



Louisiana Office of Risk Management Stewardship Report  
October 22, 2024



### People first

Advocacy approach that prioritizes the human experience



### Tech forward

Innovative technology that improves the claim journey and streamlines processes



### Data driven

Using data to identify trends, empower decisions and drive results

STABILITY

\$4B  
in revenue

EXPERIENCE

9.3M  
new claims annually

SCALABILITY

31K  
colleagues

PARTNERSHIP

10K  
clients

DELIVERY

98%  
retention rate

TECHNOLOGY

2,000+  
dedicated IT resources  
and data scientists

GROWTH

56%  
of new business comes  
from existing clients

INNOVATION

\$350M  
annual tech spend

Proactive hiring

Competitive salary and benefits

Flexible workplace options

Work-life balance

Dynamic, virtual onboarding

Education and growth



Embracing a values-driven, inclusive culture



Recognized as a Top 100 Most Loved Workplace® by Newsweek



Recognized as a Great Place to Work™



Recognized as one of Forbes' Best Employers for Veterans



10,000+ engaging, on-demand courses to fulfill development needs with courses specific to role, division and business unit

## A culture of new product innovation and investment in tech

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Commitment to  
security and data  
integrity



Advanced analytics  
designed to prescribe claims  
management actions



Proprietary system  
blending smart technology  
and automation

## Streamlining processes and enhancing the user experience

A digital claim journey using artificial intelligence, robotic process automation and machine learning



### Enabling

easy intake, exchanging data in real-time and automating claim adjudication with Smart.ly



### Automating

the intake process and eliminating manual tasks using RPA



### Enhancing

predictive models with data mining



Key metrics at first glance and faster insights



More control for end users

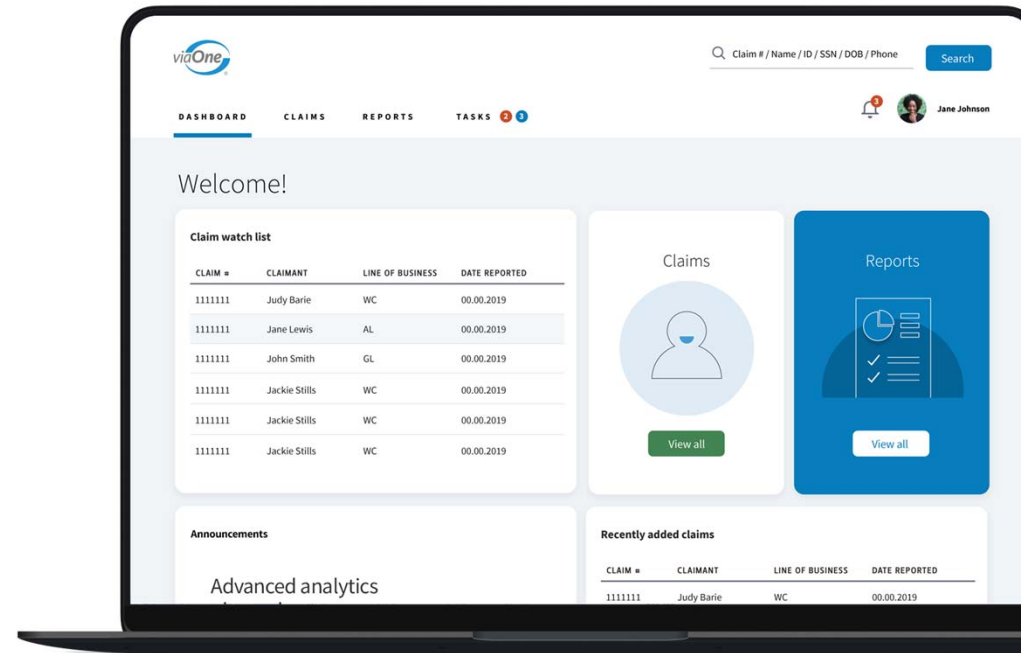


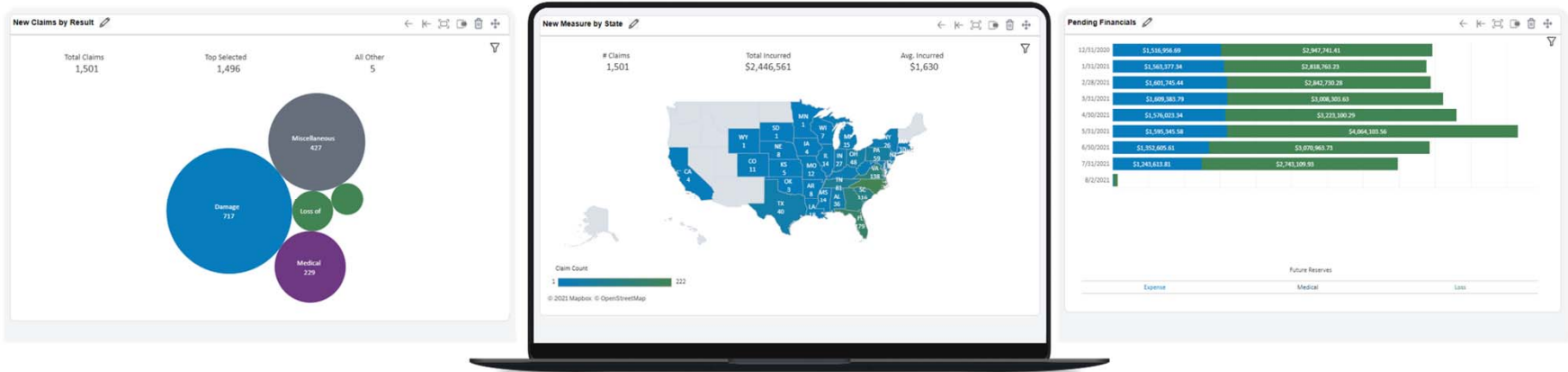
Interactive data discovery visualization



Tailored dashboard preferences

[Click to view demo](#)





Visualize performance trends and outcomes

Actionable data analysis

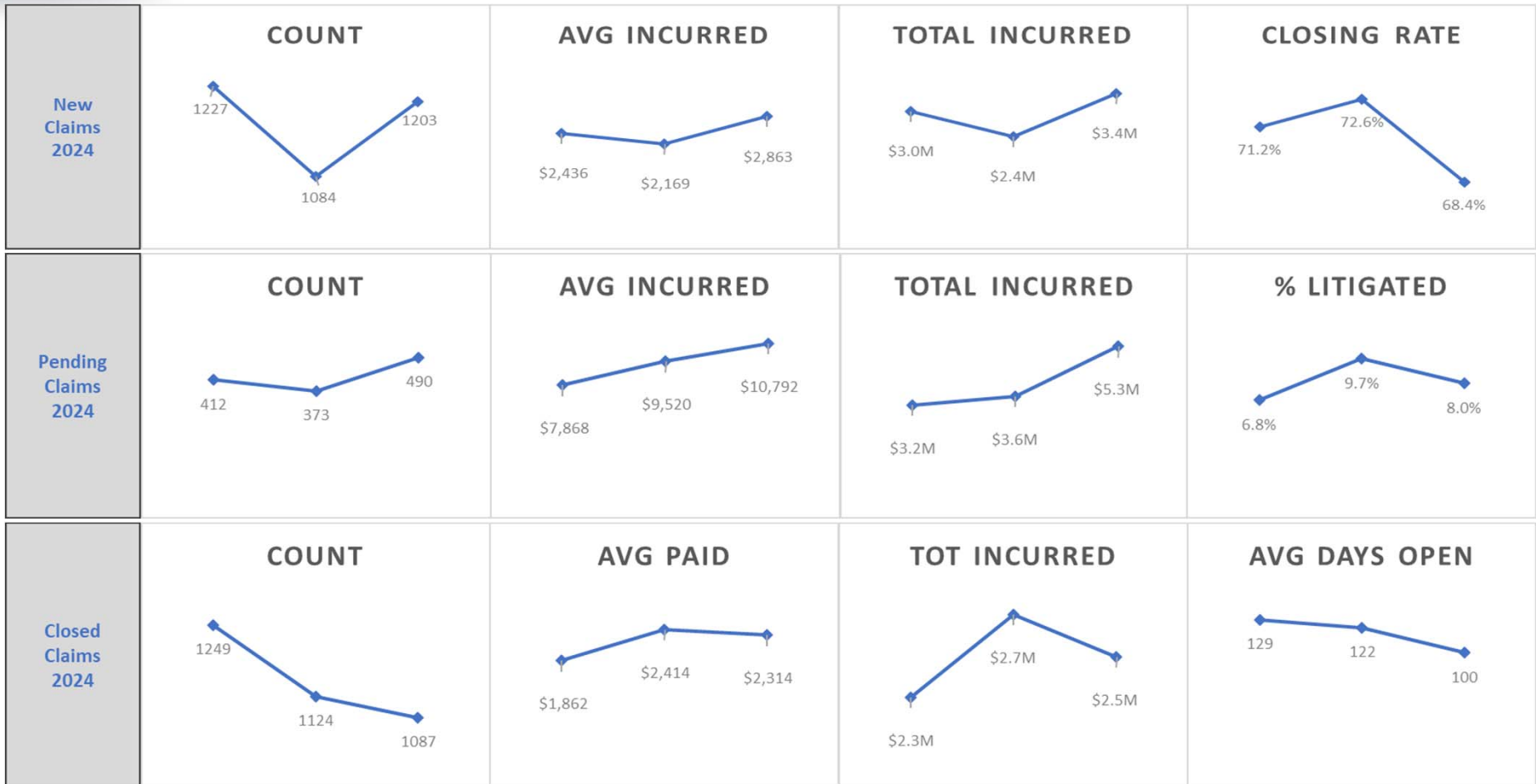
Ability to drill down into key metrics





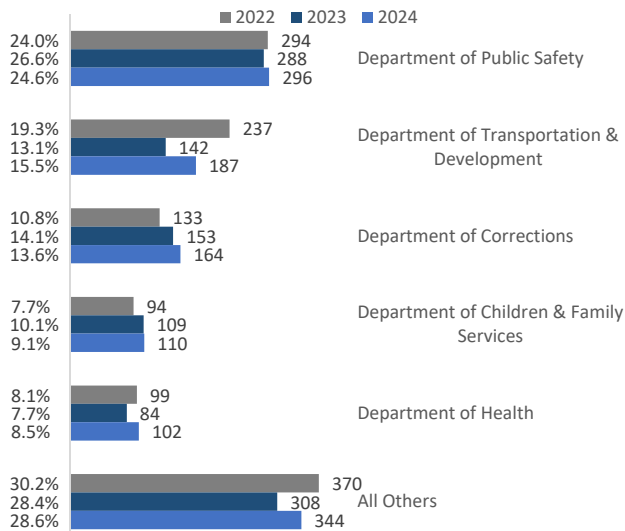
- 01** Targeting programs on another level
- 02** Bringing productivity and flexibility
- 03** Modernizing prescription drug policies
- 04** Back to basics for accommodations
- 05** Pandemic-related health challenges
- 06** Incentivizing healthy workplace culture
- 07** New solutions for complex losses
- 08** Managing climate's impact on claims
- 09** Standing ready for the state of emergency
- 10** Transforming energy approaches
- 11** Shifting the supply chain focus
- 12** Investigating new angles to fight fraud
- 13** Staying ahead of the pace of change
- 14** Prioritizing prevention
- 15** Moving ESG from obligation to transformation
- 16** Gaining confidence in compliance
- 17** Safeguarding data, privacy and reputation
- 18** Persevering through economic uncertainty
- 19** Adapting to geopolitical instability
- 20** Refining experience and expectations
- 21** Finding new value in data and optimization
- 22** Stabilizing litigation in a volatile world
- 23** Utilizing the power of relationships

## AUTO LIABILITY – 1<sup>ST</sup> PARTY (AU)

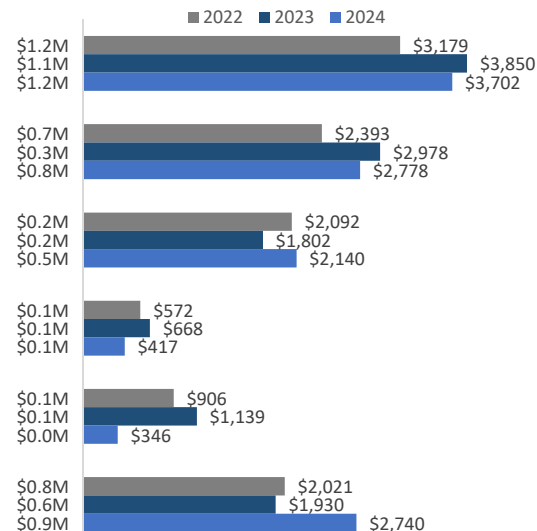


		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	1227	1084	1203	<b>11.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$2,436	\$2,169	\$2,863	<b>32.0%</b>
	<b>Incurred</b>	\$2,989,469	\$2,351,058	\$3,444,204	<b>46.5%</b>
	<b>% Litigated</b>	0%	0.1%	0%	<b>-1.0%</b>
	<b>% Attorney Representation</b>	0%	0.2%	0%	<b>-0.2%</b>
	<b>Closing Rate (New Claims)</b>	71.2%	72.6%	68.4%	<b>-4.2%</b>
	<b>Average Days Open</b>	84	69	69	<b>1.1%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	412	373	490	<b>31.4%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$7,868	\$9,520	\$10,792	<b>13.4%</b>
	<b>Claim Count +\$100k %</b>	3.6%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred</b>	\$3,241,426	\$3,551,121	\$5,288,260	<b>48.9%</b>
	<b>% Litigated</b>	6.8%	9.7%	8.0%	<b>-1.7%</b>
	<b>% Attorney Representation</b>	7.0%	9.9%	8.4%	<b>-1.6%</b>
	<b>% Over &gt; 2 Years</b>	4.6%	6.4%	10.2%	<b>3.8%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	1249	1124	1087	<b>-3.3%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$1,862	\$2,414	\$2,314	<b>-4.1%</b>
	<b>Claim Count +\$100k %</b>	0.0%	0.1%	0.0%	<b>-0.1%</b>
	<b>Incurred</b>	\$2,326,104	\$2,712,837	\$2,515,001	<b>-7.3%</b>
	<b>% Litigated</b>	0.8%	1.2%	0.5%	<b>-7.0%</b>
	<b>Average Days Open</b>	129	122	100	<b>-17.5%</b>
	<b>Closing Ratio</b>	101.8%	103.6%	90.3%	<b>-13.3%</b>

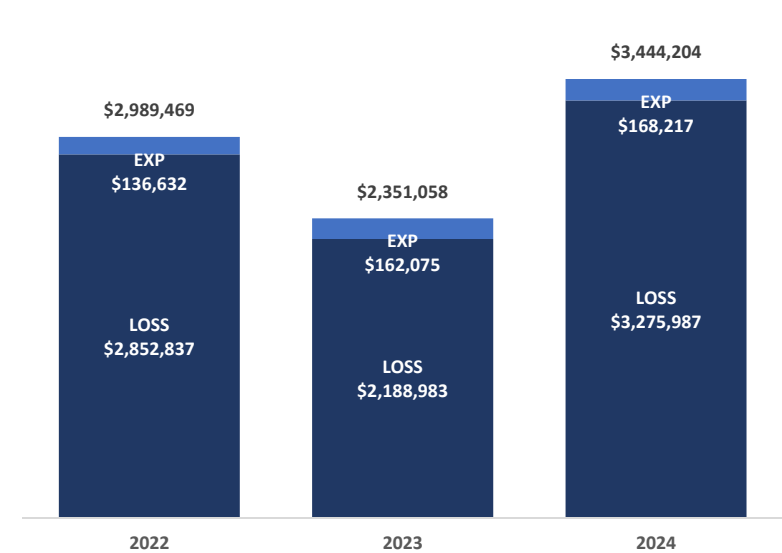
### New Claims by Top Frequent Location



### New Claims Incurred TOT / Incurred AVG

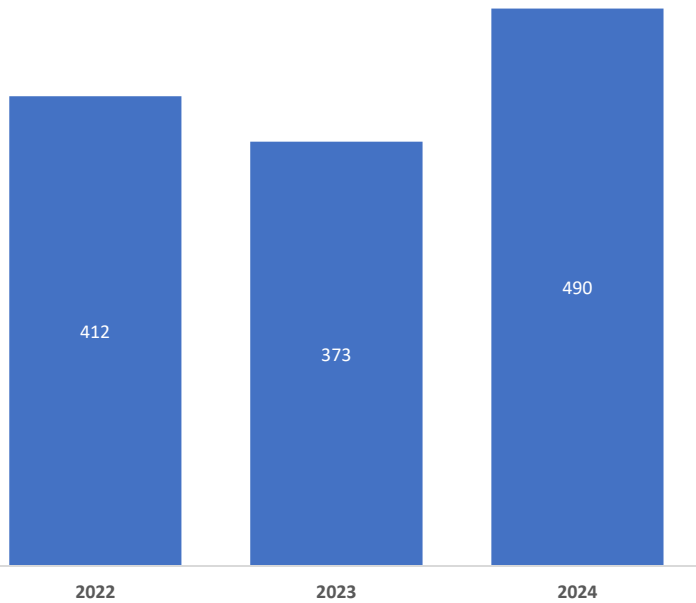


### NEW Claims Total Incurred by Financial Bucket

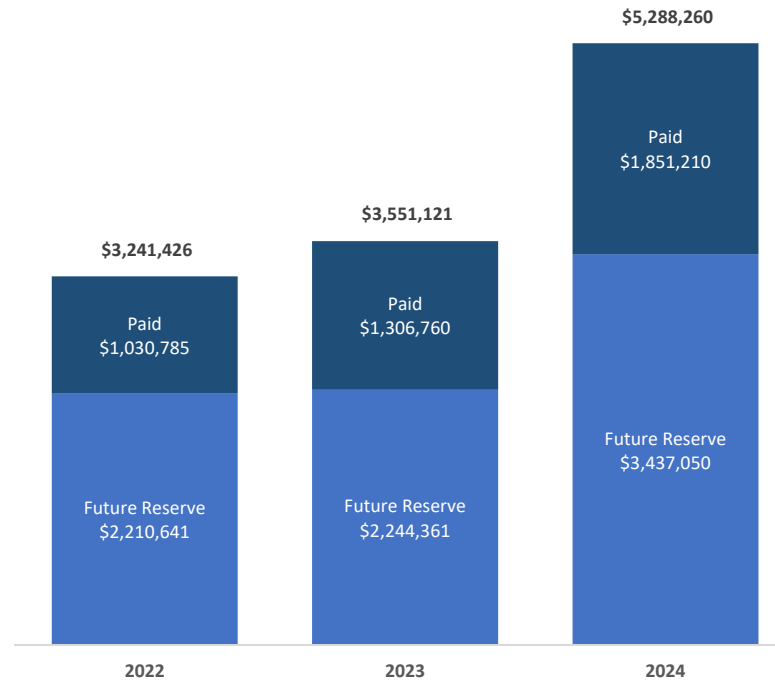


- 1,203 1<sup>st</sup> Party Auto claims were reported in FY24 which is an 11% increase from FY23 (1,084) and 2% decrease from FY22 (1,227)
- All 5 top frequency locations have an increase in new claims for FY24 compared to FY23
- Department of Corrections has an increase in both claim count and average incurred for FY24 where all other top locations see a decrease in incurred
- The increase in new claims has produced an increase in Total Incurred
- FY24 has the highest Total Incurred compared to FY23 and FY22

PENDING Claims  
Count by Coverage Code

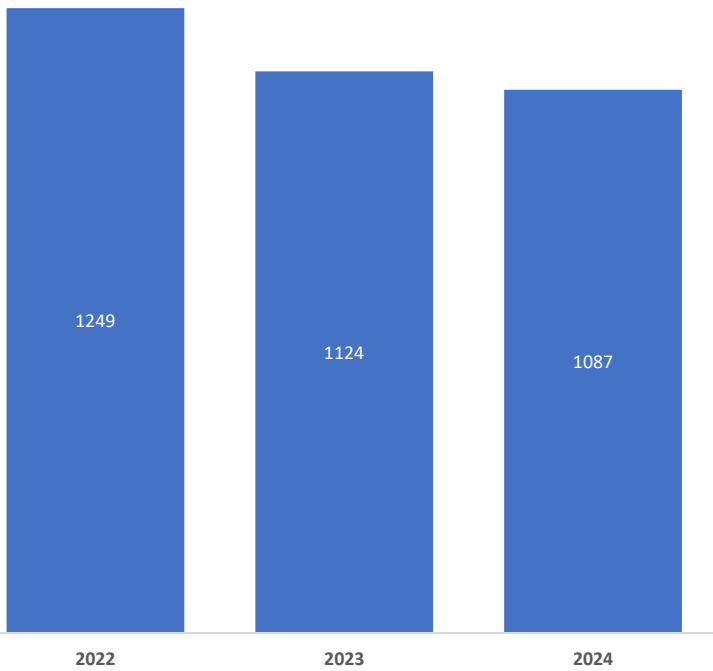


PENDING Claims  
Financial Overview

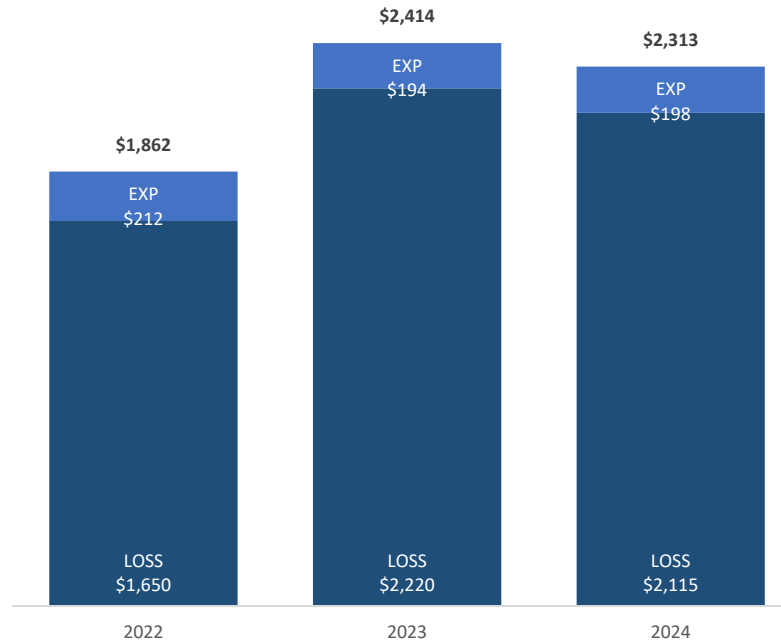


- Pending claims increase by 31% in FY24.
- The Department of Public Safety is the location with the highest number of pending claims for FY24 with 281 or 27%.
- There was a major increase in Total Paid and Total Incurred for FY24 due to the increase in the number of pending claims.
- Only 33% of pending FY24 claims are litigated.

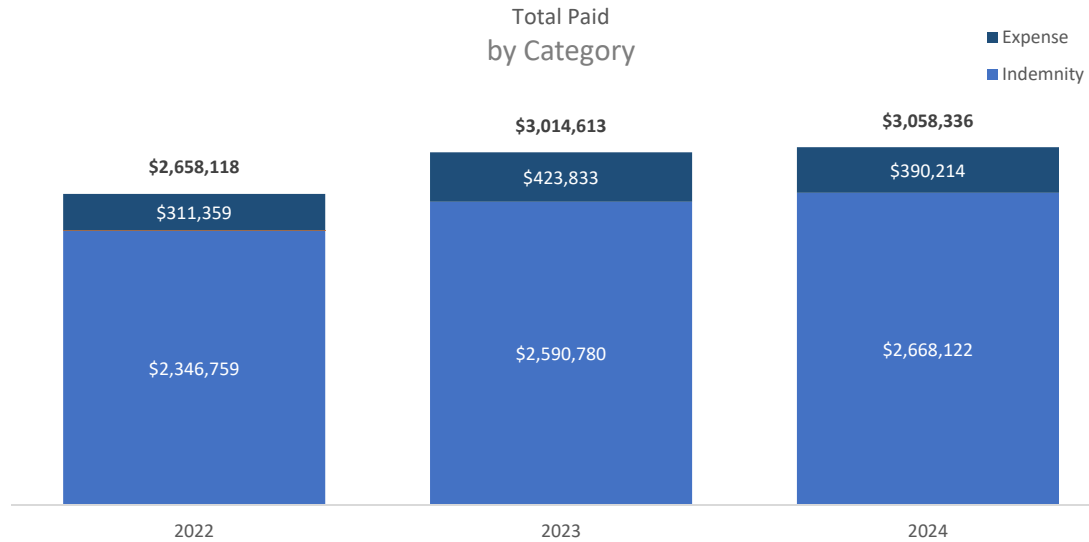
CLOSED Claims  
Count by Coverage Code



CLOSED Claims  
Average Incurred by Financial Bucket



- FY24 shows a minor 3% decrease in the number of closed claims.
- The average incurred also shows a slight decrease.
- On trend with new and pending claims, The Department of Public Safety is the top location for closed FY24 claims.
- 93% of the 1,087 closed claims were not litigated.



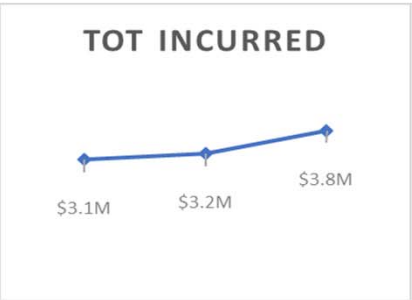
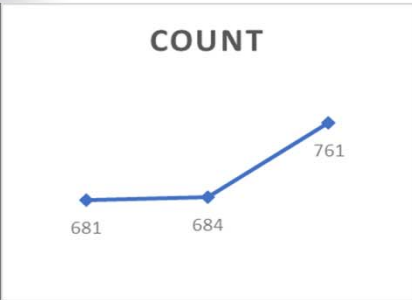
Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$2,346,759	575	\$2,590,780	612	\$2,668,122	559
Expense	\$311,359	634	\$423,833	638	\$390,214	625
<b>Total Paid</b>	<b>\$2,658,118</b>	<b>891</b>	<b>\$3,014,613</b>	<b>929</b>	<b>\$3,058,336</b>	<b>876</b>
Recoveries	\$499,988	247	\$788,830	188	\$361,175	86
<b>Net Paid</b>	<b>\$2,158,130</b>	<b>1066</b>	<b>\$2,225,783</b>	<b>1017</b>	<b>\$2,697,161</b>	<b>896</b>

- Average Loss Payments per claim in FY24 is \$4,773 compared to \$4,233 in FY23 and \$4,081 in FY22.
- FY24 has an increase in the number of claims paid but a decrease in the number of large payments with only 12 payments \$100k and above.
- FY24 has a 54% decrease in recoveries compared to FY23.
- The Total Loss Payments continue to increase over the 3 fiscal years.

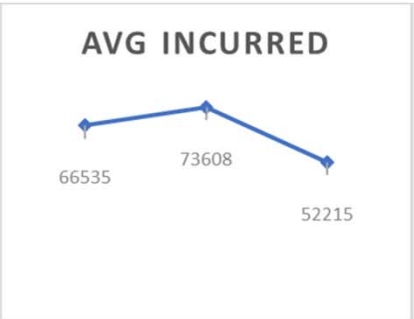
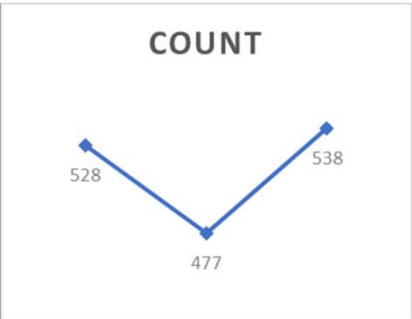


## AUTO LIABILITY – 3rd PARTY (AL)

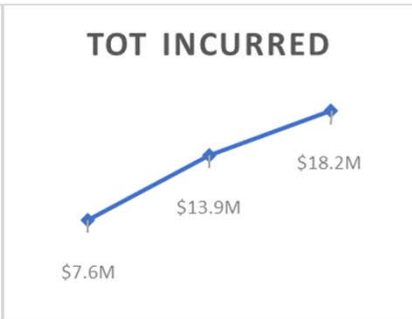
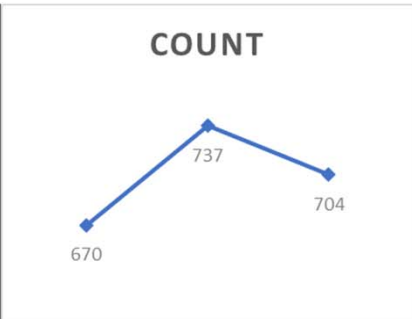
## New Claims 2024



## Pending Claims 2024

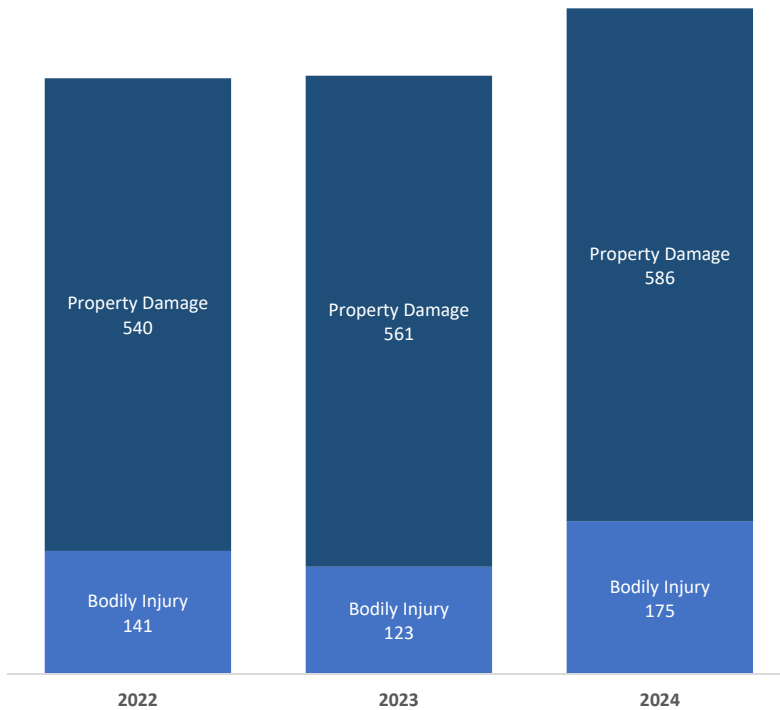


## Closed Claims 2024

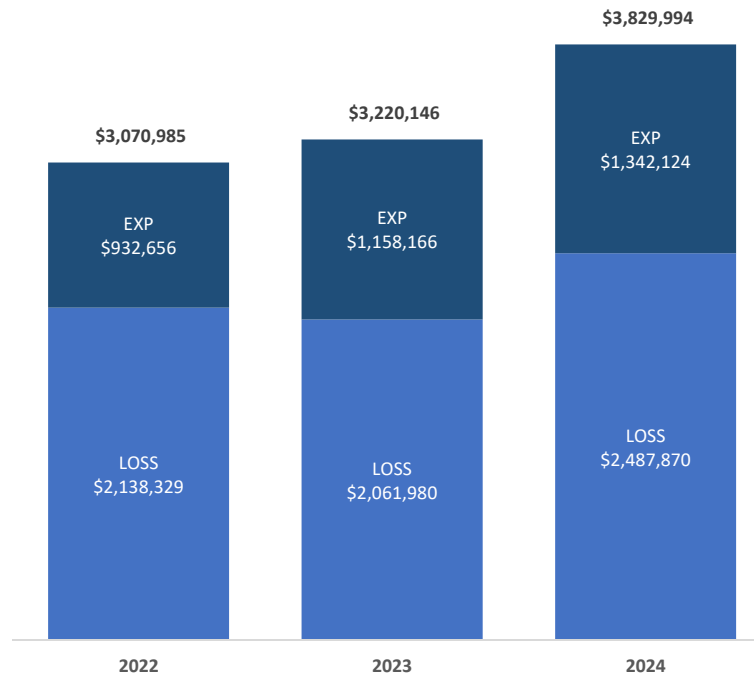


		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	141	123	175	<b>42.3%</b>
	<b>Claim Count</b>	681	684	761	<b>11.3%</b>
	<b>% Bodily Injury Claims</b>	20.7%	18.0%	23.0%	<b>5.0%</b>
	<b>Incurred AVG</b>	\$4,510	\$4,708	\$5,033	<b>6.9%</b>
	<b>Incurred</b>	\$3,070,985	\$3,220,146	\$3,829,995	<b>18.9%</b>
	<b>% Litigated</b>	7.3%	5.3%	6.4%	<b>1.2%</b>
	<b>% Attorney Representation</b>	18.0%	14.2%	19.6%	<b>5.1%</b>
	<b>Closing Rate (New Claims)</b>	67.4%	74.7%	64.7%	<b>-10.1%</b>
	<b>Average Days Open</b>	83	76	76	<b>-0.1%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	391	374	386	<b>3.2%</b>
	<b>Claim Count</b>	528	477	538	<b>12.8%</b>
	<b>% Bodily Injury Claims</b>	74.1%	78.4%	71.7%	<b>-6.7%</b>
	<b>Incurred AVG</b>	\$66,535	\$73,608	\$52,215	<b>-29.1%</b>
	<b>Claim Count +\$100k %</b>	14.4%	20.3%	16.7%	<b>-3.6%</b>
	<b>Incurred</b>	\$35,130,393	\$35,111,078	\$28,091,733	<b>-20.0%</b>
	<b>% Litigated</b>	65.3%	70.2%	56.5%	<b>-13.7%</b>
	<b>% Attorney Representation</b>	77.1%	78.2%	72.5%	<b>-6.1%</b>
	<b>% Over &gt; 2 Years</b>	40.5%	48.2%	37.7%	<b>-10.5%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	150	142	164	<b>15.5%</b>
	<b>Claim Count</b>	670	737	704	<b>-4.5%</b>
	<b>% Bodily Injury Claims</b>	22.4%	19.3%	23.3%	<b>4.0%</b>
	<b>Incurred AVG</b>	\$11,392	\$18,835	\$25,811	<b>37.0%</b>
	<b>Claim Count +\$100k %</b>	1.5%	3.3%	5.1%	<b>1.9%</b>
	<b>Incurred</b>	\$7,632,612	\$13,881,470	\$18,170,686	<b>30.9%</b>
	<b>% Litigated</b>	14.0%	10.6%	16.5%	<b>5.9%</b>
	<b>Average Days Open</b>	300	254	296	<b>16.8%</b>
	<b>Closing Ratio</b>	97.4%	107.4%	91.9%	<b>-15.5%</b>

NEW Claims  
Count by Coverage Code

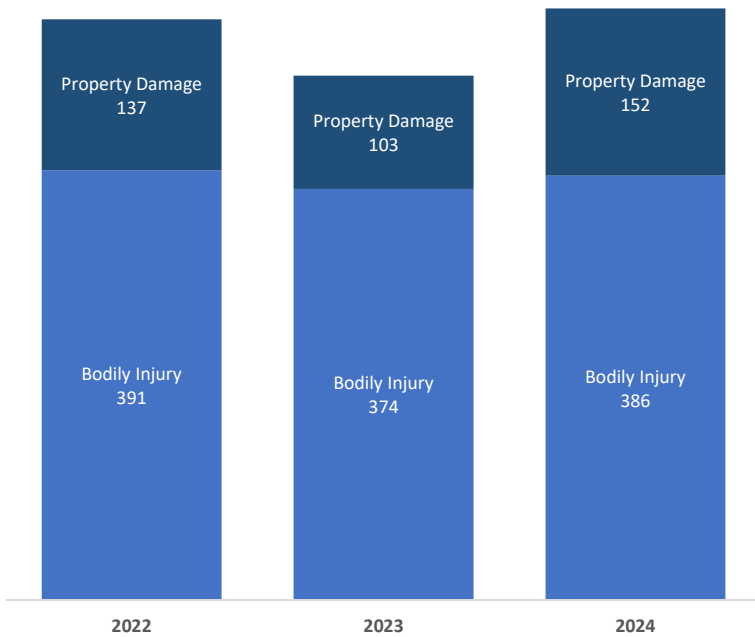


NEW Claims  
Total Incurred by Financial Bucket

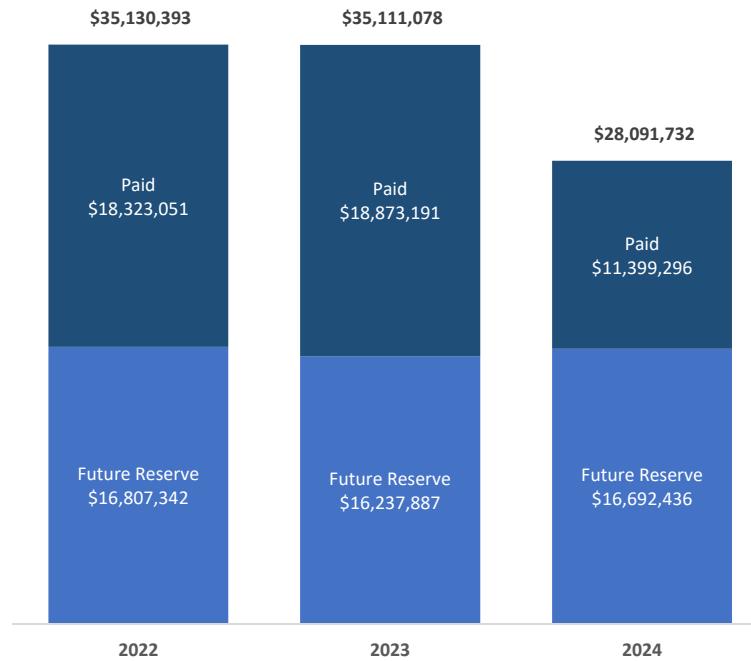


- New claims increased by 74 or 11% from FY23 to FY24.
- 77% of the new claims in FY24 are property damage claims.
- State Police drove almost 45M miles in FY24 and has the highest number of new claims with 154
- DOTD drove 21.4M miles in FY24 and had the second most new claims with 150 new claims
- Total Incurred follows the same upward trend as new claims.
- The top cause of new claims is Rear-Ended by Ov at 12% or 228 claims.
- Only 2.5% of new claims in FY24 are litigated which is slightly higher than 2.1% in FY23 and lower than 2.7% in FY22.

PENDING Claims  
Count by Coverage Code

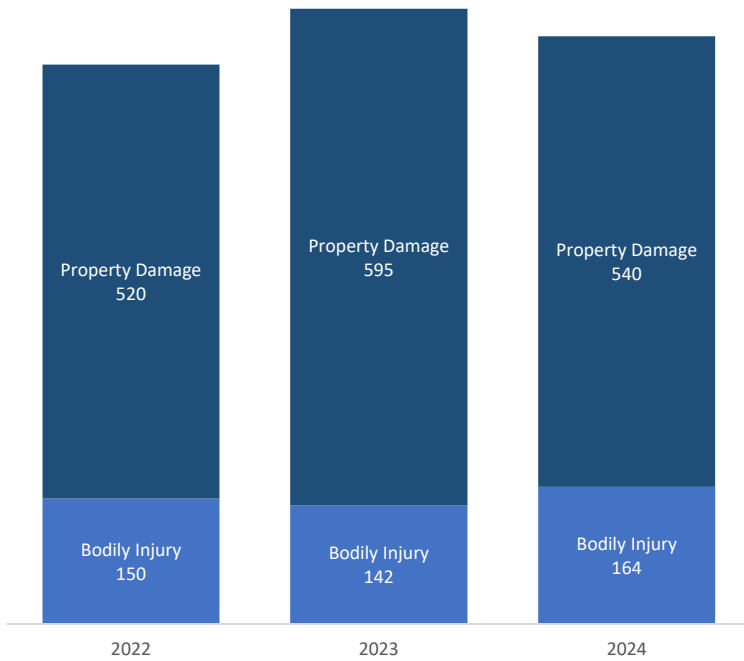


PENDING Claims  
Financial Overview

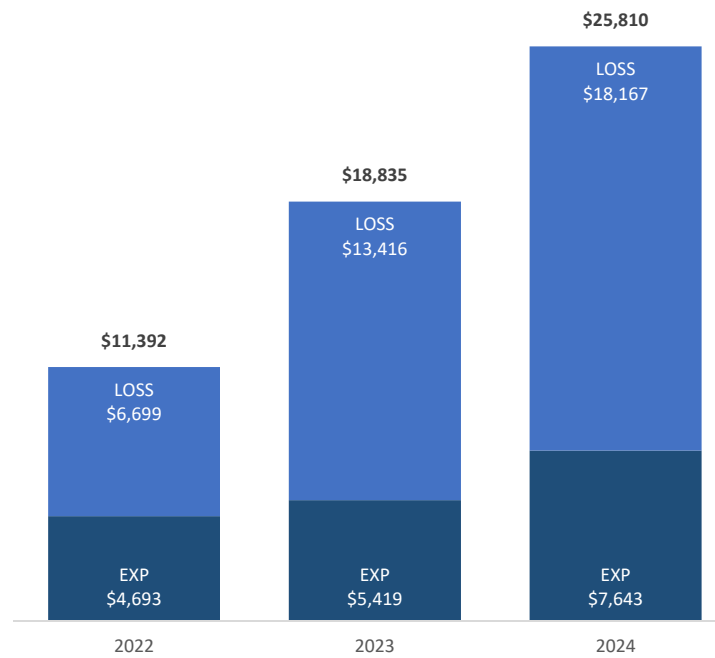


- There is a 12% increase in pending claims in FY24 due to the increase in new claims and decrease in closed claims.
- There is a 20% decrease in total incurred compared to the prior two years.
- Just like new claims, Office of State Police and DOTD Office of Engineering are the top two locations for pending claims.
- 304 or 56.5% of pending claims are litigated which is lower than the two prior fiscal years.

CLOSED Claims  
Count by Coverage Code



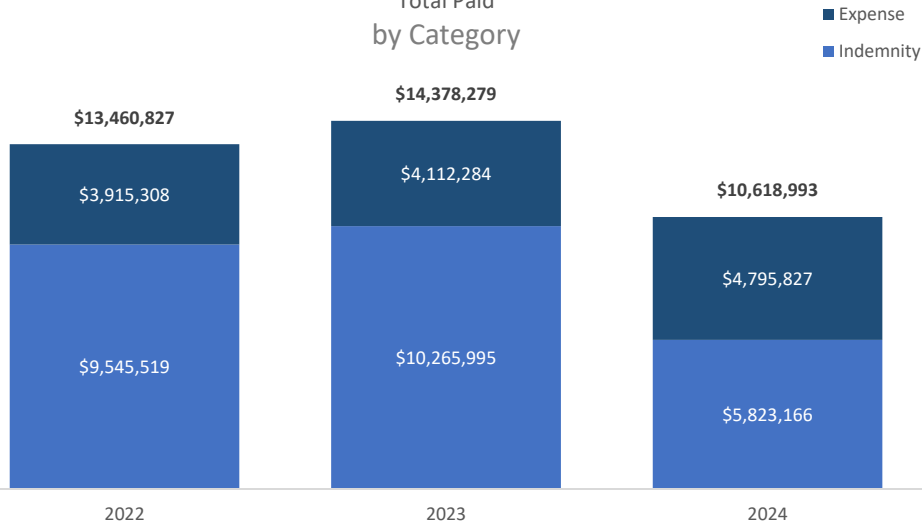
CLOSED Claims  
Average Incurred by Financial Bucket



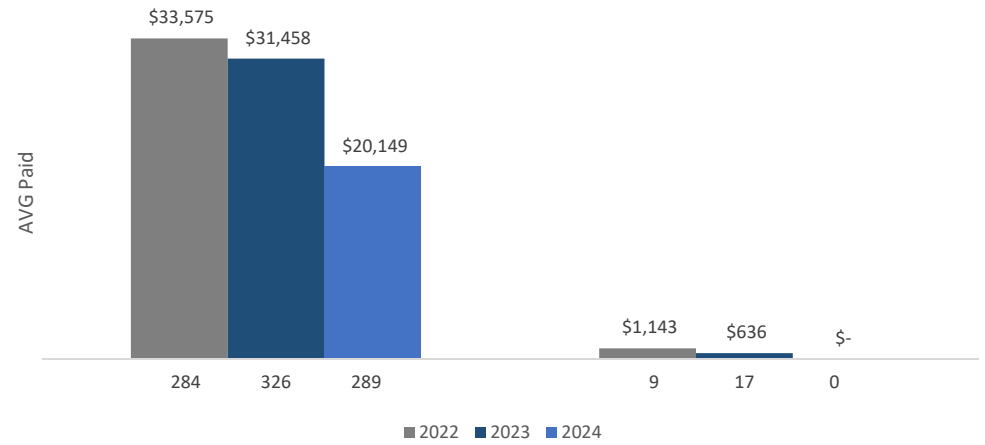
- FY24 shows a slight dip in the number of closed claims.
- Total FY24 closed litigated number of claims increased 49% to 116 from 78 in FY23 which increased the total loss paid by \$3.1M to \$11.3M
- 93% of closed claims were not litigated which is in line with previous years.

Verdict Code Description	7/1/23 - 6/30/24		
	Claim Count	Expense Paid	Ind/Loss Paid
Settled	68	\$2,187,692	\$4,548,384
Settled After Mediation	16	\$1,892,149	\$5,473,315
Dismissed With Prejudice	13	\$179,832	\$0
Voluntary Dismissal	5	\$40,345	\$0
Dismissed Without Prejudice	3	\$44,055	\$0
Plaintiff Won	3	\$757,642	\$1,221,078
Defense Won Appeal	2	\$148,340	\$0
Settled Prior to Mediation	2	\$54,261	\$15,441
Third Party Takeover	2	\$3,823	\$0
Summary Judgment	1	\$34,477	\$0
	1	\$0	\$0
<b>Total</b>	<b>116</b>	<b>\$5,342,616</b>	<b>\$11,258,218</b>

Total Paid by Category



Payments Top Loss Pay codes



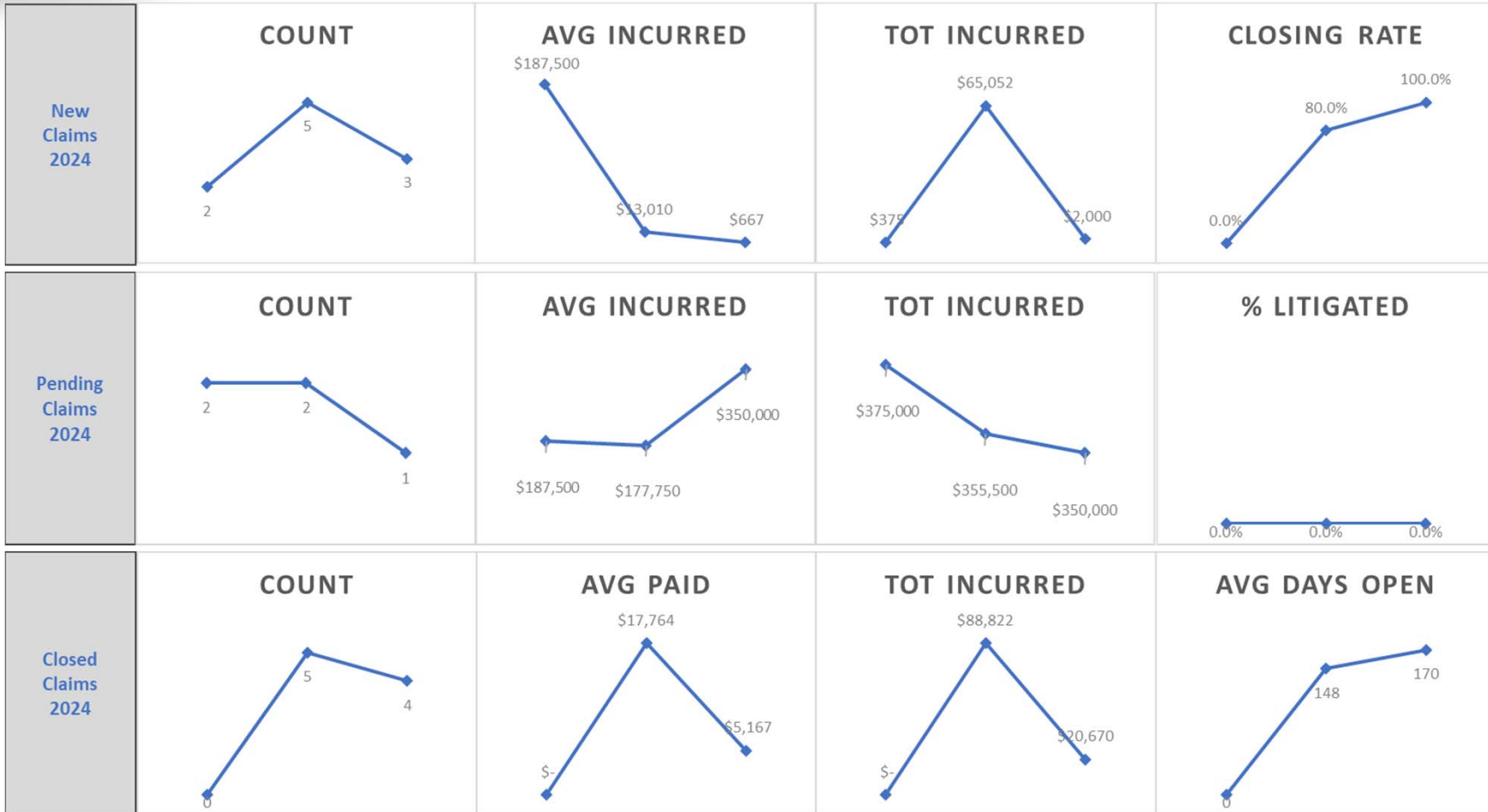
Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$9,545,519	286	\$10,265,995	327	\$5,823,166	289
Expense	\$3,915,308	566	\$4,112,284	628	\$4,795,827	545
<b>Total Paid</b>	<b>\$13,460,827</b>	<b>692</b>	<b>\$14,378,279</b>	<b>750</b>	<b>\$10,618,993</b>	<b>641</b>
Recoveries	\$27,465	4	\$40,108	13	\$36,714	13
<b>Net Paid</b>	<b>\$13,433,362</b>	<b>692</b>	<b>\$14,338,171</b>	<b>756</b>	<b>\$10,582,279</b>	<b>644</b>

- FY24 shows a major decline in indemnity payments.
- Settlement of all claims is down nearly 50% with 289 claims settled paying \$5.8M because of training and better negotiating.
- 89% of expense payments in FY24 are classified as legal fees.
- Recoveries were down \$ 3,394 or 8.5% from FY23.



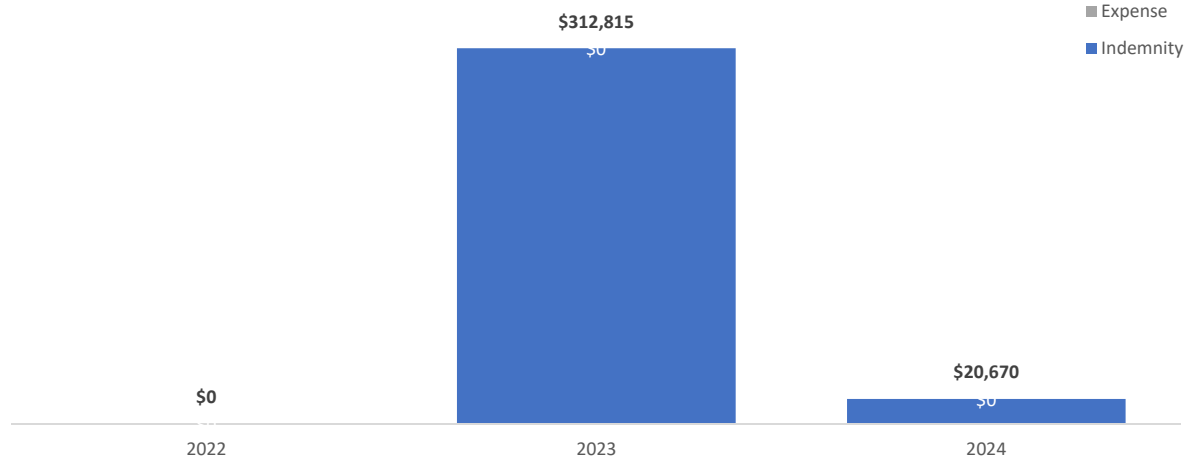
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## AVIATION (AN)



		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	2	5	5	<b>-40.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$187,500	\$13,010	\$667	<b>-94.9%</b>
	<b>Incurred</b>	\$375	\$65,052	\$2,000	<b>-96.5%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	0.0%	80.0%	100.0%	<b>20.0%</b>
	<b>Average Days Open</b>	180	116	154	<b>32.7%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	2	2	1	<b>-50.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$187,500	\$177,750	\$350,000	<b>96.9%</b>
	<b>Claim Count +\$100k %</b>	50.0%	50.0%	100.0%	<b>50.0%</b>
	<b>Incurred</b>	\$375	\$355,500	\$350,000	<b>-1.5%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Over &gt; 2 Years</b>	0.0%	0.0%	100.0%	<b>100.0%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	0	5	4	<b>-20.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$0	\$17,764	\$5,167	<b>-70.9%</b>
	<b>Claim Count +\$100k %</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred</b>	\$0	\$88,822	\$20,670	<b>-76.7%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>Average Days Open</b>	0	148	170	<b>14.4%</b>
	<b>Closing Ratio</b>	0%	100.0%	133.3%	<b>33.3%</b>

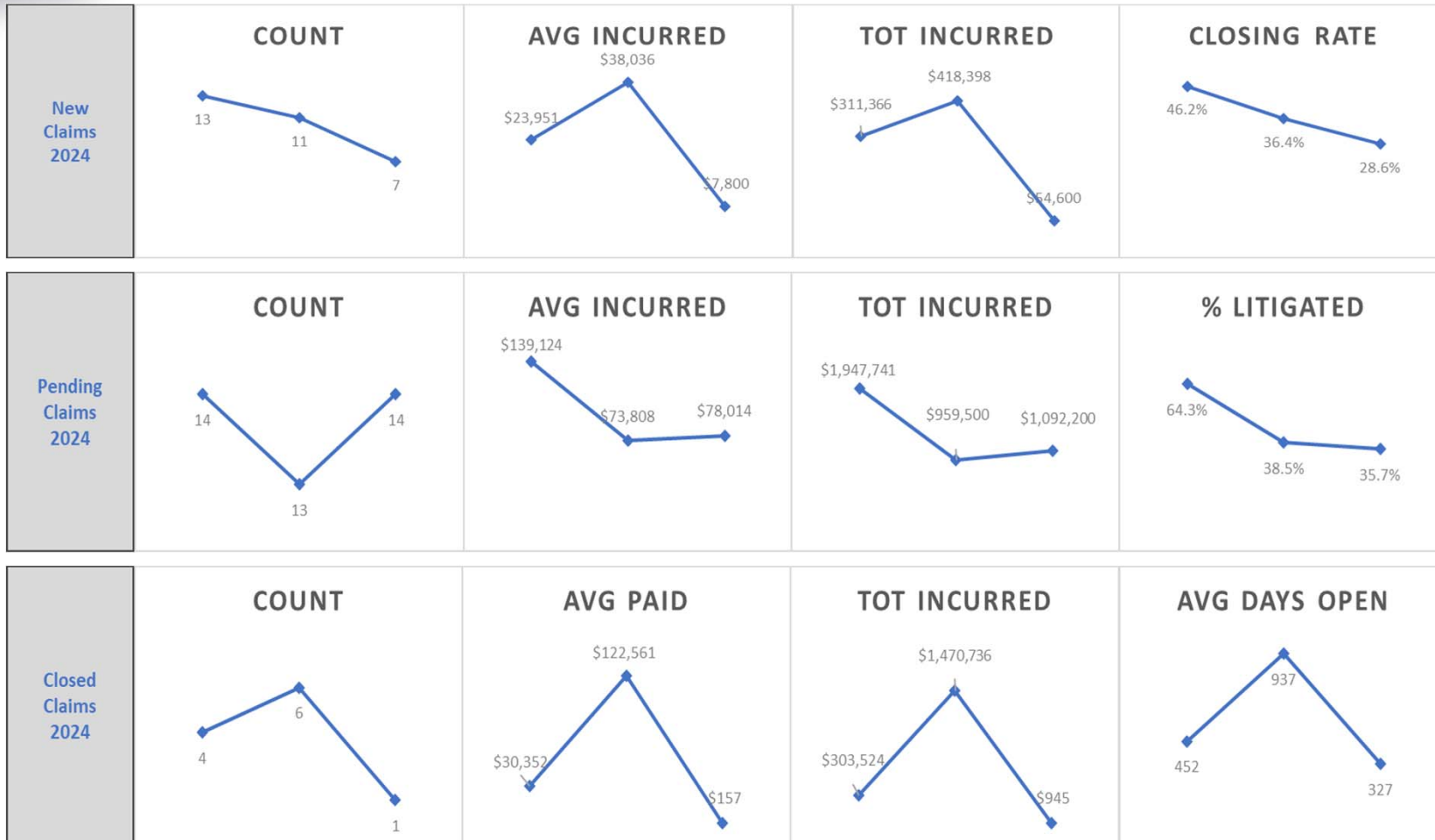
Total Paid by Category



- Although the number of claims remains the same for FY24 compared to FY23 we see a 93% decrease in total paid.
- Like FY23 all recoveries are from the insurer AIG

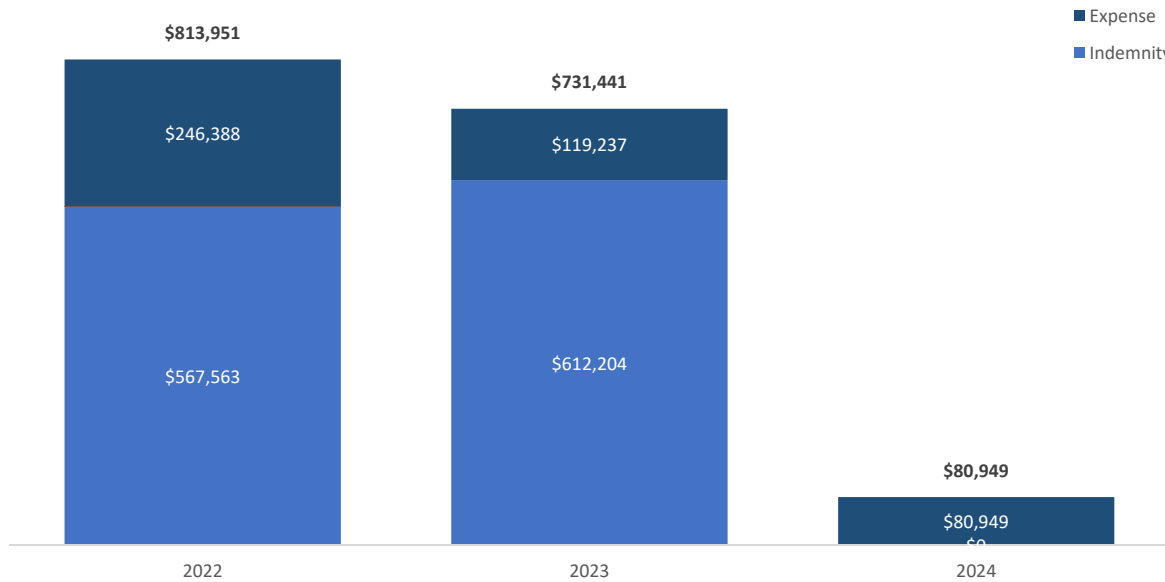
Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$0	0	\$312,815	4	\$20,670	4
Expense	\$0	0	\$0	0	\$0	0
<b>Total Paid</b>	<b>\$0</b>	<b>0</b>	<b>\$312,815</b>	<b>4</b>	<b>\$20,670</b>	<b>4</b>
Recoveries	\$0	0	\$87,822	3	\$18,670	3
<b>Net Paid</b>	<b>\$0</b>	<b>0</b>	<b>\$224,993</b>	<b>4</b>	<b>\$2,000</b>	<b>4</b>

## WET MARINE (WM)



		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	4	2	0	<b>-100.0%</b>
	<b>Claim Count</b>	13	11	7	<b>-36.4%</b>
	<b>% Bodily Injury Claims</b>	30.8%	18.2%	0.0%	<b>-36.4%</b>
	<b>Incurred AVG</b>	\$23,951	\$38,036	\$7,800	<b>-79.5%</b>
	<b>Incurred</b>	\$311,366	\$418,398	\$54,600	<b>-87.0%</b>
	<b>% Litigated</b>	15.4%	9.1%	0%	<b>-9.1%</b>
	<b>% Attorney Representation</b>	23.1%	9.1%	0%	<b>-9.1%</b>
	<b>Closing Rate (New Claims)</b>	46.2%	36.4%	28.6%	<b>-7.8%</b>
	<b>Average Days Open</b>	183	134	150	<b>12.7%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	9	5	4	<b>-20.0%</b>
	<b>Claim Count</b>	14	13	14	<b>7.7%</b>
	<b>% Bodily Injury Claims</b>	64.3%	38.5%	28.6%	<b>-9.9%</b>
	<b>Incurred AVG</b>	\$139,124	\$73,808	\$78,014	<b>5.7%</b>
	<b>Claim Count +\$100k %</b>	21.4%	30.8%	28.6%	<b>-2.2%</b>
	<b>Incurred</b>	\$1,947,741	\$959,500	\$1,092,200	<b>13.8%</b>
	<b>% Litigated</b>	64.3%	38.5%	35.7%	<b>-2.7%</b>
	<b>% Attorney Representation</b>	64.3%	38.5%	35.7%	<b>-2.7%</b>
	<b>% Over &gt; 2 Years</b>	50.0%	15.4%	35.7%	<b>20.3%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	4	6	1	<b>-83.3%</b>
	<b>Claim Count</b>	10	12	6	<b>-50.0%</b>
	<b>% Bodily Injury Claims</b>	40.0%	50.0%	16.7%	<b>-33.3%</b>
	<b>Incurred AVG</b>	\$30,352	\$122,561	\$157	<b>-99.9%</b>
	<b>Claim Count +\$100k %</b>	10.0%	16.7%	0.0%	<b>-16.7%</b>
	<b>Incurred</b>	\$303,524	\$1,470,736	\$945	<b>-99.9%</b>
	<b>% Litigated</b>	20.0%	41.7%	16.7%	<b>-25.0%</b>
	<b>Average Days Open</b>	452	397	324	<b>-65.1%</b>
	<b>Closing Ratio</b>	76.9%	109.1%	85.7%	<b>-23.4%</b>

Total Paid by Category



Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$567,563	9	\$612,204	5	\$0	0
Expense	\$246,388	12	\$119,237	13	\$80,949	7
<b>Total Paid</b>	<b>\$813,951</b>	<b>19</b>	<b>\$731,441</b>	<b>16</b>	<b>\$80,949</b>	<b>7</b>
Recoveries	\$21,845	1	\$0	0	\$0	0
<b>Net Paid</b>	<b>\$792,106</b>	<b>19</b>	<b>\$731,441</b>	<b>16</b>	<b>\$80,949</b>	<b>7</b>

- FY24 has no Indemnity Payments and a 32% decrease in Expense Payments.
- Overall FY24 had an 89% decrease in Total Paid compared to FY23.
- \$58k or 72% of the Expense Payments were coded to Defense Attorney.



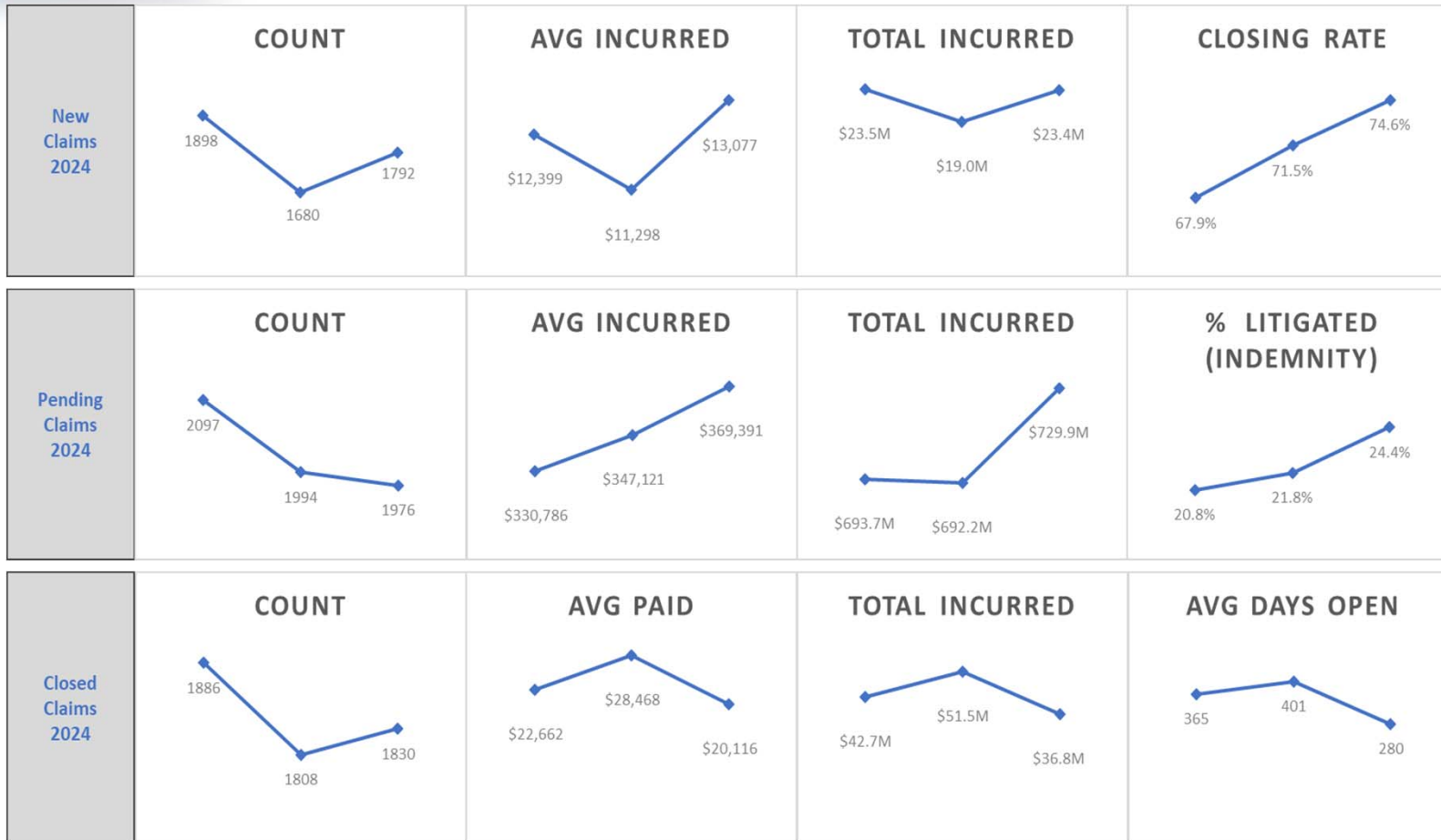
## WORKERS' COMPENSATION (WC)

Final Type = (All)

Closure Incurred Range = 2. Ultimate between \$0.01 and \$2,500

**WC- Auto Reserve Outcomes (closed claims); Date of Loss >=7/1/2023; Closed as of 7/14/2024**

6410	Claim Count	Ultimates (@Closure)	1st Reserve : Ultimate	Ultimate Durations (Days)	Avg Reserve Changes	Rate of Bill Review Reserve "Errors"
Examiner Reserves (Sedgwick BOB)	79,917	\$ 708	219.9%	43.4	3.834691	1.1160
PM-AutoReserve (Sedgwick BOB)	166,359	\$ 709	140.7%	46.1	3.876147	1.0619
<b>PM-AutoReserve (Program in black above)</b>	<b>578</b>	<b>725</b>	<b>110.6%</b>	<b>34.7</b>	<b>3.657439</b>	<b>0.9983</b>
<b>AutoReserve vs Examiner</b>		<b>2.4%</b>	<b>-109.3%</b>	<b>-20.1%</b>	<b>-4.6%</b>	<b>-10.6%</b>



- In FY24 Indemnity claims increased by 12 claims
- Medical Only claims increased by 100 claims
- Pending and Closed remains consistent
- Decrease in Duration

		2022	2023	2024	% Change
<b>New Claims</b>	<b>Claim Count IN</b>	784	584	596	<b>2.1%</b>
	<b>Claim Count</b>	1898	1680	1792	<b>6.7%</b>
	<b>% Indemnity</b>	41.3%	34.8%	33.3%	<b>-1.5%</b>
	<b>Average Incurred</b>	\$12,399	\$11,298	\$13,077	<b>15.7%</b>
	<b>Total Incurred</b>	\$23,533,120	\$18,980,860	\$23,433,258	<b>23.5%</b>
	<b>% Litigated Indemnity Claims</b>	0.5%	0.5%	1.2%	<b>0.7%</b>
	<b>Closing Rate (New Claims)</b>	67.9%	71.5%	74.6%	<b>3.1%</b>
	<b>Average Days Open</b>	76	72	69	<b>-3.7%</b>
<b>Pending Claims</b>	<b>Claim Count IN</b>	1910	1859	1850	<b>-0.5%</b>
	<b>Claim Count</b>	2097	1994	1976	<b>-0.9%</b>
	<b>% Indemnity</b>	91.1%	93.2%	93.6%	<b>0.4%</b>
	<b>Average Incurred</b>	\$330,786	\$347,121	\$369,391	<b>6.4%</b>
	<b>Total Incurred</b>	\$693,657,734	\$692,159,135	\$729,917,101	<b>5.5%</b>
	<b>% Litigated Indemnity Claims</b>	20.8%	21.8%	24.4%	<b>2.6%</b>
	<b>% Over 2 Years Old</b>	62.0%	65.6%	68.4%	<b>2.8%</b>
<b>Closed Claims</b>	<b>Claim Count IN</b>	825	688	635	<b>-7.7%</b>
	<b>Claim Count</b>	1886	1808	1830	<b>1.2%</b>
	<b>% Indemnity</b>	43.7%	38.1%	34.7%	<b>-3.4%</b>
	<b>Average Incurred</b>	\$22,662	\$28,468	\$20,116	<b>-29.3%</b>
	<b>Total Incurred</b>	\$42,740,790	\$51,469,906	\$36,812,093	<b>-28.5%</b>
	<b>% Litigated Indemnity Claims</b>	10.3%	7.7%	7.1%	<b>-0.6%</b>
	<b>Average Days Open</b>	365	401	280	<b>-30.3%</b>
	<b>Closing Ratio</b>	98.2%	106.0%	101.0%	<b>-5.0%</b>

NEW Claims  
2024

COUNT



AVG INCURRED



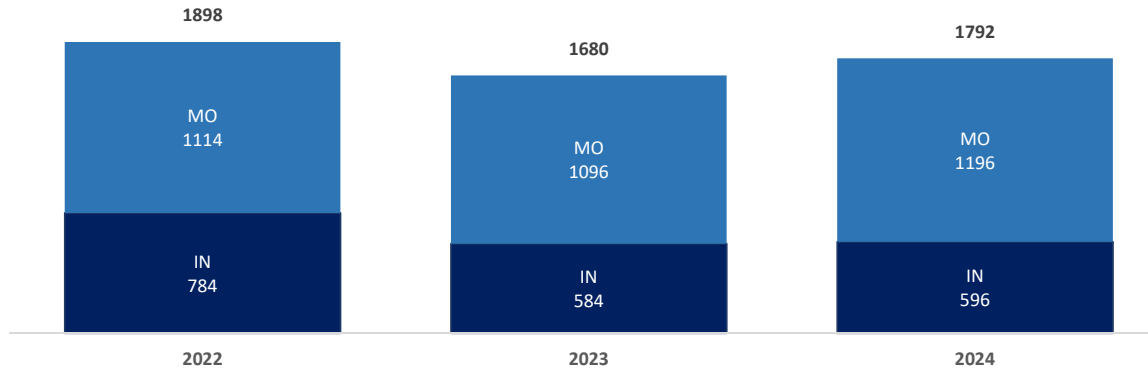
TOTAL INCURRED



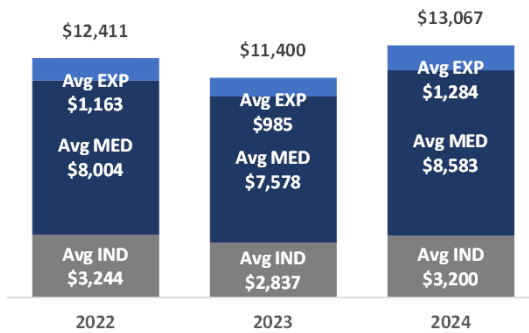
CLOSING RATE



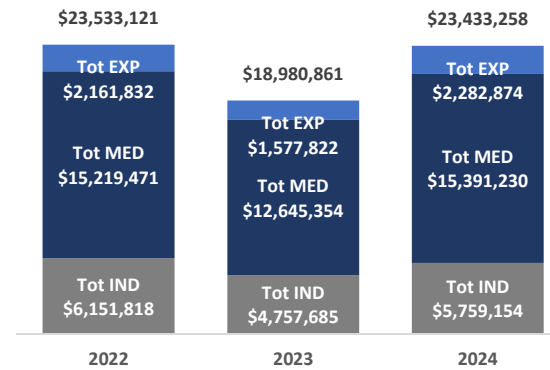
NEW Claims - WC  
Count by Claim Type



NEW Claims - WC  
Average Incurred by Financial Bucket

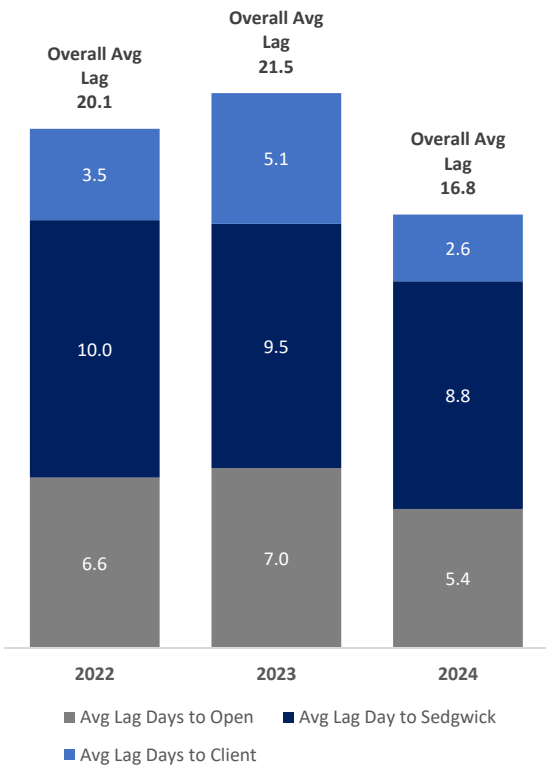


NEW Claims - WC  
Total Incurred by Financial Bucket

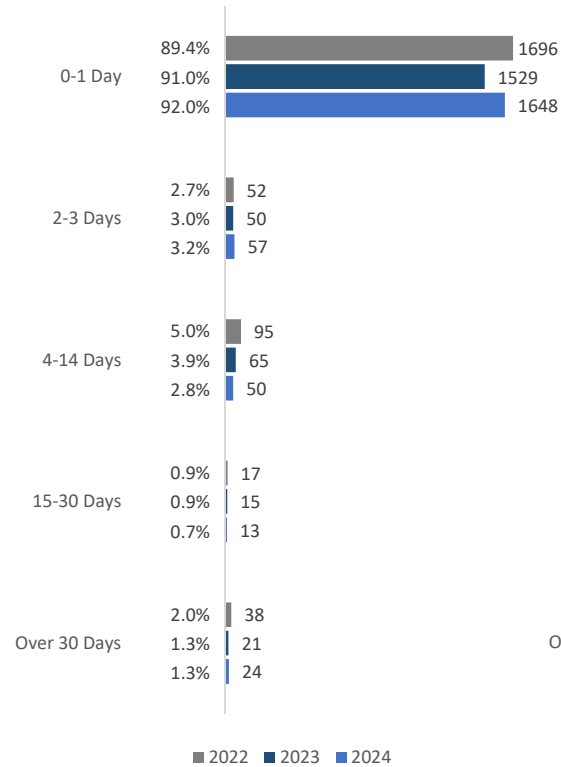


- FY24 saw a 9% increase in Medical Only claims
- Department of Health continues with frequency
  - OBH East – 182
  - Pinecrest – 175
- Indemnity claims slight uptick in FY24 but still sharp decline from FY22
- Average Incurred is driven by one claim in FY24
- One death claim reported in FY24 which was denied because employee was not in course and scope of employment

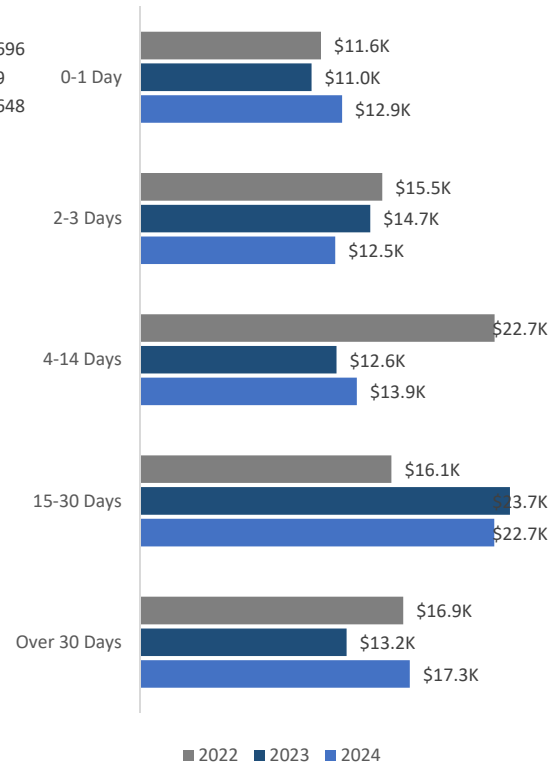
### Average Lags



### Claim Count/ % of Claims



### Average Incurred



- Overall Lag times improved in FY24 to 16.8 days
- Over 91.1% of claims reported within 15 days, up from 88.9% and 89.7% in FY22 and Fy23 respectively
- Several agencies saw large improvements while others need to improve

## PENDING Claims 2024

### COUNT



### AVG INCURRED



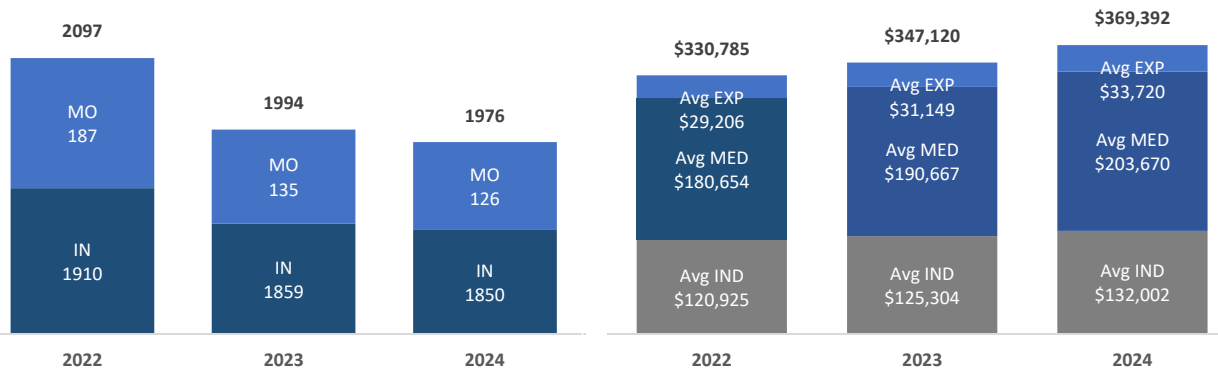
### AGED % > 2 YEARS



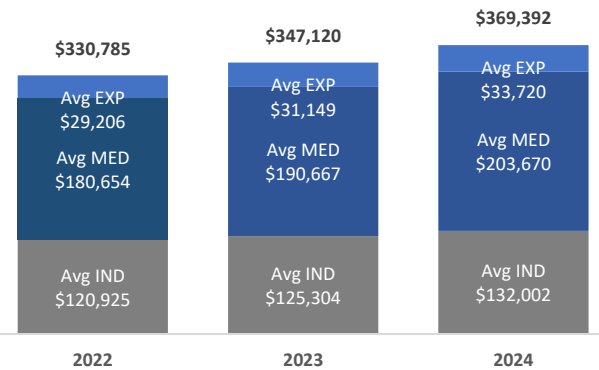
### % LITIGATED (INDEMNITY)



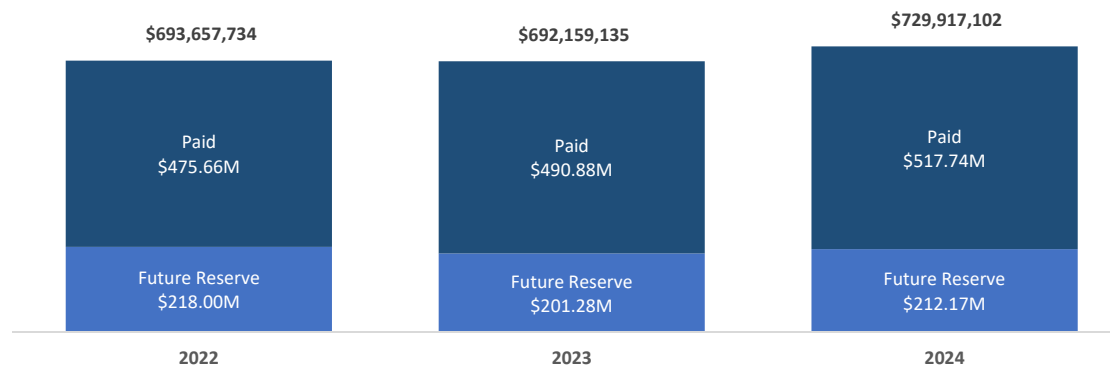
## PENDING Claims - WC Count by Claim Type



## PENDING Claims - WC Average Incurred by Financial Bucket



## PENDING Claims - WC Financial Overview



- Pending claims remain constant with FY23 counts
- FY24 saw a large increase in Medical and Expense Averages
- Driver of Medical Average in FY24 was an \$11M increase in Rx. Sever claims with doctors prescribing pain medications above ODG Guidelines
- 139 Claims are in current Litigation of some form with \$7.3M reserved for Legal Expense

CLOSED Claims  
2024

COUNT



TOTAL  
INCURRED



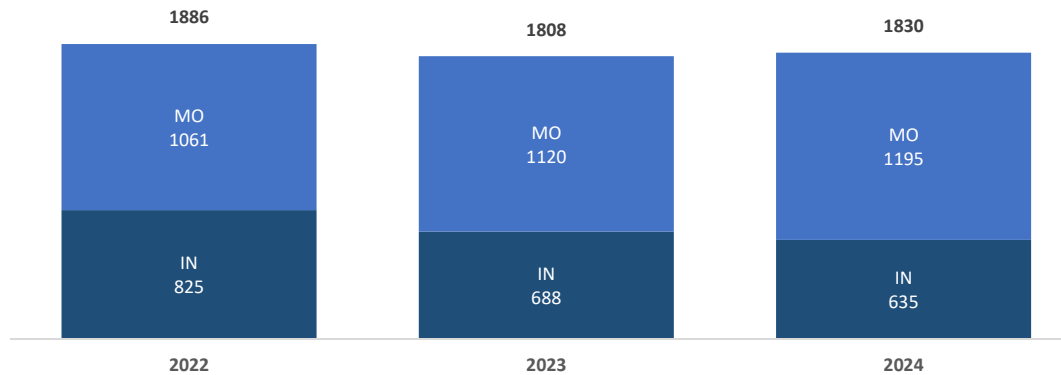
CLOSING RATIO



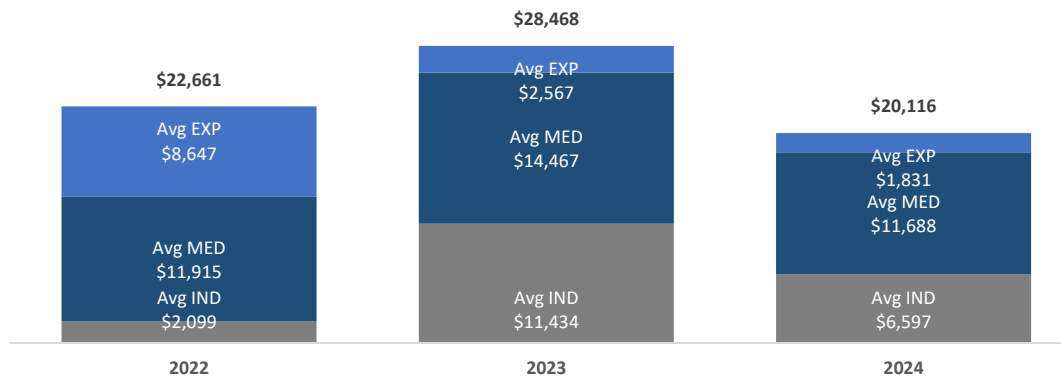
AVG DAYS  
OPEN



CLOSED Claims - WC  
Count by Claim Type



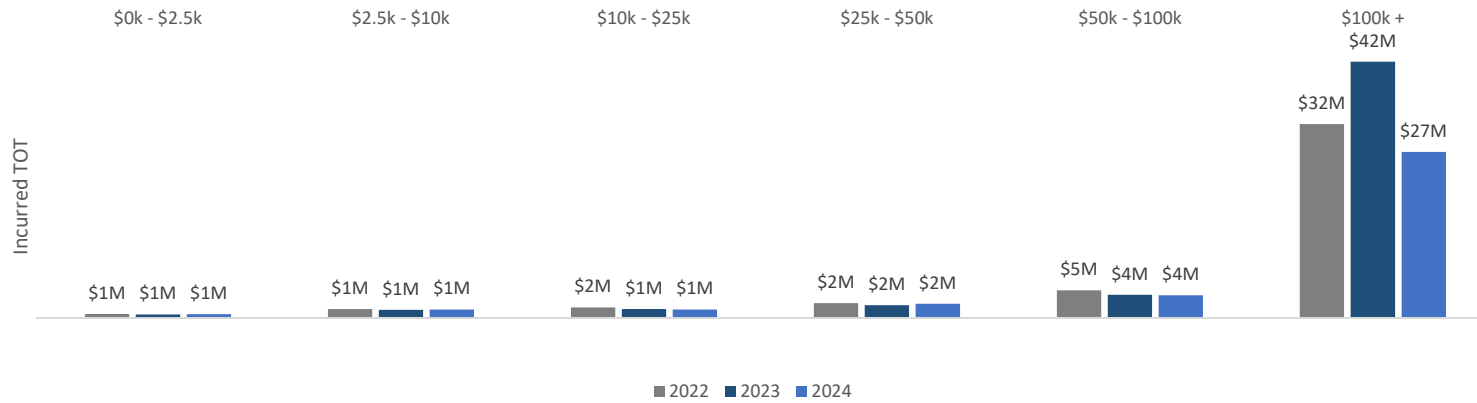
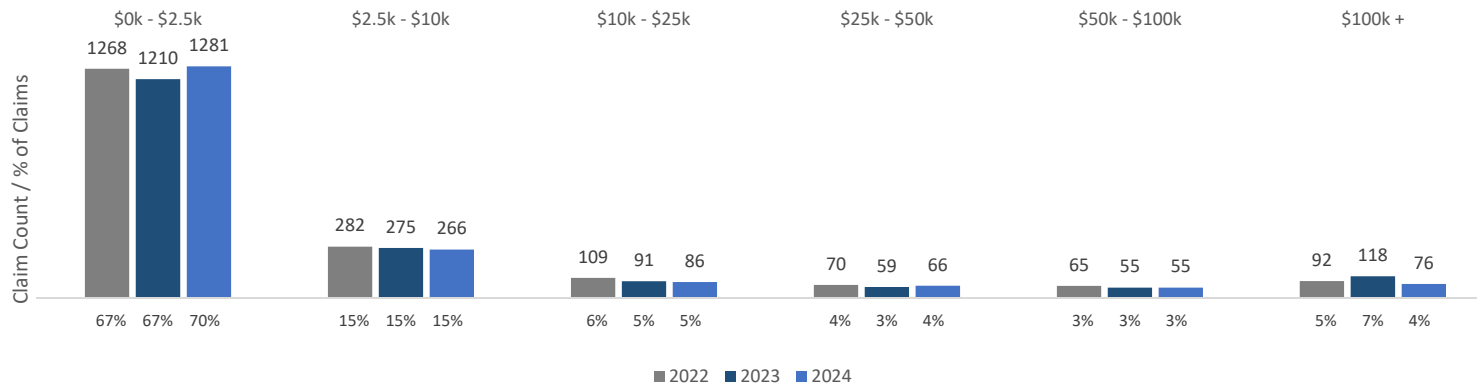
CLOSED Claims - WC  
Average Paid by Financial Bucket



- Indemnity claims Incurred averages decreased almost 30%
- Data suggests the younger claims are closing at an increasing average
- A claim which occurred in 1985 closed this year \$4.6M paid out
- Duration is much lower due to fewer aged claims closing in FY24, 26 in FY24 and 53 in FY23 \$4.2M less driving average paid down
- Closing Ratio is still strong at over 100%

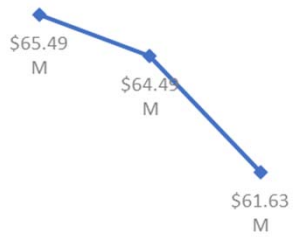


Closed Claims WC  
by Incurred Group



## Payments 2024

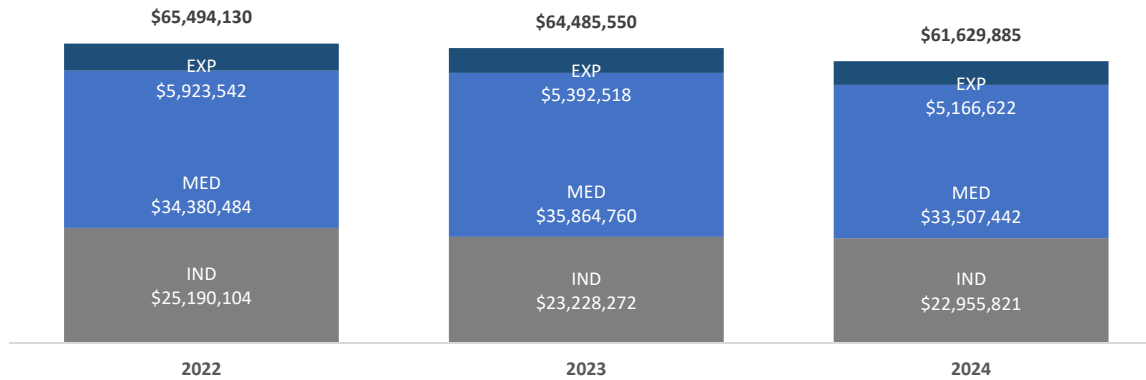
### TOTAL PAID



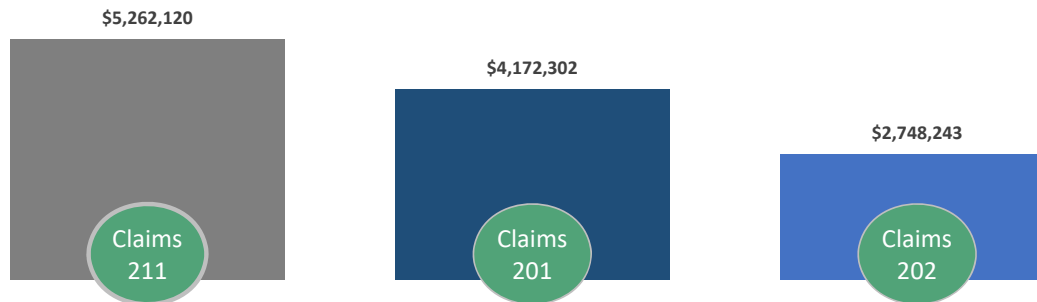
### RECOVERIES




## Total Paid WC by Category



## Total Recoveries WC by Year



- 1042 claimants received a TTD payment in FY24
- 34 claims have Death Benefits payments in FY24, down from 37 in FY22. Claim payments dates back to 1980 claims
- Pay Code "Lump Sum – Ind & Med" decreased \$484K 19 less claims
- Rx Payments decreased 8% or \$725K from FY23 \$9.56M
- Medical Supplies & Equipment saw a 27% decrease of \$1.1M
- SIF Medical Recoveries decreased \$675K in FY24 on basically the same number of claims each year



State of Louisiana 2024 Managed Care Stewardship 06.30.2024

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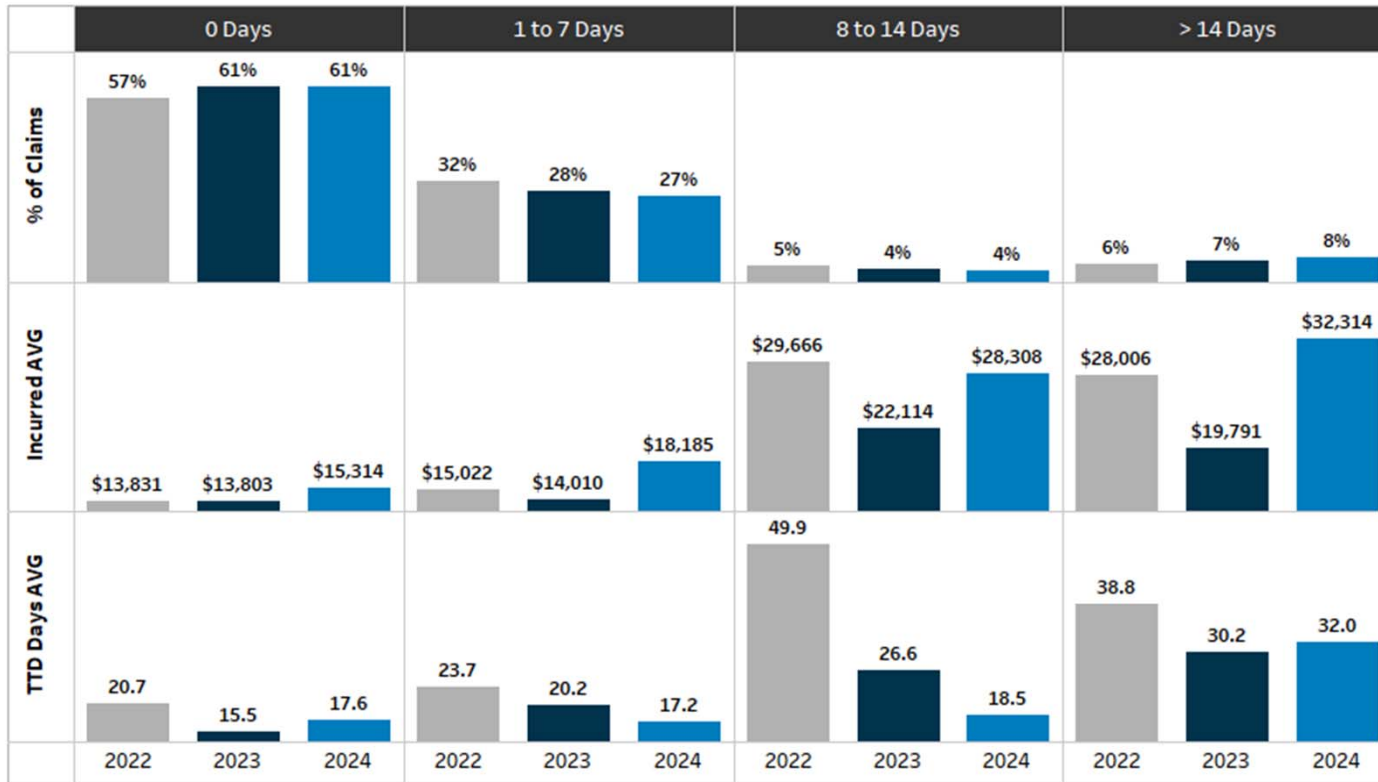


### Medical Paid by Pay Code Group

	2022			2023			2024		
	Total	Avg	Claims	Total	Avg	Claims	Total	Avg	Claims
Pharmacy	\$8,272,807	\$4,128	2,004	\$9,561,945	\$5,043	1,896	\$8,848,714	\$4,737	1,868
Hosp Outpatient	\$7,841,477	\$6,668	1,176	\$7,628,054	\$7,293	1,046	\$8,063,082	\$7,543	1,069
Specialist	\$3,817,793	\$3,334	1,145	\$3,697,163	\$3,283	1,126	\$3,481,907	\$3,282	1,061
DME/Supplies	\$3,502,234	\$3,823	916	\$4,130,683	\$4,820	857	\$3,052,915	\$3,802	803
Diagnostics	\$2,414,708	\$1,280	1,886	\$2,215,483	\$1,258	1,761	\$2,288,756	\$1,378	1,661
MD	\$1,926,335	\$689	2,794	\$2,320,046	\$833	2,784	\$2,199,737	\$852	2,581
Physical Therapy	\$2,111,895	\$2,529	835	\$2,465,104	\$2,880	856	\$2,090,690	\$2,755	759
All Other MED	\$1,453,713	\$1,181	1,231	\$1,689,592	\$1,377	1,227	\$1,803,694	\$1,529	1,180
Lab	\$1,298,632	\$1,318	985	\$1,168,646	\$1,169	1,000	\$1,086,760	\$1,201	905
Hosp Inpatient	\$1,193,524	\$22,102	54	\$628,730	\$12,091	52	\$402,855	\$8,222	49
Medical Settlement	\$532,067	\$20,464	26	\$416,053	\$10,949	38	\$292,016	\$22,463	13
Long Term Care/Rehab	\$42,135	\$14,045	3	\$11,400	\$11,400	1	\$600	\$200	3
<b>Grand Total</b>	<b>\$34,407,321</b>	<b>\$10,231</b>	<b>3,363</b>	<b>\$35,932,898</b>	<b>\$10,778</b>	<b>3,334</b>	<b>\$33,611,726</b>	<b>\$10,560</b>	<b>3,183</b>
<b>Total Less Settlements</b>	<b>\$33,875,255</b>	<b>\$10,085</b>	<b>3,359</b>	<b>\$35,516,846</b>	<b>\$10,679</b>	<b>3,326</b>	<b>\$33,319,710</b>	<b>\$10,481</b>	<b>3,179</b>

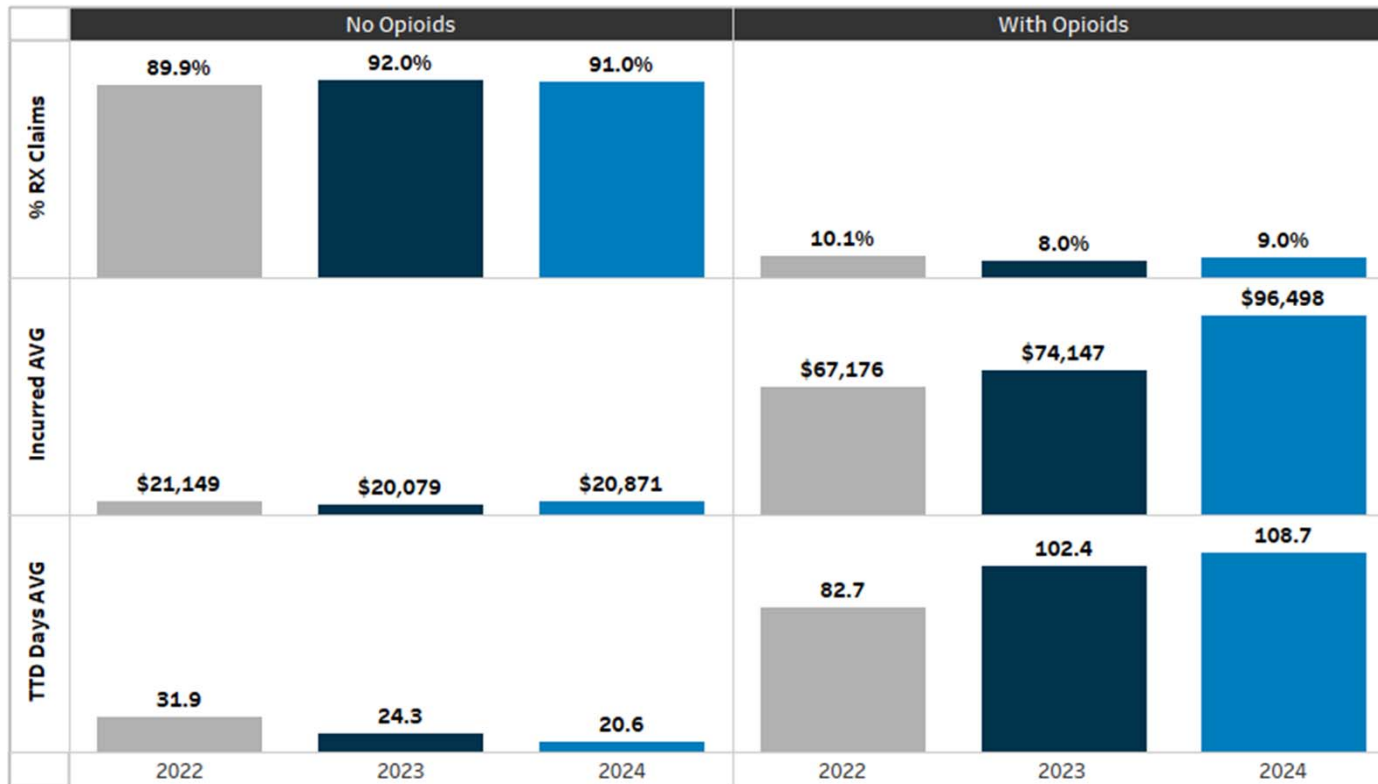
- Overall, medical spend is trending downward. With less claims this year, the Avg total spend is still lower compared to FY 2023. We have also seen a decrease from 2023 to 2024 in the avg per claim cost, down around 2.1%.
- PT spend is down around \$375,000, with around 100 less PT claims versus 2023.
- Hospital Inpatient is down 32% versus 2023 and down 66% versus 2022.
- Pharmacy spend continues to decrease, down around 7% from last year. While this spend has decreased since last year, pharmacy remains the highest spend category, around at least \$800k more than any other category. Hospital Outpatient spend is 2<sup>nd</sup> highest category.

New Claims  
by Lag - Date of Loss to Initial Treatment

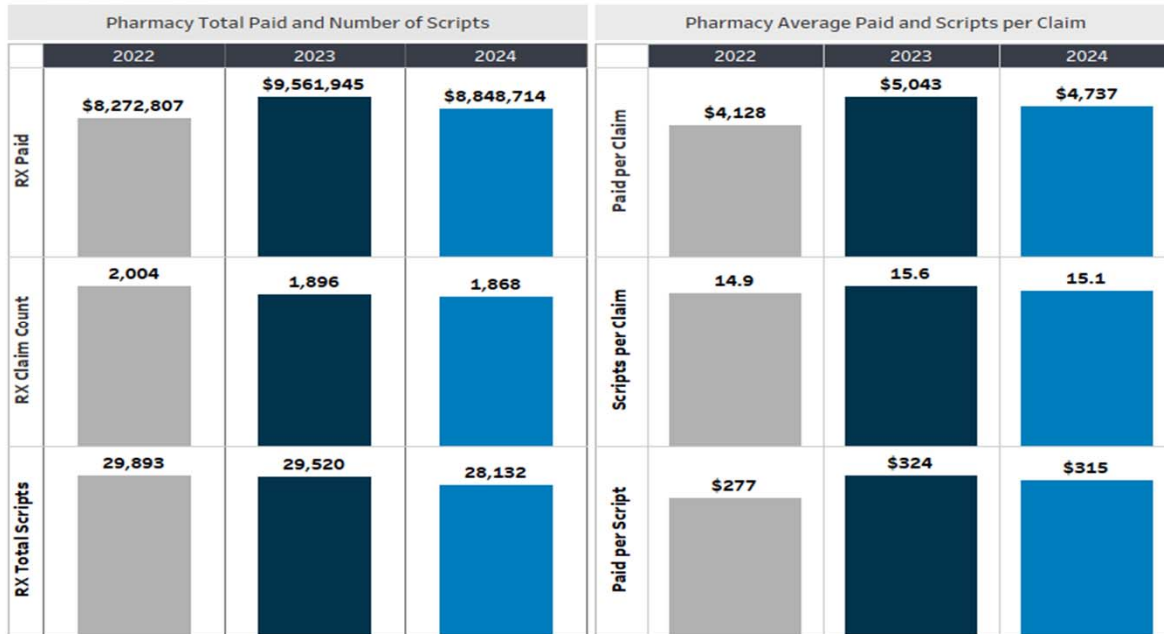


- As expected, TTD gradually increases with longer lag between date of loss and initial treatment.
- This increase is also seen in AVG incurred, as there was slight jump from 0 days to 1-7 days and a significant jump when first treatment took place at 8 days or more since DOL. Appears that there are 4 leaders in Lag time to Treatment at 8 days or more, those being Elayn Hunt Correctional Center, OJJ-Central/Southwest Region, Louisiana State Penitentiary, and Dixon Correctional.
- We saw 41% of initial treatment take place in an ER setting. This is part of the reason for Outpatient Hospital spend to be the second highest spend category. Given that we know we save around \$1,400 in ER avoidance per claim, we would like to see this number lower.

New Claims  
RX Claims by Opioid Flag

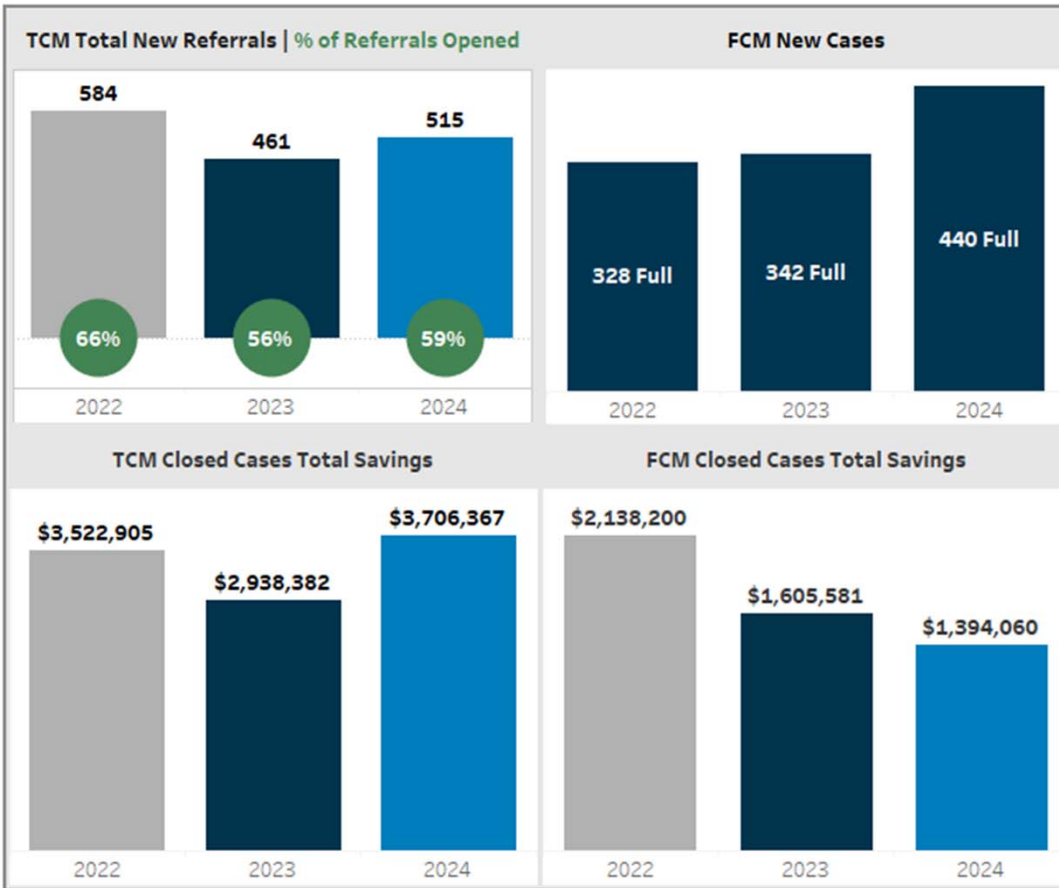
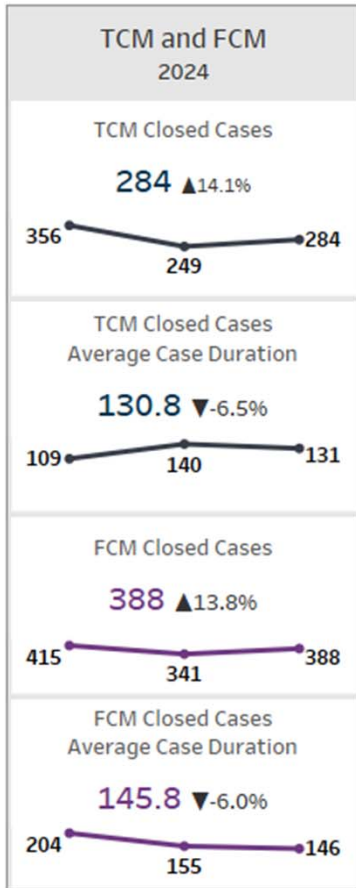


- Rx claims with Opioids increased around 1% from last year, but had a 23% increase on incurred avg dollars spent per claim, and around 6.3 more TTD days on avg.
- While we saw this increase in opioid claims, our non opioid claims saw only a slight increase in Avg dollars incurred against last year but saw a 3.7 TTD days avg decrease.
- Only 56 of 1803 total claims received an Opioid, and only 22 received more than one fill.
- We have some injured workers still receiving opioids with dates of injury around 40 years and numerous with 10-20 year old injuries..



Therapeutic Class	FY 22	FY 23	FY 24	2022 to 2024 Change	2023 to 2024 Change
DERMATOLOGICAL	\$2,810,284	\$3,990,778	\$3,829,846	27%	-4%
ANALGESIC - OPIOIDS	\$695,464	\$643,260	\$578,817	-20%	-11%
ANTICONVULSANT	\$574,640	\$584,308	\$536,949	-7%	-8%
ANALGESIC - ANTI - INFLAMMATORY	\$502,726	\$574,360	\$465,845	-8%	-23%
MUSCULOSKELETAL THERAPY AGENTS	\$490,361	\$605,254	\$521,703	6%	-16%

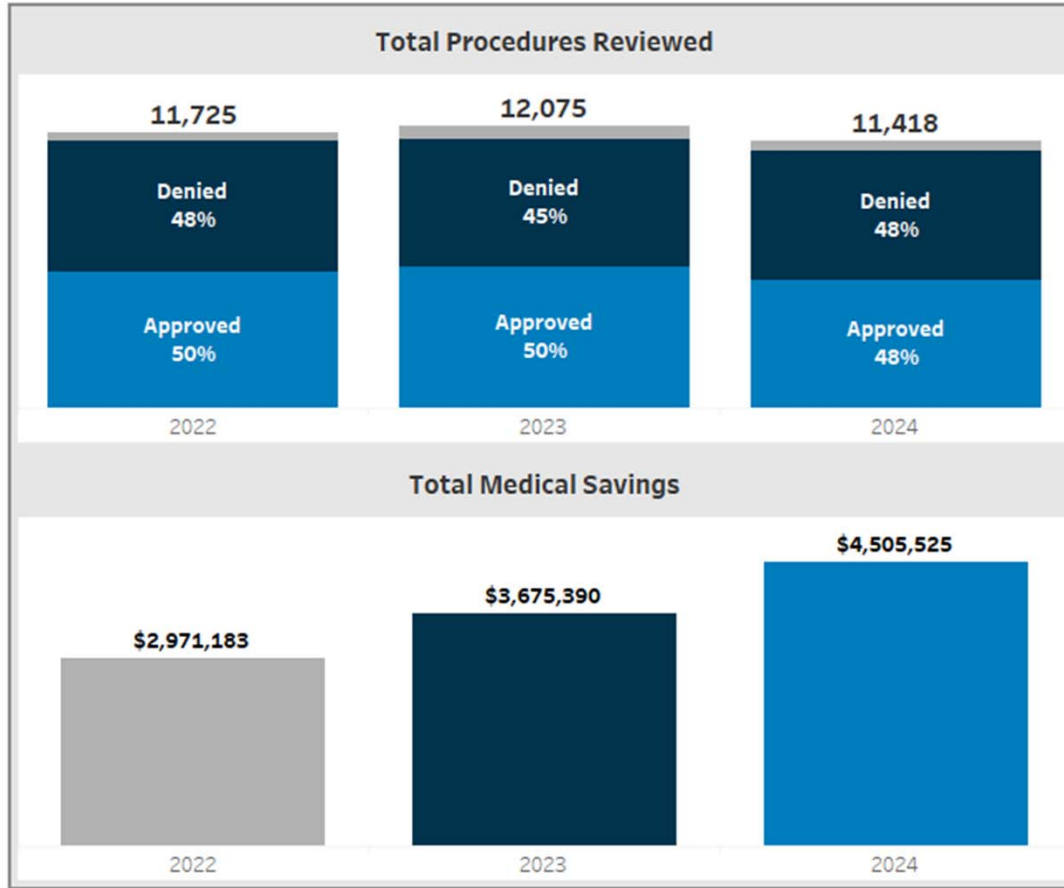
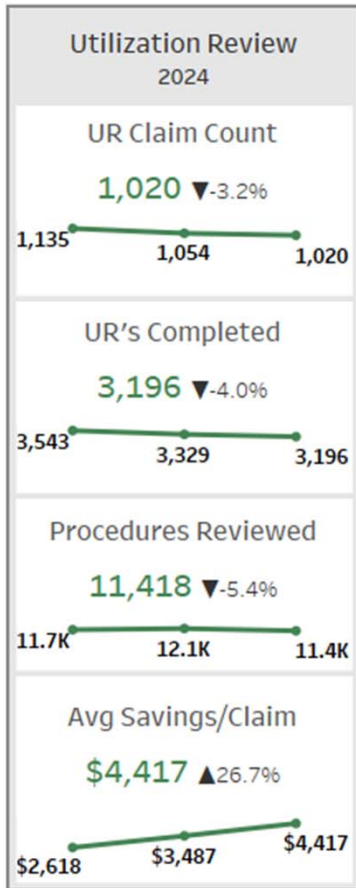
- In FY 2024 we saw a 6% decrease in RX paid per claim as well as a decrease in per script amount, down around 3%.
- Dermatological remains highest drug spend, following along with 2023 and 2022 as well as Sedgwick book of business.
- Total RX paid down around 8%, or around \$700k versus FY 2023, but remains the largest medical spend category over the whole of the program.
- All top therapeutic class spend categories are trending downward versus 2023.



- While FCM closed case savings have decreased versus 2022 and 2023, TCM closed case savings is up considerably, around \$800k versus 2023 and up around \$200k versus 2022.
- Total TCM referrals increased around 11% versus 2023 and we saw around 3% more referrals opened within TCM.
- TCM closed case average savings increased considerably since 2022, over \$3000 per case, and up around \$1200 per case since 2023.
- FCM savings per case average is down around 24% since 2023, around \$1,200 dollars and around \$1,600 less versus 2022.





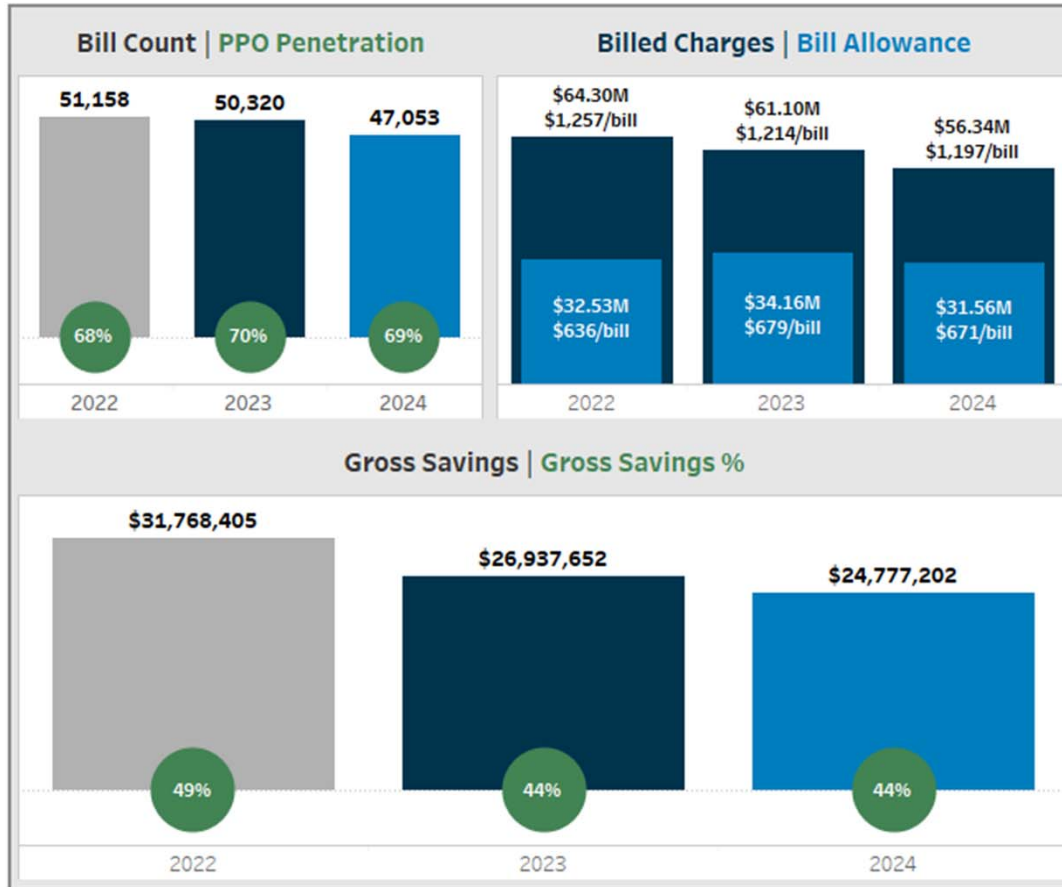
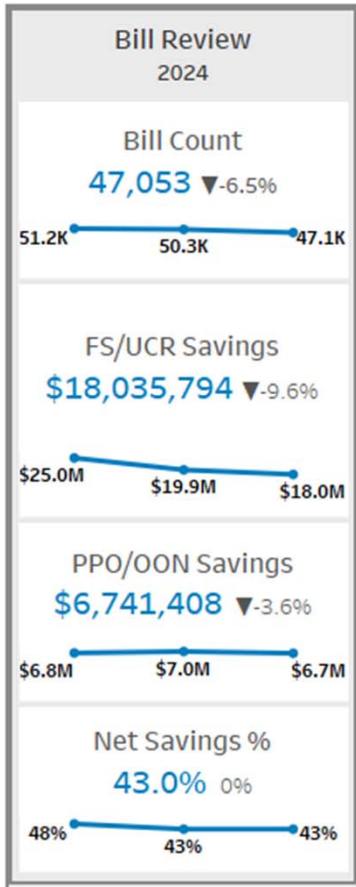


- UR denials increased 3% from last year and with the increase in denial rate, we saw an increase in savings of around \$830k.
- We saw the most UR savings in Outpatient Surgery procedures, with a 68% denial/modification rate that saved around \$1.4 million, with an increase in savings of around \$700k versus 2023 and almost \$1 million increase versus 2022.
- Pharmacy UR saw significant savings, with a review of around 291 procedures, with a 43% denial/mod rate resulting in around \$118k saved.



Physical Therapy Total Paid and Number of Visits				Physical Therapy Average Paid and Visits per Claim			
	2022	2023	2024		2022	2023	2024
PT Paid	\$2,111,895	\$2,465,104	\$2,090,690	AVG Paid per Claim	\$2,529	\$2,880	\$2,755
PT Claim Count	835	856	759	AVG Visits per Claim	13.2	13.7	13.8
PT Total Visits	11,042	11,699	10,468	AVG Paid per Visit	\$191	\$211	\$200

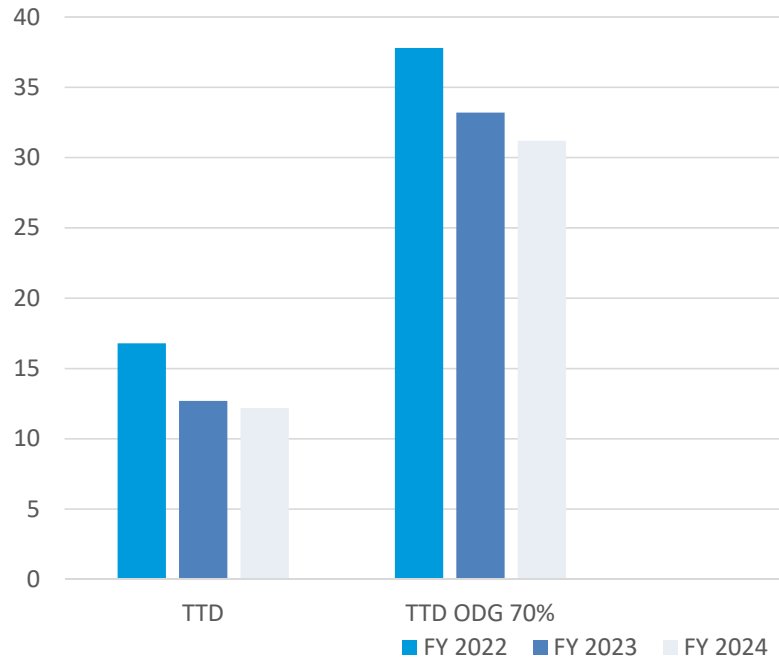
- PT claim count is down from 2023, with around 100 less PT claims and with the decrease in PT claims, we also saw a significant decrease in PT paid, around a 15% decrease.
- Avg visits per claim remained consistent, but Avg paid per claim and Avg paid per visit both decreased around 4-5%.



- PPO penetration remained consistent from 2023; Bill count down around 6%.
- Gross savings remained consistent from last year at 44%. Total charges decreased \$4.76M from 2023 and \$7.96M from 2022, while the avg allowance per pill continued to decrease from 2023, around \$8 less a bill.
- Net savings remained consistent at 43% versus, but down from 2022.
- All savings categories down slightly, but this trend follows a 6.5% decrease in bill count. Less bills=less potential for savings.



## NEW CLAIMS TTD VERSUS ODG



	FY 2022	FY 2023	FY 2024
TTD	16.8	12.7	12.2
TTD ODG 70%	37.8	33.2	31.2

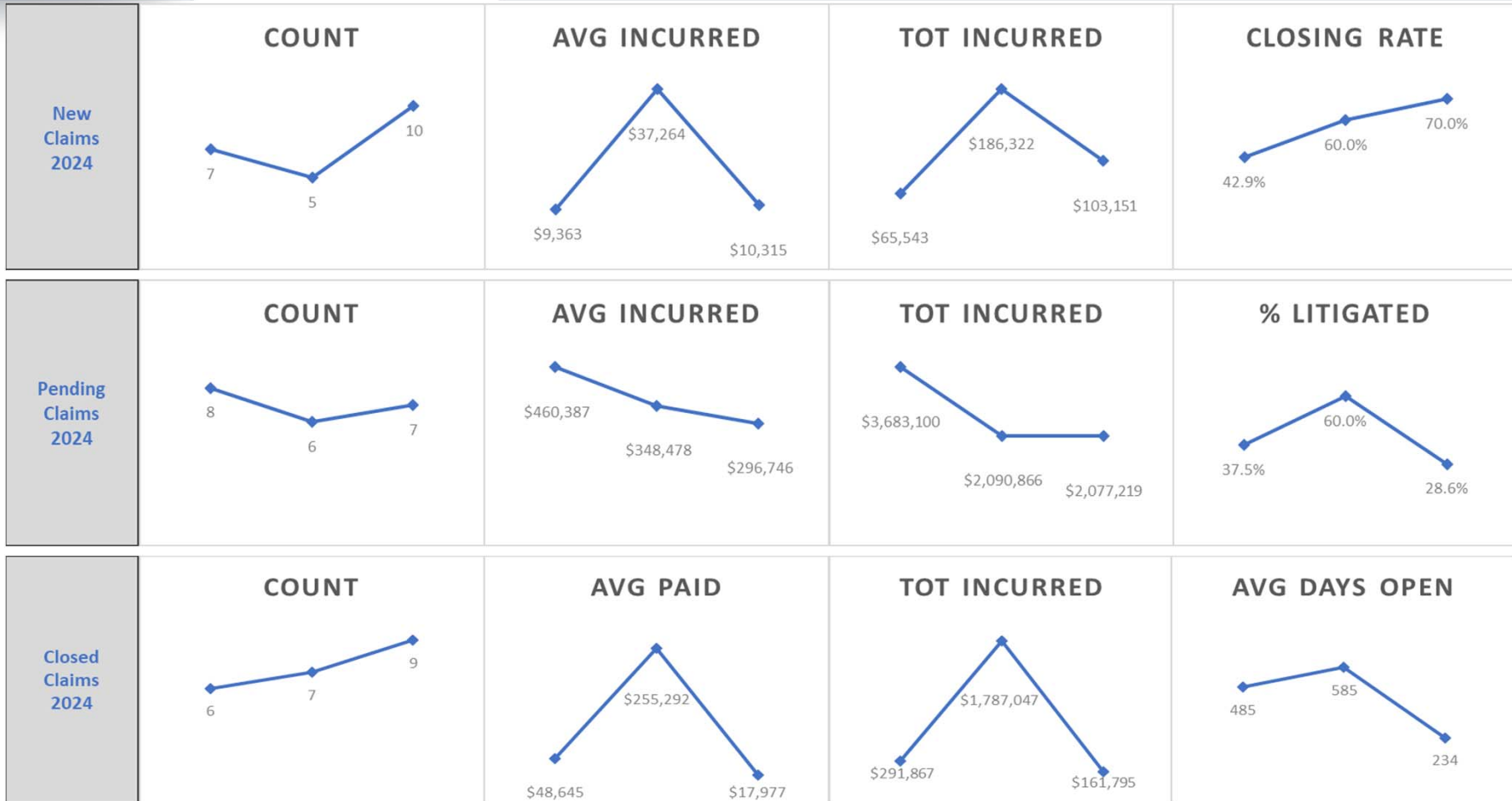
- We have seen a good downward trend in TTD days from 2022, down 4.6 days.
- Versus ODG 70%, we are far exceeding the expected TTD days in 2022, 2023, and 2024.
- Our strong RTW program is playing a part in bringing IW's back to work as early and safely as possible.
- In FY 2024 we are beating ODG 70<sup>th</sup> percentile by around 60% less TTD days.

1. Rx is highest spend category, with dermatological Rx at the highest spend by far, followed by opioid spend. Continue to find ways to decrease topical spend.
2. ER usage is disproportionately high. Should explore other methods to mitigate costs.



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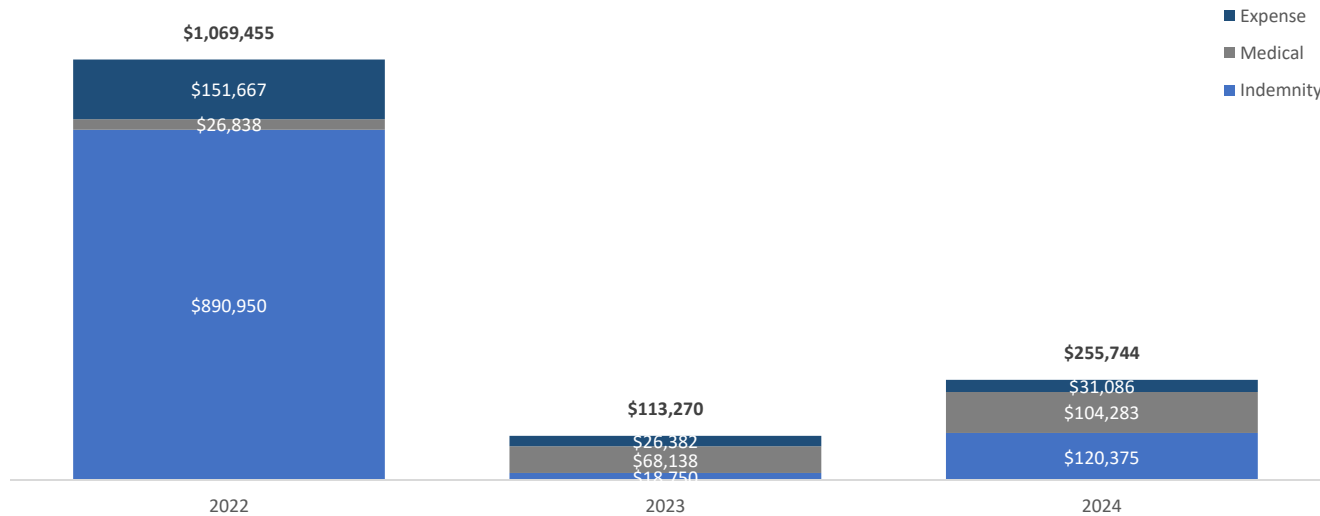
## WORKERS' COMPENSATION JONES ACT (JA)



		2022	2023	2024	% Change
<b>New Claims</b>	<b>Claim Count IN</b>	7	3	7	<b>133.3%</b>
	<b>Claim Count</b>	7	5	10	<b>100.0%</b>
	<b>% Indemnity</b>	100.0%	60.0%	70.0%	<b>10.0%</b>
	<b>Average Incurred</b>	\$9,363	\$37,264	\$10,315	<b>-72.3%</b>
	<b>Total Incurred</b>	\$65,543	\$186,322	\$103,151	<b>-44.6%</b>
	<b>% Litigated Indemnity Claims</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	42.9%	60.0%	70.0%	<b>10.0%</b>
	<b>Average Days Open</b>	49	106	78	<b>-26.7%</b>
<b>Pending Claims</b>	<b>Claim Count IN</b>	8	5	7	<b>40.0%</b>
	<b>Claim Count</b>	8	6	7	<b>16.7%</b>
	<b>% Indemnity</b>	100.0%	83.3%	100.0%	<b>16.7%</b>
	<b>Average Incurred</b>	\$460,387	\$348,478	\$296,746	<b>-14.8%</b>
	<b>Total Incurred</b>	\$3,683,100	\$2,090,866	\$2,077,219	<b>-0.7%</b>
	<b>% Litigated Indemnity Claims</b>	37.5%	60.0%	28.6%	<b>-31.4%</b>
	<b>% Over 2 Years Old</b>	50.0%	50.0%	42.9%	<b>-7.1%</b>
<b>Closed Claims</b>	<b>Claim Count IN</b>	6	6	5	<b>-16.7%</b>
	<b>Claim Count</b>	6	7	9	<b>28.6%</b>
	<b>% Indemnity</b>	100.0%	85.7%	55.6%	<b>-30.2%</b>
	<b>Average Incurred</b>	\$48,645	\$255,292	\$17,977	<b>-93.0%</b>
	<b>Total Incurred</b>	\$291,867	\$1,787,047	\$161,795	<b>-90.9%</b>
	<b>% Litigated Indemnity Claims</b>	0%	0%	20.0%	<b>20.0%</b>
	<b>Average Days Open</b>	485	585	234	<b>-59.9%</b>
	<b>Closing Ratio</b>	75.0%	140.0%	90.0%	<b>-50.0%</b>



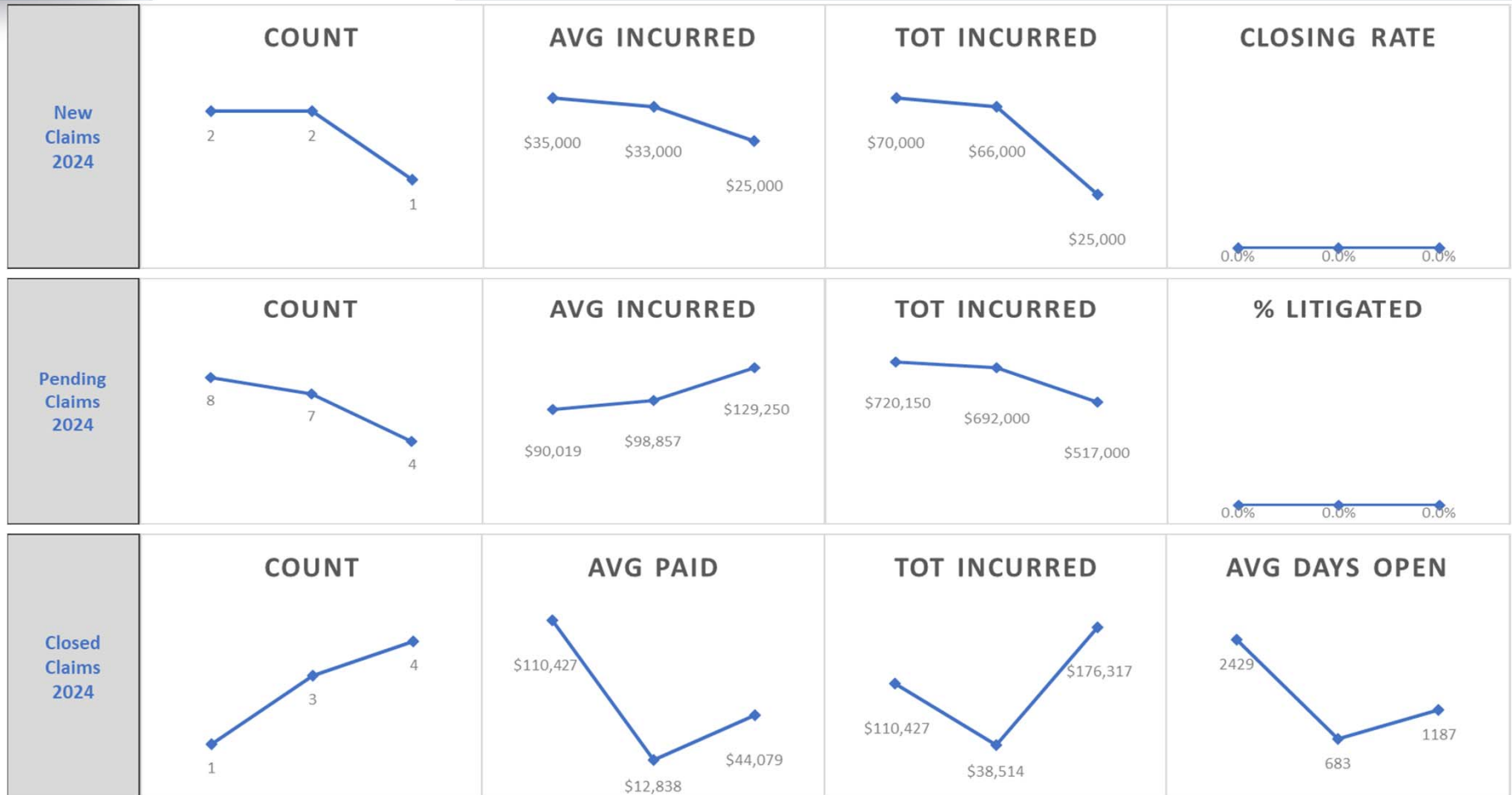
Total Paid JA  
by Category



Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$890,950	10	\$18,750	6	\$120,375	8
Medical	\$26,838	9	\$68,138	11	\$104,283	16
Expense	\$151,667	11	\$26,382	12	\$31,086	12
<b>Total Paid</b>	<b>\$1,069,455</b>	<b>15</b>	<b>\$113,270</b>	<b>14</b>	<b>\$255,744</b>	<b>19</b>
Recoveries	\$0	0	\$0	0	\$0	0
<b>Net Paid</b>	<b>\$1,069,455</b>	<b>15</b>	<b>\$113,270</b>	<b>14</b>	<b>\$255,744</b>	<b>19</b>

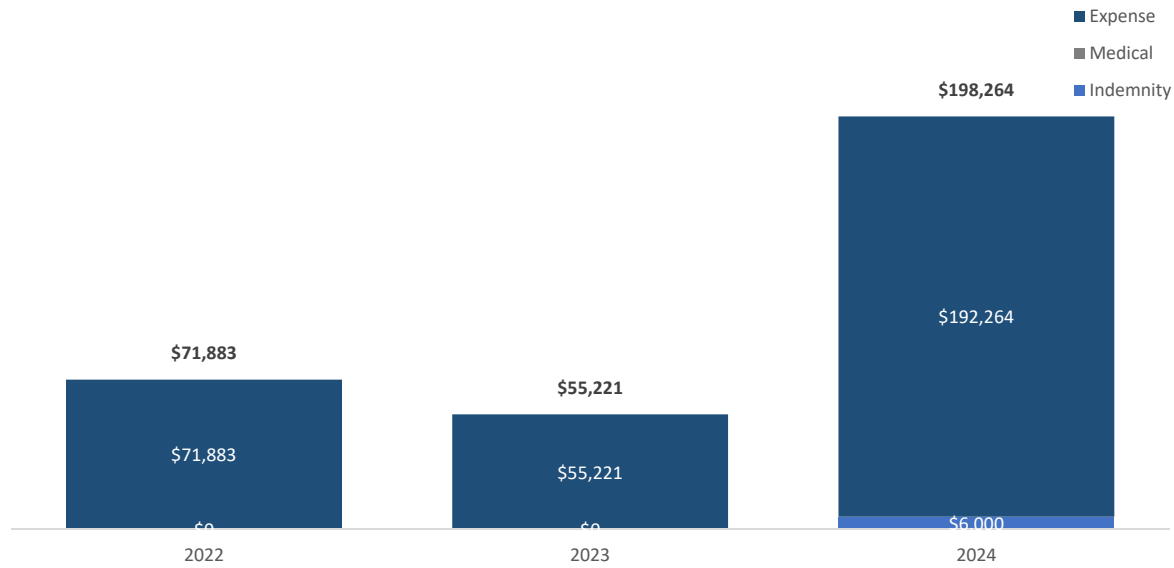
- Indemnity Payments in FY24 include one settlement of \$100K
- Maintenance for Indemnity and Medical for ongoing injured workers

## EMPLOYERS' LIABILITY (EL)



		2022	2023	2024	% Change
<b>New Claims</b>	<b>Claim Count IN</b>				
	<b>Claim Count</b>	2	2	1	<b>-50.0%</b>
	<b>% Indemnity</b>				
	<b>Average Incurred</b>	\$35,000	\$33,000	\$25,000	<b>-24.2%</b>
	<b>Total Incurred</b>	\$70,000	\$66,000	\$25,000	<b>-62.1%</b>
	<b>% Litigated Indemnity Claims</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Average Days Open</b>	322	156	100	<b>-35.7%</b>
<b>Pending Claims</b>	<b>Claim Count IN</b>				
	<b>Claim Count</b>	8	7	4	<b>-42.9%</b>
	<b>% Indemnity</b>				
	<b>Average Incurred</b>	\$90,019	\$98,857	\$129,250	<b>30.7%</b>
	<b>Total Incurred</b>	\$720,150	\$692,000	\$517,000	<b>-25.3%</b>
	<b>% Litigated Indemnity Claims</b>				
<b>% Over 2 Years Old</b>	62.5%	71.4%	75.0%	<b>3.6%</b>	
<b>Closed Claims</b>	<b>Claim Count IN</b>				
	<b>Claim Count</b>	1	3	4	<b>33.3%</b>
	<b>% Indemnity</b>				
	<b>Average Incurred</b>	\$110,427	\$12,838	\$44,079	<b>243.4%</b>
	<b>Total Incurred</b>	\$110,427	\$38,514	\$176,317	<b>357.8%</b>
	<b>% Litigated Indemnity Claims</b>	0%	0%	0%	<b>0.0%</b>
	<b>Average Days Open</b>	2429	683	1187	<b>73.8%</b>
	<b>Closing Ratio</b>	50.0%	150.0%	400.0%	<b>250.0%</b>

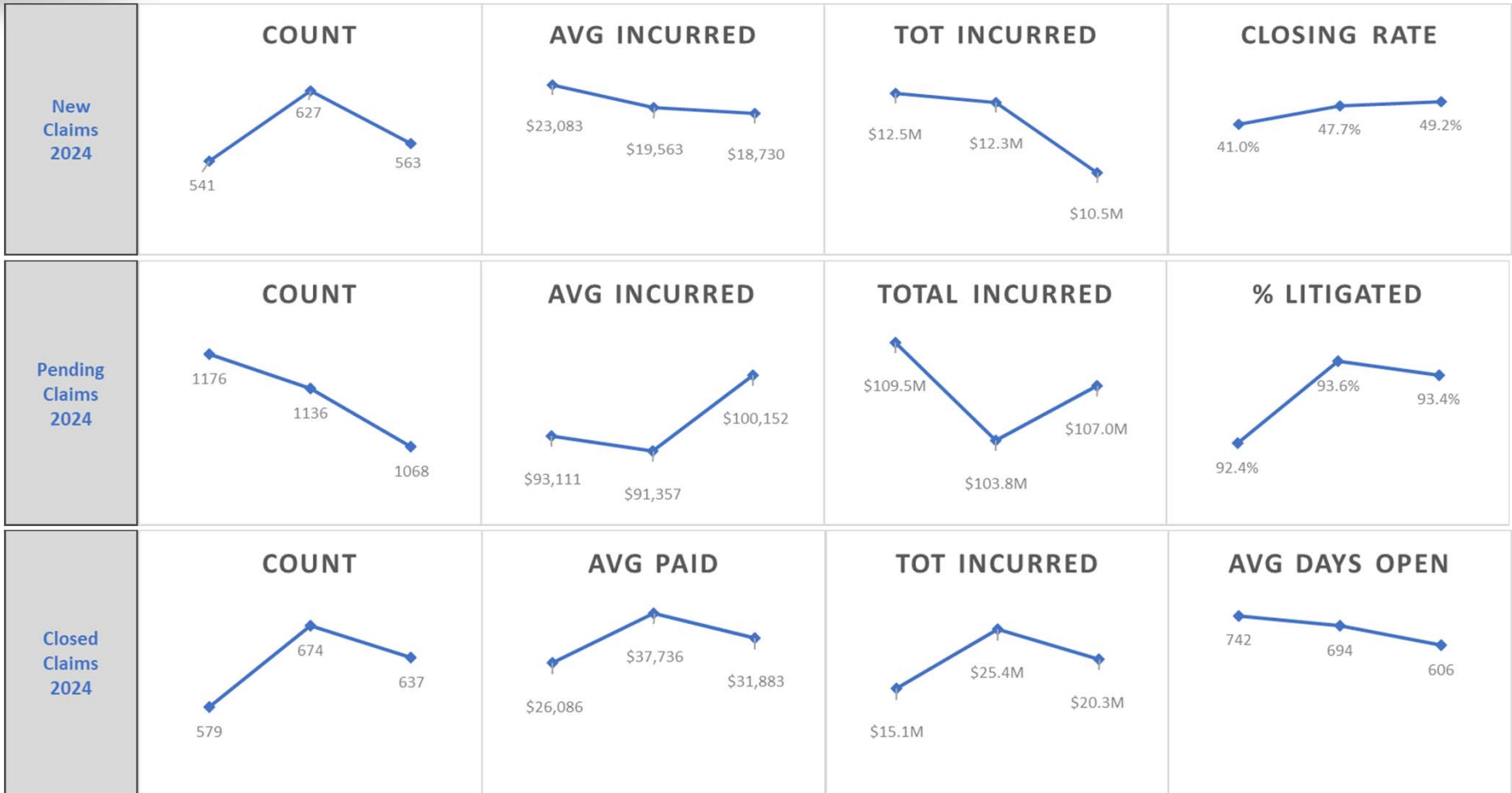
Total Paid **EL**  
by Category



- Majority of Payments are for the Defense of claims
- 1 claim settled for \$6,000

Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$0	0	\$0	0	\$6,000	1
Medical	\$0	0	\$0	0	\$0	0
Expense	\$71,883	9	\$55,221	10	\$192,264	9
<b>Total Paid</b>	<b>\$71,883</b>	<b>9</b>	<b>\$55,221</b>	<b>10</b>	<b>\$198,264</b>	<b>9</b>
Recoveries	\$0	0	\$0	0	\$0	0
<b>Net Paid</b>	<b>\$71,883</b>	<b>9</b>	<b>\$55,221</b>	<b>10</b>	<b>\$198,264</b>	<b>9</b>

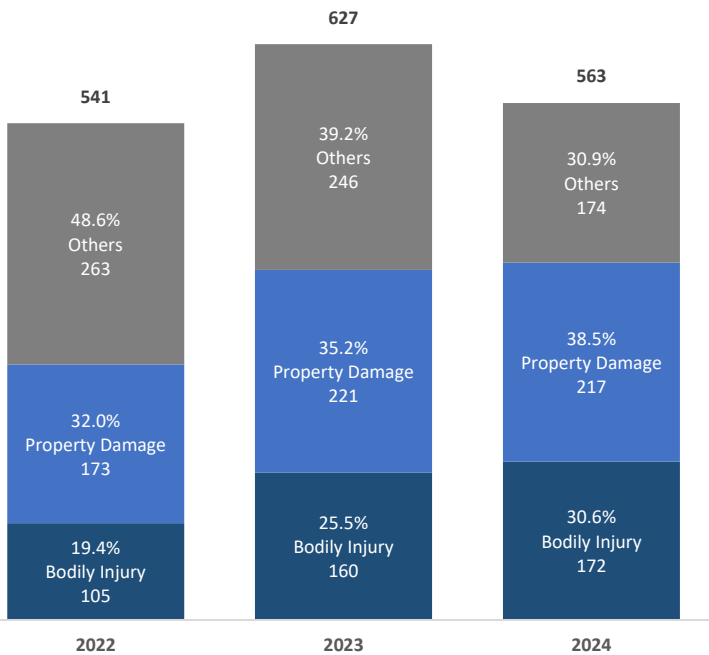
## GENERAL LIABILITY (CGL)



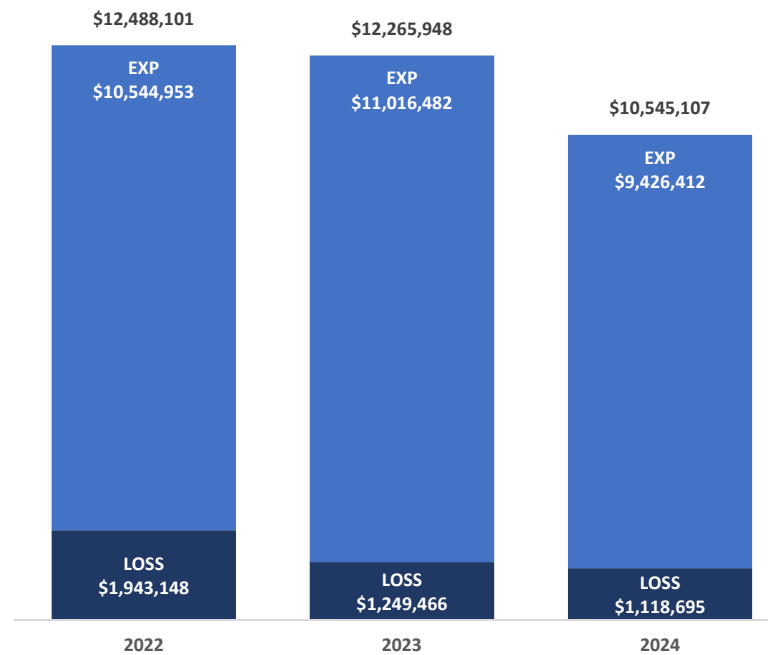
		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	105	160	172	<b>7.5%</b>
	<b>Claim Count</b>	541	627	563	<b>-10.2%</b>
	<b>% Bodily Injury Claims</b>	19.4%	25.5%	30.6%	<b>5.0%</b>
	<b>Incurred AVG</b>	\$23,083	\$19,563	\$18,730	<b>-4.3%</b>
	<b>Incurred</b>	\$12,488,101	\$12,265,948	\$10,545,107	<b>-14.0%</b>
	<b>% Litigated</b>	52.3%	50.9%	45.5%	<b>-5.4%</b>
	<b>% Attorney Representation</b>	59.3%	57.3%	51.3%	<b>-5.9%</b>
	<b>Closing Rate (New Claims)</b>	41.0%	47.7%	49.2%	<b>1.5%</b>
	<b>Average Days Open</b>	109	116	113	<b>-2.3%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	324	351	393	<b>12.0%</b>
	<b>Claim Count</b>	1176	1136	1068	<b>-6.0%</b>
	<b>% Bodily Injury Claims</b>	27.6%	30.9%	36.8%	<b>5.9%</b>
	<b>Incurred AVG</b>	\$93,111	\$91,357	\$100,152	<b>9.6%</b>
	<b>Claim Count +\$100k %</b>	18.3%	21.2%	25.8%	<b>4.6%</b>
	<b>Incurred</b>	\$109,499,113	\$103,781,763	\$106,962,653	<b>3.1%</b>
	<b>% Litigated</b>	92.4%	93.6%	93.4%	<b>-0.2%</b>
	<b>% Attorney Representation</b>	95.4%	96.2%	95.7%	<b>-0.5%</b>
	<b>% Over &gt; 2 Years</b>	49.2%	54.2%	54.4%	<b>0.2%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	130	139	135	<b>-2.9%</b>
	<b>Claim Count</b>	579	674	637	<b>-5.5%</b>
	<b>% Bodily Injury Claims</b>	22.5%	20.6%	21.2%	<b>0.6%</b>
	<b>Incurred AVG</b>	\$26,086	\$37,736	\$31,883	<b>-15.5%</b>
	<b>Claim Count +\$100k %</b>	6.6%	7.1%	7.4%	<b>0.3%</b>
	<b>Incurred</b>	\$15,103,868	\$25,433,832	\$20,309,397	<b>-20.1%</b>
	<b>% Litigated</b>	61.8%	54.9%	54.2%	<b>-0.7%</b>
	<b>Average Days Open</b>	742	694	606	<b>-12.7%</b>
	<b>Closing Ratio</b>	106.2%	106.3%	112.0%	<b>5.6%</b>



NEW Claims  
Count by Coverage Code

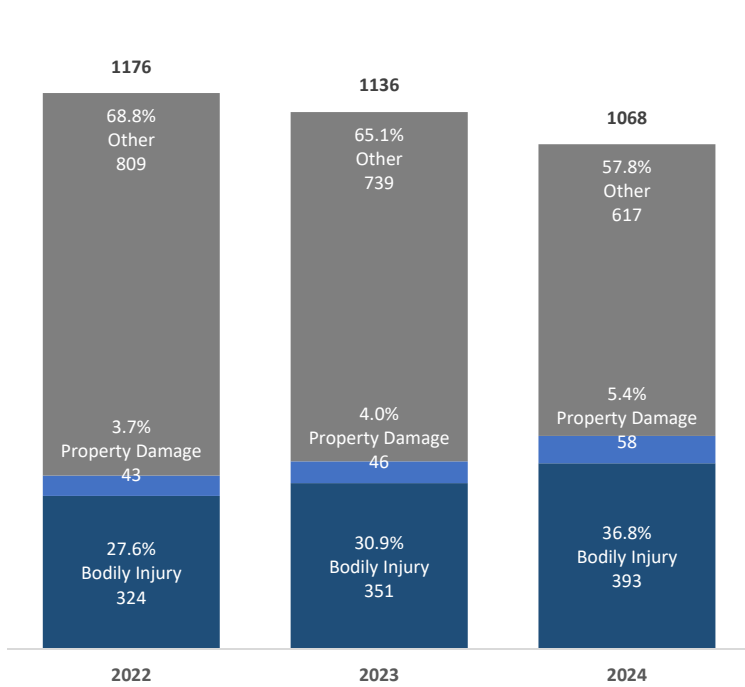


NEW Claims  
Total Incurred by Financial Bucket

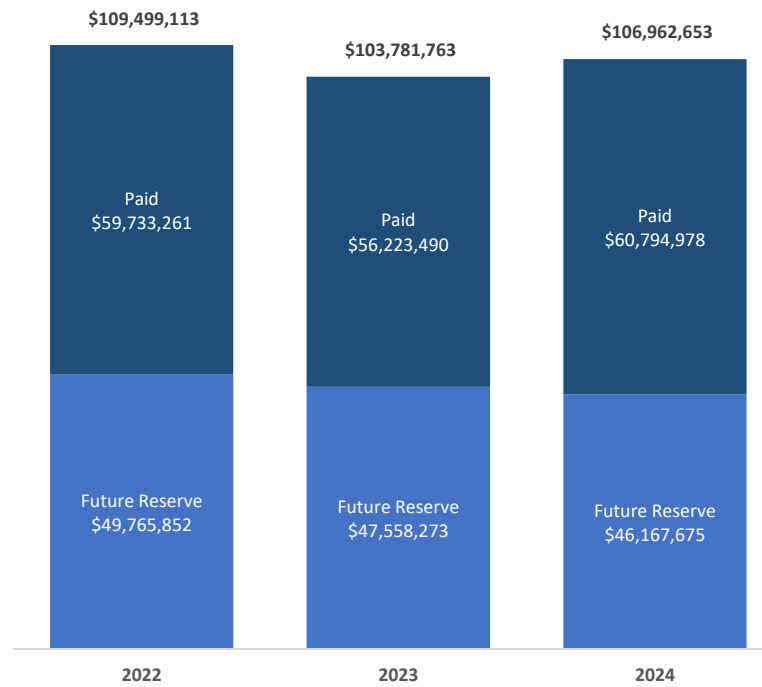


- Overall declines in Frequency and Severity in FY24
- Pinecrest Support & Services had 63 claims up from 54 in FY23 and 36 in FY22
- LSP has seen a slight increase (11%) in frequency, but a 30% increase in costs
- LSP had 17 PI, 12 BI and 11 PD claims, down 4 claims from FY23

PENDING Claims  
Count by Coverage Code

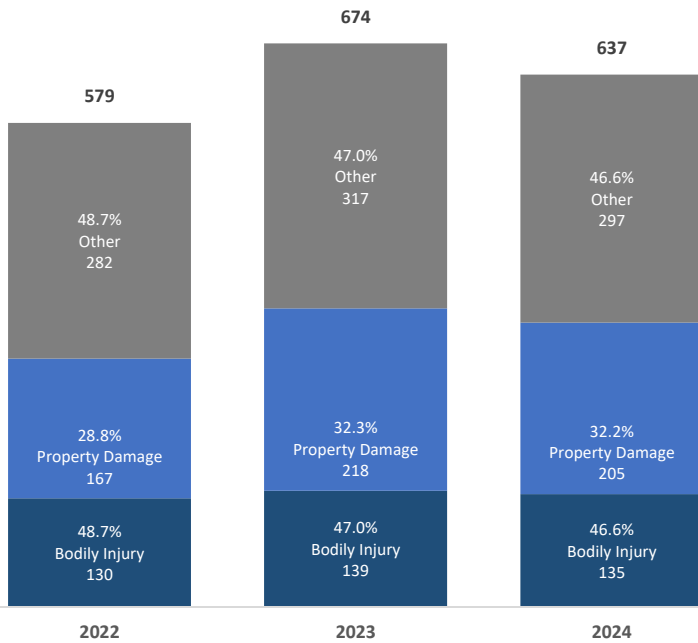


PENDING Claims  
Financial Overview

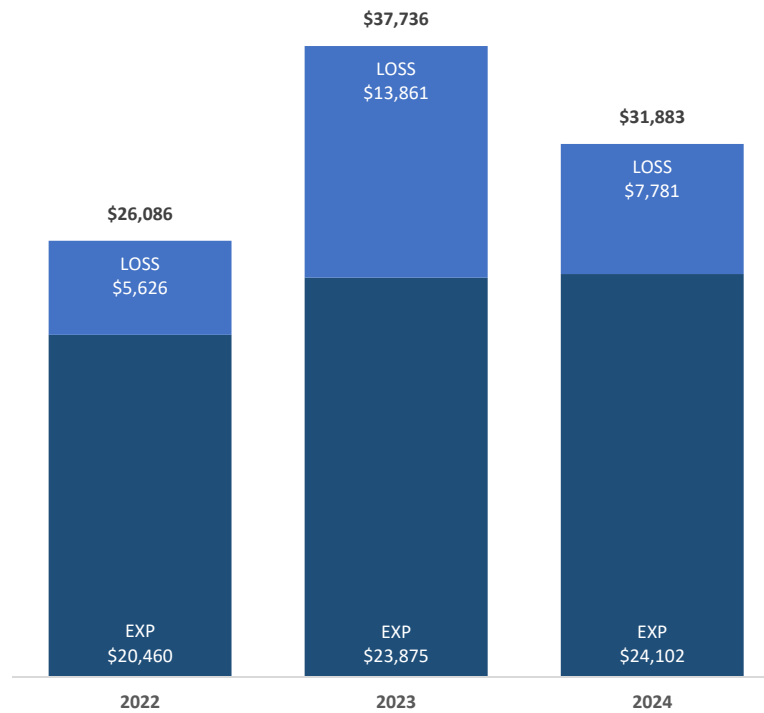


- Pending claims down 6%
- Litigated claims down 66 from FY23 or 6% which is the driver
- Incurred up 3.1%
- 95% of claims are in litigation
- 422 litigated claims arose allegations of violations of Civil Rights

CLOSED Claims  
Count by Coverage Code



CLOSED Claims  
Average Incurred by Financial Bucket



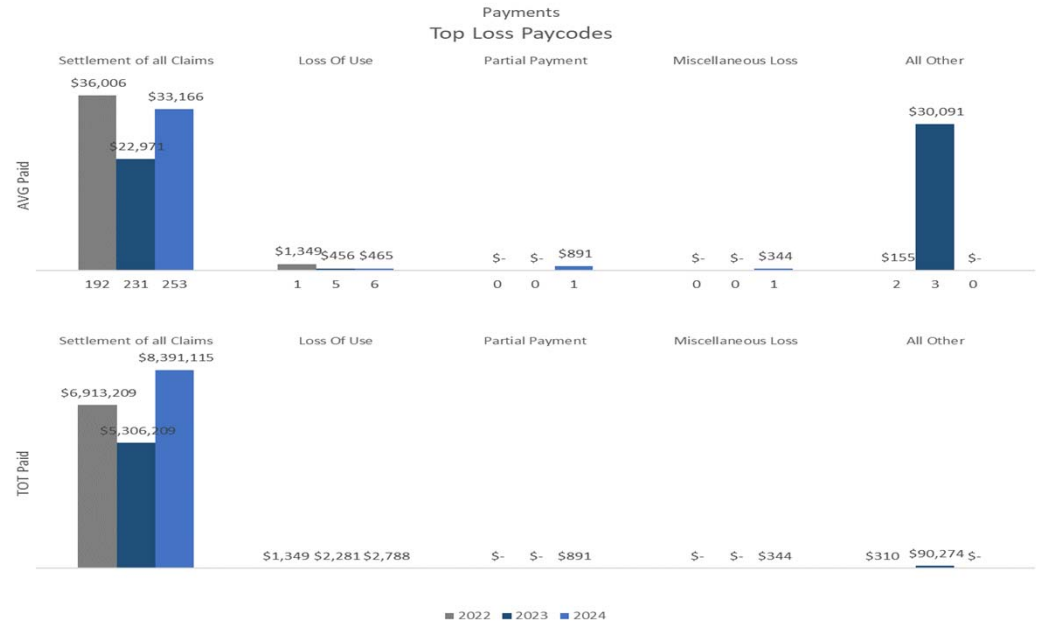
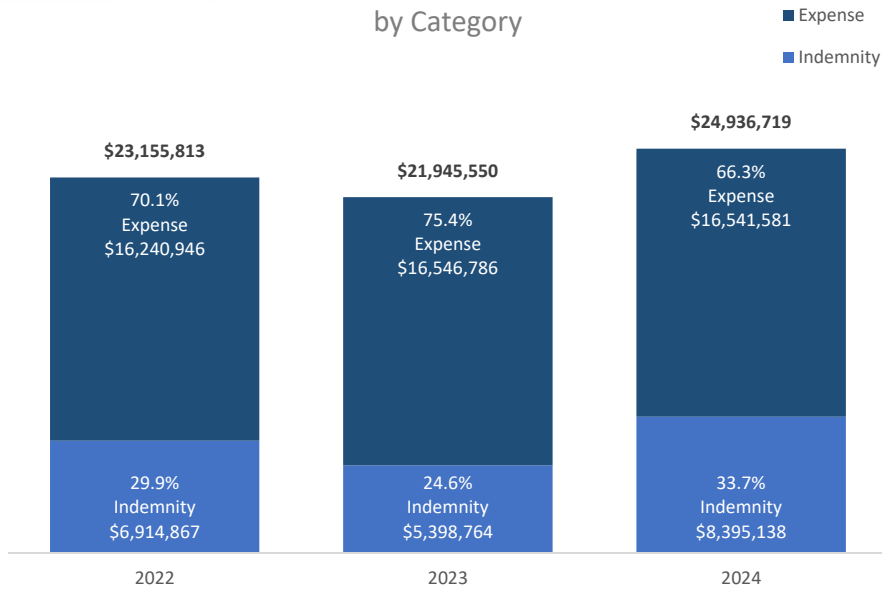
- Closings are down 5.5%
- Litigation drives costs
- The top 10 closures represent \$6.3M (30%) of the \$20M total incurred
- Average Litigated BI claims average \$91.5K per closed claim in FY24
- Average litigated PI claims average \$50K per closed claim in FY24

## GL – Closed Litigated Claims with Verdict Descriptions

Verdict Code Description	7/1/23 - 6/30/24		
	Claim Count	Expense Paid	Ind/Loss Paid
Dismissed With Prejudice	161	\$916,391	\$6,468,140
Dismissed Without Prejudice	70	\$707,500	\$2,898,503
Settled	53	\$1,973,267	\$3,092,046
Voluntary Dismissal	36	\$0	\$435,025
Summary Judgment	11	\$0	\$801,293
Defense Won	5	\$0	\$719,459
Appeal Plaintiff	2	\$44,500	\$143,235
Plaintiff Won	2	\$948,112	\$303,616
Settled After Mediation	2	\$0	\$99,284
Defense Won Appeal	1	\$0	\$19,211
Directed Verdict	1	\$0	\$99,701
Settled Prior to Mediation	1	\$20,414	\$134,478
	1	\$0	\$12,047
<b>Total</b>	<b>346</b>	<b>\$4,610,184</b>	<b>\$15,226,039</b>

- 54% of closed GL claims are litigated
- 4.1 years duration to settle claims
- The other top 5 are between 1.7 to 2.6 years

Total Paid by Category

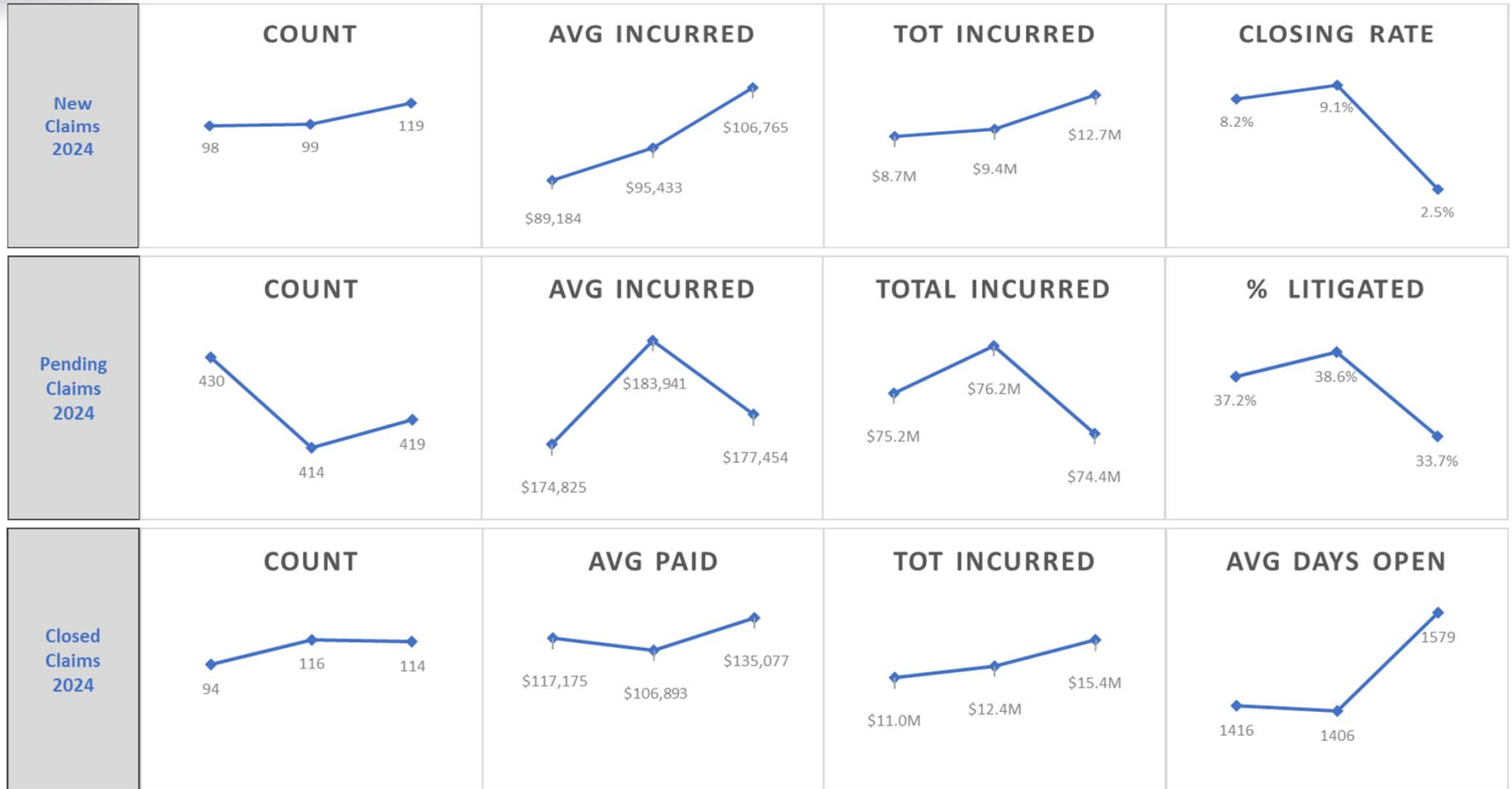


Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$6,914,867	194	\$5,398,764	234	\$8,395,138	254
Expense	\$16,240,946	1501	\$16,546,786	1508	\$16,541,581	1393
<b>Total Paid</b>	<b>\$23,155,813</b>	<b>1587</b>	<b>\$21,945,550</b>	<b>1652</b>	<b>\$24,936,719</b>	<b>1512</b>
Recoveries	\$13,772	4	\$6,477	2	\$17,703	2
<b>Net Paid</b>	<b>\$23,142,041</b>	<b>1589</b>	<b>\$21,939,073</b>	<b>1653</b>	<b>\$24,919,016</b>	<b>1513</b>

- Payments increased 14% on 140 less claims
- Expense Payment remain somewhat consistent

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## MEDICAL MALPRACTICE (MM)

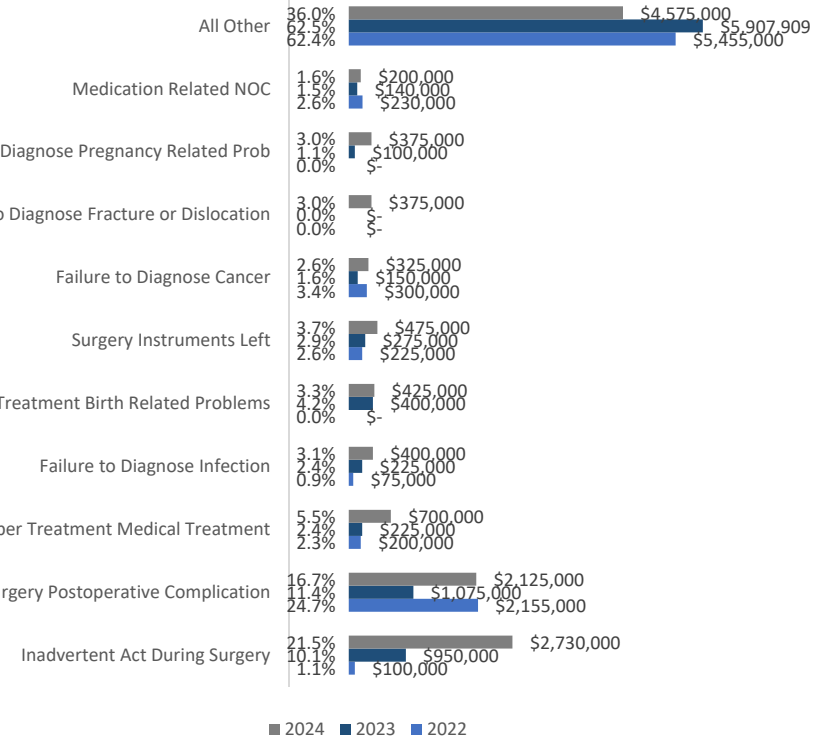
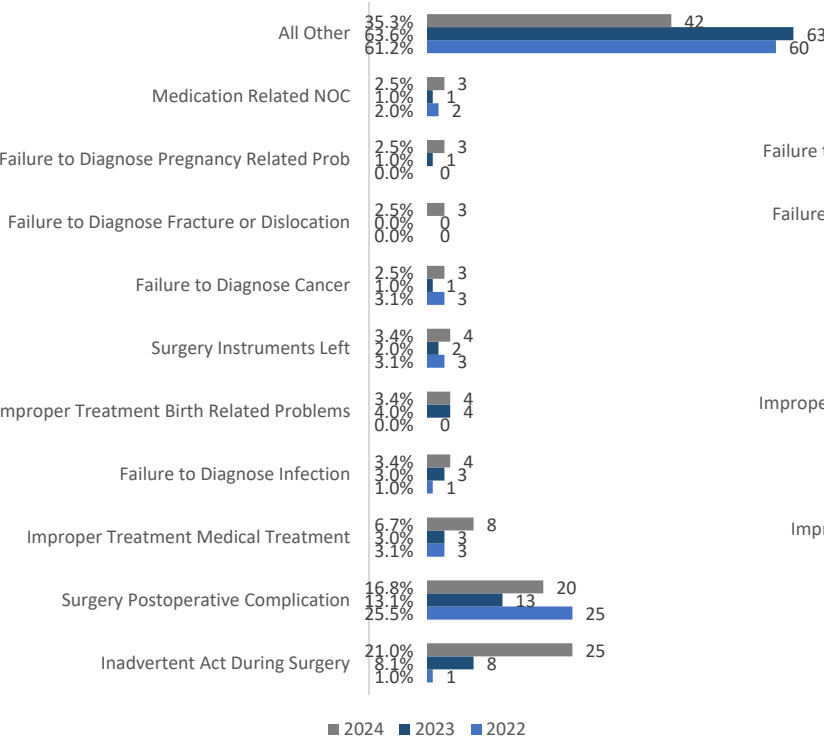


	2022	2023	2024	% Change	
<b>New Claims</b>	<b>Bodily Injury Claims</b>	98	99	119	<b>20.2%</b>
	<b>Claim Count</b>	98	99	119	<b>20.2%</b>
	<b>% Bodily Injury Claims</b>	100.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$89,184	\$95,433	\$106,765	<b>11.9%</b>
	<b>Incurred</b>	\$8,740,000	\$9,447,909	\$12,705,000	<b>34.5%</b>
	<b>% Litigated</b>	1.0%	3.0%	0%	<b>-3.0%</b>
	<b>% Attorney Representation</b>	98.0%	97.0%	99.2%	<b>2.2%</b>
	<b>Closing Rate (New Claims)</b>	8.2%	9.1%	2.5%	<b>-6.6%</b>
	<b>Average Days Open</b>	168	162	181	<b>11.5%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	430	414	419	<b>1.2%</b>
	<b>Claim Count</b>	430	414	419	<b>1.2%</b>
	<b>% Bodily Injury Claims</b>	100.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$174,825	\$183,941	\$177,454	<b>-3.5%</b>
	<b>Claim Count +\$100k %</b>	80.9%	81.6%	80.9%	<b>-0.7%</b>
	<b>Incurred</b>	\$75,174,950	\$76,151,469	\$74,353,362	<b>-2.4%</b>
	<b>% Litigated</b>	37.2%	38.6%	33.7%	<b>-5.0%</b>
	<b>% Attorney Representation</b>	98.6%	99.0%	99.8%	<b>0.7%</b>
	<b>% Over &gt; 2 Years</b>	61.2%	59.9%	53.5%	<b>-6.4%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	94	116	114	<b>-1.7%</b>
	<b>Claim Count</b>	94	116	114	<b>-1.7%</b>
	<b>% Bodily Injury Claims</b>	100.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$117,175	\$106,893	\$135,077	<b>26.4%</b>
	<b>Claim Count +\$100k %</b>	24.5%	19.0%	24.6%	<b>5.6%</b>
	<b>Incurred</b>	\$11,014,449	\$12,399,594	\$15,398,786	<b>24.2%</b>
	<b>% Litigated</b>	37.2%	32.8%	34.2%	<b>1.5%</b>
	<b>Average Days Open</b>	1416	1406	1579	<b>12.3%</b>
	<b>Closing Ratio</b>	94.9%	116.0%	95.8%	<b>-20.2%</b>

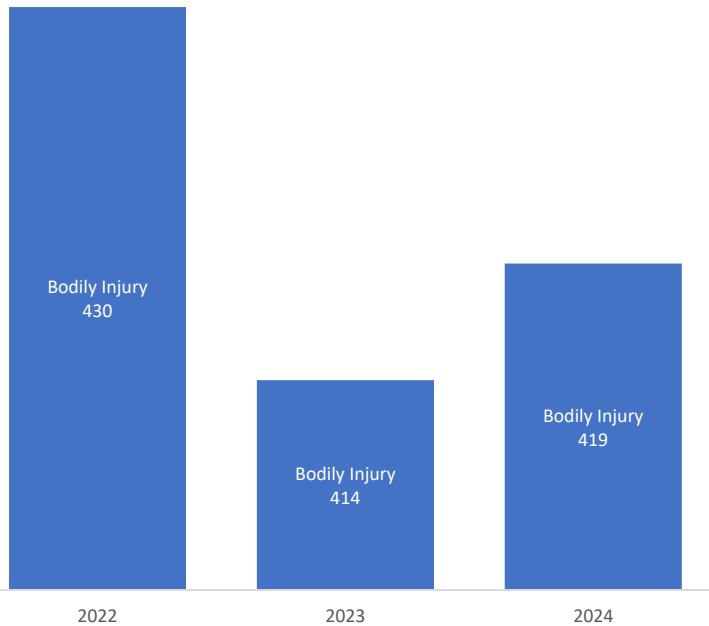


### NEW Claims by Top Frequent Cause Description % of Claims / Claim

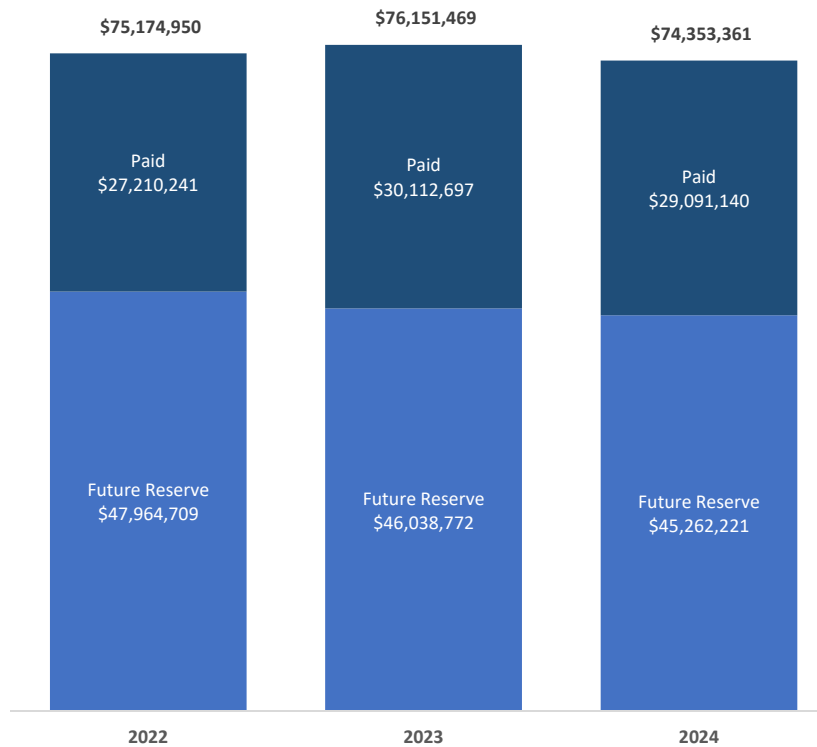
### NEW Claims by Top Frequent Cause Description % of Incurred / Incurred



PENDING Claims  
Count by Coverage Code

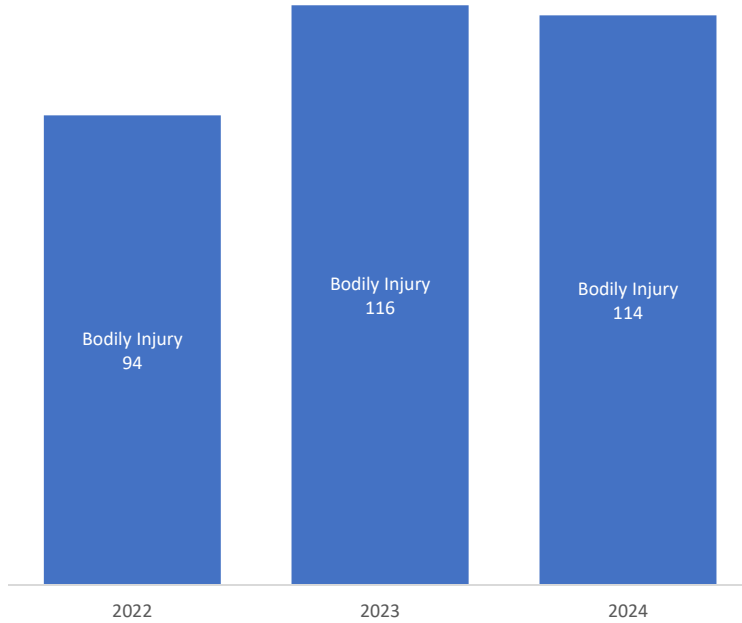


PENDING Claims  
Financial Overview

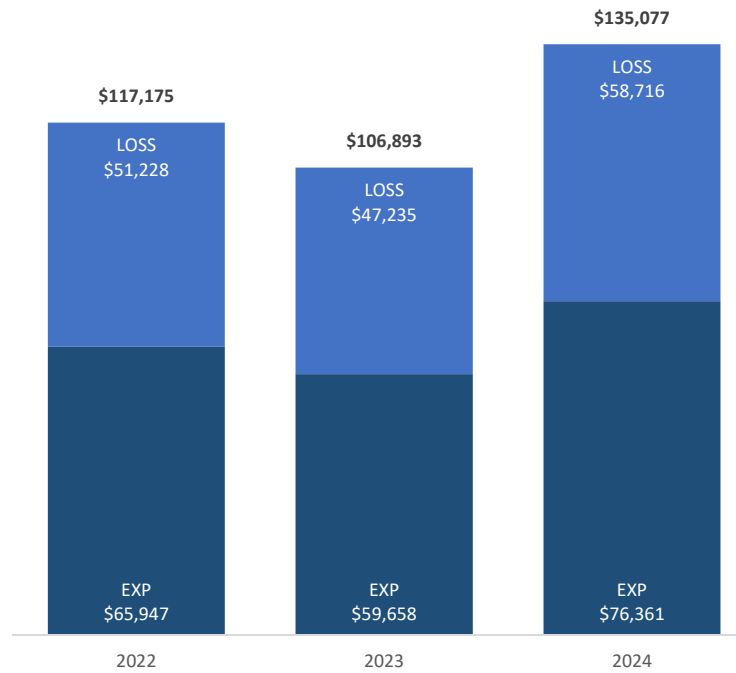


- 147 claims are in litigation for FY24 ranging from new to about 15 years - \$40M incurred
- 272 Non –Litigated claims at the end of FY24, up 60 from 212 in FY22 - \$35M incurred
- 22 trials scheduled from July 24 through Nov 2025
- 2 Mediations are scheduled in FY24

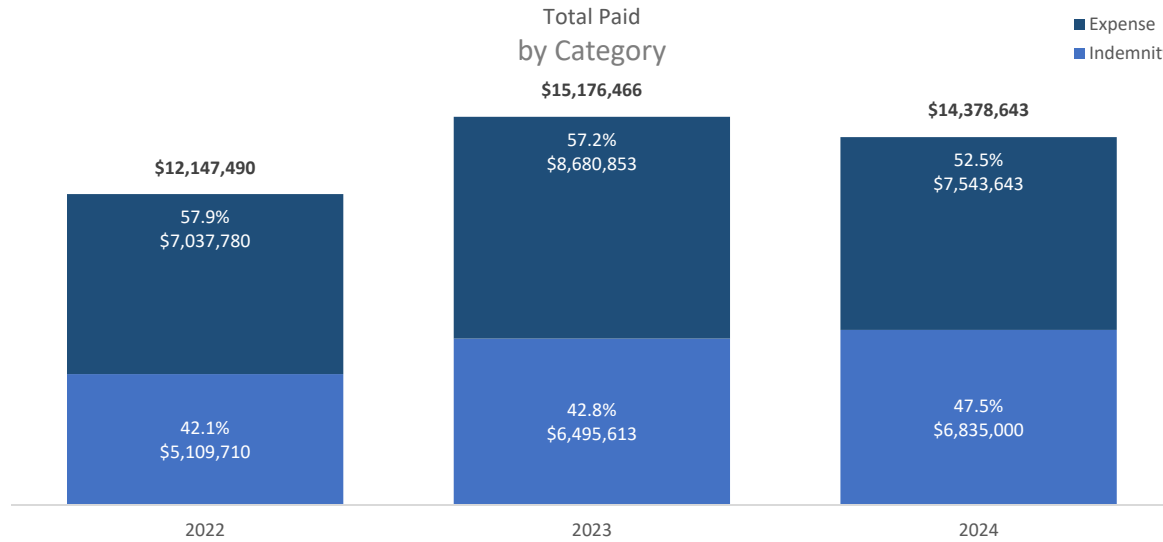
CLOSED Claims  
Count by Coverage Code



CLOSED Claims  
Average Incurred by Financial Bucket



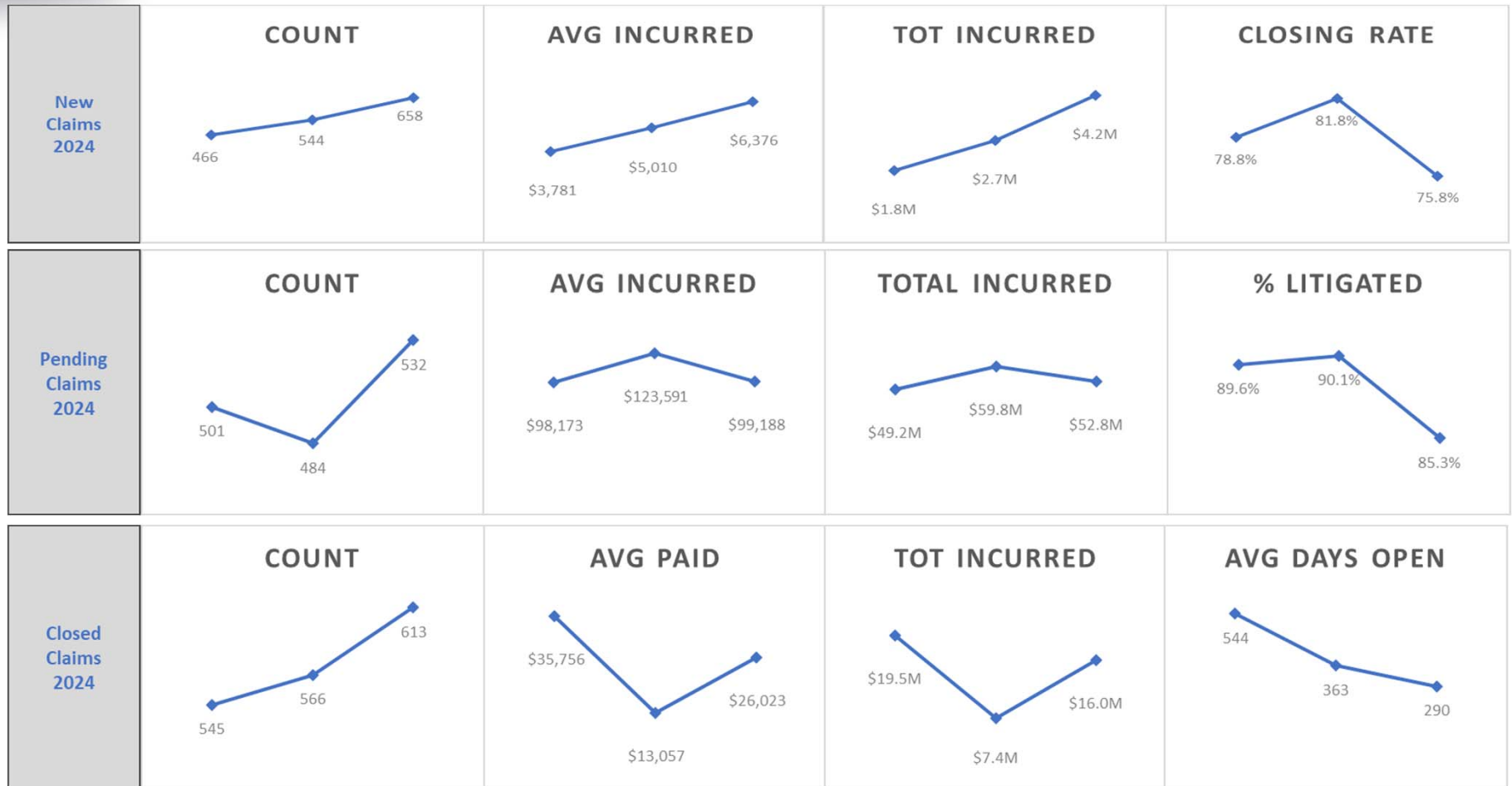
- In FY24 39 claims closed that at some point had active litigation. \$6.5M in Loss incurred and \$5.5M in Expense Incurred
- FY24 20 settlements which account for almost all Loss dollars
- 2 were settled prior to active litigation
- Average duration for Litigated claims is about 7 years in FY24 while Non-Litigated is about 3 years



Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$5,109,710	22	\$6,495,613	24	\$6,835,000	17
Expense	\$7,037,780	542	\$8,680,853	505	\$7,543,643	527
<b>Total Paid</b>	<b>\$12,147,490</b>	<b>542</b>	<b>\$15,176,466</b>	<b>505</b>	<b>\$14,378,643</b>	<b>527</b>
Recoveries	\$0	0	\$105	2	\$0	0
<b>Net Paid</b>	<b>\$12,147,490</b>	<b>542</b>	<b>\$15,176,361</b>	<b>506</b>	<b>\$14,378,643</b>	<b>527</b>

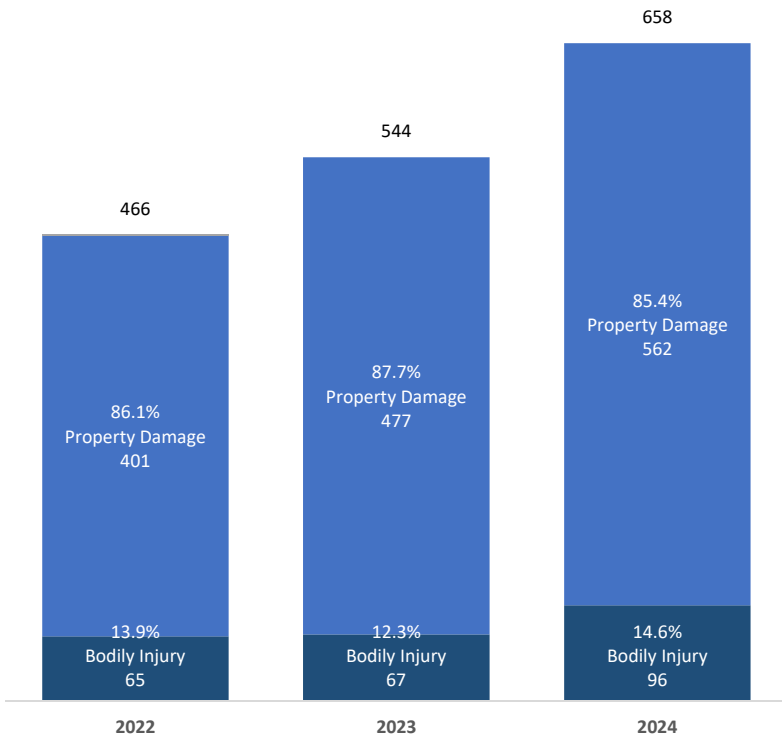
- Payment on 17 claims for settlement and Judgments in FY24
- 140 claims had nurse fee for a little over \$1M in FY24 from the EXP bucket

## ROAD HAZARDS (RH)

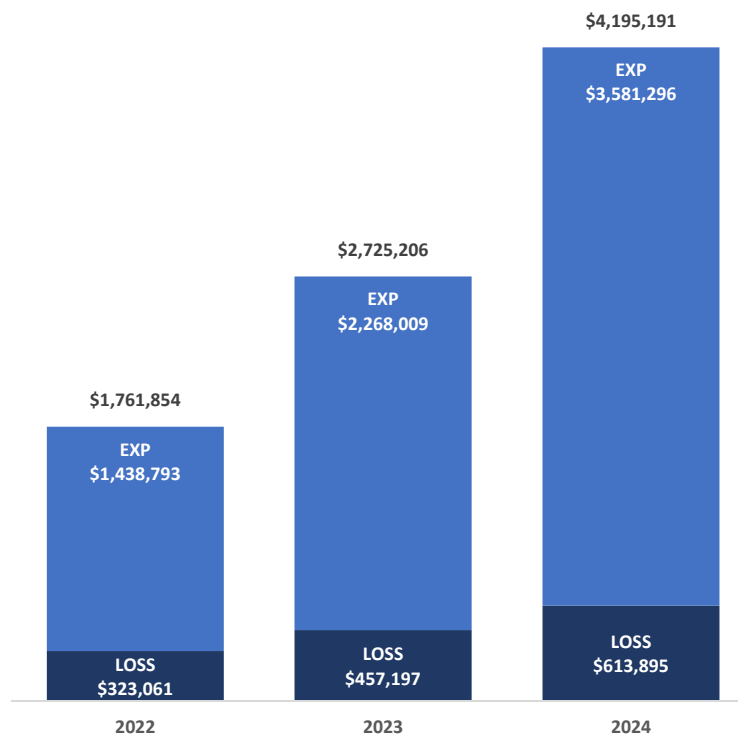


<b>New Claims</b>	<b>Bodily Injury Claims</b>	65	67	96	<b>43.3%</b>
	<b>Claim Count</b>	466	544	658	<b>21.0%</b>
	<b>% Bodily Injury Claims</b>	13.9%	12.3%	14.6%	<b>2.3%</b>
	<b>Incurred AVG</b>	\$3,781	\$5,010	\$6,376	<b>27.3%</b>
	<b>Incurred</b>	\$1,761,854	\$2,725,206	\$4,195,191	<b>53.9%</b>
	<b>% Litigated</b>	12.0%	10.3%	13.7%	<b>3.4%</b>
	<b>% Attorney Representation</b>	15.7%	11.4%	14.9%	<b>3.5%</b>
	<b>Closing Rate (New Claims)</b>	78.8%	81.8%	75.8%	<b>-6.0%</b>
	<b>Average Days Open</b>	51	57	55	<b>-4.0%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	405	398	420	<b>5.5%</b>
	<b>Claim Count</b>	501	484	532	<b>9.9%</b>
	<b>% Bodily Injury Claims</b>	80.8%	82.2%	78.9%	<b>-3.3%</b>
	<b>Incurred AVG</b>	\$98,178	\$123,591	\$99,188	<b>-19.7%</b>
	<b>Claim Count +\$100k %</b>	24.4%	27.3%	25.0%	<b>-2.2%</b>
	<b>Incurred</b>	\$49,184,597	\$59,817,851	\$52,768,183	<b>-11.8%</b>
	<b>% Litigated</b>	89.6%	91.1%	85.3%	<b>-4.7%</b>
	<b>% Attorney Representation</b>	90.0%	90.1%	85.9%	<b>-4.2%</b>
	<b>% Over &gt; 2 Years</b>	66.3%	69.2%	60.5%	<b>-8.7%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	149	78	75	<b>-3.8%</b>
	<b>Claim Count</b>	545	566	613	<b>8.3%</b>
	<b>% Bodily Injury Claims</b>	27.3%	13.8%	12.2%	<b>-1.5%</b>
	<b>Incurred AVG</b>	\$35,756	\$13,057	\$26,023	<b>99.3%</b>
	<b>Claim Count +\$100k %</b>	5.5%	3.2%	3.6%	<b>0.4%</b>
	<b>Incurred</b>	\$19,487,057	\$7,390,411	\$15,952,301	<b>115.9%</b>
	<b>% Litigated</b>	26.2%	13.4%	11.9%	<b>-1.5%</b>
	<b>Average Days Open</b>	544	363	290	<b>-20.0%</b>
	<b>Closing Ratio</b>	115.5%	103.1%	92.9%	<b>-10.2%</b>

NEW Claims  
Count by Coverage Code



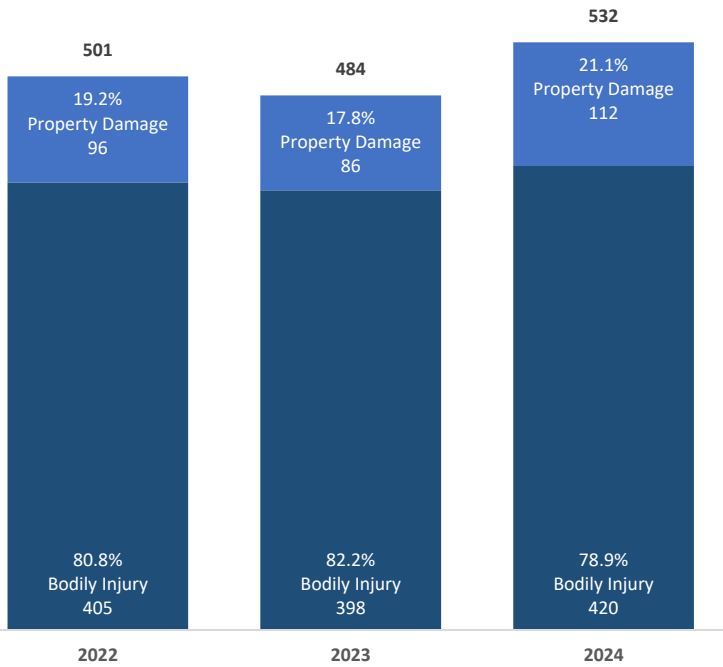
NEW Claims  
Total Incurred by Financial Bucket



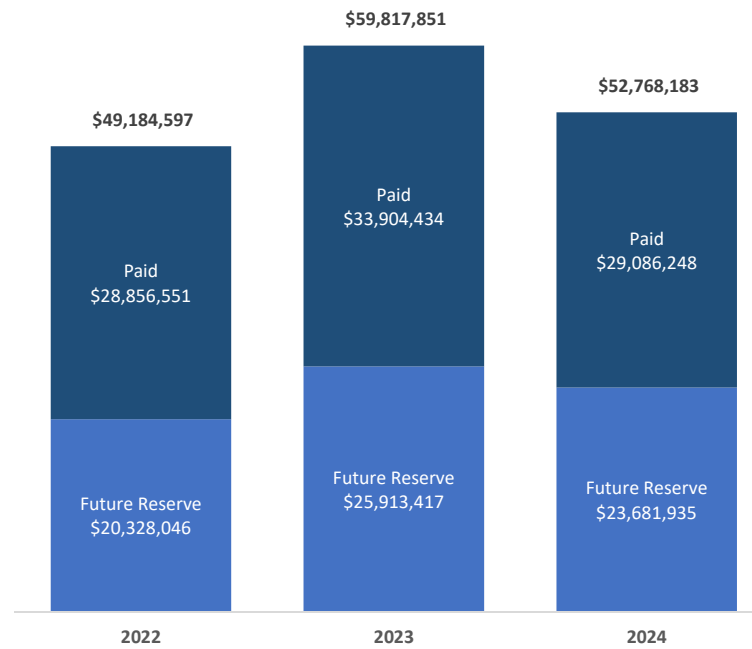
- Claims increased in FY24 by 21% over past year and by 41% since FY22
- EBR typically leads in frequency, but saw a reduction of 21% in FY24 to 82 claims
- Caddo Parish is second with a 24% increase to 77 claims in FY24
- There were 18 death events in FY24 compared to only 3 in FY23 and 12 in FY22



PENDING Claims  
Count by Coverage Code

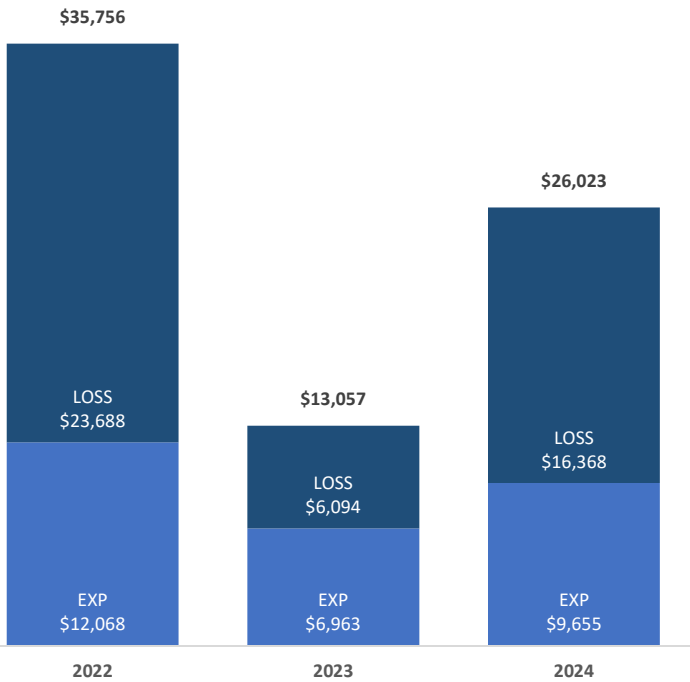


PENDING Claims  
Financial Overview

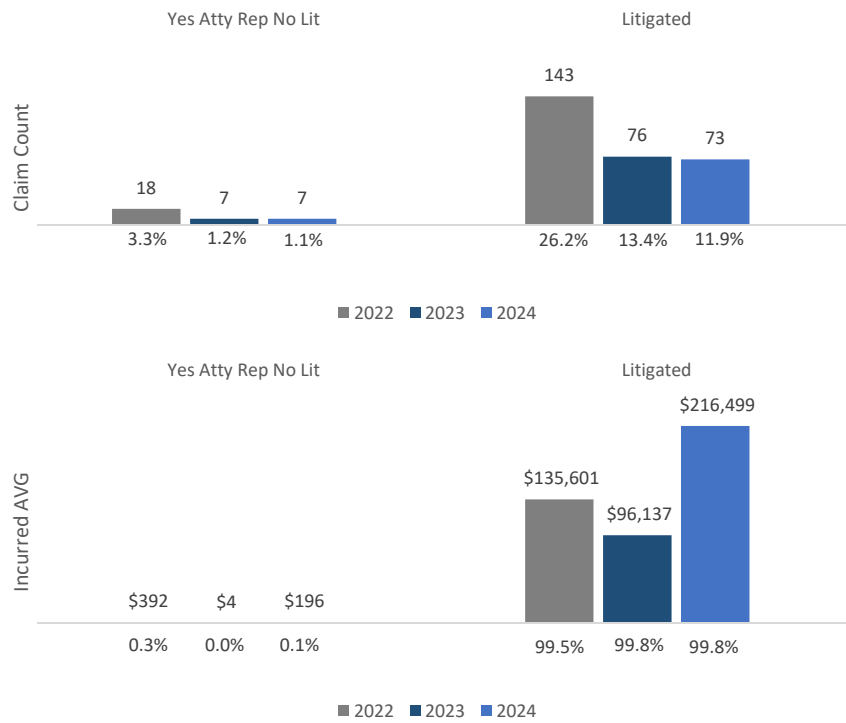


- 2 claims account for \$8.7M of Total Incurred for the past 3 years
- 109 Pending have a Consent Judgment but have not been paid dating back to 2004, valued at \$8.4M
- 33 claims are awaiting trial dates in the future

CLOSED Claims  
Average Incurred by Financial Bucket



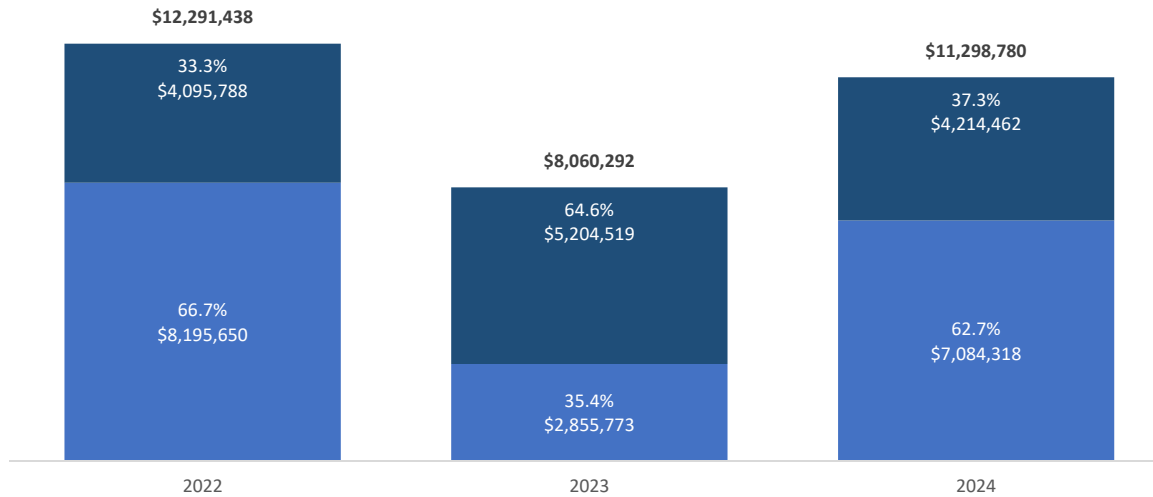
CLOSED Claims  
by Litigation Status



- Closed 75 BI claims in FY24 worth about \$15M
- Closed 381 denied PD claims in FY24
- 3 large claims closed in FY24 valued at \$8.5M and paid \$7M in Loss
- 1 PD claim closed in FY with a settlement of \$325K

Total Paid by Category

■ Expense  
■ Indemnity

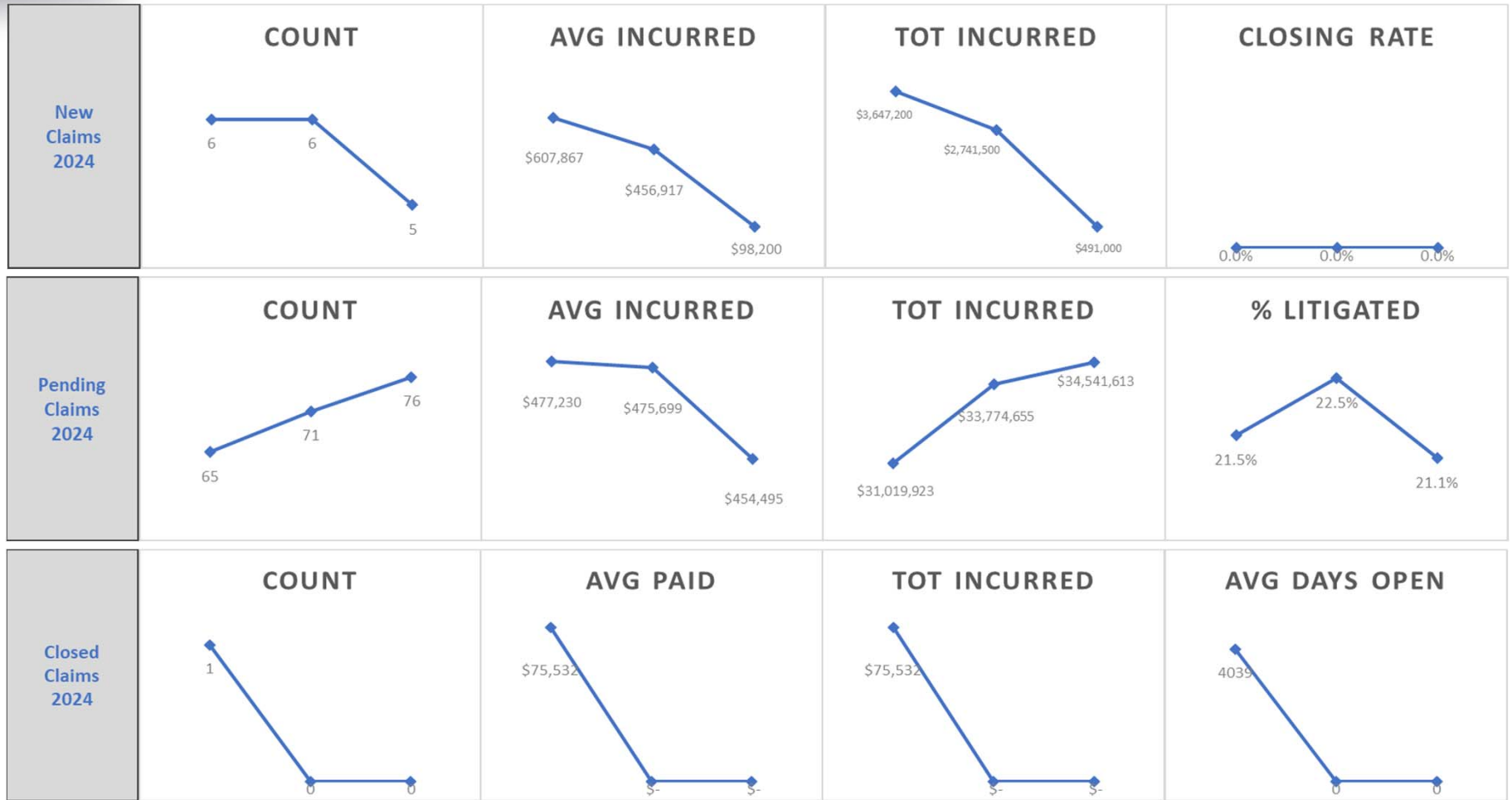


Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$8,195,650	118	\$2,855,773	128	\$7,084,318	133
Expense	\$4,095,788	441	\$5,204,519	357	\$4,214,462	423
<b>Total Paid</b>	<b>\$12,291,438</b>	<b>532</b>	<b>\$8,060,292</b>	<b>462</b>	<b>\$11,298,780</b>	<b>525</b>
Recoveries	\$1,352	3	\$684	2	\$971	3
<b>Net Paid</b>	<b>\$12,290,086</b>	<b>534</b>	<b>\$8,059,608</b>	<b>463</b>	<b>\$11,297,809</b>	<b>528</b>

- Appropriated \$6.8M with legislation on 29 claims
- Most of the Expense payments were for Attorney Services
- Only 2 contract attorneys were paid over \$100K

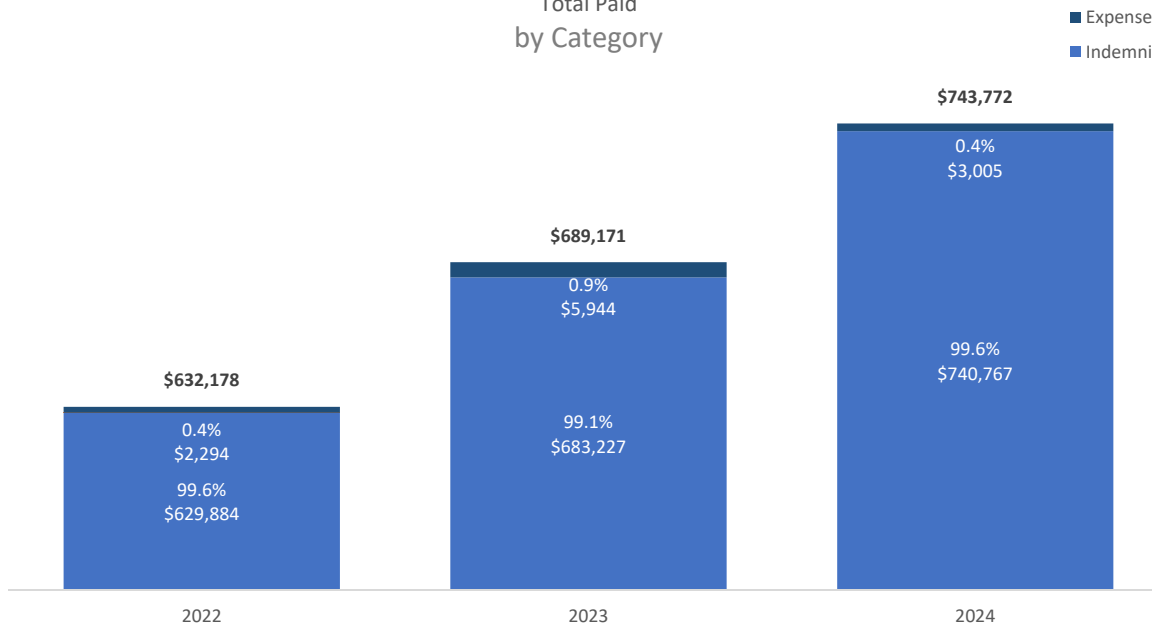
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## FUTURE MEDICAL CARE FUND (FC)



		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	6	6	5	<b>-16.7%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$607,867	\$456,917	\$98,200	<b>-78.5%</b>
	<b>Incurred</b>	\$669,000	\$3,393,200	\$2,827,500	<b>-16.7%</b>
	<b>% Litigated</b>	33.3%	33.3%	0%	<b>-33.3%</b>
	<b>% Attorney Representation</b>	66.7%	50.0%	60.0%	<b>10.0%</b>
	<b>Closing Rate (New Claims)</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Average Days Open</b>	178	85	204	<b>138.8%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	65	71	76	<b>7.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$477,230	\$475,699	\$454,495	<b>-4.5%</b>
	<b>Claim Count +\$100k %</b>	46.2%	50.7%	50.0%	<b>-0.7%</b>
	<b>Incurred</b>	\$31,019,923	\$33,774,655	\$34,541,613	<b>2.3%</b>
	<b>% Litigated</b>	21.5%	22.5%	21.1%	<b>-1.5%</b>
	<b>% Attorney Representation</b>	46.2%	46.5%	47.4%	<b>0.9%</b>
<b>% Over &gt; 2 Years</b>	87.7%	83.1%	85.5%	<b>2.4%</b>	
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	1	0	0	<b>0.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$75,532	\$0	\$0	<b>0.0%</b>
	<b>Claim Count +\$100k %</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred</b>	\$75,532	\$0	\$0	<b>0.0%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>Average Days Open</b>	4039	0	0	<b>0.0%</b>
<b>Closing Ratio</b>	16.7%	0%	0%	<b>0.0%</b>	

Total Paid by Category



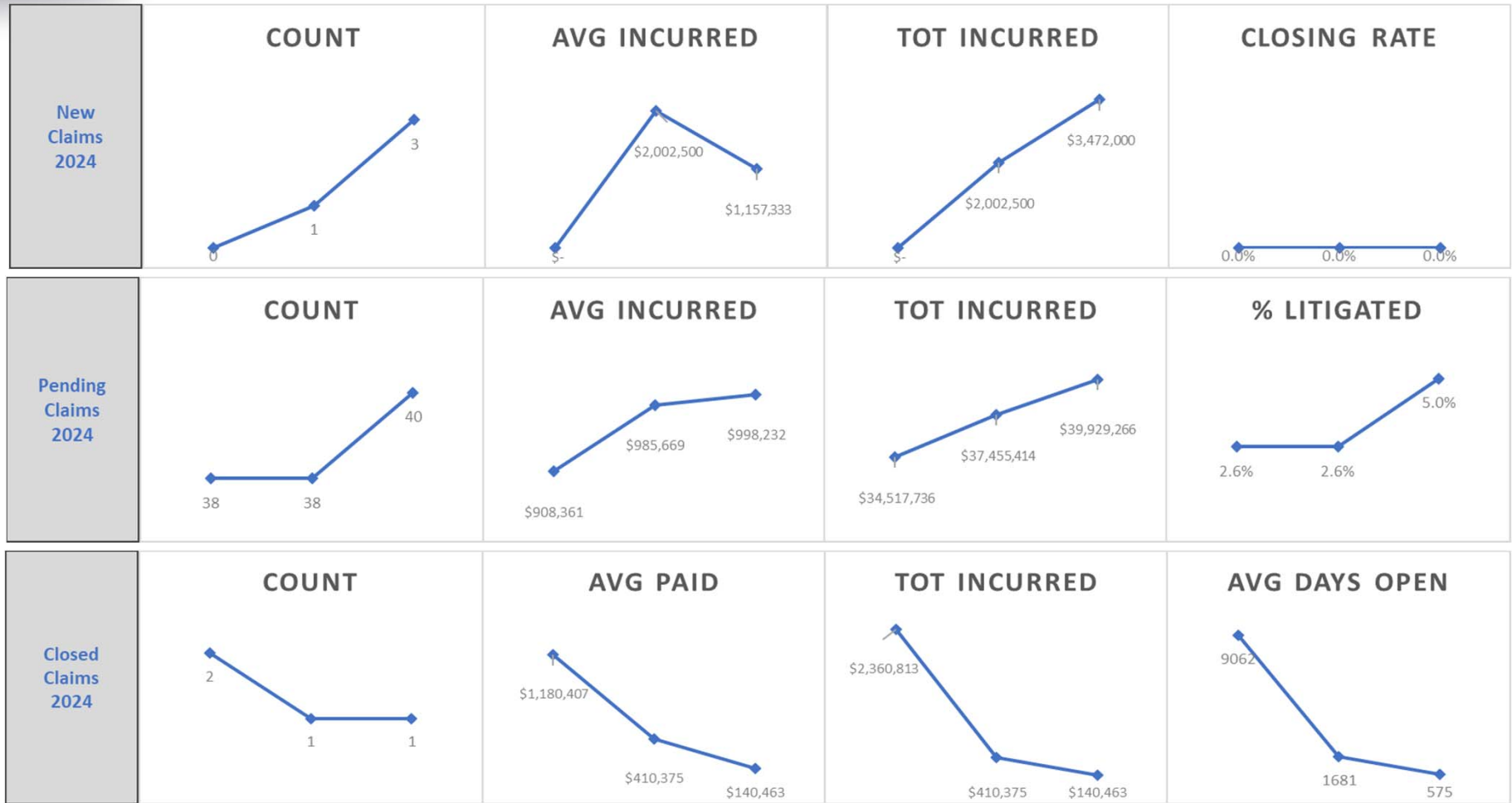
Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$629,884	23	\$683,227	25	\$740,767	29
Expense	\$2,294	13	\$5,944	17	\$3,005	8
<b>Total Paid</b>	<b>\$632,178</b>	<b>34</b>	<b>\$689,171</b>	<b>40</b>	<b>\$743,772</b>	<b>37</b>
Recoveries	\$0	0	\$0	0	\$0	0
<b>Net Paid</b>	<b>\$632,178</b>	<b>34</b>	<b>\$689,171</b>	<b>40</b>	<b>\$743,772</b>	<b>37</b>

- Most of the dollars paid are for Caregivers and then medical treatment
- Expense payments are for Alive & Well Checks
- Payments made on 29 out of 76 pending claims in FY24

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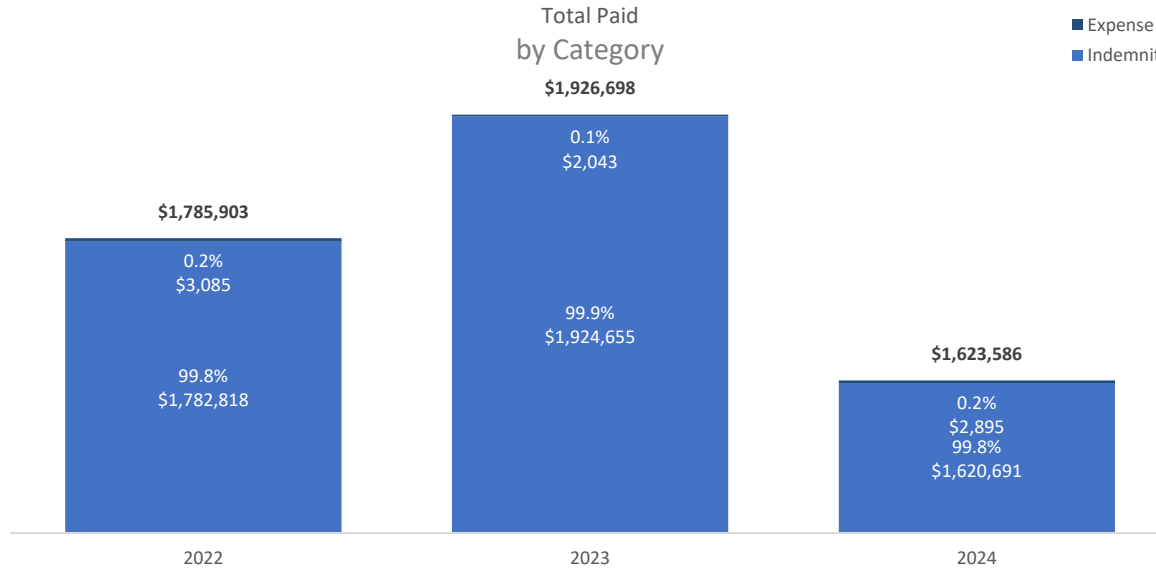
## FUTURE MEDICAL – MEDICAL MALPRACTICE (FM-MM)





		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	0	1	3	<b>200.0%</b>
	<b>Claim Count</b>	0	1	3	<b>200.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$0	\$2,002,500	\$1,157,333	<b>-42.2%</b>
	<b>Incurred</b>	\$0	\$2,002,500	\$3,472,000	<b>73.4%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Average Days Open</b>	0	332	193	<b>-41.8%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	38	38	40	<b>5.3%</b>
	<b>Claim Count</b>	38	38	40	<b>5.3%</b>
	<b>% Bodily Injury Claims</b>	100.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$908,361	\$985,669	\$998,232	<b>1.3%</b>
	<b>Claim Count +\$100k %</b>	86.8%	86.8%	85.0%	<b>-1.8%</b>
	<b>Incurred</b>	\$34,517,736	\$37,455,414	\$39,929,266	<b>6.6%</b>
	<b>% Litigated</b>	2.6%	2.6%	5.0%	<b>2.4%</b>
	<b>% Attorney Representation</b>	28.9%	26.3%	25.0%	<b>-1.3%</b>
	<b>% Over &gt; 2 Years</b>	97.4%	94.7%	92.5%	<b>-4.9%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	2	1	1	<b>0.0%</b>
	<b>Claim Count</b>	2	1	1	<b>0.0%</b>
	<b>% Bodily Injury Claims</b>	100.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$1,180,407	\$410,375	\$140,463	<b>-65.8%</b>
	<b>Claim Count +\$100k %</b>	100.0%	100.0%	100.0%	<b>0.0%</b>
	<b>Incurred</b>	\$2,360,813	\$410,375	\$140,463	<b>-65.8%</b>
	<b>% Litigated</b>	50.0%	0%	0%	<b>0.0%</b>
	<b>Average Days Open</b>	9062	1681	575	<b>-65.8%</b>
	<b>Closing Ratio</b>	200.0%	100.0%	33.3%	<b>-66.7%</b>

- Three new claims this year
  - \$2.2M
  - \$1.25M
  - \$15K
- Pending claims remain constant with 25 with payments
- Closed 1 claim due to death at age 37 in January 2024 unrelated to claim

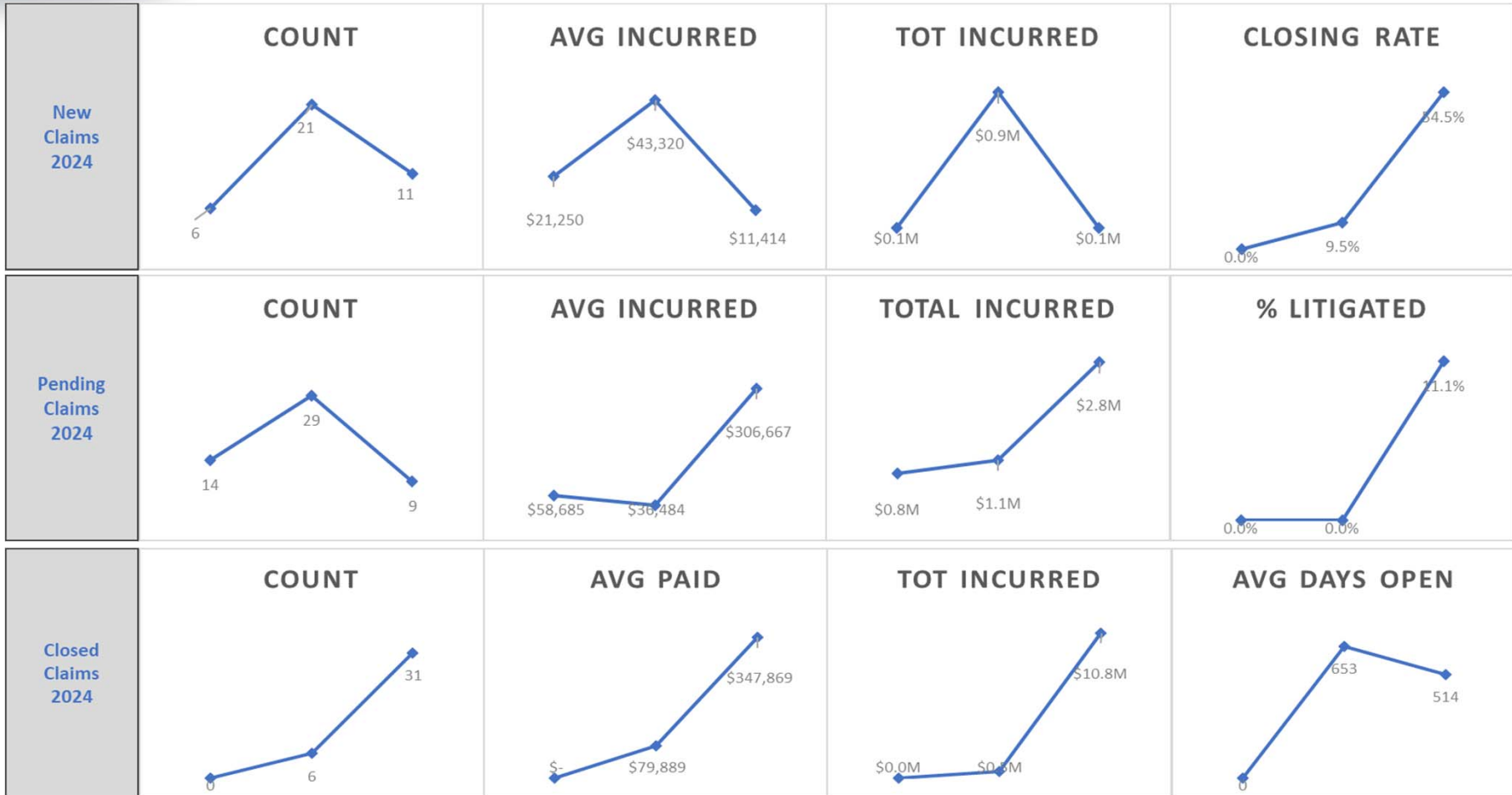


- 25 claims out of the 40 or so pending claims have payments
- 2 claims paid over \$100K each in FY24
- Expense Payments are for Alive and Well checks

Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$1,782,818	26	\$1,924,655	25	\$1,620,691	25
Expense	\$3,085	9	\$2,043	8	\$2,895	6
<b>Total Paid</b>	<b>\$1,785,903</b>	<b>31</b>	<b>\$1,926,698</b>	<b>32</b>	<b>\$1,623,586</b>	<b>30</b>
Recoveries	\$0	0	\$0	0	\$1,750	1
<b>Net Paid</b>	<b>\$1,785,903</b>	<b>31</b>	<b>\$1,926,698</b>	<b>32</b>	<b>\$1,621,836</b>	<b>30</b>

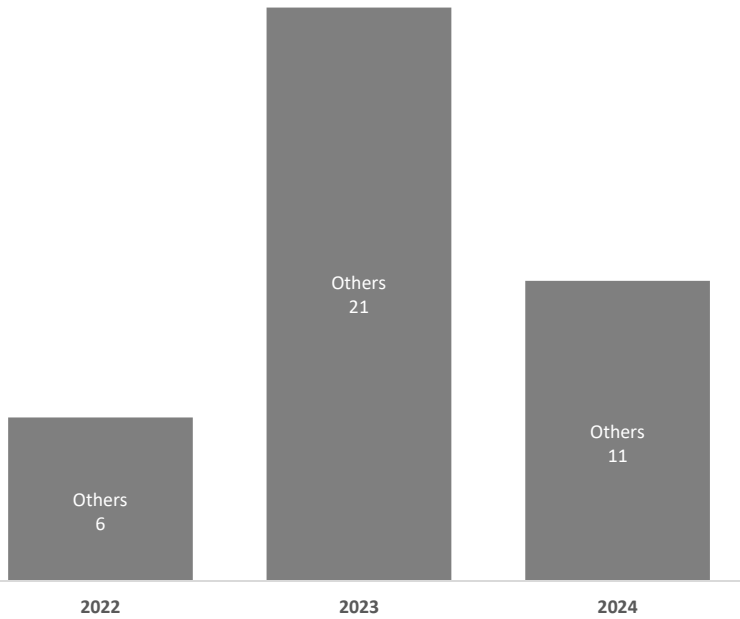
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## CYBER (Plan 13)

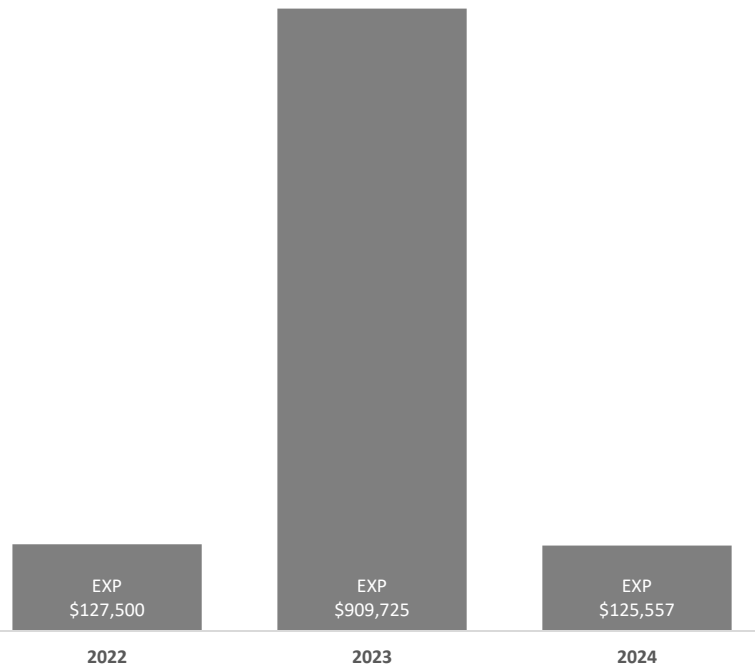


		2022	2023	2024	% Change
<b>New Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	6	21	11	<b>-47.6%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$21,250	\$43,320	\$11,414	<b>-73.7%</b>
	<b>Incurred</b>	\$127,500	\$909,725	\$125,557	<b>-86.2%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	0.0%	9.5%	54.5%	<b>45.0%</b>
	<b>Average Days Open</b>	196	159	163	<b>2.8%</b>
<b>Pending Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	14	29	9	<b>-69.0%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$58,685	\$36,484	\$306,667	<b>740.5%</b>
	<b>Claim Count +\$100k %</b>	14.3%	0.0%	11.1%	<b>11.1%</b>
	<b>Incurred</b>	\$821,585	\$1,058,045	\$2,760,000	<b>160.9%</b>
	<b>% Litigated</b>	0%	0%	11.1%	<b>11.1%</b>
	<b>% Attorney Representation</b>	0%	0%	11.1%	<b>11.1%</b>
	<b>% Over &gt; 2 Years</b>	14.3%	17.2%	11.1%	<b>-6.1%</b>
<b>Closed Claims</b>	<b>Bodily Injury Claims</b>	0	0	0	<b>0.0%</b>
	<b>Claim Count</b>	0	6	31	<b>416.7%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$0	\$79,889	\$347,869	<b>335.4%</b>
	<b>Claim Count +\$100k %</b>	0.0%	33.3%	6.5%	<b>-26.9%</b>
	<b>Incurred</b>	\$0	\$479,332	\$10,783,932	<b>2,149.8%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>Average Days Open</b>	0	653	514	<b>-21.3%</b>
	<b>Closing Ratio</b>	0%	28.6%	281.8%	<b>253.2%</b>

NEW Claims  
Count by Coverage Code

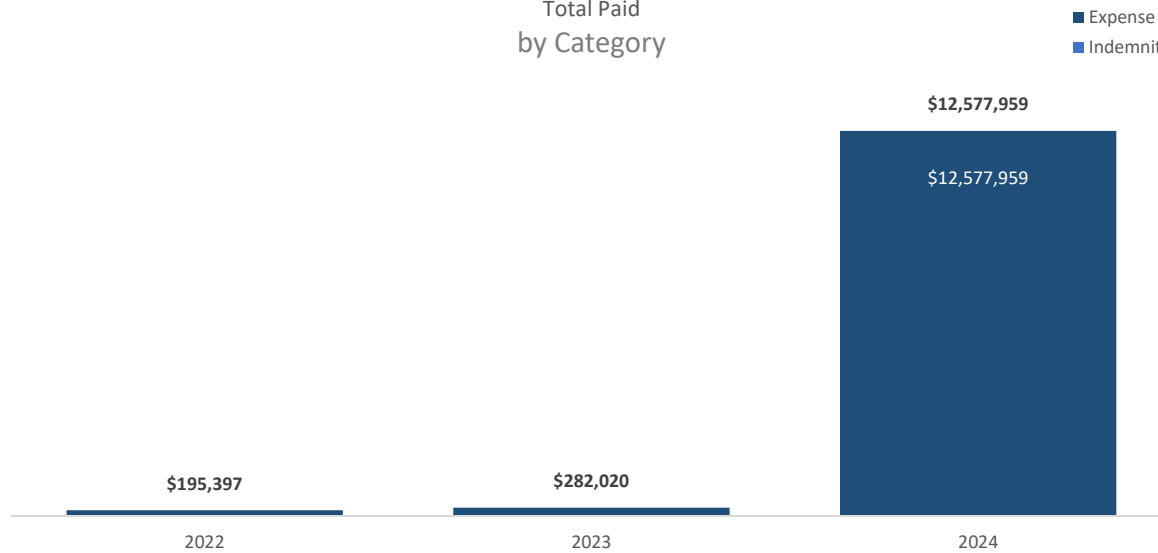


NEW Claims  
Total Incurred by Financial Bucket



- 11 new claims
- 4 at LSUHSC
- 3 at Office of Motor Vehicle
- One at OMV is currently being litigated, but at appeals court from plaintiff after judge ruled No Cause of Action

Total Paid by Category



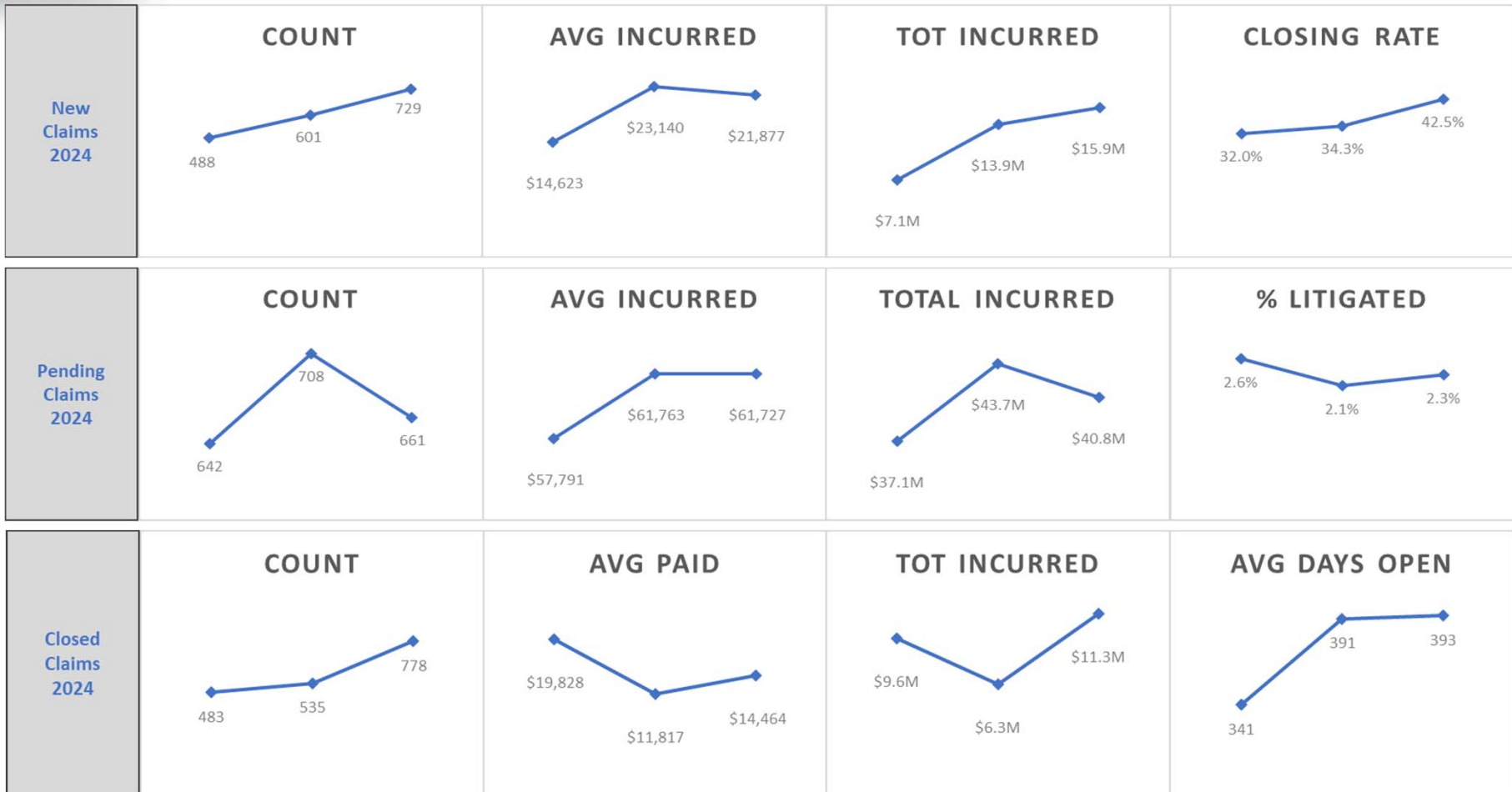
- In FY24 \$10.3M was paid for Damage Mitigation
- \$78K in payments were issued for investigations
- Collected \$2M from Lloyd's of London in FY24

Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$0	0	\$0	0	\$0	0
Expense	\$195,397	10	\$282,020	18	\$12,577,959	21
<b>Total Paid</b>	<b>\$195,397</b>	<b>10</b>	<b>\$282,020</b>	<b>18</b>	<b>\$12,577,959</b>	<b>21</b>
Recoveries	\$0	0	\$0	0	\$2,000,000	1
<b>Net Paid</b>	<b>\$195,397</b>	<b>10</b>	<b>\$282,020</b>	<b>18</b>	<b>\$10,577,959</b>	<b>21</b>



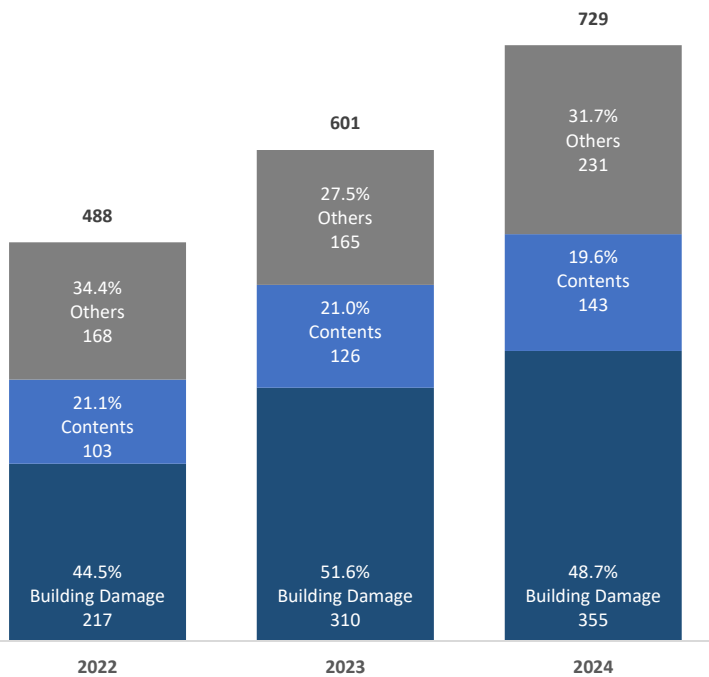
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## PROPERTY – Non-CAT Daily

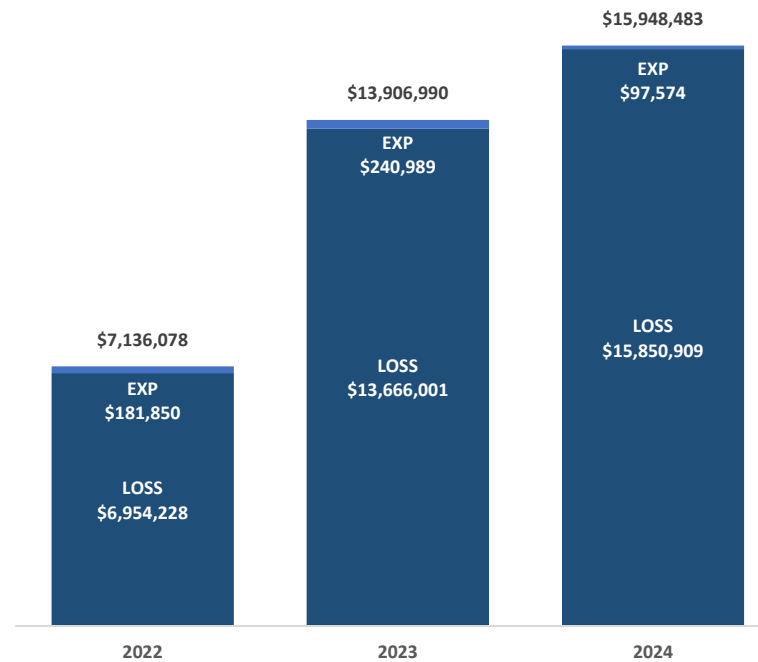


		2022	2023	2024	% Change
<b>New Claims</b>	<b>Claim Count</b>	488	601	729	<b>21.3%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$14,623	\$23,140	\$21,877	<b>-5.5%</b>
	<b>Incurred</b>	\$7,136,078	\$13,906,990	\$15,948,483	<b>14.7%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	32.0%	34.3%	42.5%	<b>8.2%</b>
	<b>Average Days Open</b>	123	139	116	<b>-16.5%</b>
<b>Pending Claims</b>	<b>Claim Count</b>	642	708	661	<b>-6.6%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$57,791	\$61,763	\$61,727	<b>-0.1%</b>
	<b>Claim Count +\$100k %</b>	8.1%	9.3%	10.7%	<b>1.4%</b>
	<b>Incurred</b>	\$37,101,758	\$43,728,254	\$40,801,524	<b>-6.7%</b>
	<b>% Litigated</b>	2.6%	2.1%	2.3%	<b>0.2%</b>
	<b>% Attorney Representation</b>	2.6%	2.1%	2.3%	<b>0.2%</b>
	<b>% Over &gt; 2 Years</b>	16.8%	21.8%	15.9%	<b>-5.9%</b>
<b>Closed Claims</b>	<b>Claim Count</b>	483	535	778	<b>45.4%</b>
	<b>% Bodily Injury Claims</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred AVG</b>	\$19,828	\$11,817	\$14,464	<b>22.4%</b>
	<b>Claim Count +\$100k %</b>	4.8%	1.9%	2.8%	<b>1.0%</b>
	<b>Incurred</b>	\$9,577,088	\$6,322,357	\$11,252,941	<b>78.0%</b>
	<b>% Litigated</b>	0.6%	0.4%	0.3%	<b>-0.1%</b>
	<b>Average Days Open</b>	341	391	393	<b>0.5%</b>
	<b>Closing Ratio</b>	99.0%	89.0%	106.4%	<b>17.4%</b>

NEW Claims  
Count by Coverage Code

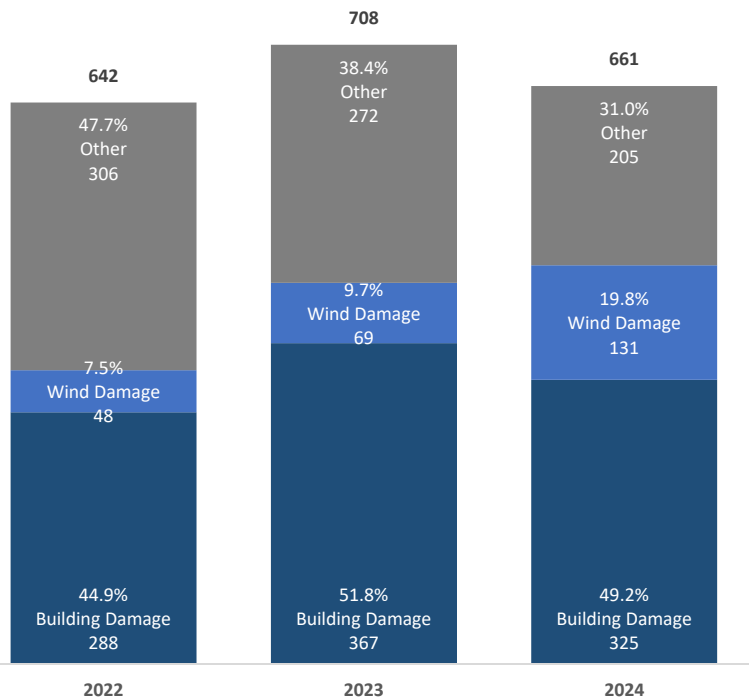


NEW Claims  
Total Incurred by Financial Bucket

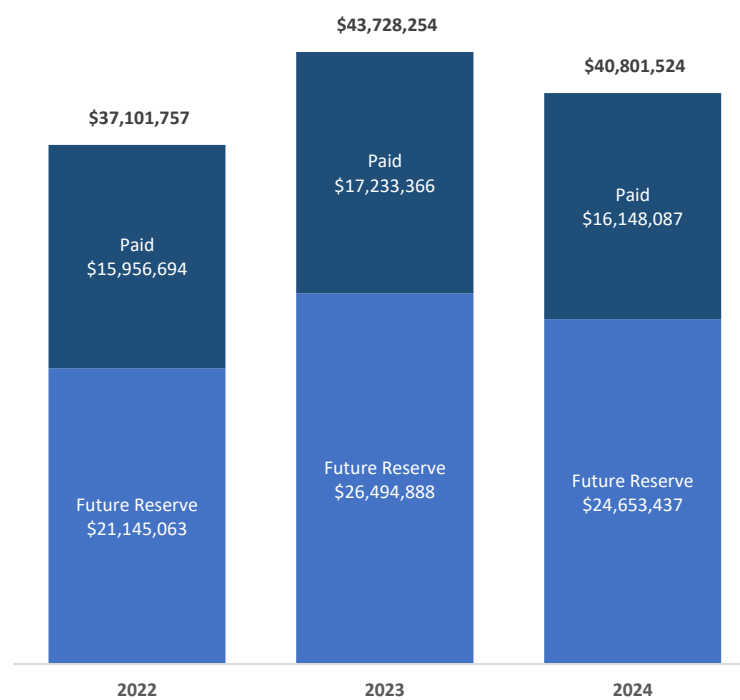


- New claims up substantially 21% or 128 claims
- ULL saw 113% increase related to several storms FY24
- Wade Correctional Center had 44 claims in FY24 compared to 1 in VY23
- FY24 saw 3 large claims(>\$500K) totaling \$2.2M
- 95 new claims in FY24 are Equipment Damage claims and managed by Carrier

PENDING Claims  
Count by Coverage Code

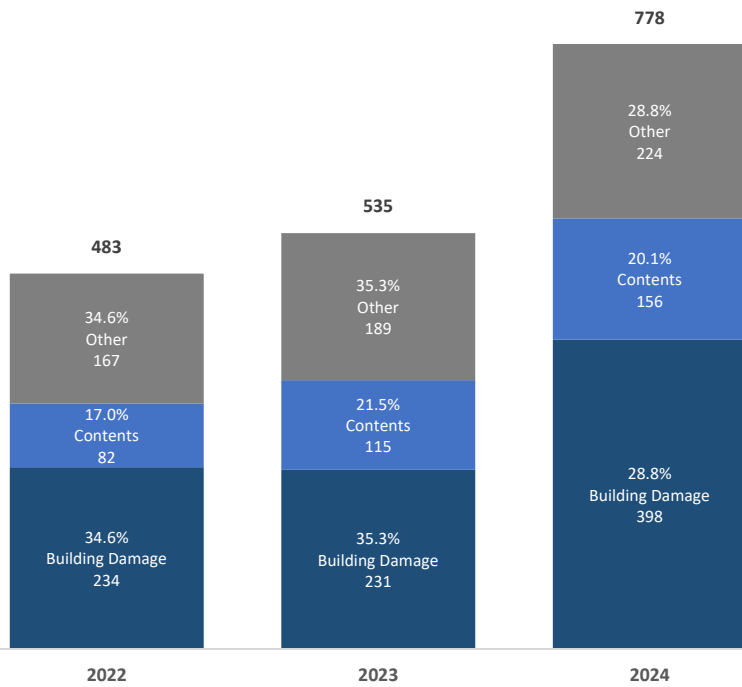


PENDING Claims  
Financial Overview

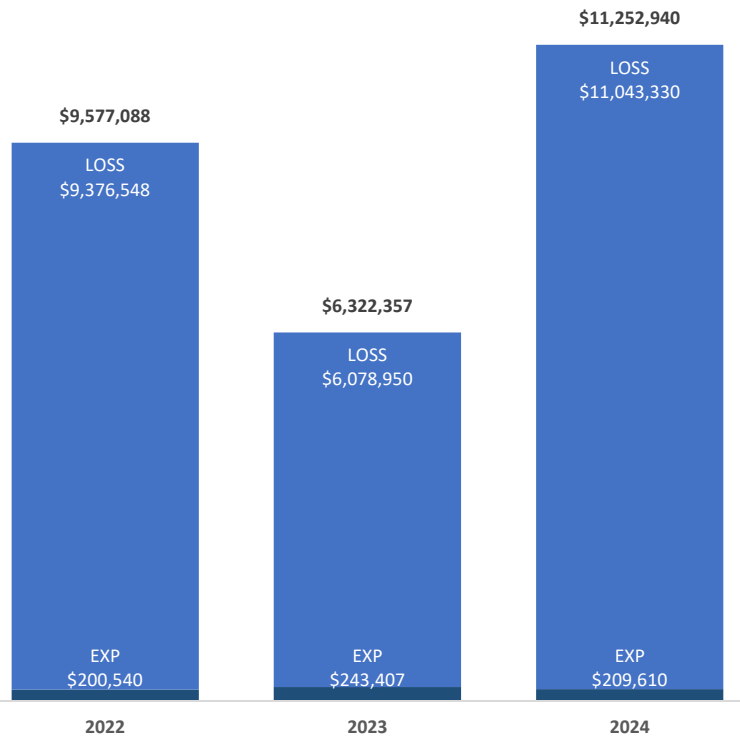


- LSU Ag has 40 open claims at multiple locations in FY24
- ULL has 34 and Wade has 30 pending claims in FY24 due to the increase in new claims
- FY24 top 3 agencies are LSU Ag, ULL and Wade
- LSUHCS New Orleans has 9 pending claims in FY24 worth about \$7.4M; 1 a 2017 flood claim worth \$6.9M
- 72 Equipment Damage claims are pending in FY24 with almost \$3M of Total Incurred

CLOSED Claims  
Count by Coverage Code

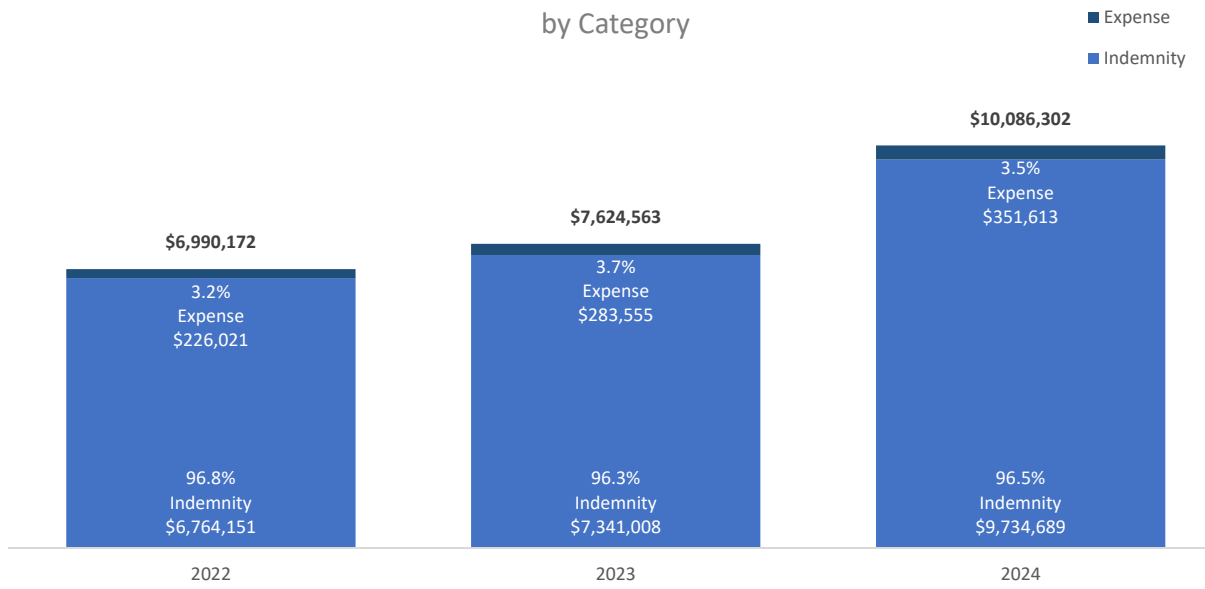


CLOSED Claims  
Total Incurred by Financial Bucket



- 243 more claims closed in FY24 compared to FY23 with \$5M closed out
- 138 or 17% of claims closed in FY24 were Equipment Damage claims
- 60%+ claims are closed within 1 year
- 324 claims closed in FY24 with \$0 paid

Total Paid by Category

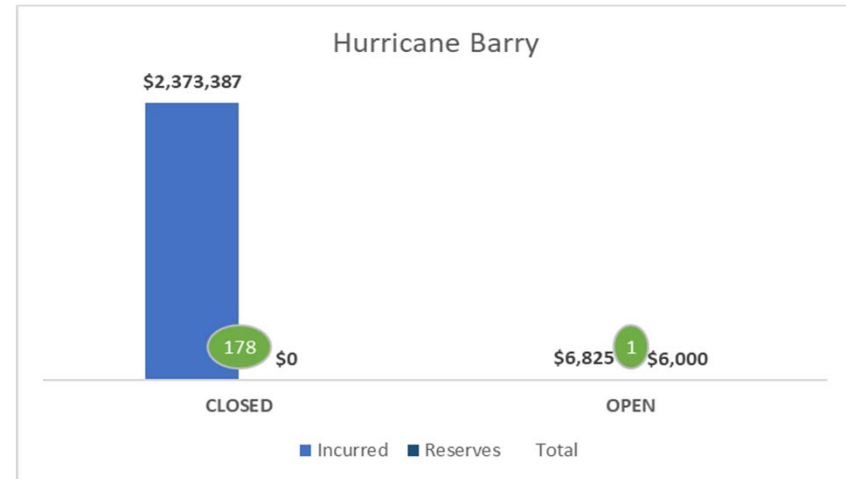
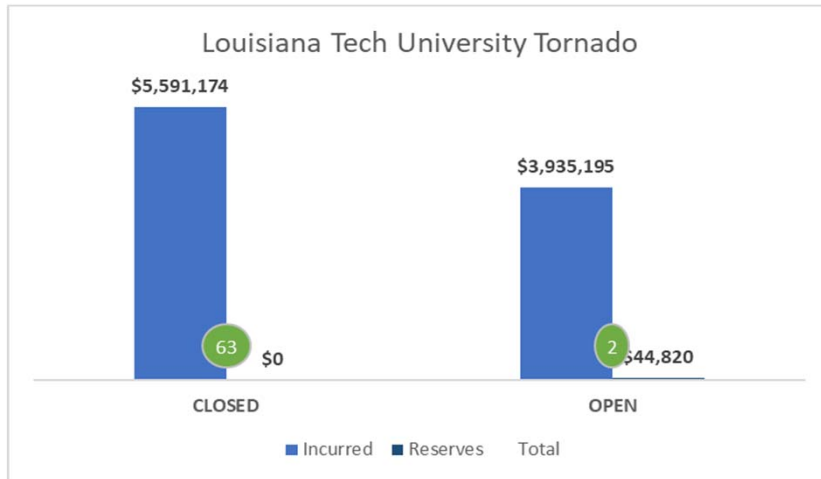
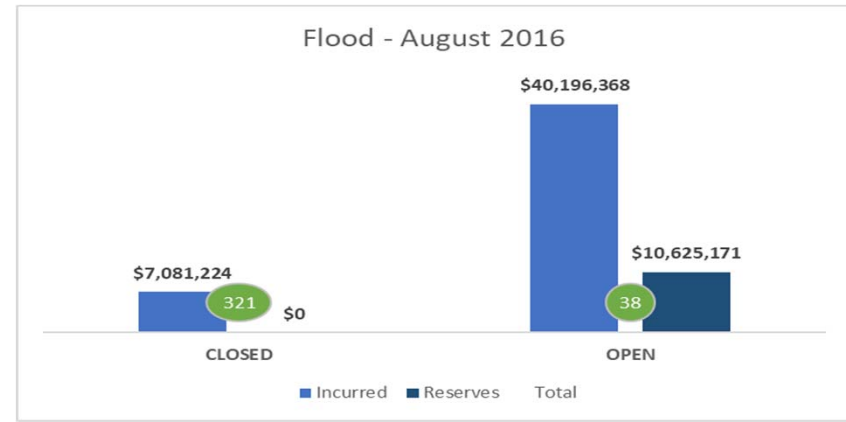
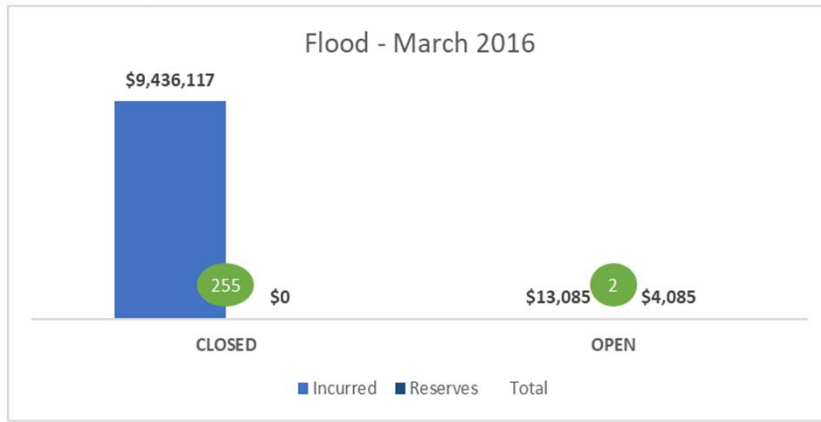


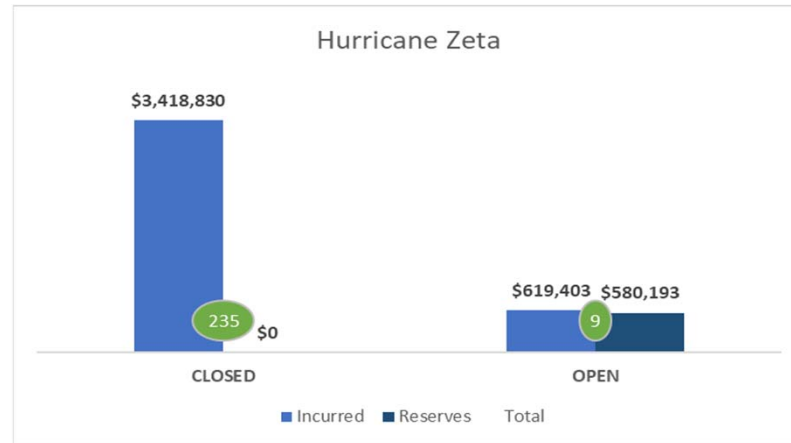
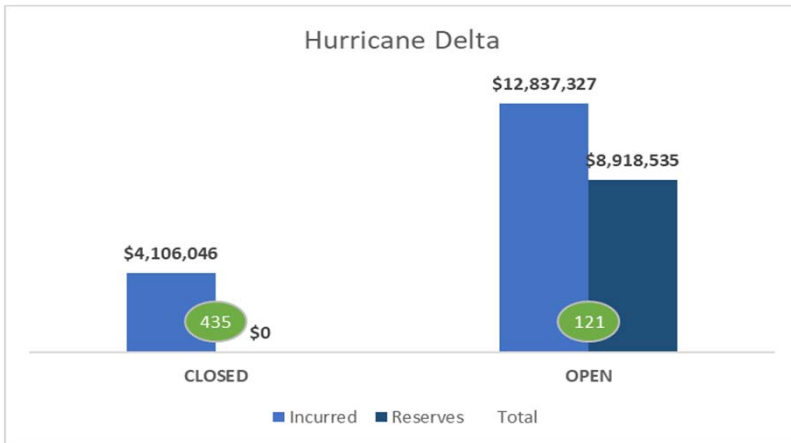
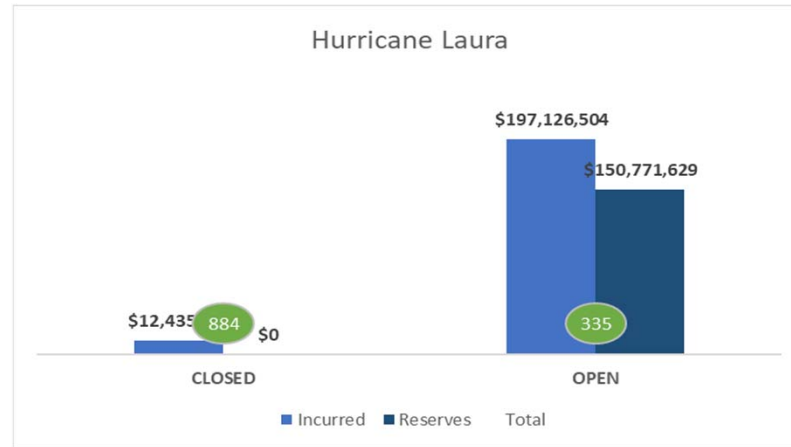
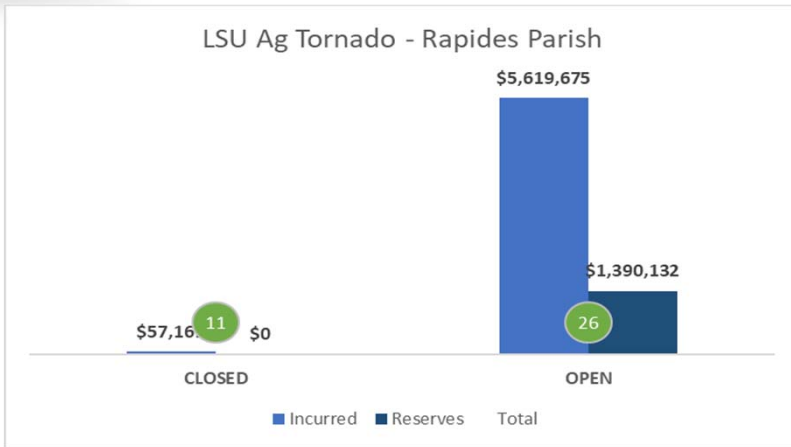
- Lots of activity (payments) in FY24 as agencies finish up ongoing projects
- Ashley Smith Construction was the highest Vendor paid in FY24 with just over \$1M
- Recovery of \$1M+ from GOHSP for a May 2021 Flood Event in Lake Charles area

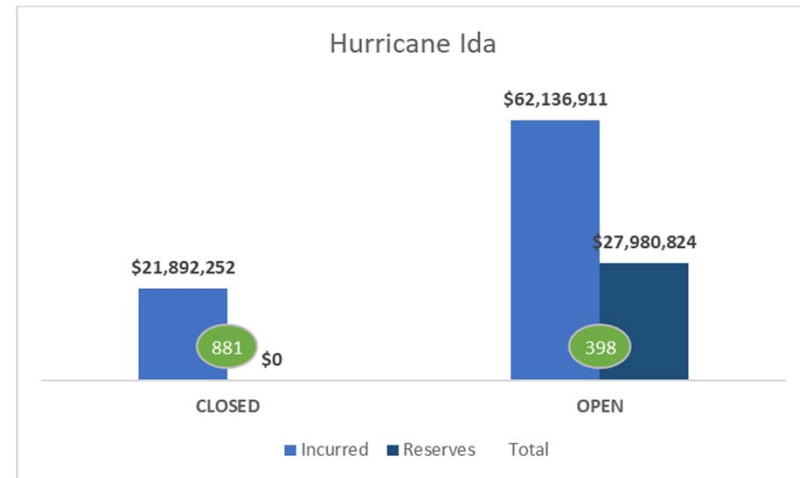
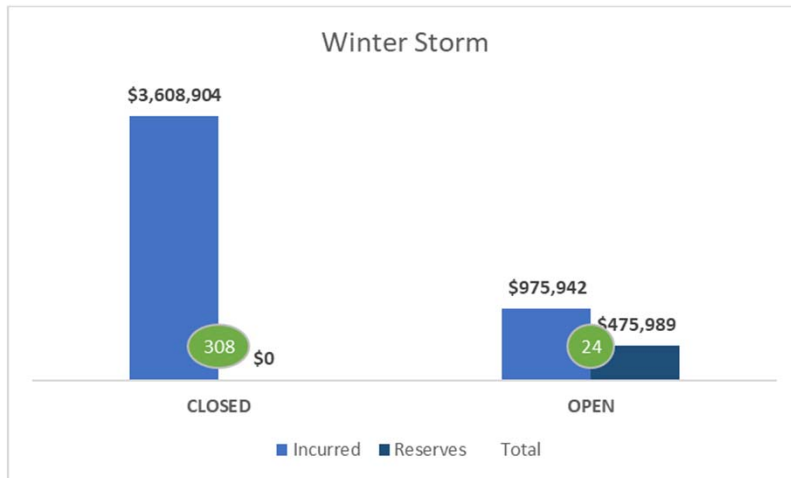
Pay Code Category	2022		2023		2024	
	Paid Amt	Claim Count	Paid Amt	Claim Count	Paid Amt	Claim Count
Indemnity	\$6,764,151	332	\$7,341,008	422	\$9,734,689	581
Expense	\$226,021	50	\$283,555	75	\$351,613	59
<b>Total Paid</b>	<b>\$6,990,172</b>	<b>367</b>	<b>\$7,624,563</b>	<b>473</b>	<b>\$10,086,302</b>	<b>616</b>
Recoveries	\$99,079	12	\$807,611	14	\$1,321,261	32
<b>Net Paid</b>	<b>\$6,891,093</b>	<b>370</b>	<b>\$6,816,952</b>	<b>478</b>	<b>\$8,765,041</b>	<b>632</b>

## PROPERTY – New CAT (Catastrophes after 2015)

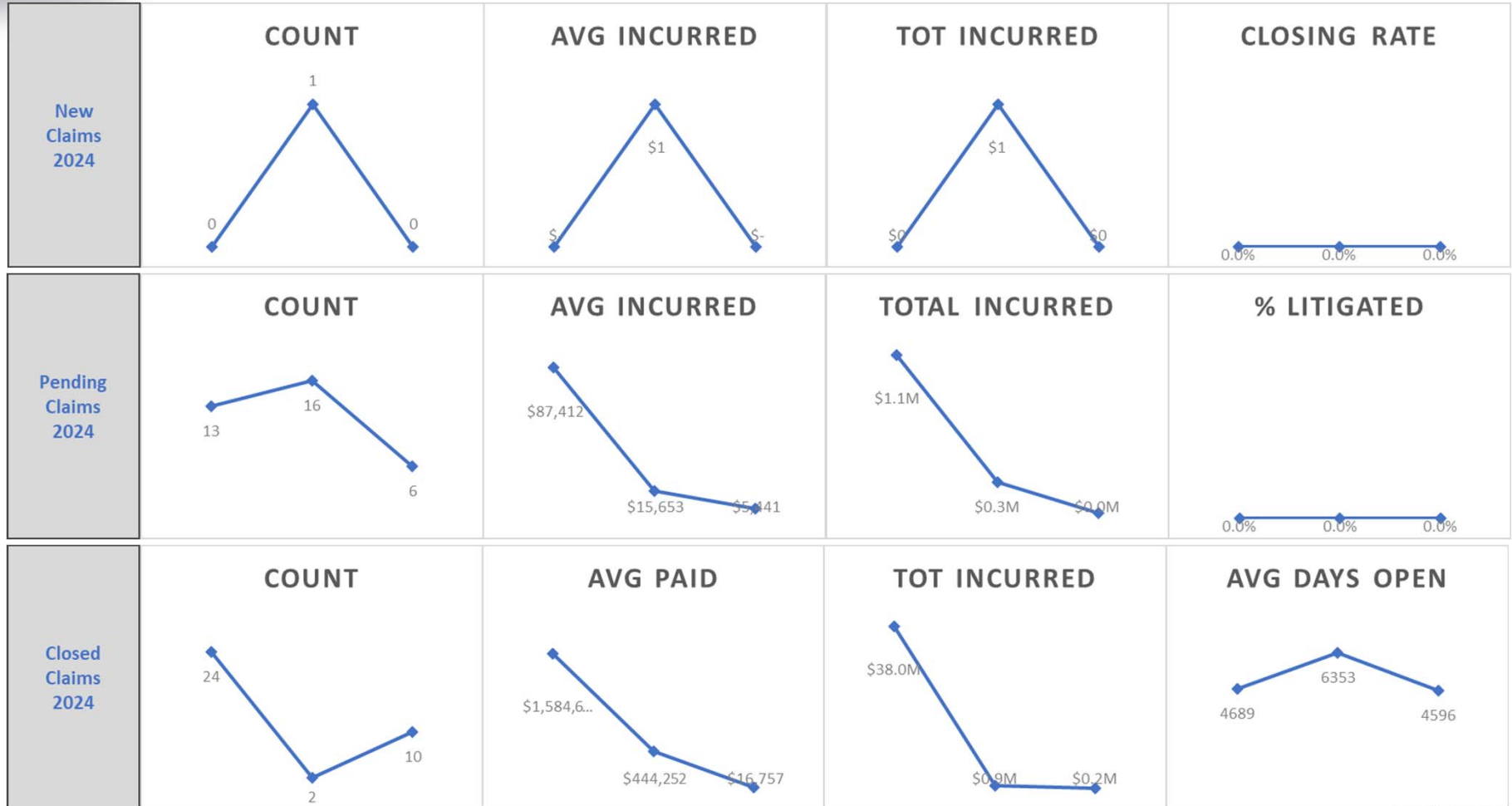








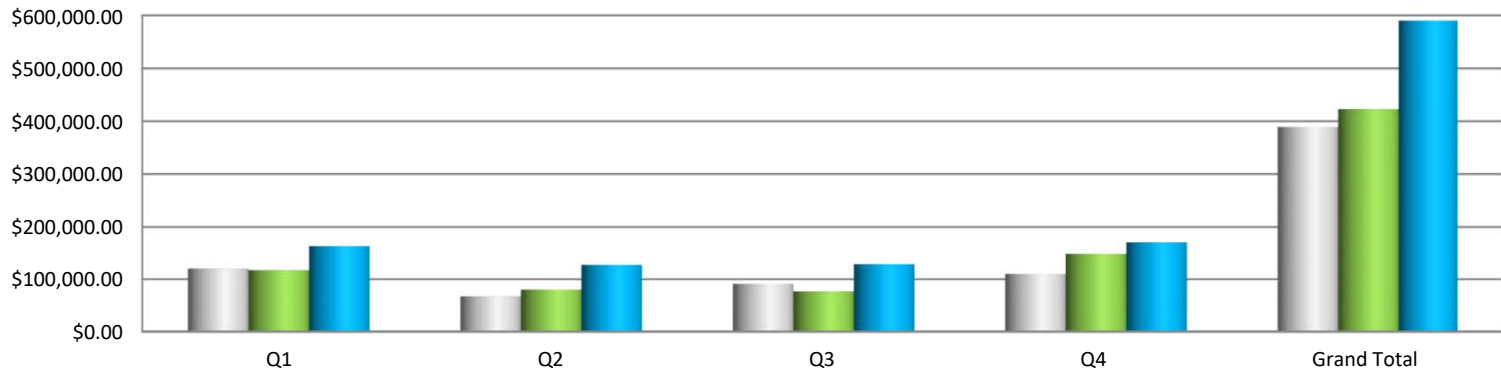
## PROPERTY – Old CAT



		2022	2023	2024	% Change
<b>New Claims</b>	<b>Claim Count</b>	0	1	0	<b>100.0%</b>
	<b>Incurred AVG</b>	\$0	\$1	\$0	<b>100.0%</b>
	<b>Incurred</b>	\$0	\$1	\$0	<b>100.0%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>Closing Rate (New Claims)</b>	0.0%	0.0%	0.0%	<b>0.0%</b>
	<b>Average Days Open</b>	0	247	0	<b>100.0%</b>
<b>Pending Claims</b>	<b>Claim Count</b>	13	16	6	<b>-62.5%</b>
	<b>Incurred AVG</b>	\$87,412	\$15,653	\$5,441	<b>-65.2%</b>
	<b>Claim Count +\$100k %</b>	7.7%	0.0%	0.0%	<b>0.0%</b>
	<b>Incurred</b>	\$1,136,354	\$250,450	\$32,643	<b>-87.0%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Attorney Representation</b>	0%	0%	0%	<b>0.0%</b>
	<b>% Over &gt; 2 Years</b>	100.0%	93.8%	100.0%	<b>6.3%</b>
<b>Closed Claims</b>	<b>Claim Count</b>	24	2	10	<b>400.0%</b>
	<b>Incurred AVG</b>	\$1,584,613	\$444,252	\$16,575	<b>-96.3%</b>
	<b>Claim Count +\$100k %</b>	25.0%	50.0%	0.0%	<b>-50.0%</b>
	<b>Incurred</b>	\$38,030,710	\$888,504	\$165,748	<b>-81.3%</b>
	<b>% Litigated</b>	0%	0%	0%	<b>0.0%</b>
	<b>Average Days Open</b>	4689	6353	4596	<b>-27.6%</b>
	<b>Closing Ratio</b>	324.9%	40.0%	1,000.0%	<b>960.0%</b>

## Special Investigative Unit

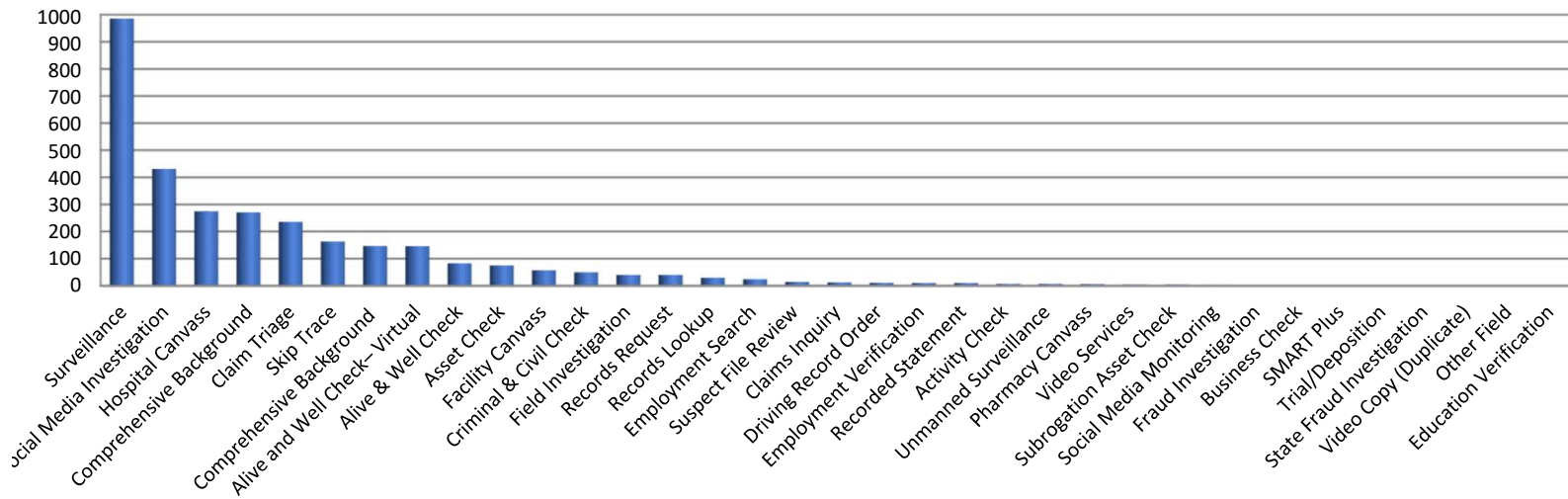
### Yearly Comparison Spend



	Q1	Q2	Q3	Q4	Grand Total
■ FY 2022	\$120,419.63	\$67,253.03	\$91,145.70	\$110,368.40	\$389,186.76
■ FY 2023	\$117,335.41	\$80,271.88	\$76,776.10	\$148,599.41	\$422,982.80
■ FY 2024	\$163,336.50	\$127,486.59	\$128,829.66	\$170,571.04	\$590,223.79



## SIU Orders



### ANTI-FRAUD ONE



State-of-the-art scoring technology

AF1 leverages a robust and dynamic set of industry recognized fraud rule scenarios to score each claim and involved parties

Multiple rules can trigger on each claim & this becomes the total score, with each rule weighted and having a unique score

Sedgwick SIU Analyst will review claims scoring 600-999

Claim Examiners will receive an email from SIU directing them to review and submit a **Claim Director Review**

Once SIU receives the **CD Review referral**, triage of the claim completed to determine if further SIU involvement is warranted, and recommendation(s) sent to the Examiner

## Loss Prevention

## Safety Audits and Investigations

- 1,447 walkthroughs
- 360 compliance reviews
- 160 full audits
- 8 investigations

## Risk Analysis Consulting

- DCFS
- OJJ
- Raymond Laborde Correctional

## Loss Prevention Consultations and Training

- **83 Consultations**
  - **Overview of the Loss Prevention Program for new agency safety coordinators, verification of corrective actions by agencies.**
  - **Review new exiting policies for compliance with LP requirements; guidance on walkthrough inspections; using the online system to report claims**
  
- **104 Training Sessions – 2507 Attendees**
  - **Accident investigation**
  - **Bloodborne Pathogens**
  - **Safety meetings**
  - **Supervisor responsibilities**
  - **Inspections**
  - **Incident investigation**
  - **Job safety analyses**
  - **Ergonomics**
  - **Driver training**
  - **Forklift**

## Building Evaluations

FY 2024	
Re-Appraisals	1938
New	77
Modifications	13
Deletions	18
Buildings over \$10M Desk Appraisals	402

- Over 500 Buildings at Louisiana State Penitentiary
- Desk Appraisal Special Project between July 1 and December 31, 2024

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## Medicare Services

Medicare assignments	
Report Type	Report Count
WCMSA	45
Non-Submit MSA	16
Medical Cost Projection	5
<b>TOTAL Reports</b>	<b>66</b>

WC MSA Savings	
<b>Total with savings:</b>	<b>30</b>
<b>Total identified savings amount:</b>	<b>\$1,818,485</b>

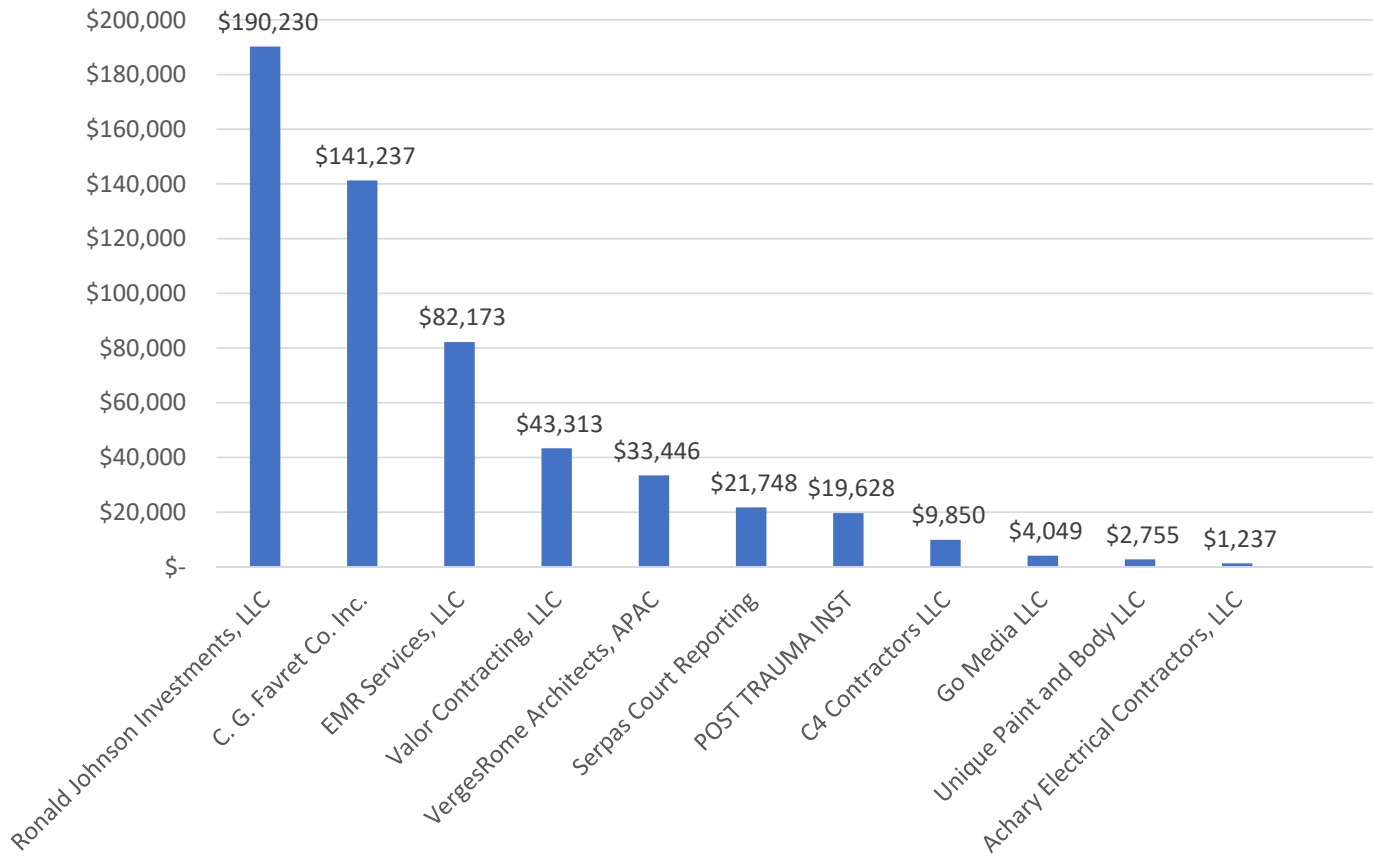


Non-Submit Evidence Based Savings	
Total with savings:	8
Total identified savings amount:	\$353,672

Medicare lien resolution summary			
TOTAL LIENS		LIENS	Medicare Advantage
Liens Resolved	82	75	7
Resolved with Savings	31	24	7
Total Savings	\$594,363	\$515,704	\$78,659

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## Hudson Initiative



■ Sum of Allocation Amount

- **\$549,665.55 direct payments**
- **Agencies sometimes reimbursed resulting in inadequate data points to identify**
- **Genesis Information Services, Inc. is part of SIU Network and paid an additional \$329,895.32**
- **\$879,561 for entire program**