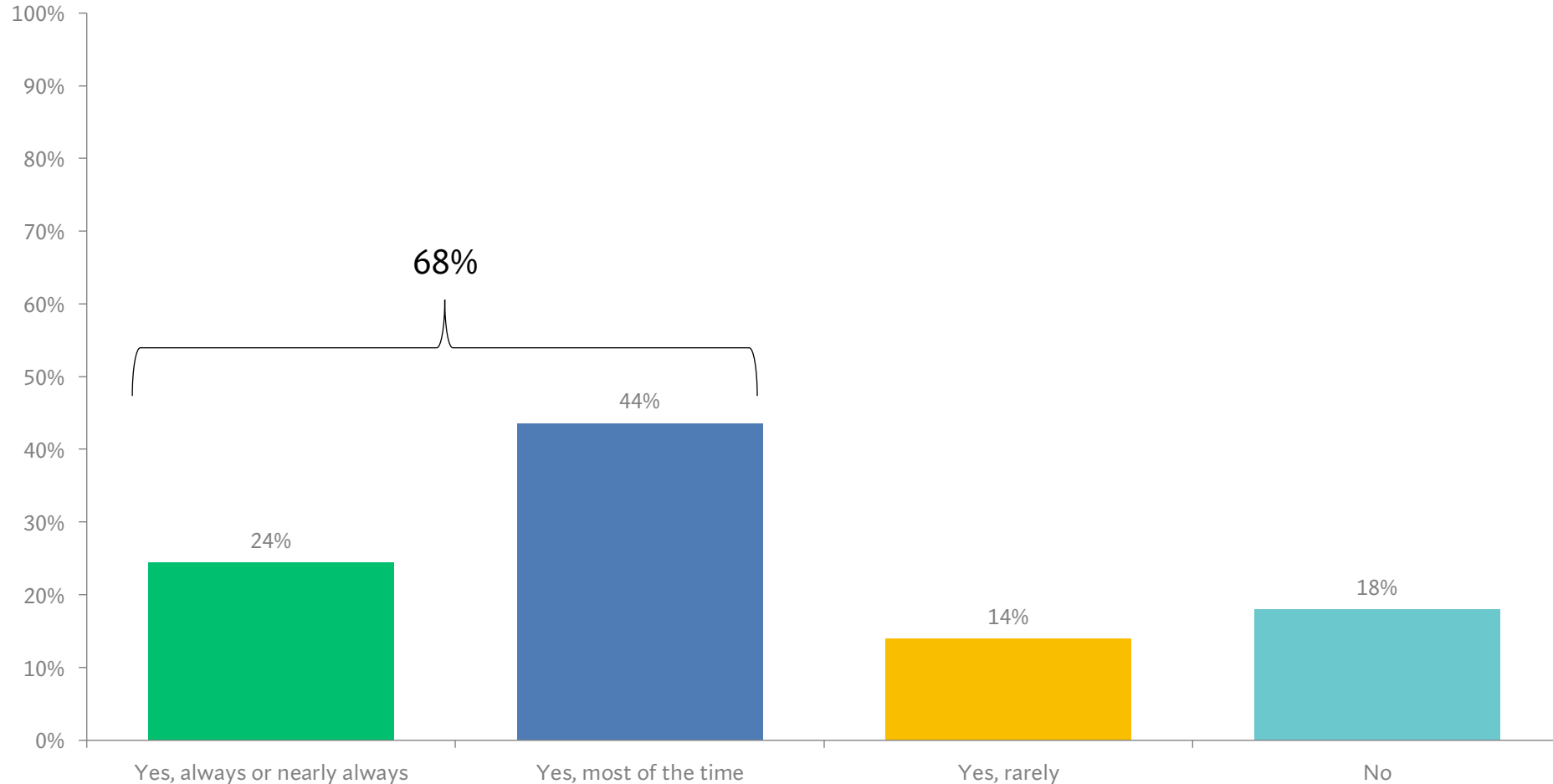
Q11: In the past three years, have you received claims for “cumulative trauma” more than one employee?

Multiple CTs, Same Worker



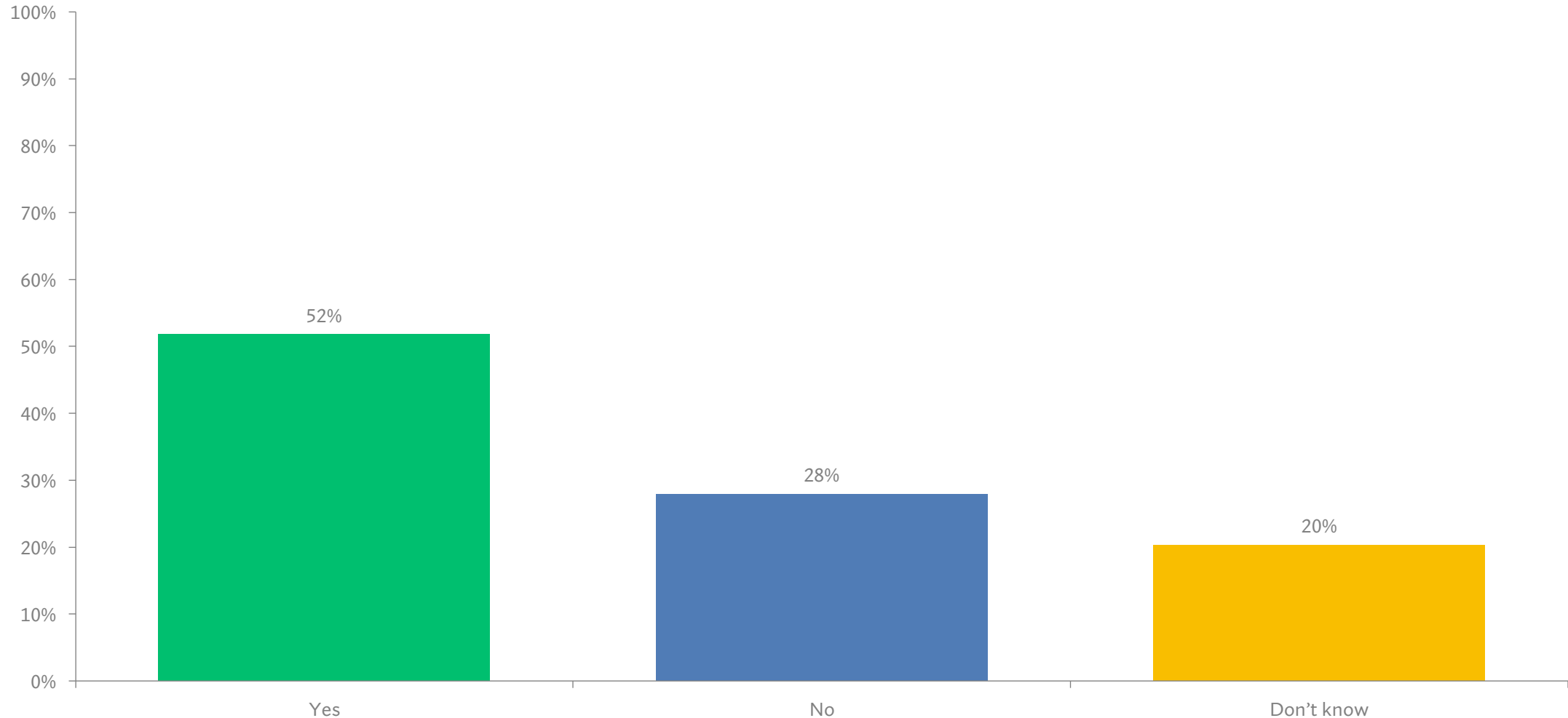
Q12: Have you received multiple CT claims from the same employee?

CT Added to Specific/Medical



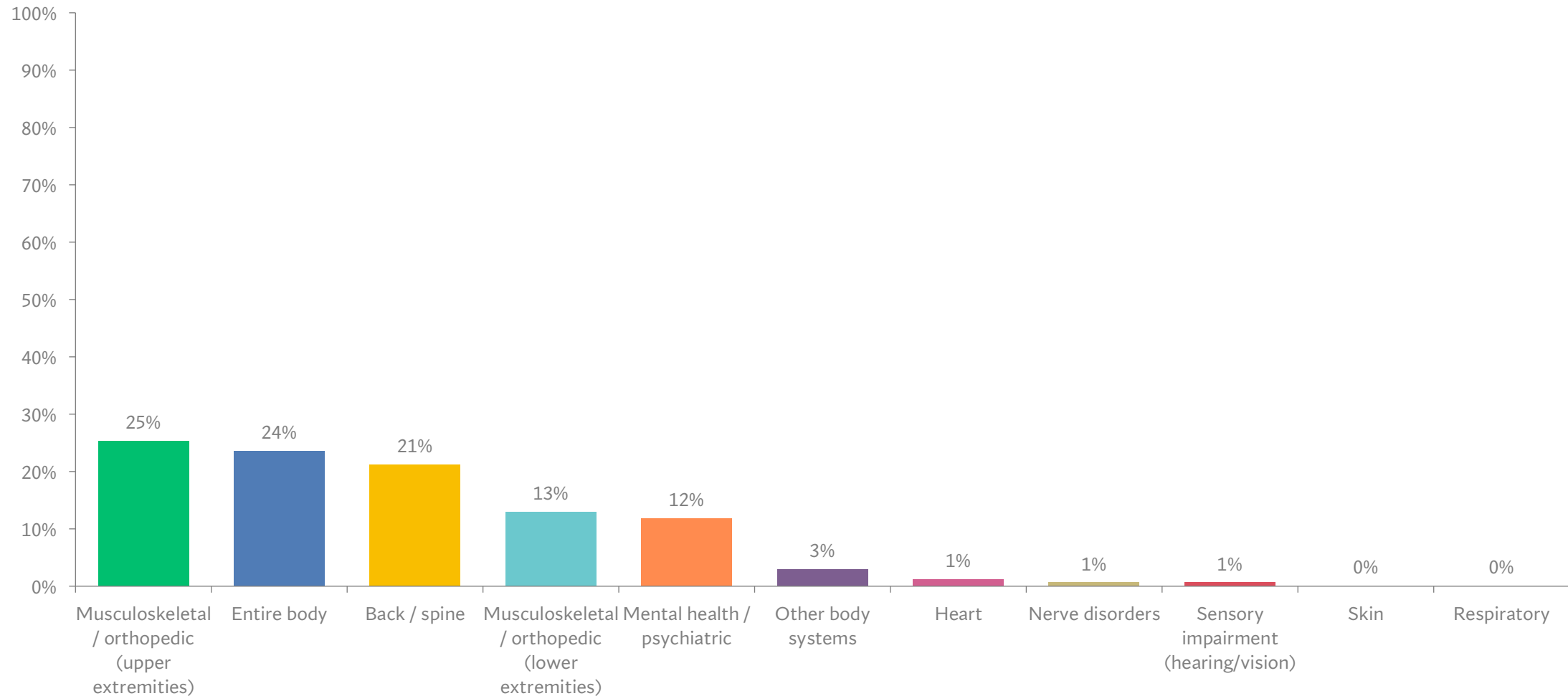
Q13: Was a CT claim added to a “specific injury” or “medical only” claim?

CT Date of Injury



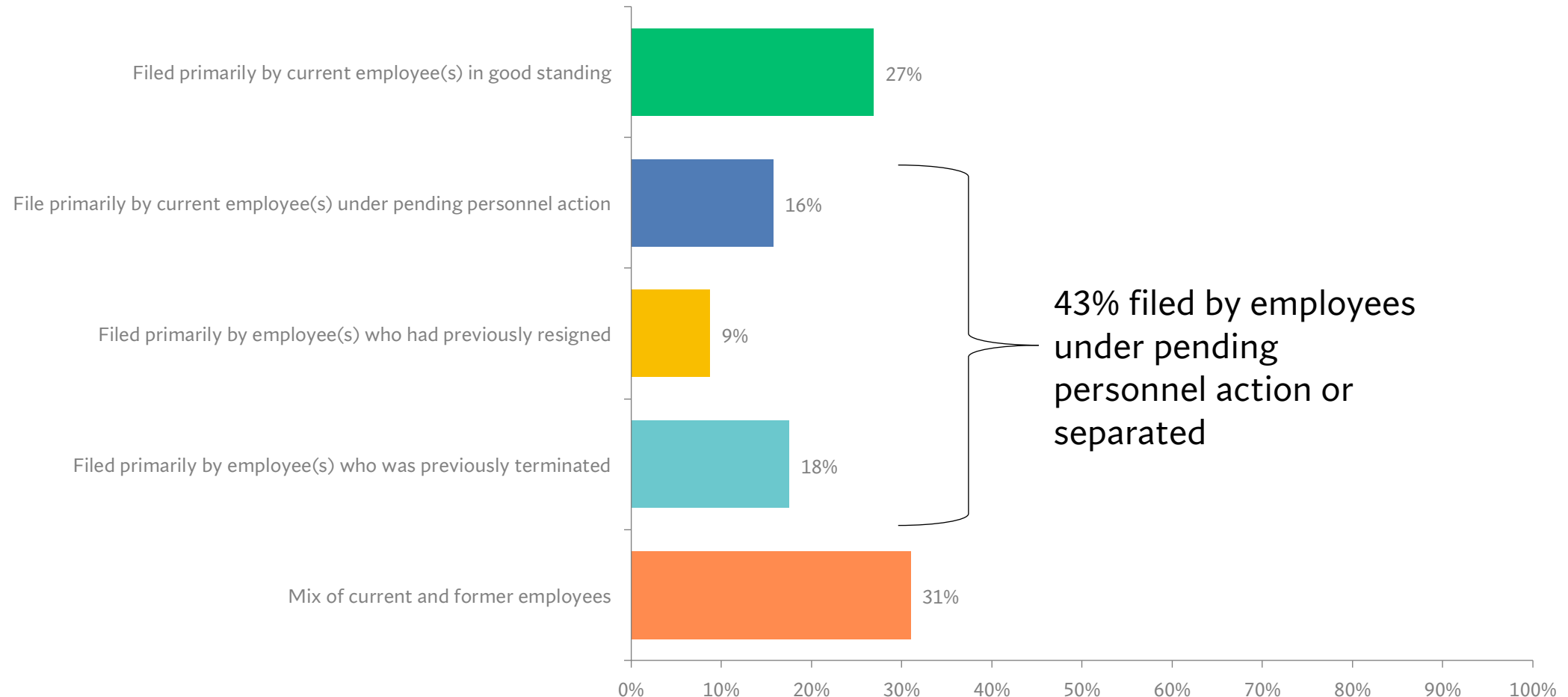
Q14: Did the “date of injury” for the CT claim cover the entire duration of worker’s employment? (First day of work to last day of work) *Not including claims for asbestos exposure*

CTs Body Areas Claimed



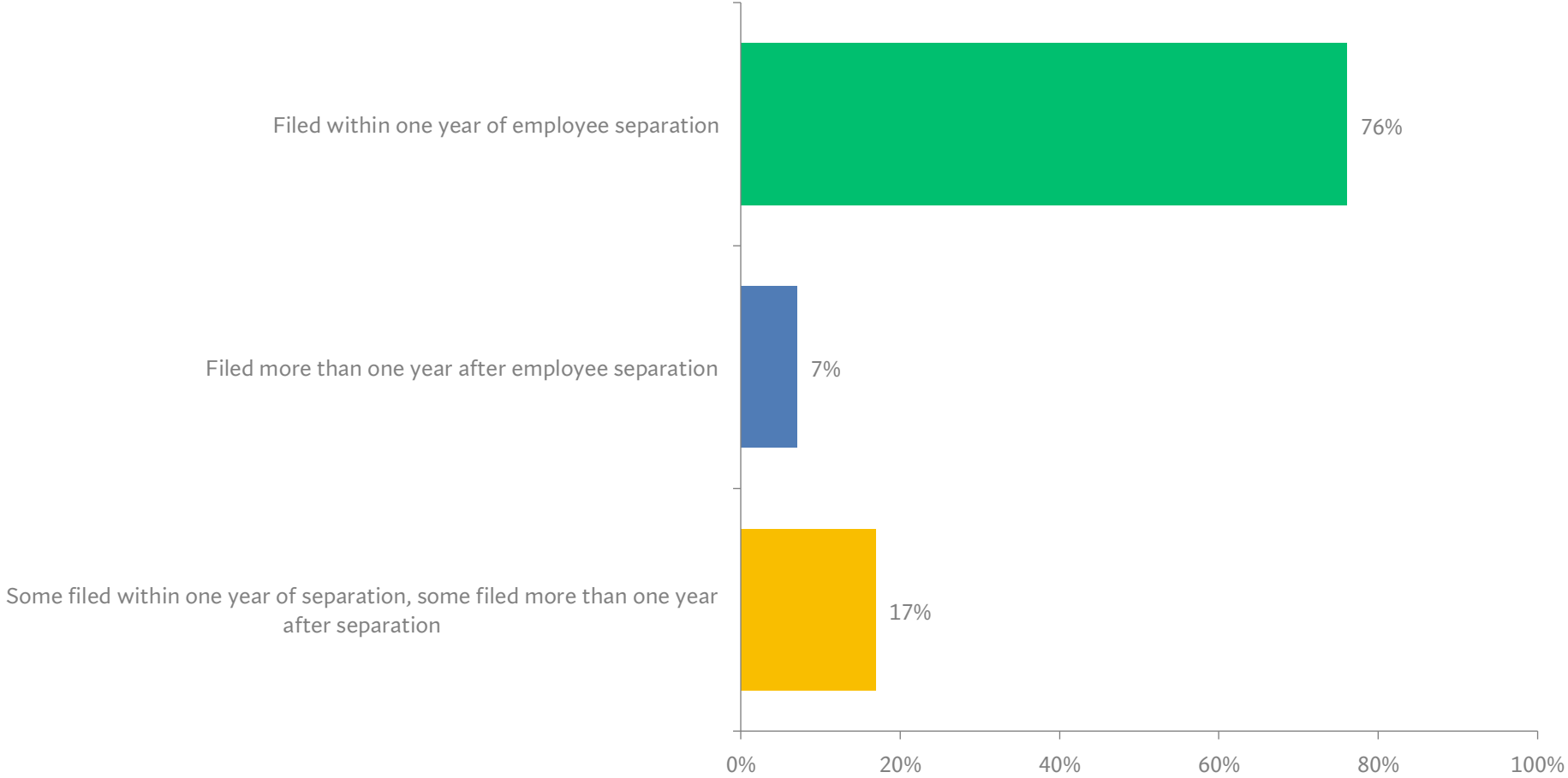
Q15: Which areas of the body are cited in your CT claims? (Select all that apply)

CTs by Status of Employment



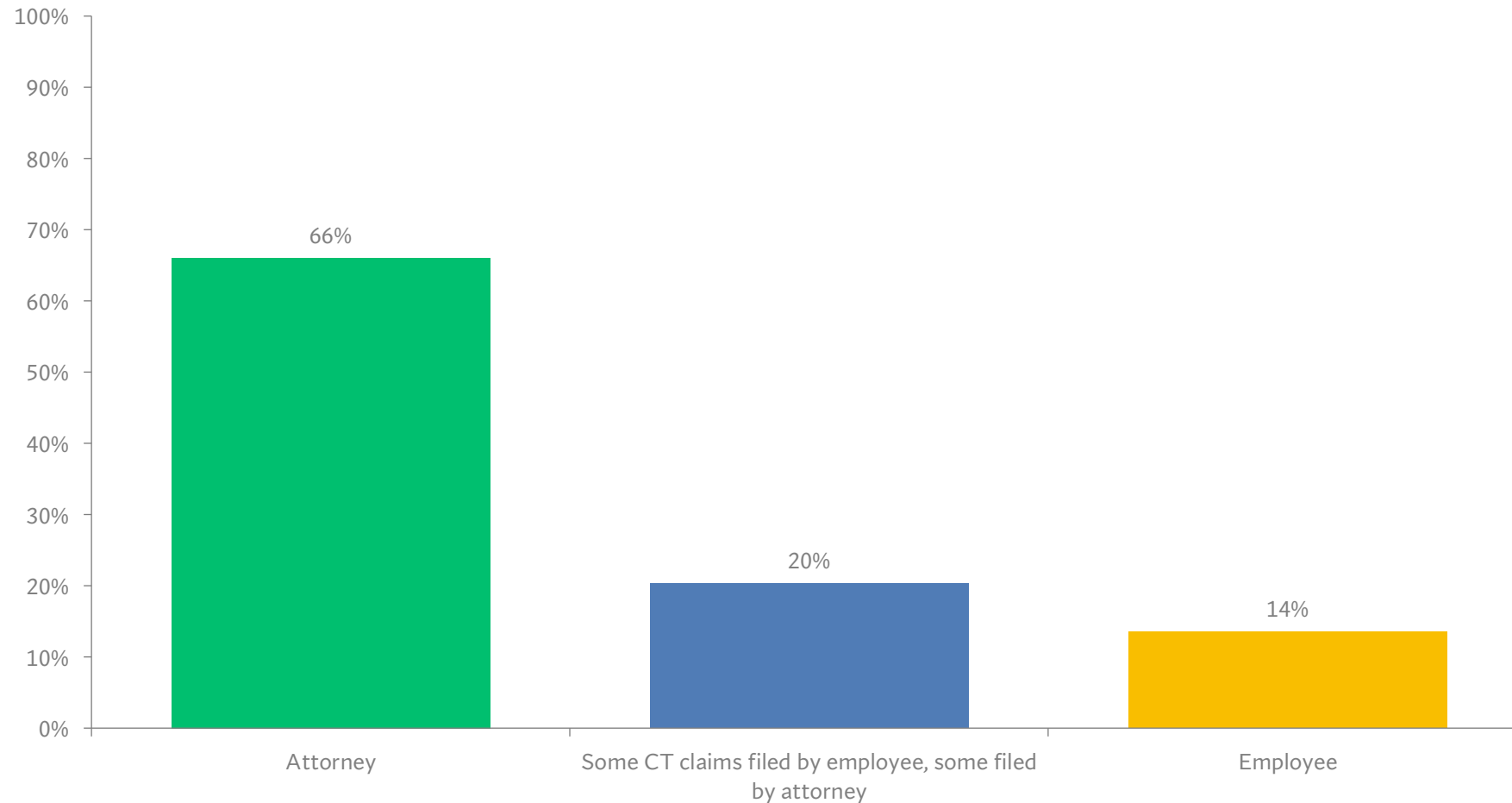
Q16: What was the status of the employee(s) who filed CT claims? (Most often)

When Post-Term CTs Are Filed



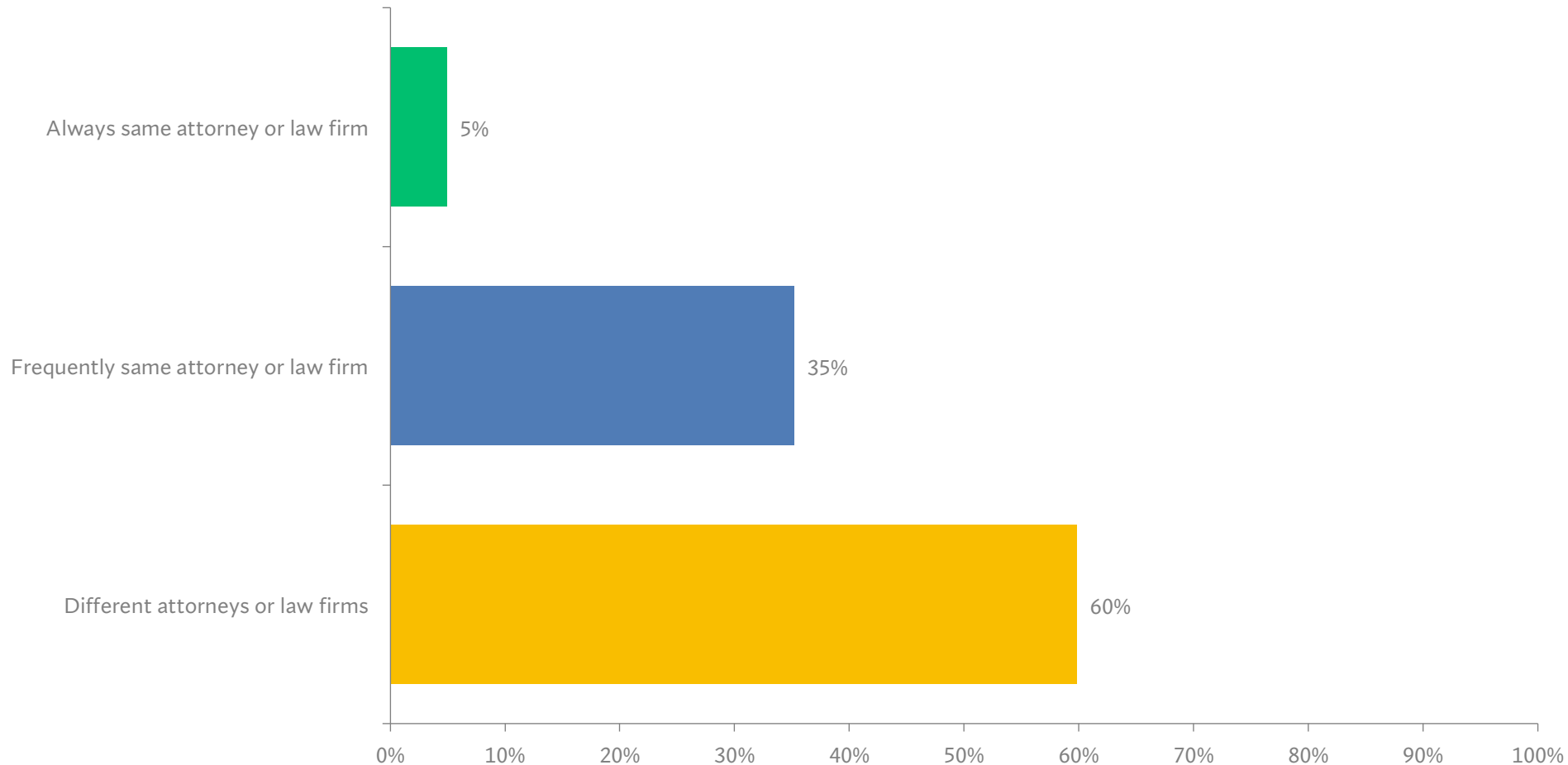
Q17: For separated employees (resigned or terminated) that filed a CT claim, when did they file their claim?

Most CT Claims from Attorneys



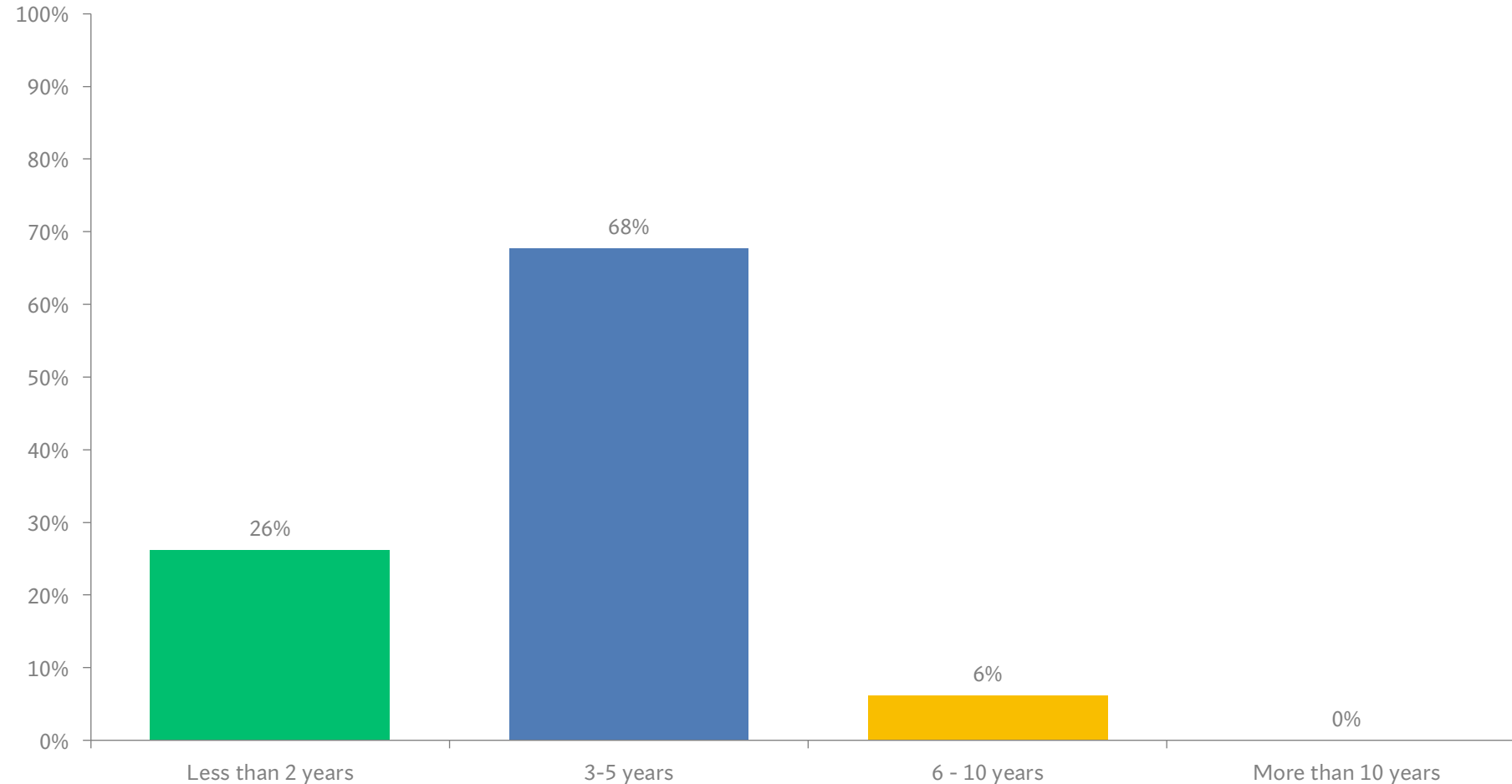
Q18: Who filed the CT claim?

Do Same Attorneys File CTs?



Q19: If you have received CT claims by multiple workers, were claimants represented by the same attorney?

CT Claim Resolution Timeline



Q20: In general, how long does it take to resolve a CT claim?