



# ANNUAL REPORT

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# 2023

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# PRESIDENT'S MESSAGE

## DEMONSTRATING OUR TRUE STRENGTHS, ABILITIES

It was only a few years ago when this message focused on the organizational challenges and efforts on a system reengineering initiative and enhancing internal procedures following a data collection interpretation error. We have since reported on our steady progress on these necessary changes and challenges. This progression has ultimately led us to a point where we can now demonstrate more fully our true strengths and abilities.

“

You may notice that this year's annual report is a departure in style from previous years. We hope you like the new look and the easier to follow details. This report is also being released simultaneously with the inaugural Workers Compensation Symposium. This symposium is intended to be a fresh and new means of communicating with you, our members, and the WC marketplace, about the essential capabilities of the PCRB. More so, the symposium is a celebration of sorts where we can reflect on where we have recently been and where we are today.

Last year, we revealed and elaborated on an updated organizational strategic focus and vision. This focus has been embraced and adopted with excitement by the organization. During 2023, we were keenly aware of this fresh vision, keeping it in our sights as we journeyed along with an array of project work to strengthen our abilities to service the Workers Compensation marketplace and our members.

There are two illustrations for 2023 that best express the organization's approach to this refreshed strategy. The first is establishing the project initiative to create a Business Intelligence and Data Analytics platform. The second was the culmination of a multiyear



**Bill Taylor**  
President & CEO

project for a new Experience Rating Plan released in PA in 2023. These projects were both “all hands on deck,” while the organization successfully maintained its fundamental responsibilities. Look for more information on these and other projects within our enhanced communications efforts.

On that point, following the hire of a new marketing leader, the bureau's communications and marketing efforts have intensified, bringing a fresh, modern perspective to all communications.



# PRESIDENT'S MESSAGE

Highlighting these projects is meant to demonstrate to you our focus on providing all stakeholders with credible services, research, and tools to help them navigate the uncertainties of the marketplace. They also demonstrate our established strategic priorities, which are: focus on members, data modernization and quality, develop talent, enable technology, and expanded research and outreach.

2023 was a year with several positive advancements to report.

## A MILESTONE YEAR

Notable milestones achieved at year-end include:

- Further integration and refinement of the new system platform, Optimus, following completion of the system reengineering project and final mainframe shutdown.
- Further incorporation of several necessary changes/additions within the executive staff.
- Successful staffing recruitment with numerous staffing adjustments and augmentation.
- Continued use of a “9-box methodology” for succession planning purposes.
- Integration of an outsourced model for the Internal Audit and Advisory function.
- Further implementation of refined and enhanced processes and operational procedures.
- Integration of strategic plan and organizational project prioritization.
- Successful completion and approval of the multi-year PA ERP project for a 4/1/2024 effective date.

The recent transformational progress of the PCRB is apparent with most credit belonging to our staff. These 2023 outcomes result from a dedicated staff who have demonstrated incredible resilience, adaptability, and an unyielding commitment to excellence. I am thankful to the staff who have made an enormous difference in 2023, once again reaffirming the organization’s dedication to the WC market.

We are also very appreciative of our membership, as the bureau’s successes are only possible with your continued support and encouragement. It is with this backing that we have the confidence to serve as the trusted resource for workers compensation data collection, research, and information in PA and DE. Within this report, we hope you will learn of additional 2023 PCRB accomplishments with further commentary on future strategic plans. We are all very grateful and proud that you have given us your endorsement as we remain committed to the vision of our newly crafted ideals – Trusted | Essential | Objective.

Very truly yours,

*William V. Taylor*



*Bill Taylor is joined by (from left) SVP/COO Tom Cleary, Communications & Marketing Manager Joe Petrucci, VP of Data Management Rita Ann Lamb, and VP/CIO Lisa Linder at the Insurance Society of Philadelphia’s Independence Gala last October.*

# PRIMARY FUNCTIONS

## CRAFTING SOLUTIONS, DELIVERING SUCCESS

The PCRB has worked dilligently to elevate its level of service to its members, those members' insureds, regulators, legislators, other governmental offices and the workers of Pennsylvania covered under the Workers Compensation Act. During 2023, the PCRB staff and its membership engaged in the following efforts and accomplishments:

### ACTUARIAL INITIATIVES

#### PCRB's Actuarial Team Drives Innovation, Change

The Actuarial Team has been a driving force behind transformational initiatives across the organization, including two major initiatives that have been years in the making.

Actuarial drove the successful completion and approval in 2023 of the multi-year PA ERP project for a 4/1/2024 effective date. In addition, VP and Chief Actuary Brent Otto's team completed the BI&A proof-of-concept that led to the start of this larger multi-year analytics initiative.

In addition, the PCRB Actuarial Team:

- Implemented revised Hazard Groups by class in both states (4/1/2023, and 12/1/2023).
- Developed a plan to move from 3 Industry groups to 5 industry groups planned for 4/1/2025.
- Assessed the feasibility of extending loss costs from 2-decimal places to 3-decimal places.
- Had an internal promotion to fill the Director of Actuarial Services role.

### 2023 FILINGS

Number	Subject
335	Manual Housekeeping Revisions to Sections 1, 2 & 3 of the Manual Effective 4/1/23   Approved 2/23/23
336	Proposed Revisions to Designated Auditable Payrolls and Concurrent Sections 1 & 2 Manual Amendments Effective 4/1/23   Approved 2/23/23
337	Pennsylvania Construction Classification Premium Adjustment Program Revisions to Qualifying Wages, Table of Hourly Wages and Premium Credits Effective 10/1/23   Approved 3/30/23
338	Proposed Revisions to Pennsylvania Basic Manual Provisions Related to COVID-19 Effective 7/1/23   Approved 4/24/23
339	Proposed Updated Revisions to the Pennsylvania Statistical Plan Manual (STAT) Due to COVID-19 Effective 7/1/24   Approved 4/24/23
340	Proposed Changes to the Experience Rating Plan (ERP) Effective 4/1/24   Approved 8/22/23
C-383	Annual Loss Cost Filing Effective 4/1/24   Approved 11/29/23

### INFORMATIONAL INITIATIVES

With multiple major projects requiring regular, multi-channel, and targeted management and communications, PCRB's newly established Project Management and Communications & Marketing Departments played instrumental roles in advancing the organization's mission and vision.

These new functions aim to enhance, amplify, and standardize PCRB's communications and organization while injecting a marketing and project management mindset in our work.

PCRB's Project Management and Communications and Marketing efforts have aligned with initiatives in HR, Actuarial, Data Management, Experience Rating, Executive Team, IT, and more. Areas of emphasis include document retention and digitization, membership, video production, social media, and media relations.

## BUDGET & ASSESSMENT EXPERIENCE

The 2023 expenditures were kept within PCRB's budgetary plan. Disbursements for the year were approximately 96.3 percent of the budget. Quarterly assessments were imposed throughout the year, consistent with the 2023 Budget. An operating surplus generated for the year will be applied according to Governing Board direction as part of the annual adjustment of the assessment process, which will take place in mid-2024 for the 2023 year.

## DATA COLLECTION ACTIVITIES

The timely, accurate, and comprehensive collection of data and statistical information is a fundamental obligation of the PCRB for its members and the WC marketplace. In 2023, existing programs and incentives applicable to the reporting and collecting financial and unit statistical data, and monitoring of carrier audits, continued to be actively managed by PCRB staff. The 2023 data collection program experience follows:

## Financial Data

Members were able to use the Financial Data Manager (FDM) during the reporting season for 2022 Calls in 2023, FDIP Program assessments of \$543,105 associated with those reports were assessed in early 2024. The FDM used in 2023 included all Financial Calls and Pennsylvania Special Schedule W for 2022 reports. This internet-based application allows reporting entities to view the results of applying PCRB and Insurance Department edits before submission of entered data and expedites the exchange of criticisms and corrected data if needed. The FDM helps to accelerate the availability of financial data and to mitigate incentive charges incurred by carriers having trouble in successfully passing edits applicable to the PCRB's Financial Calls and/or the Pennsylvania Special Schedule W.

## Unit Statistical Plan Fines

PCRB members continued their successful compliance with reporting requirements for the Unit Statistical Plan. Incentive charges incurred in 2023 were \$543,105 and were higher compared to 2022 charges of \$257,395. While we have experienced improved overall data transmission quality and in the error handling of unit statistical data transactions as a result of Unit Data Manager (UDM), there still has been an increase in the amount of time units remain overdue that has partially offset the other fee reductions.

## Indemnity Data Calls

The PCRB's collection of the Indemnity Data Call began with claim activity occurring in the Second Quarter of 2020 and continued thru 2023. This newer dataset is intended to benefit the industry by providing increased detail pertaining to indemnity payments for workers



compensation injuries using a standard protocol across jurisdictions. It will allow the PCRB to opine with greater authority on various possible proposals to change the payment system for workers compensation in Pennsylvania. The analysis of this data will enhance the PCRB's ability to explain filings and better understand cost drivers. The PCRB processed 135,761 quarterly records and 394,459 transactional records during 2023. Ongoing initiatives include creating reports, data validation tools, and indemnity data analysis.

## WORKERS COMPENSATION RESEARCH INSTITUTE (WCRI) BENCHMARKING STUDIES

This past year marked the 23rd Edition of the Pennsylvania WCRI CompScope™ and Medical Benchmark reports. With the release of these reports, the PCRB continues its participation on the bi-annual WCRI Advisory Council for Pennsylvania. The PCRB, via our members, provides the funding for this series of multi-state benchmarking studies conducted by the Workers Compensation Research Institute.

## LEGISLATIVE INITIATIVES

As we delve into the legislative landscape surrounding workers compensation in Pennsylvania, the end of the 2023 Legislative Session and the early 2024 session reveals a period marked by a lack of significant new legislative activity. Many bills from the previous year have either concluded their journey or remain in a state of dormancy. Despite this, notable developments have emerged from both the Commonwealth Court and legislative proposals.

### Commonwealth Court Ruling

A case of particular interest is the Commonwealth Court's decision in **Federated Insurance Company v. Summit Pharmacy**. In this ruling, the Court challenged the use of the "Red Book" for calculating prescription drug prices within the context of the Pennsylvania Workers Compensation Act. The Court found that relying on the Red Book led to inaccurate or excessively priced determinations, ultimately violating the Act and cost containment regulations. This ruling, issued on January 2, 2024, emphasizes the need for precise methodologies in determining average wholesale prices for prescription drugs within the workers compensation framework.

### Legislative Updates

While the legislative arena has seen a relative lull, there are several bills that warrant attention:

- **SB 1130:** Direct EMS Reimbursement. This Banking & Insurance bill addresses EMS reimbursement concerns, impacting casualty lines and aiming to resolve outstanding billing issues for EMS services. Introduced on April 5, 2024.
- **HB 1748:** Labor Broker Registration Act. This bill focuses on labor misclassification issues by requiring labor brokers to register, primarily affecting industries like construction. It has seen progress and was sent to the Senate L&I on April 4, 2024.
- **SB 580:** The FamilyCare Act. Reintroducing bipartisan legislation for a statewide family and medical leave insurance program, providing support for various circumstances. Introduced on March 28, 2024.

### Ongoing Bills, Federal Regulations

Several bills from previous sessions continue to be tracked, such as HB 1632, addressing compensation for

post-traumatic stress injury, and **HB 1751**, strengthening the **Construction Workplace Misclassification Act**. Additionally, federal regulations, including the **recent final rule by the federal Department of Labor on employee or independent contractor classification under the Fair Labor Standards Act**, are shaping the landscape of worker protections and classification.

### Looking Ahead

While some bills appear to have reached a resolution or remain inactive, ongoing monitoring is crucial. The potential reintroduction of bills, such as those related to misclassification and subrogation rights, underscores the dynamic nature of workers compensation legislation. As developments unfold, staying informed remains essential for all stakeholders involved in Pennsylvania's workers compensation community

## MEMBERSHIP

As of December 31, 2023, there were 473 members in the PCRB. During the year, three carriers joined. The new members are:

Pie Insurance Company  
WCF Select Insurance Company  
Republic Fire & Casualty Company

**473**  
**Members**



*Seventeen staff from across the organization gathered for a celebratory luncheon last July to commemorate their collaboration on the historic update of the state's Experience Rating Plan.*





# COMMITTEE ACTIVITIES

The Governing Board and various other committees and subcommittees, as provided for by the PCRB By-laws, participated in twelve meetings during 2023.

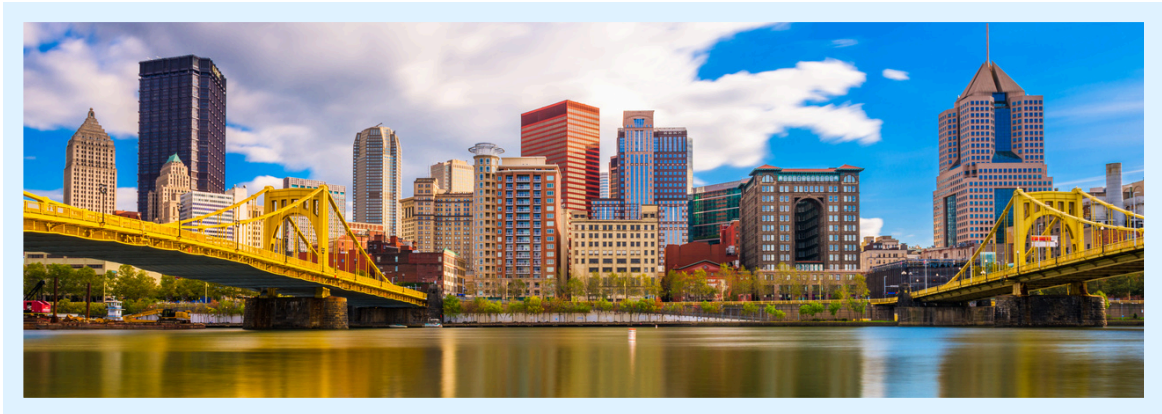
## GOVERNING BOARD

The Governing Board has general charge and management of the affairs of the PCRB. It is responsible for appointing other committees as may be necessary or advisable.

This Board participated in five meetings during 2023.

In addition, a Budget Subcommittee comprised of four Board members participated in four meetings.

BOARD MEMBER	EXPIRES
American Home Assurance Company	2026
Brickstreet Mutual Insurance Company	2025
PA Department of Labor & Industry	Perm.
Eastern Alliance Insurance Company	2025
Liberty Mutual Insurance Company	2025
National Fed. of Independent Business	2026
PA Chamber of Business & Industry	2024
State Workers Insurance Fund	Perm.
Travelers Indemnity Company	2026
UPMC	2024
Zenith Insurance Company (Chair)	2024
Zurich Insurance Company	2024



*Allegheny River view of Pittsburgh's iconic Andy Warhol (left) and Roberto Clemente Bridges.*



# CLASSIFICATION & RATING COMMITTEE

The Classification & Rating Committee is responsible for review and evaluation of the efficacy and equity of the underwriting, classification and rating procedures as required by the Manual, as well as the administration of these rules in its role as the technical committee designed to hear appeals of parties aggrieved by decisions of the PCR B staff.

The Classification & Rating Committee reviews the recommendations of PCR B staff relative to loss cost filings, classification and underwriting rules.

COMMITTEE MEMBER	EXPIRES
American Home Assurance Company	2026
Amtrust Insurance Company	2026
Duncan Financial Group	2026
Liberty Mutual Insurance Company	2024
Nationwide Insurance Company	2026
PMA Insurance Company	2024
PA Automotive Association	2026
PA Food Merchants Association	2024
PA Motor Truck Association	2024
PA News Media Association	2025
Travelers Property & Casualty Co.	2025
Zenith Insurance Company	2025

# ACTUARIAL COMMITTEE

Members of the Committee shall designate employee representatives and alternates who are casualty actuaries with the designation of Fellow or Associate in the Casualty Actuarial Society.

COMMITTEE MEMBER	EXPIRES
American Home Assurance Company	2025
Donegal Mutual Insurance Company	2024
Hartford Fire Insurance Company	2026
Liberty Mutual Insurance Company	2025
PMA Insurance Company	2026
Technology Insurance Company	2026
Travelers Property & Casualty Co.	2024
Workpartners/UPMC	2025
XL Specialty Insurance Company	2024



## AUDIT COMMITTEE

The Audit Committee is responsible for monitoring, updating and supervising the PCRБ’s Test Audit Program. This Committee establishes the test audit guidelines, reviews carrier performance and hears appeals. The Audit Committee did not participate in any meetings during 2023.

COMMITTEE MEMBER	EXPIRES
Ace American Insurance Company	2025
American Home Assurance Company	2024
Eastern Alliance Insurance Company	2025
Liberty Mutual Insurance Company	2026
Nationwide Insurance Company	2024
Travelers Property & Casualty Co.	2024

## AUDIT SUBCOMMITTEE

Audit Subcommittee assists the Governing Board in fulfilling its responsibility to oversee the quality and integrity of the financial statements and the accounting and auditing practices of the PCRБ. The Subcommittee’s responsibilities include oversight of:

- The accounting and financial statement processes and systems of internal accounting and financial controls of the PCRБ;
- The integrity of the PCRБ’s financial statements, and;
- The annual independent audit of the PCRБ’s financial statements, the engagement of the independent auditor, and the evaluation of the independent auditor’s function, qualifications, services, performance, and independence.
- The Audit Subcommittee participated in two meetings with the Auditors in 2023.

COMMITTEE MEMBER	EXPIRES
Liberty Mutual Insurance Company	2025
State Workers Insurance Fund	Perm
Travelers Property & Casualty Co.	2026



## NOMINATING COMMITTEE

Prior to each PCRB annual Meeting, the Nominating Committee proposes a slate of candidates selected from the nominations made by all PCRB members and other eligible organizations for vacancies on the Governing Board and its Committees. The Nominating Committee participated in one meeting during 2023.

COMMITTEE MEMBER	EXPIRES
American Home Assurance Company	2027
Liberty Mutual Insurance Company	2026
PMA Insurance Company	2025
Travelers Property & Casualty Co.	2026
UPMC	2027



*View of City Hall from South Broad Street in Center City, Philadelphia.*

# OPERATIONAL REPORTS

## CLASSIFICATION

The classification function monitors and authorizes employers' classifications to ensure that the loss costs applied reflect the exposure(s) present in each business enterprise. The unit is also responsible for maintaining a continuous effort to update the classification

**3,949**  
Outside Inquiries

system, responding to requests for analysis of classifications from employers, trade associations and the industry and reviewing individual case reports for proper classification. In 2023, the Classification Department responded to 3,949 outside inquiries.

## FIELD SURVEY PROGRAM

To assure that operations of employers are properly classified the PCRB devotes a significant portion of its resources to on-site surveys of employer facilities. A PCRB field representative will visit the employer's place of business, interview the employer or another appropriate representative and observe the operations being conducted. A written report is prepared for review by a PCRB classification analyst, after which the insurer will be notified of the PCRB classification assignment and, if required, directed to correct erroneous assignments. During 2023 the PCRB issued 559 surveys.

**559**  
Surveys

## TEST AUDIT PROGRAM

The purpose of the PCRB's Test Audit Program (which includes Delaware) is to monitor insurer audit performance and promote high standards for the conduct of premium audits. In conducting latest audit the PCRB premium auditor will examine the employer's payroll records and other books of account to determine the proper payroll

TEST AUDIT RESULT	2023	2022	2021	2020	2019
Number of test audits completed	2,020	2,362	1,847	2,024	2,973
Number of test audits with differences	290	268	236	350	387
Percentage of test audits w/differences	14.4	11.3	12.8	17.3	13.0

totals and correct allocation of payrolls and losses to the appropriate classification(s). A physical survey is conducted in conjunction with the test audit. A review is conducted by the PCRB internal staff to verify the accuracy of the test audit report and to confirm any differences from the insurer audit. The test audit results of each carrier are summarized quarterly, and carrier performance is evaluated based on aggregate results of each consecutive four-quarter period. A comparison of test audit results conducted for the last five years is shown above.



## **POLICY EXAMINATION (Policy Reporting)**

An important activity of policy reporting is the capture of policy coverage data. As the records repository for proof-of-insurance, this area maintains records of all insured Pennsylvania employers through an alphabetical index system. This function provides information for claims adjudication and enforcement of statutory coverage requirements to the Bureau of Workers Compensation of the Department of Labor & Industry.

Each year the policy reporting area typically processes over 900,000 transactions consisting of policies, endorsements, and cancellation and reinstatement notices.

This function is necessary to monitor employer compliance with coverage requirements, assure insurance company compliance with Pennsylvania Insurance Department regulations and statutory requirements, and to facilitate data collection. As part of the review process, carrier representatives send inquiries to PCRB members when probable errors in the reported information are detected. During 2023, policy reporting examined 1,048,488 documents for proper application of experience modifications, merit rating adjustments, carrier rating values, employer classifications, duplicate coverage, and proper use of approved forms. The policy reporting area continues its commitment to the accurate and timely collection of data.

## **EXPERIENCE RATING (Rating Rules)**

Experience rating is an important element of the workers compensation pricing mechanism and adjusts the manual premium for eligible employers to reflect their previous loss experience. The basic objectives of experience rating are to distribute the cost of workers compensation equitably among the employers assigned to

an industry classification and to provide a direct financial incentive for employers to reduce work-related accidents and control the costs of accidents that do occur.

The Experience Rating & Pricing Programs area is responsible for the timely issuance of experience rating modifications and explaining experience rating rules, while the Underwriting & Coverage Compliance area is responsible for investigating and administering changes in ownership and entity status and determining which entities may contribute data to a risk's rating. Staff within these areas have full knowledge of the Pennsylvania Experience Rating Plan. Both areas maintain a qualified staff of individuals providing professional assistance with experience rating rules and procedures.

Timely issuance of experience ratings remains a PCRB objective. Overall departmental production in all areas increases yearly.

## **MERIT RATING PROGRAM**

The Merit Rating Program was implemented on August 23, 1996. This plan grants premium discounts or assesses premium surcharges to most employers who do not qualify under the uniform Experience Rating Plan, based on the number of lost-time claims they have incurred.

## **PA CONSTRUCTION CLASSIFICATION PREMIUM ADJUSTMENT PROGRAM**

The Pennsylvania Construction Classification Premium Adjustment Program (PCCPAP) was implemented on January 1, 1991. During the course of 2023, 824 applications were processed by the PCRB. Approximately, 31% of the credits applied for in 2023 fell 21 to 30 percent range.

# PA CERTIFIED SAFETY COMMITTEE CREDIT PROGRAM

The Workers Compensation Act provides for a five percent Certified Safety Committee discount for employers that establish a safety committee in their workplace for the purpose of hazard detection and accident prevention. During 2023, 6,039 employers received renewal certification and 201 were granted new certification.

## UNIT STATISTICAL REPORTING

The unit statistical reporting system is the central mechanism used to collect policy experience for use in ratemaking and calculation of experience modifications and merit rating adjustments for individual employers. The PCRB utilizes the most sophisticated data processing techniques along with a complement of statistical technicians to review the data for accuracy and completeness. Data reporters use Unit Statistical Data Report Manager (UDM) is a web application for the entry, edit, submission and management of unit statistical information. UDM performed its in real time and has improved data submission quality and timeliness since its launch in 2018.

The PCRB applies comprehensive controls over the submission of required unit statistical reports using an automated data quality system. This includes monitoring unit data for accuracy, advising carriers of units and individual case reports not received and issuing criticism letters when warranted.

The quality control section continues to monitor all serious claims. Questionable injury codes and indemnity and medical amounts

reported on individual case reports are analyzed. Also, classification codes are compared to occupations to check the accuracy of classification assignments.

Data quality review programs are continually being updated and expanded to make the processing of unit statistical report information more efficient. These programs have consistently produced an accurate and sophisticated individual risk data base, allowing the PCRB to adopt significant and unique improvements in data collection and analytical techniques for ratemaking. During 2023, the PCRB processed 193,014 unit statistical reports electronically.

## PERSONNEL

The PCRB operated in 2023 with a staff of 100 full-time employees. Five employees transferred into a position providing them with new responsibilities within the PCRB. This level of staff was adequate to handle all responsibilities and provide quality service to the membership as well as the industry.

The following three employees retired from the PCRB in 2023:

- Ken Creighton, Director of Actuarial Services, with 9 years of PCRB service
- Anna Vestel, Coverage Compliance Analyst, with 22 years of PCRB service
- Marie Dugan, Technical Assistant, with 24 years of PCRB service

Thirteen employees were recognized for the following quinquennial anniversaries.

- |                       |             |
|-----------------------|-------------|
| • 5 years of service  | 2 employees |
| • 10 years of service | 1 employees |
| • 15 years of service | 1 employee  |
| • 20 years of service | 1 employee  |
| • 25 years of service | 5 employees |
| • 30 years of service | 2 employees |
| • 35 years of service | 1 employee  |

# EXHIBITS

## FINANCIAL

Expenditures	2023	2022
Salaries	\$ 9,398,023	\$ 9,221,819
Group Insurance	1,896,085	1,542,058
Pension and Savings Plans	1,334,547	1,254,760
Data Processing	1,928,685	1,514,142
Rent and Electric	247,067	610,001
Payroll Taxes	668,378	676,552
Benchmarking Study Reference	195,000	195,000
Travel	272,429	161,480
Consulting	230,383	3,694
Document Processing, Postage and Telephone	27,889	37,884
Depreciation	743,641	647,138
Insurance and Bonds	104,371	196,741
Equipment and Furnishings	85,072	183,710
Employee Overhead and Education	150,217	173,582
Legal	123,803	105,712
Accounting	73,781	67,000
Office Expenses	74,819	74,892
Supplies	26,352	44,324
Total Expenditures	18,117,361	16,909,362
Allocation of Expenditures to DCRB	(3,599,178)	(3,634,749)
	<b>14,518,183</b>	<b>13,274,613</b>

Footnote: The accuracy of financial figures reported for the 2022 audit was contingent upon the reconciliation and verification processes involving member-reported data, Yellow book filings, and PCR B premium call information sourced through S&P. Notably, the changes in the 2022 budget figures from the prior year's annual report are a result of the audited financial results.



# TOTAL POLICIES, ENDORSEMENTS, AND CANCELLATIONS/REINSTATEMENTS

January 1, 2023, to December 31, 2023

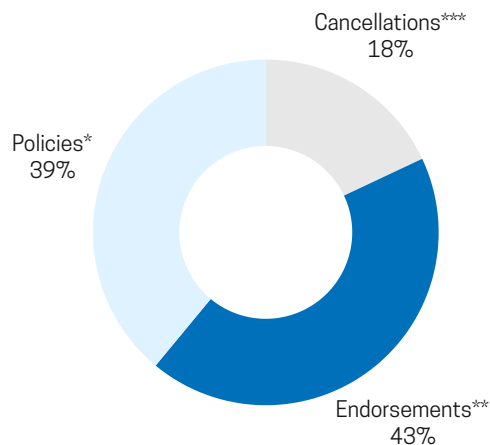
MONTH OF PROCESS (1)	POLICIES* (2)	ENDORSEMENTS** (3)	**** One-Year		Three-Year	
			CANCELLATIONS*** (4)	FIXED RATE (5)	ANNUAL ANNIVERSARY (6)	
<b>Total</b>	<b>408,968</b>	<b>451,292</b>	<b>188,130</b>	<b>0</b>	<b>17</b>	
January	45,421	32,607	17,633	0	3	
February	29,545	31,557	15,193	0	0	
March	33,971	42,467	15,500	0	1	
April	30,169	36,065	13,509	0	1	
May	34,329	33,390	15,487	0	0	
June	37,098	33,370	14,349	0	1	
July	29,626	29,592	14,985	0	0	
August	30,917	64,645	18,108	0	3	
September	26,680	32,837	12,994	0	2	
October	32,246	55,965	16,277	0	2	
November	32,087	27,444	14,050	0	3	
December	46,879	31,353	20,045	0	1	

\*Policy documents received, including not taken, duplicate coverage, replacements, etc.

\*\*Separately filed endorsements

\*\*\*Includes reinstatements

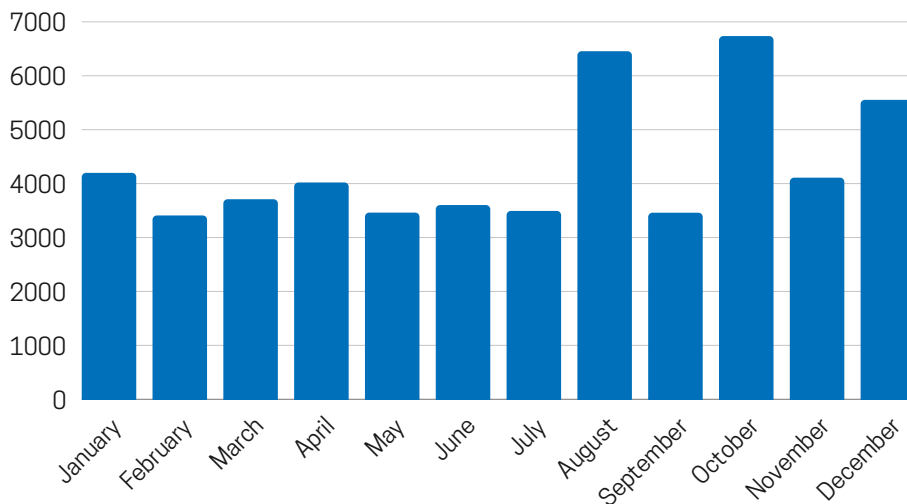
\*\*\*\*Total of one year and fixed rate/annual 3-year policies



# EXPERIENCE RATINGS

January 1, 2023 to December 31, 2023

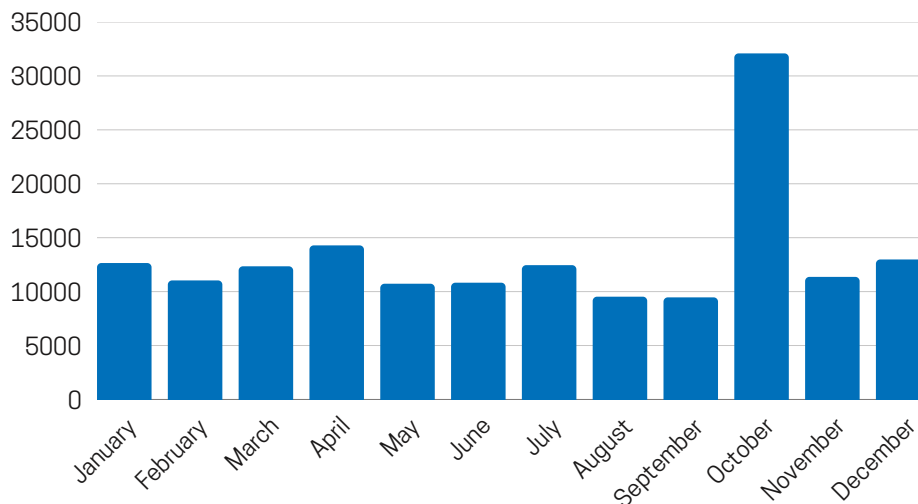
EFFECTIVE MONTH	TOTAL RATINGS	PERCENTAGE
January	4,199	8.0%
February	3,409	6.5%
March	3,710	7.1%
April	4,021	7.7%
May	3,462	6.6%
June	3,602	6.8%
July	3,493	6.6%
August	6,455	12.3%
September	3,460	6.6%
October	6,736	12.9%
November	4,110	7.8%
December	5,553	10.6%
<b>TOTALS</b>	<b>52,210</b>	<b>100.0%</b>



# MERIT RATINGS

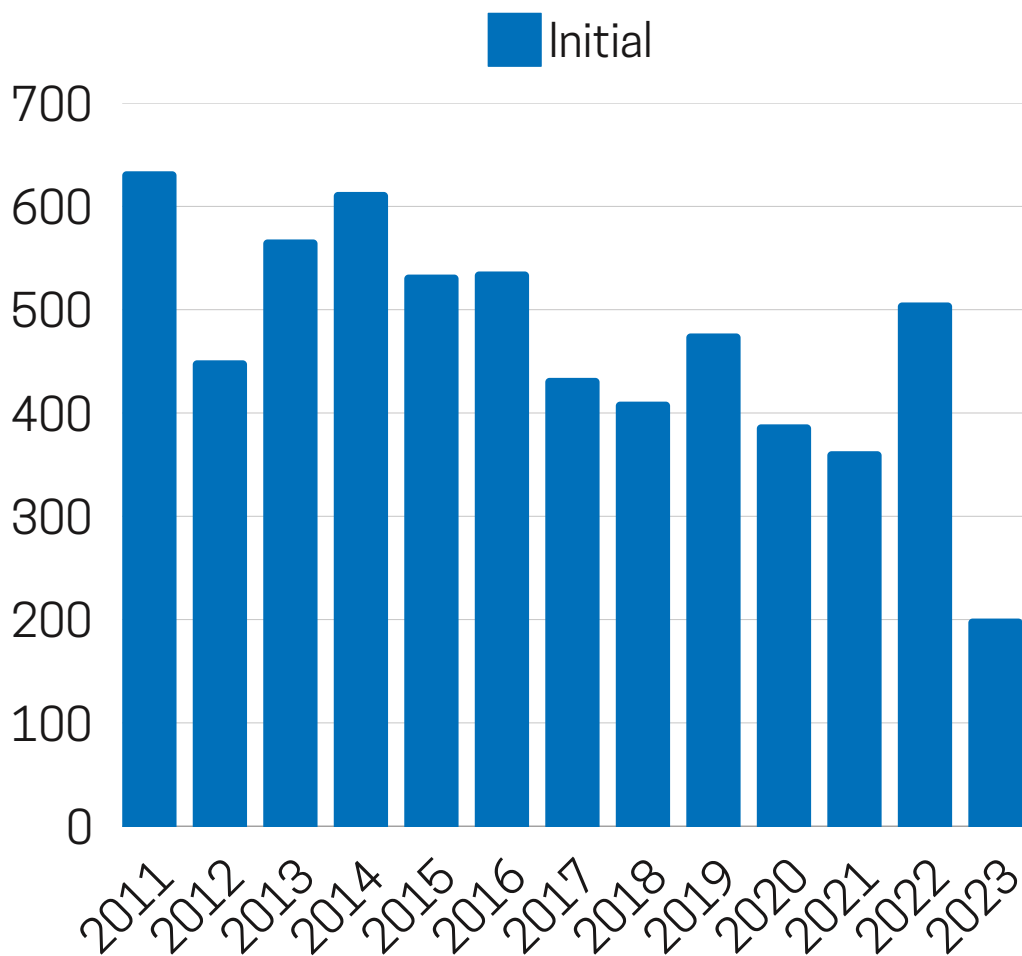
January 1, 2023 to December 31, 2023

Effective Month	Total Ratings	Percentage
January	12,650	7.9%
February	11,037	6.9%
March	12,347	7.7%
April	14,286	8.9%
May	10,731	6.7%
June	10,826	6.7%
July	12,453	7.7%
August	9,529	5.9%
September	9,465	5.9%
October	32,089	20.0%
November	11,365	7.1%
December	12,980	8.1%
<b>TOTALS</b>	<b>159,758</b>	<b>100.0%</b>

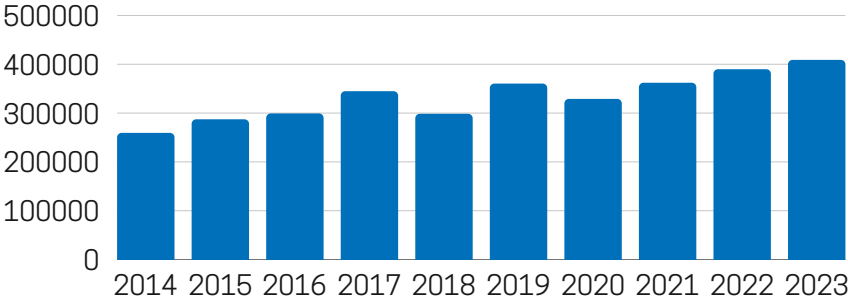


# CERTIFIED SAFETY COMMITTEE CREDIT PROGRAM

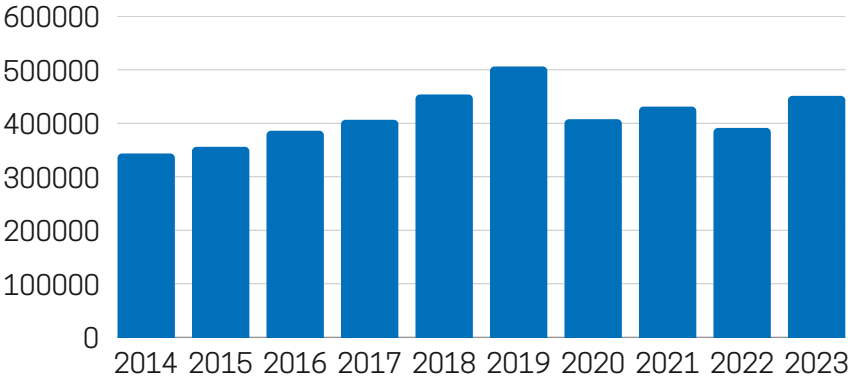
Number of Employers Receiving Credits by Year



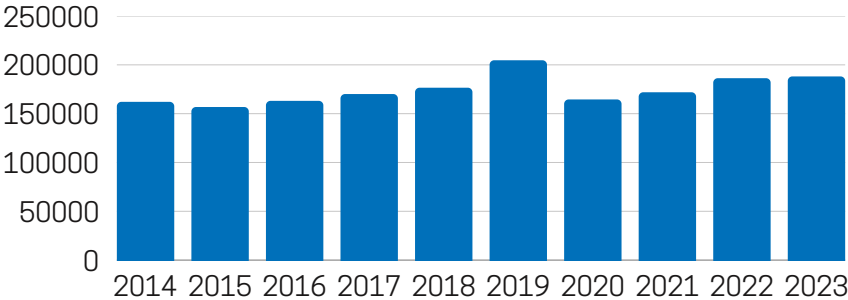
## POLICIES PROCESSED



## ENDORSEMENTS PROCESSED



## CANCELLATIONS/REINSTATEMENTS PROCESSED



## USR SUBMISSIONS BY POLICY YEAR AND TYPE OF REPORT

Type of Report	Total Report	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
First	178,641	75	135	310	480	936	2,249	5,344	22,840	146,219	
Second	8,753	56	85	202	318	561	792	965	5,734		
Third	2,142	53	85	188	375	613	625	168			
Fourth	1,362	51	73	192	376	485	154				
Fifth	833	57	95	176	319	146					
Sixth	478	80	70	164	126						
Seventh	334	57	98	131							
Eighth	212	96	81								
Ninth	156	93									
Tenth	103										
<b>Total</b>	<b>193,014</b>	<b>3,881</b>	<b>4,308</b>	<b>5,614</b>	<b>7,276</b>	<b>9,990</b>	<b>15,874</b>	<b>162,352</b>	<b>152,738</b>	<b>146,219</b>	

## TRUSTED | ESSENTIAL | OBJECTIVE

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