



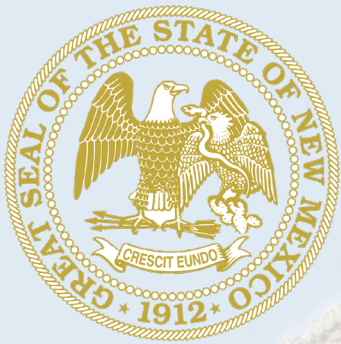
State of New Mexico

Workers' Compensation Administration



2025

Annual Report



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Annual Report

Michelle Lujan Grisham, Governor

Heather Jordan, Director

New Mexico Workers' Compensation Administration
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Hours:
8 a.m. – 5 p.m.
Monday - Friday

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*Assuring the Efficient Delivery of Benefits to Injured
Workers at a Reasonable Cost to Employers Since 1986*



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Introduction

Context and Status of the Agency's Work

Heather Jordan Director



Before assuming leadership of the Workers' Compensation Administration, Jordan dedicated over a decade to the agency, steadily advancing through key leadership roles. She was appointed Deputy Director in early 2024 after previously serving as the Court and Programs Administrator and Clerk of the Court. Prior to her tenure with the agency, Jordan spent 20 years serving the City of Albuquerque and Bernalillo County at the Metropolitan Detention Center, where she played a vital role in justice system operations. She holds a Bachelor of Arts in Criminal Justice, providing her with a strong foundation in policy and public administration. Her passion for service continues to guide her leadership, with a strong focus on enhancing community outreach and strengthening agency operations.

Director's Message

Since its creation by the New Mexico Legislature in 1986, the Workers' Compensation Administration has served as a cornerstone of the state's effort to deliver timely, fair, and accessible resolution of workplace injury claims. While the agency's origin was rooted in reform – specifically to address delayed dispute resolution and unaffordable premiums—the WCA has continued to evolve in service of New Mexico's workers and employers.

We are also deeply committed to the needs of our staff. The success of this agency depends on the knowledge, professionalism, and compassion of the people who serve it. Whether assisting the public, conducting hearings, or managing claims, our employees are the face of WCA and the reason our mission is realized every day. Supporting them with the tools, training, and flexibility they need is a top priority.

Outreach and education have been equally vital. We continue to look for new ways to inform the public about their rights and responsibilities, from targeted safety campaigns to community engagement efforts. Our work doesn't stop at policy enforcement—it includes empowering people with the knowledge to navigate the system confidently and fairly.

As we look ahead, we honor the legacy of those who built this agency while recognizing that our continued relevance depends on our ability to adapt, listen, and serve.

Heather Jordan

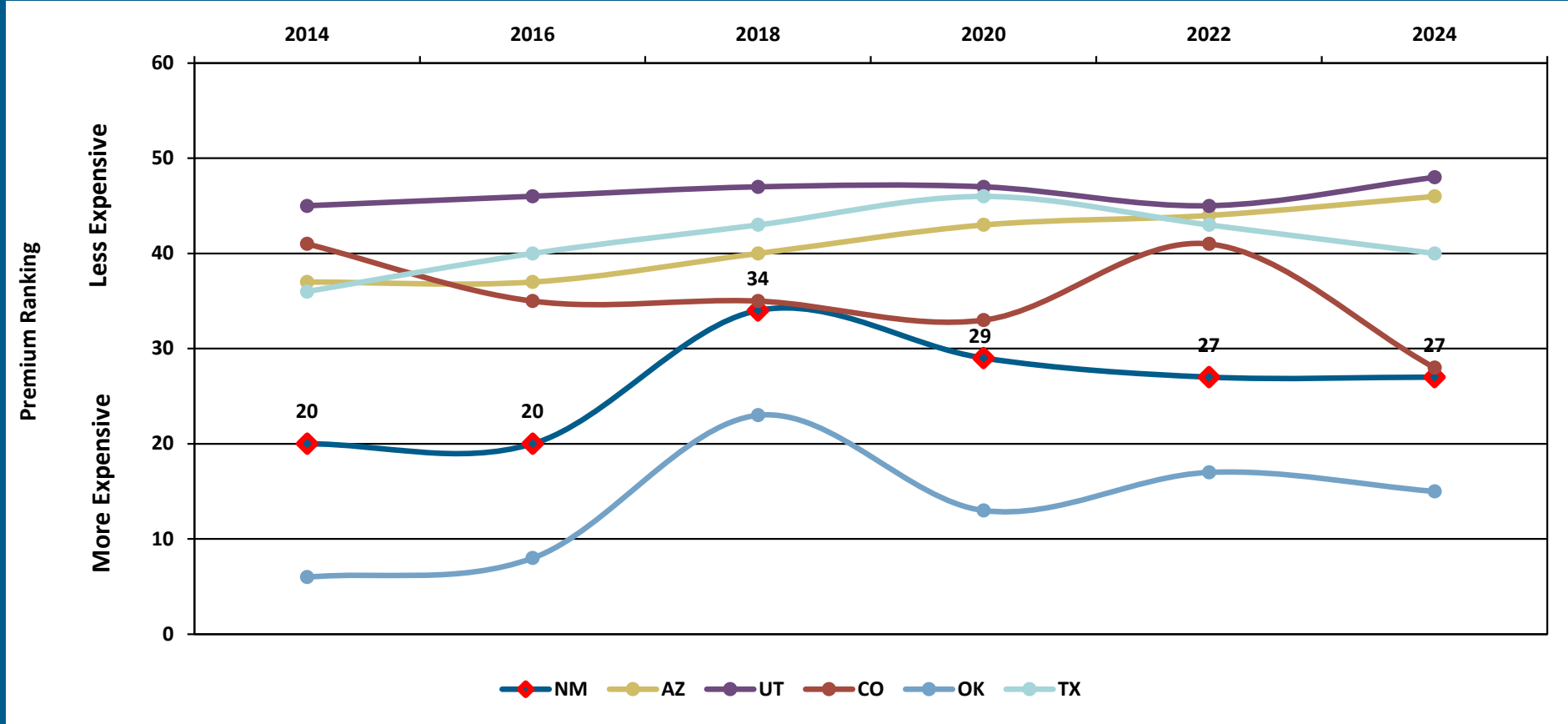
“Our work doesn't stop at policy enforcement—it includes empowering people with the knowledge to navigate the system confidently and fairly.”



Heather Jordan at a community outreach event, where she shares her passion for educating and serving the people of New Mexico.

Key Metrics

Figure 1.1 Six-State Southwest Subregional Comparisons Based on Oregon Premium Rate Ranking, 2014 – 2024



Source: Oregon Department of Consumer Business Services Workers’ Compensation Premium Rate Ranking Summary (2014 - 2024)

The Oregon Premium Rate Ranking Study

The Oregon Workers’ Compensation Premium Rate Ranking study ranks all 50 states and the District of Columbia. The ranking is based on insurance premium rates for workers’ compensation coverage. The study accounts for differences in types of industries among states when comparing rates. This allows for a fair comparison of rates. The study has been ongoing since 1986 and aims to provide a way to compare workers’ compensation insurance costs across states.

New Mexico’s Premium Rate Ranking Remained Stable at 27th

While there is annual variation in rankings, New Mexico’s rates have held the line



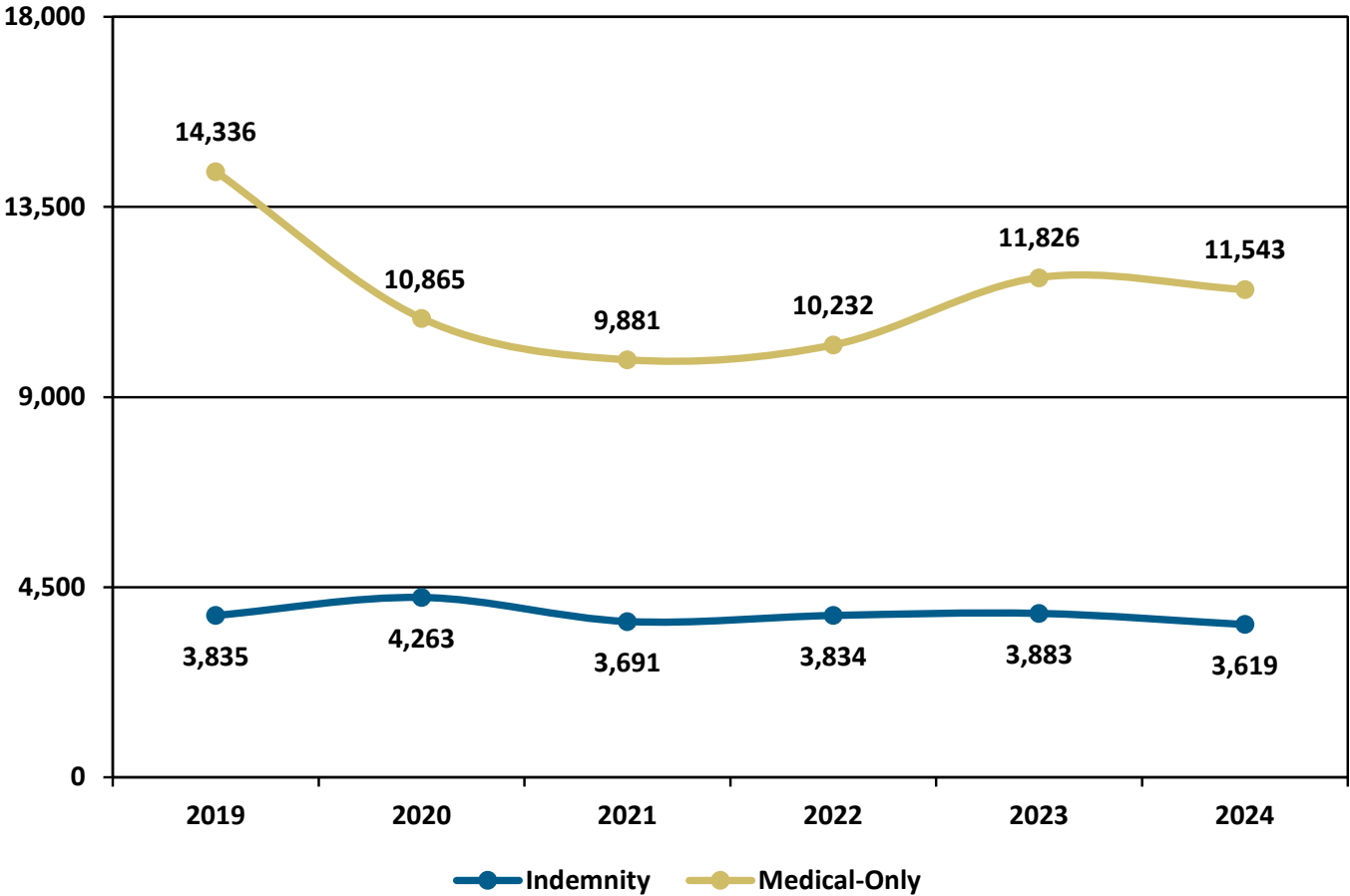
Indemnity vs. Medical-Only

Injured and sick workers receive two types of benefits from the workers’ compensation system: medical and indemnity.

Medical payments are payments for medical care such as doctor visits, surgeries, medication, or rehabilitation. Medical-only claims are generally less serious claims where no indemnity benefits have been paid.

Indemnity benefits replace some of the wages that are lost if a worker can’t work due to their injury or illness. Indemnity claims are more serious claims where a worker has been off work for at least 7 days and received at least one indemnity benefits payment.

Figure 1.2 Total Annual Reported Claims by Claim Type, 2019 - 2024



Claim Rates Remained Low

The COVID-19 pandemic cause significant workplace disruption. In the New Mexico workers’ compensation system, resulting in a reduction in less serious medical-only claims. Subsequently, claim rates increased post COVID-19 disruptions, before decreasing again in 2024, reversing the prior two-year trend. On the other hand, indemnity claim rates have stabilized near COVID levels and reached an all-time low in 2024 – albeit with changes in claim causes and the industry mix.

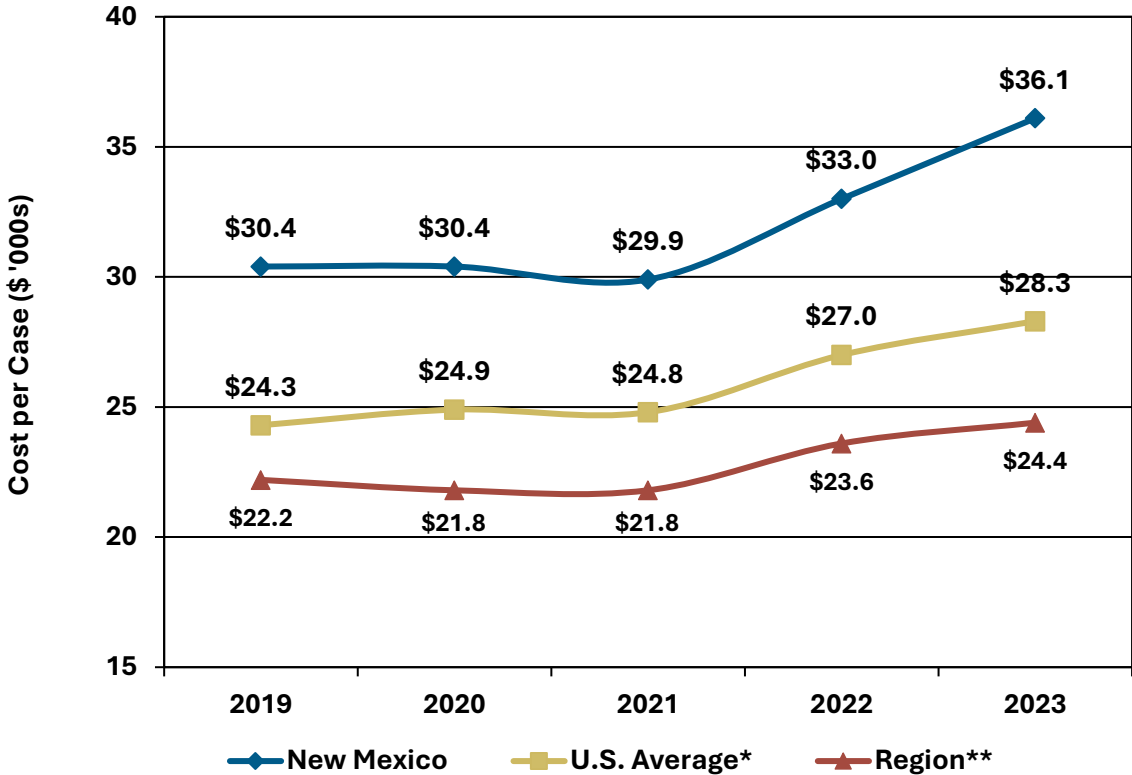
Indemnity Severity Increased

In 2023, average lost-time indemnity severity continued to increase in New Mexico, the U.S., and the region. New Mexico experienced a greater increase than either the nation or the region. Consequently, this increased the difference between New Mexico’s lost-time indemnity severity and the regional and national averages as compared to historical data.

The 2023 New Mexico and countrywide average changes in indemnity are +9.6 and +4.6%, respectively. The increases in indemnity severity are primarily driven by increased wages, which have risen significantly in recent years, and by a greater percentage in New Mexico than national.

“The increases in indemnity severity are primarily driven by increased wages.”

Figure 1.3 New Mexico vs. National Lost-Time Indemnity Severity, Accident Year 2019 - 2023



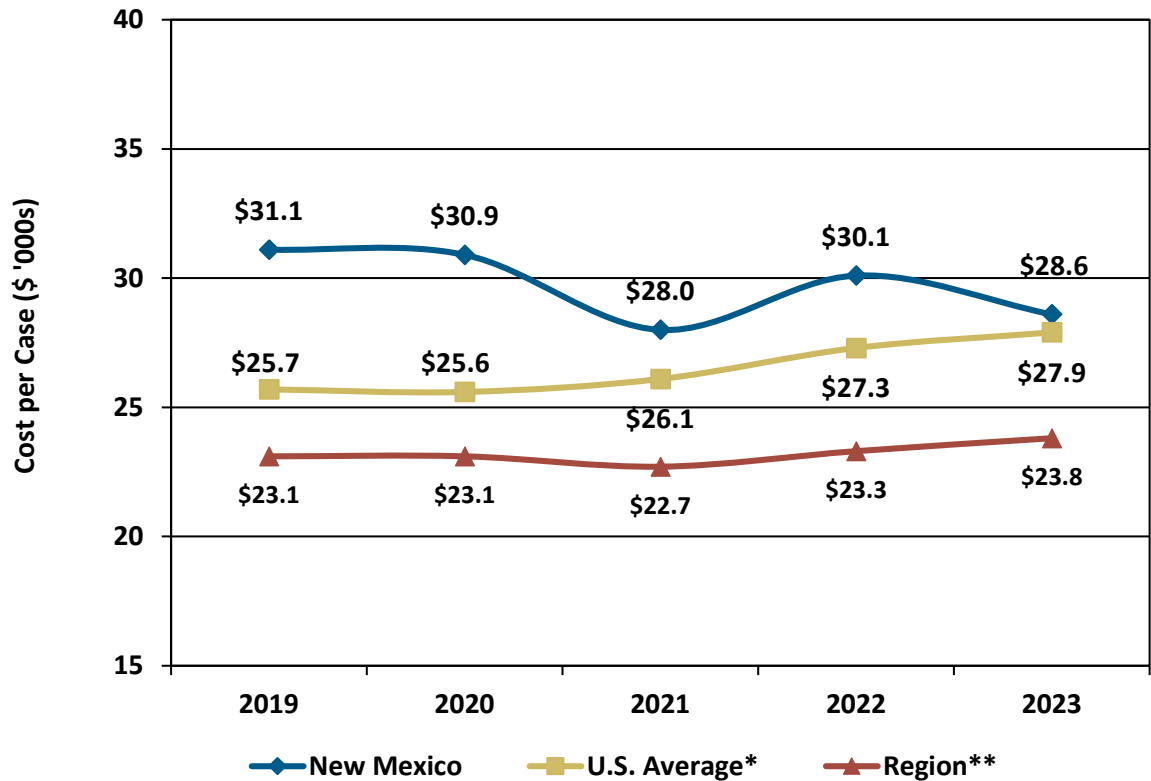
2023 is the most recent year data is available; data represents claims for insurance carriers only
Source: National Council on Compensation Insurance (NCCI) Frequency and Severity Results by State (2019 - 2023)
*U.S. Average includes all states where NCCI provides ratemaking services
**Region includes Arizona, Colorado, Kansas, Nevada, Oklahoma, Texas and Utah



NCCI

The National Council on Compensation Insurance (NCCI) is a comprehensive source for workers' compensation data and conducts research on workers' compensation insurance issues. NCCI defines lost-time severity as "ultimate losses divided by ultimate lost-time claim counts". NCCI data includes commercial insurance only.

Figure 1.4 New Mexico vs. National Lost-Time Medical Severity, Accident Year 2019 - 2023



2023 is the most recent year data is available; data represents claims for insurance carriers only
NCCI's medical severity only includes the medical portion of indemnity claims, not medical-only claims.
Source: National Council on Compensation Insurance (NCCI) Frequency and Severity Results by State (2019 - 2023)
*U.S. Average includes all states where NCCI provides ratemaking services
**Region includes Arizona, Colorado, Kansas, Nevada, Oklahoma, Texas and Utah

New Mexico’s lost-time medical severity has always been higher than the national and regional average severity. It decreased by 5.1% in 2023 compared to 2022 in spite of increases in both the national and regional averages.

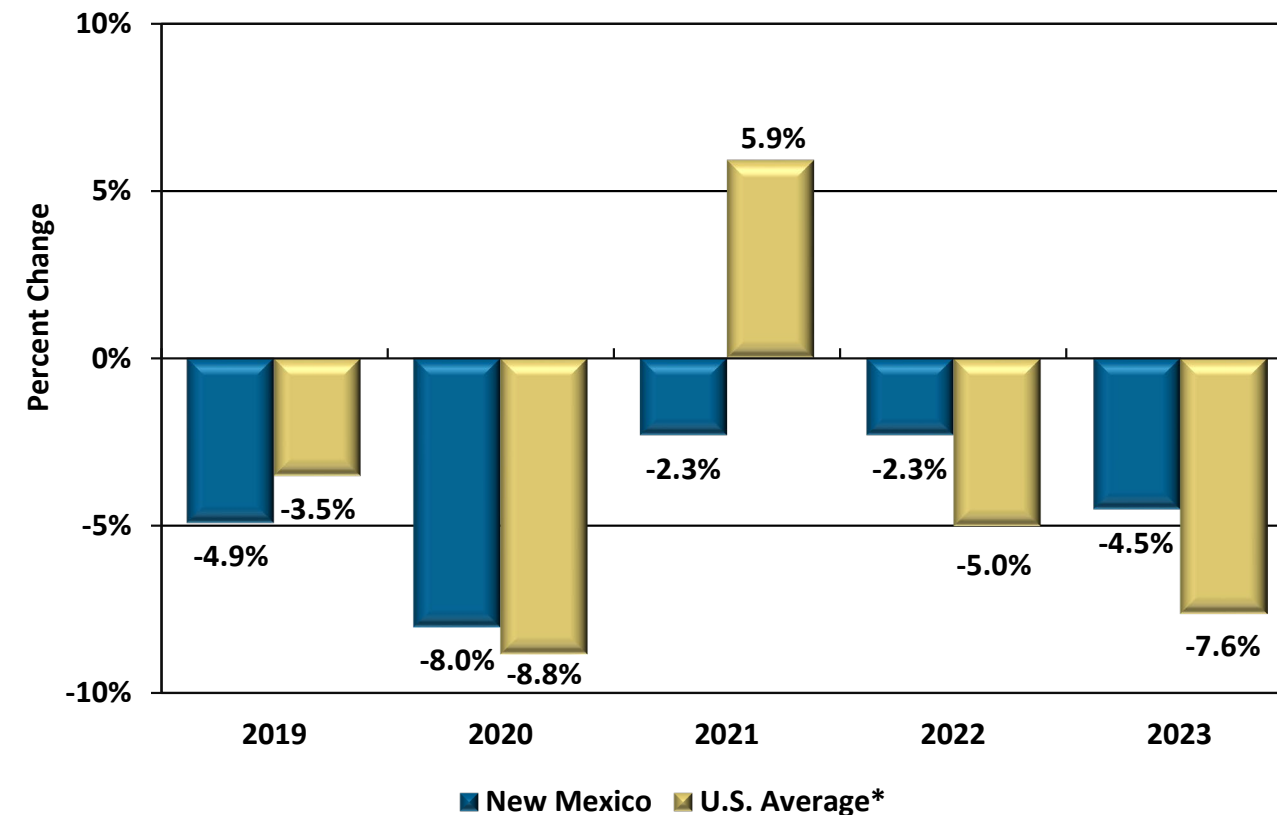
NM Medical Severity Improved

Lost Time Claims

Frequency was More Stable than National Standards

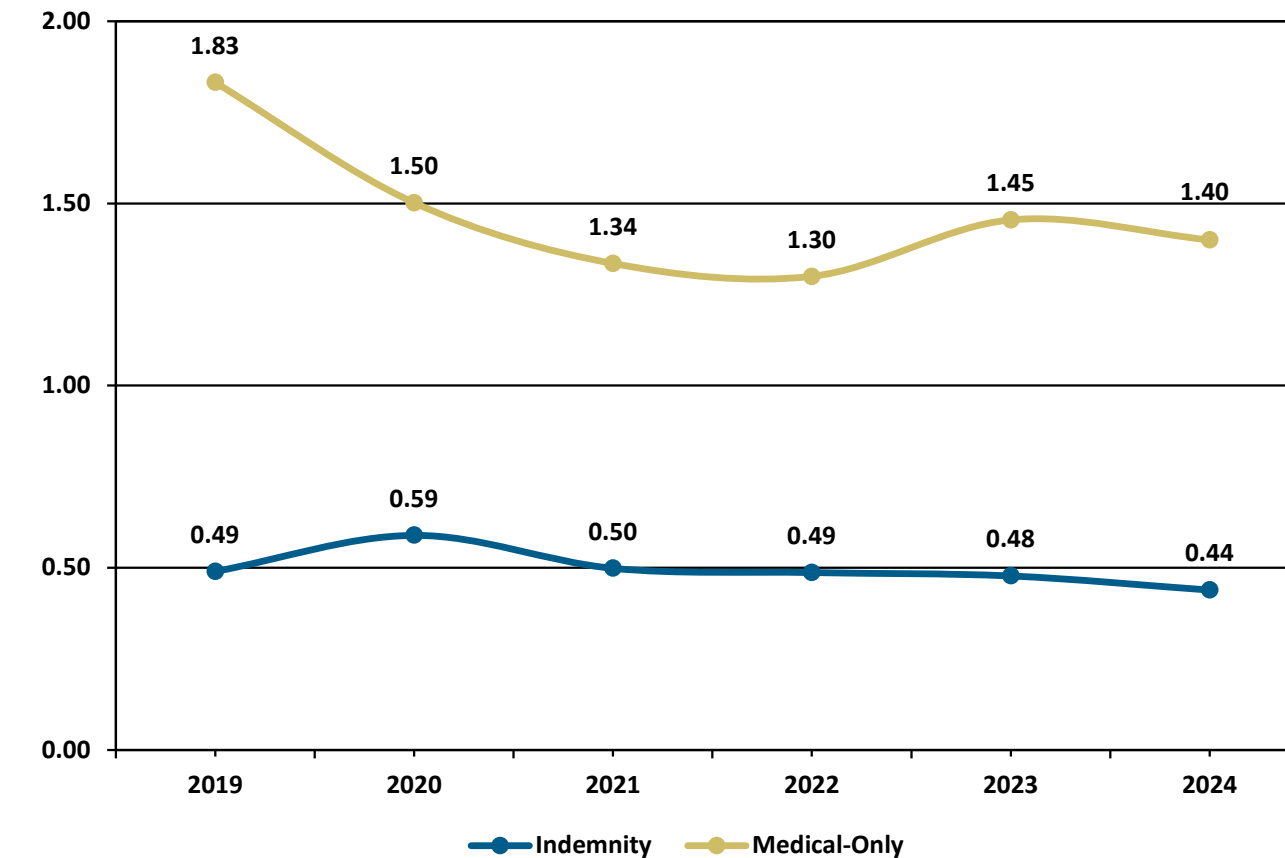
2023 Lost-Time Claims frequency in New Mexico decreased by 4.5%, which was lower than the national average of 7.6%. Historically, both New Mexico and countrywide lost-time claim frequency decreased on average, despite some volatility during the COVID-19 pandemic.

Figure 1.5 New Mexico vs. National Lost-Time Claim Frequency Changes, Accident Year 2019 - 2023



2023 is the most recent year data is available; data represents claims for insurance carriers only
 Lost-Time Claim Frequency - Claims per \$1M Pure Premium, Private Carriers and State Funds - NCCI States
 Source: National Council on Compensation Insurance (NCCI) Frequency and Severity Results by State (2019 - 2023)
 *U.S. average includes all states where NCCI provides ratemaking services

Figure 1.6 New Claims per 100 Workers by Claim Type, 2019 - 2024



Note: Covered employment figures used in this chart reflect a revised methodology compared to prior years.

New indemnity claims reported to the WCA per 100 covered workers decreased slightly in 2024, continuing a four-year trend and reaching a new series low. New medical-only claims per 100 covered workers decreased slightly, but mostly remained stable.

Indemnity Claims Per 100 Workers Reached a New Low

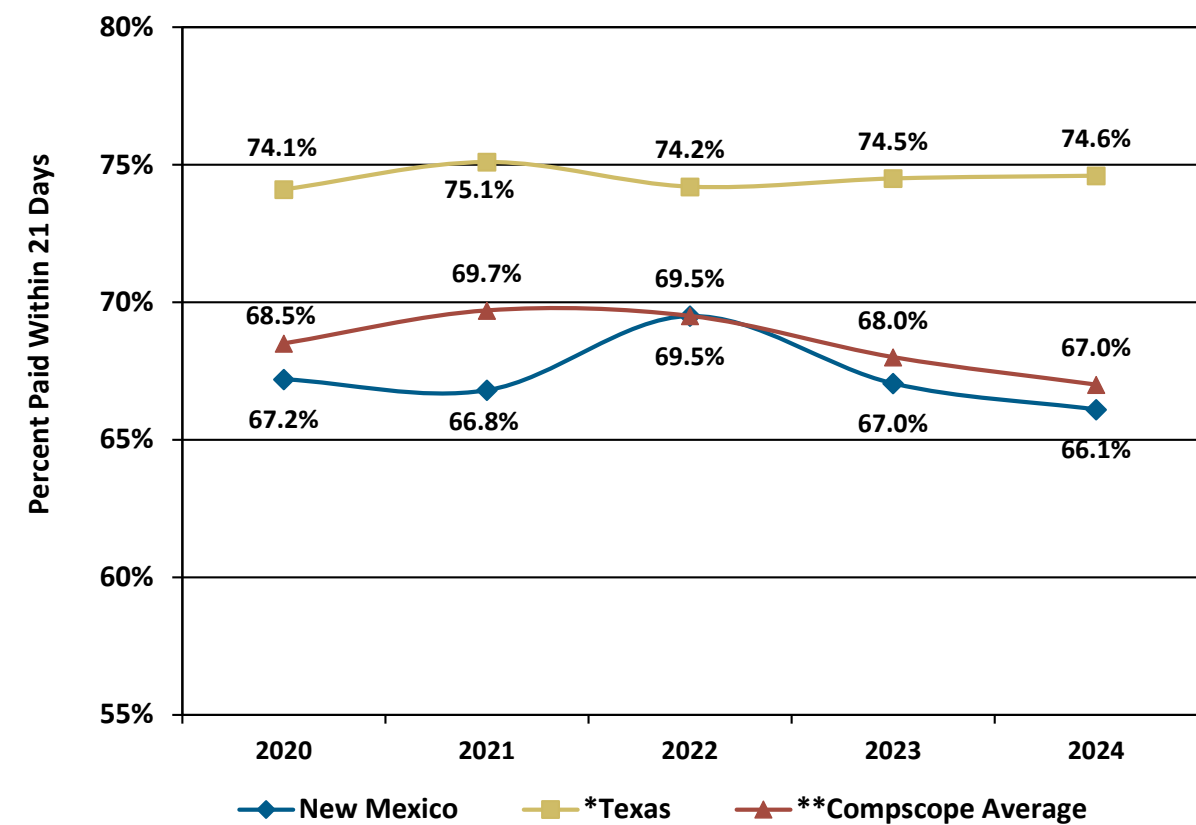


New Covered Employment Calculations

Most covered employment estimates—which are used in many figures, including Figure 1.6—use a revised methodology in 2025 compared to prior years. Previously, estimates were calculated by collecting statewide QCEW employment data, subtracting federal employment, and applying a reduction factor to account for employers not covered by the act. The new approach calculates covered employment by dividing the total annual assessments by the per-employee assessment fee amount. As a result, figures in this report may differ from those in prior publications.

First Payment Timeliness Declined, Following the National Trend

Figure 1.7 Percent of Indemnity Claims Paid Within 21 Days of Date of Disability, 2020 - 2024



Texas data is presented due to the state being the only geographically adjacent CompScope state to New Mexico
The CompScope Average represents the average of all states included in the CompScope Benchmark studies
Source: CompScope Average & Texas: WCRI CompScope Benchmarks (21st through 25th Editions)

WCRI publishes data on the ratio of claims with a first payment made within 21 days of the date of disability. The date of disability is the first day that a work-related injury or illness resulted in lost wages. In 2024, New Mexico payers’ timeliness rate for indemnity payments continued to decline to 66.1% from 69.5% in 2022. The CompScope average declined as well, while the Texas average improved slightly and remained mostly stable.



WCRI
CompScope
Benchmarks

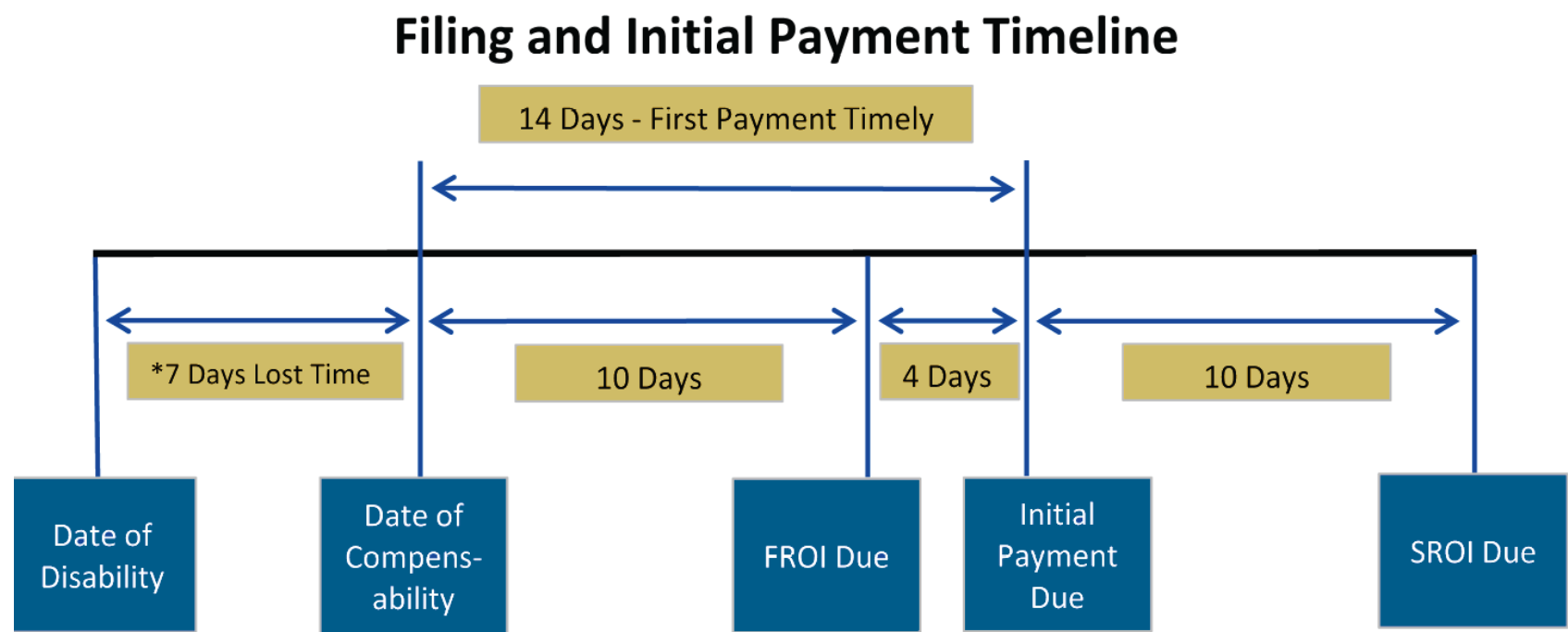
The Workers Compensation Research Institute (WCRI) is a nonprofit organization that provides objective research about workers' compensation systems. CompScope Benchmarks are annual studies produced by WCRI for each of 18 states and include a variety of useful data points regarding those state's workers' compensation systems.

Table 1.1 Timeliness of Filing First Report of Injury or Illness (FROI), 2024

Insurer Type	Median Days per Filing	Days Between Employer's Knowledge of Injury and First Report of Injury Filing										Total FROI Filed by Insurer Type
		0 to 7 days		8 to 14 Days		15 to 21 Days		22 to 28 Days		Over 28 Days		
		Filings	%	Filings	%	Filings	%	Filings	%	Filings	%	
Insurance Carriers	15	598	24.8%	592	24.5%	396	16.4%	213	8.8%	617	25.5%	2,416
Self-Insurers	19	217	19.6%	214	19.3%	192	17.3%	152	13.7%	334	30.1%	1,109
Totals / Average	16	815	23.1%	806	22.9%	588	16.7%	365	10.4%	951	27.0%	3,525

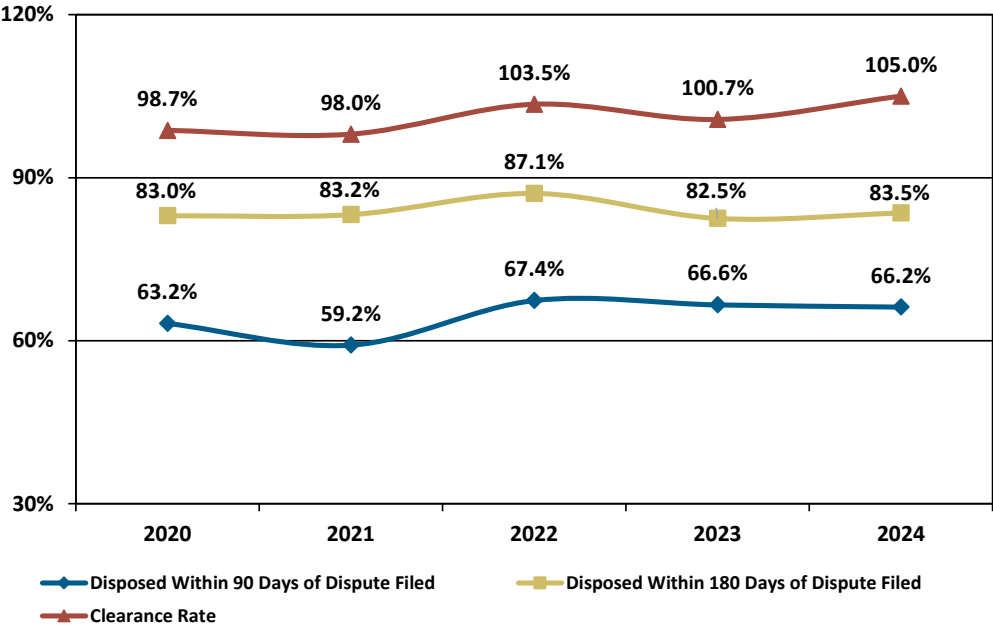
"Median Days per Filing: Totals" represents the median for all filings combined, not a simple average of the insurer-type medians. Table 1.1 includes only indemnity claims.

Figure 1.8 Timeline of Claims Processing Deadlines



*The actual number of days between the date of disability and date of compensability can vary, depending on work schedule, intermittent ability to work and other factors

Figure 1.9 Dispute Resolution Clearance Rates, 2020 - 2024



2024: High Dispute Resolution Efficiency

- ❖ Clearance Rate: **All-Time Highest**
- ❖ 90-Day Disposed: **3rd Highest**
- ❖ 180-Day Disposed: **2nd Highest**

Average Settings Per Case Increased

The average number of settings per case refers to the number of times that a trial is set and then reset before an actual trial is held. Resetting is typically due to activity on the part of the parties that is outside of the WCA's control.

Figure 1.10 Average Number of Settings Compared, 2020 - 2024

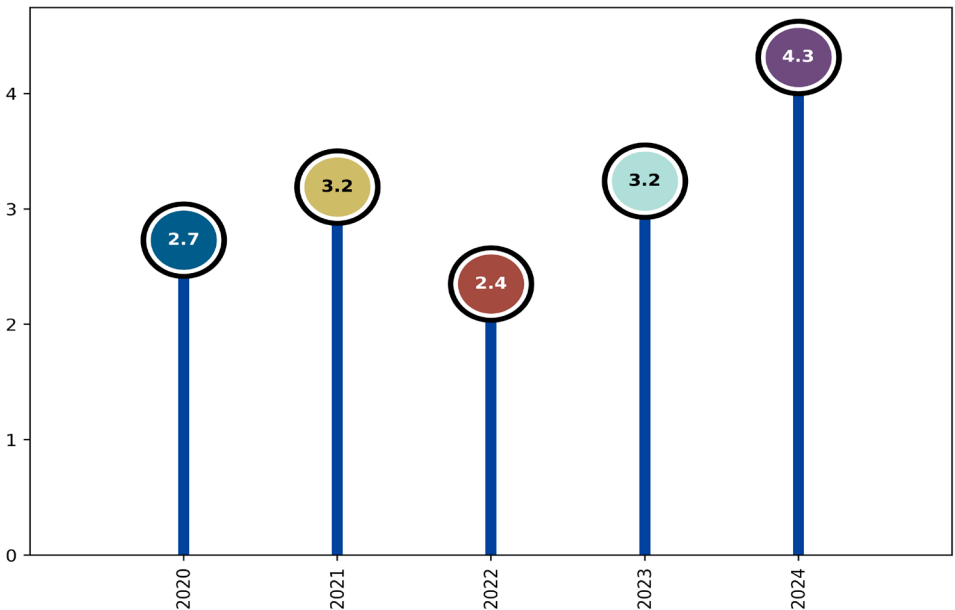
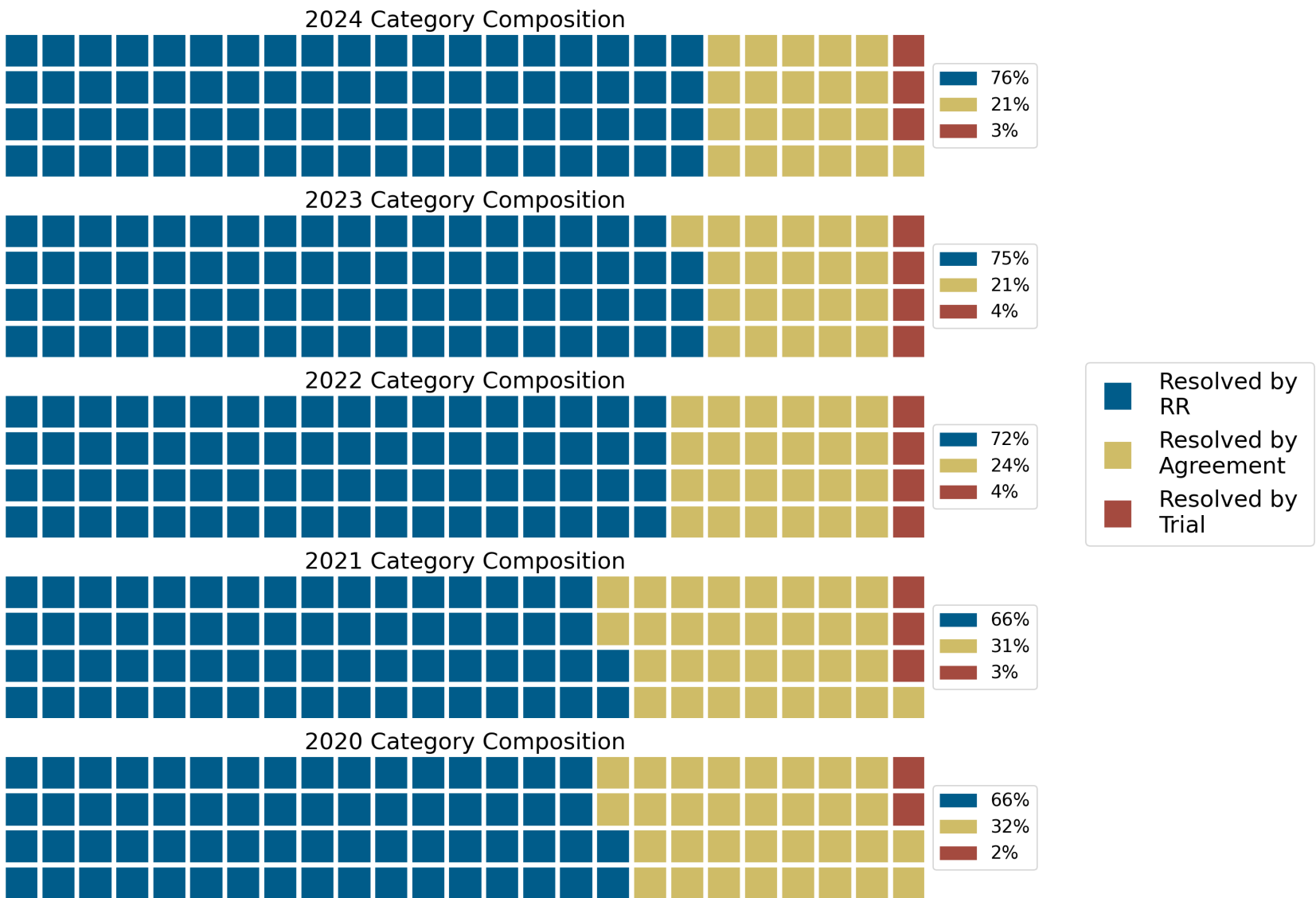


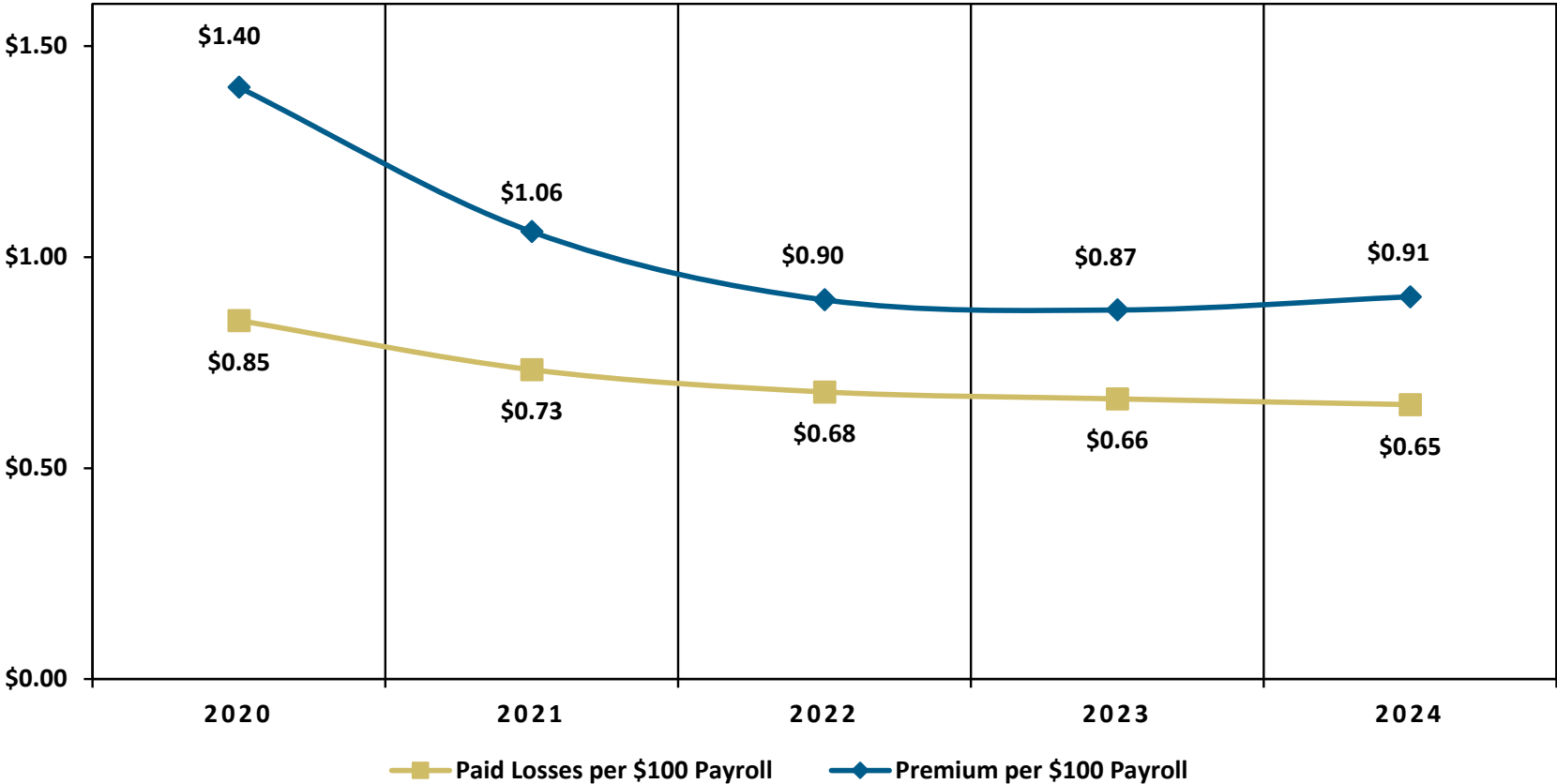
Figure 1.11 Dispute Resolution by Accepted RR, Agreement¹ and Trial, 2020 - 2024



¹Not every case scheduled for trial is resolved by trial; some may be resolved by agreement One chart square equals 1% rounded

Disposition Composition Remained Stable

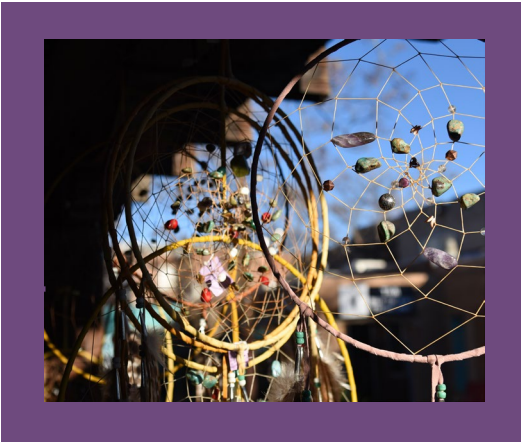
Figure 1.12 Estimated Payroll Costs: Premium Compared to Paid Losses (per \$100 payroll), 2020 - 2024



Sources: New Mexico Workers' Compensation Administration, Annual Expenditure reports, 2020 - 2024
National Association of Insurance Commissioners (NAIC), Preliminary NAIC Annual Statement Data, 2020 - 2024
New Mexico Department of Workforce Solutions State Average Weekly Wage Calculations

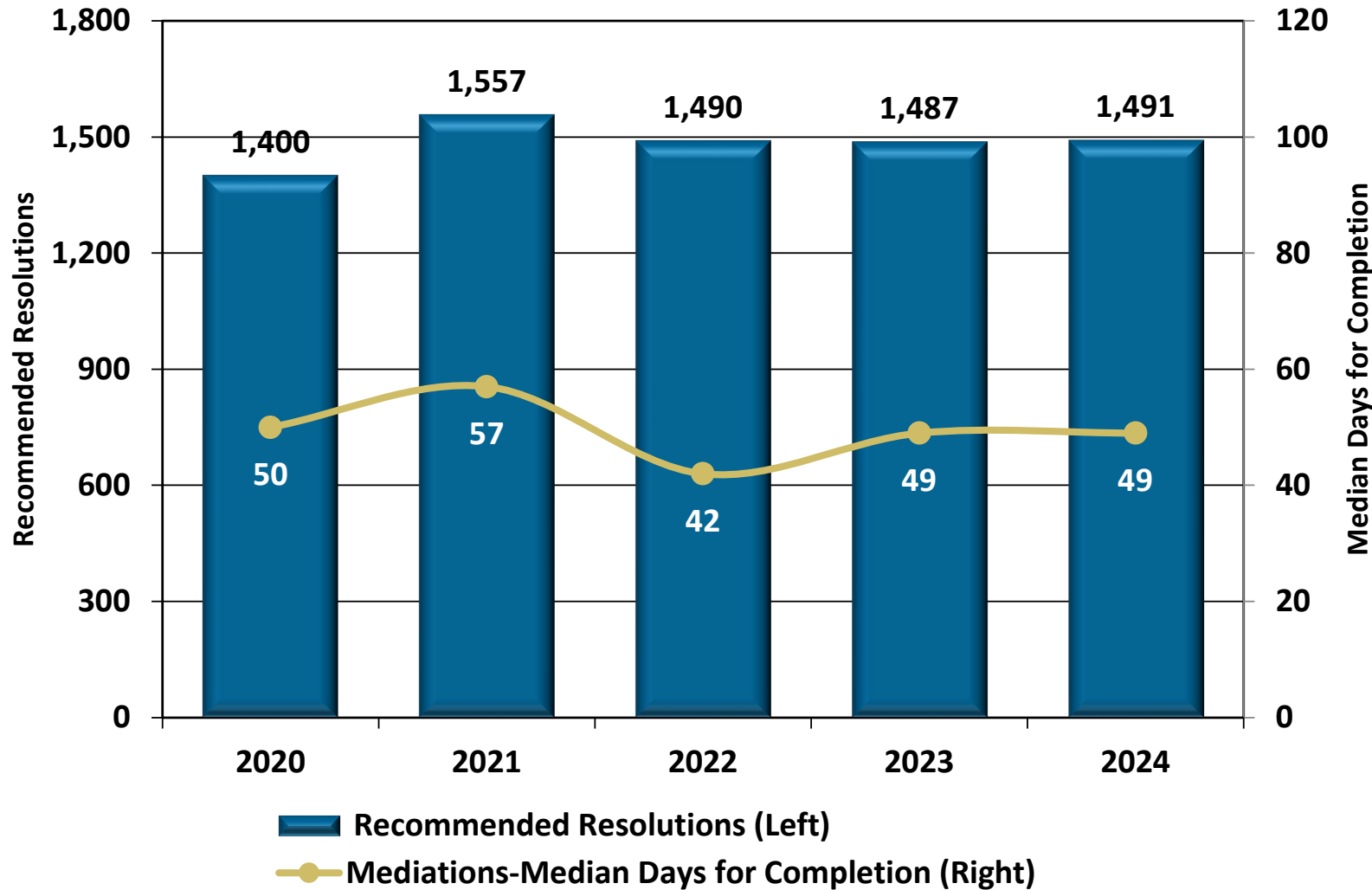
Premium & Losses per \$100 of Payroll Remained Mostly Flat

In 2024, workers' compensation premiums were \$0.91 and paid losses were \$0.65 per \$100 of payroll, continuing the trend of declining costs and maintaining a stable margin between premiums and losses.



Median Days for Mediation Completion Reached its 2nd Lowest Level Since 2020

Figure 1.13 Mediation Resolutions & Median Days for Completion, 2020 - 2024



Fund Dollars at Work

The New Mexico Workers' Compensation Administration is a self-funded agency. Our operations are supported by the quarterly assessment fee, paid by employers and employees, which ensures we can continue serving New Mexicans.

In recent years, the workers' compensation fund has been strained by transfers to other agencies and rising costs. To remain stable, the assessment was increased to support operating expenses, offset inflation, and to begin rebuilding a healthy reserve balance.

Even with financial challenges, we made deliberate investments to improve how we serve the public. This included modernizing our systems and ensuring accessibility through compliance with ADA guidelines.

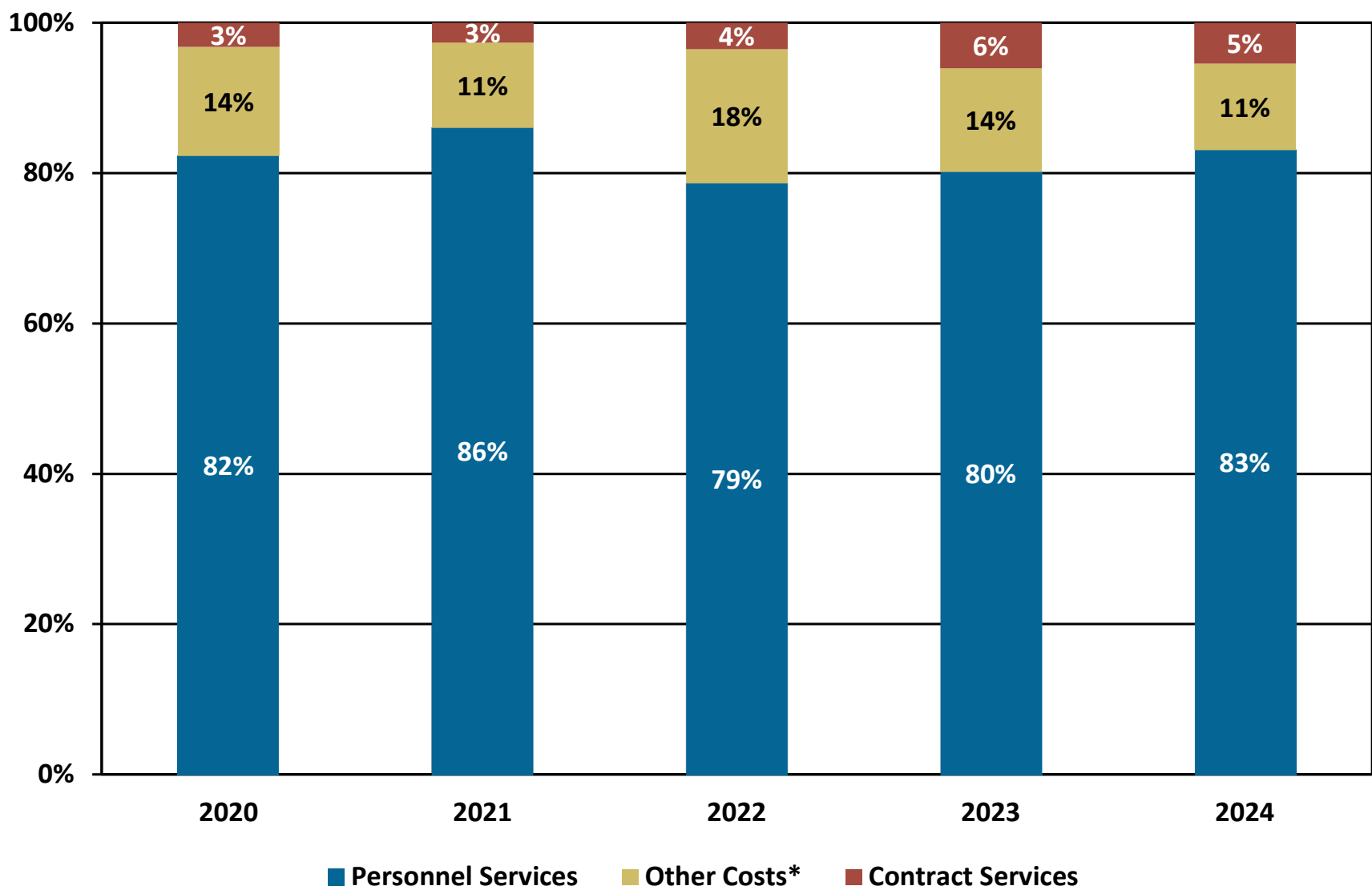
Our focus is simple: put people first. Every dollar we manage is directed toward strengthening the system that protects New Mexico's workers, employers, and communities. As our tagline says: The New Mexico Workers' Compensation Administration protects New Mexicans.

WCA staff in action – training today to serve better tomorrow.

Costs Continued to Increase

In FY 2024, the WCA's expenditures continued to increase by 9.7% compared to FY 2023, driven by increasing personnel service costs. Comparatively, contract services and other costs declined both as a share of the budget and in absolute dollar amounts.

Figure 1.14 WCA Distribution of Expenditures, FY 2020 - 2024



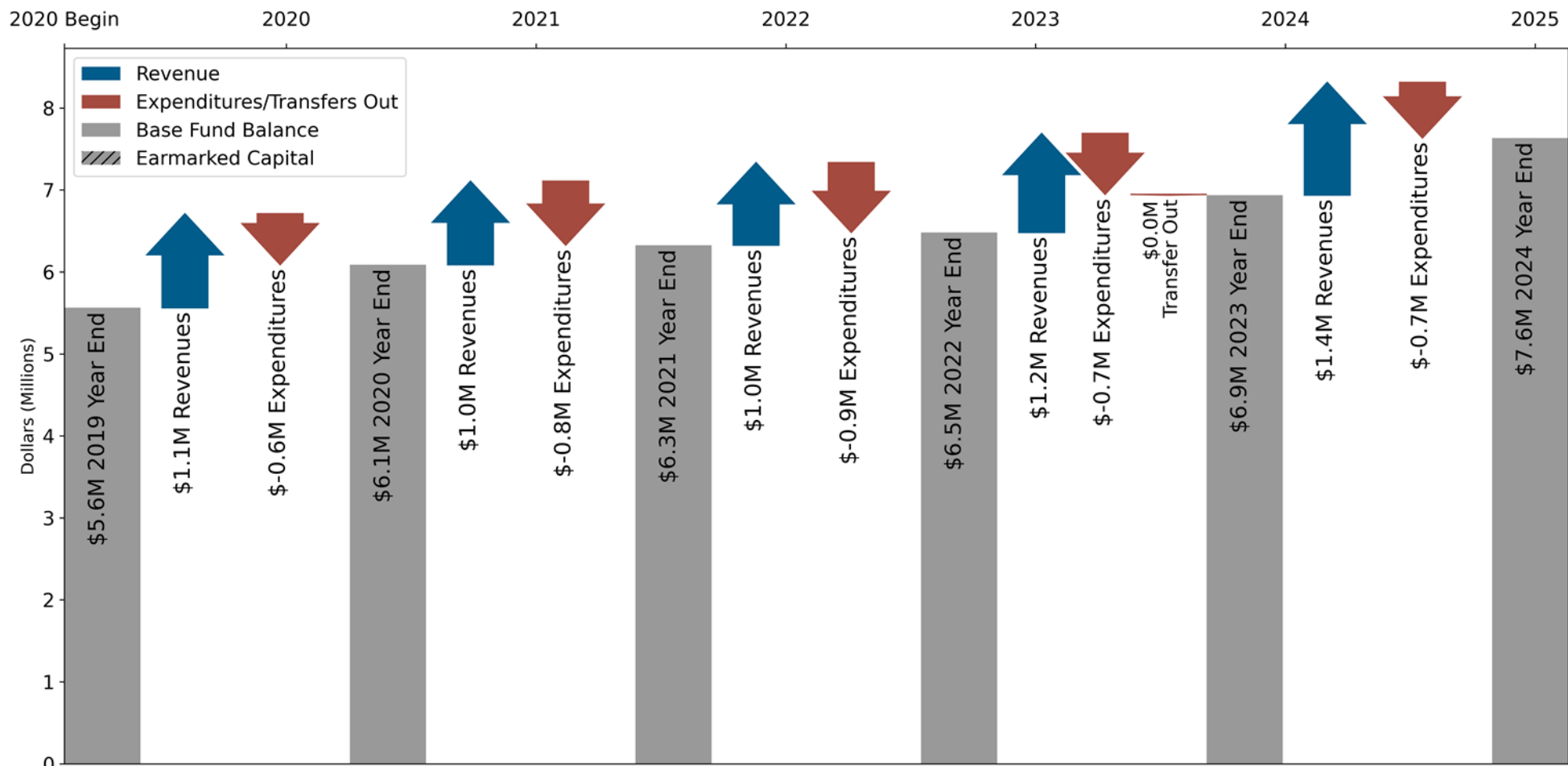
Source: NM Workers' Compensation Audited Financial Statements (FY 2020 - 2024)

*The Other Costs Category includes expenditures for supplies and other operating expenses such as travel, training, building maintenance, utilities, and capital outlays.

UEF Operating Margins Increased

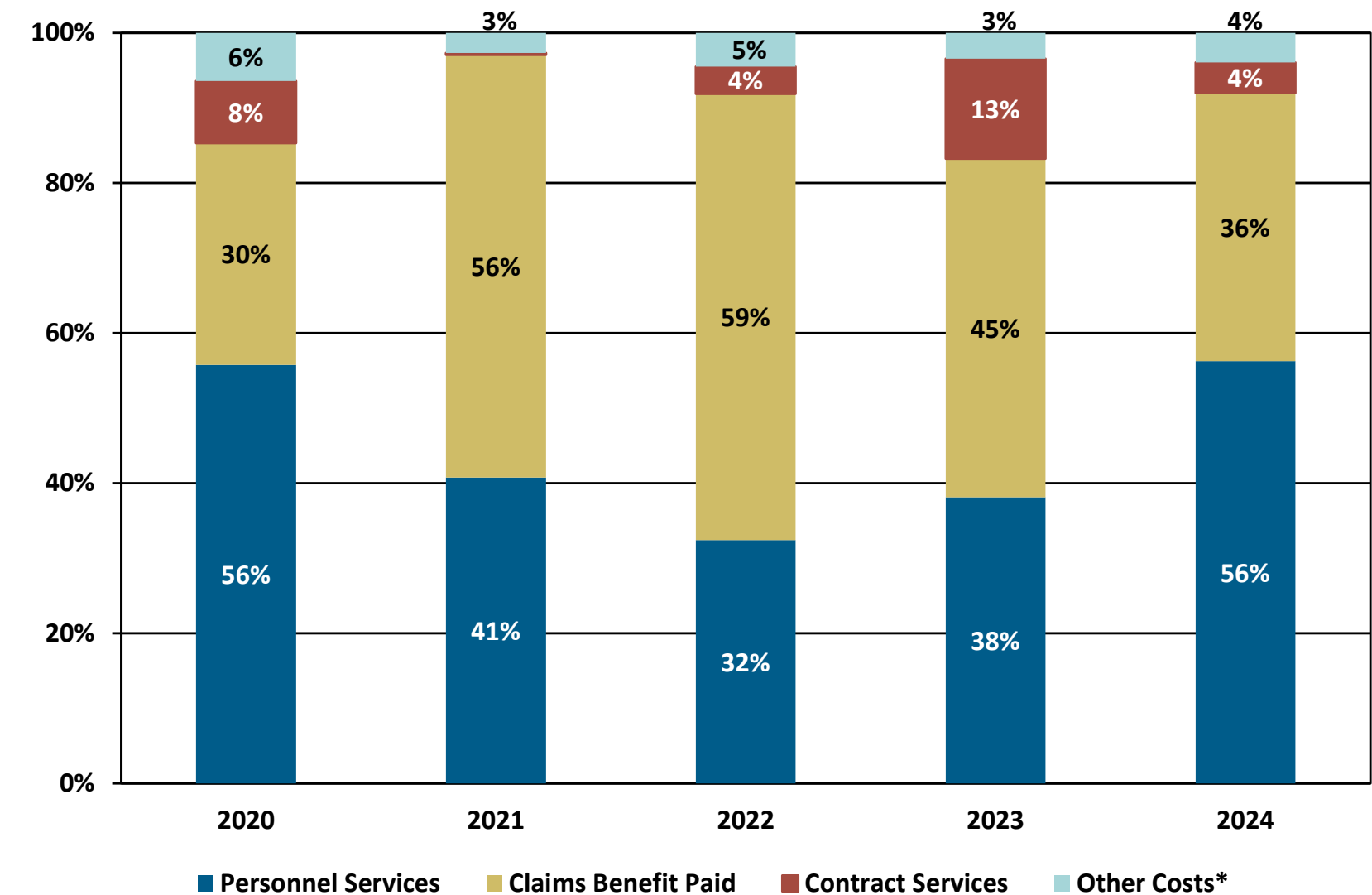
Uninsured Employer Fund (UEF) margins increased in FY 2024, continuing the previous trend of increasing margins. The trend was driven by a combination of increasing revenues and decreasing costs. The ending balance for the UEF Fund in 2024 was \$7.6 million dollars.

Figure 1.15 UEF Cash Flows - FY 2019 - 2024 (millions)



Source: NM Workers' Compensation Audited Financial Statements (FY 2020 - 2024)

Figure 1.16 UEF Distribution of Expenditures, FY 2020 - 2024



Source: NM Workers' Compensation Audited Financial Statements (FY 2020 - 2024)
*The Other Costs Category includes expenditures for supplies and other operating expenses such as travel, training, building maintenance, utilities, and capital outlays.

The UEF saw a dramatic rise in expenditures for personnel services and a slight rise for other costs; however, spending on claims benefit paid and contract services declined. This led to about 8.7% overall decrease in UEF expenditures.

UEF Expenditures Drop Despite Personnel Cost Increase

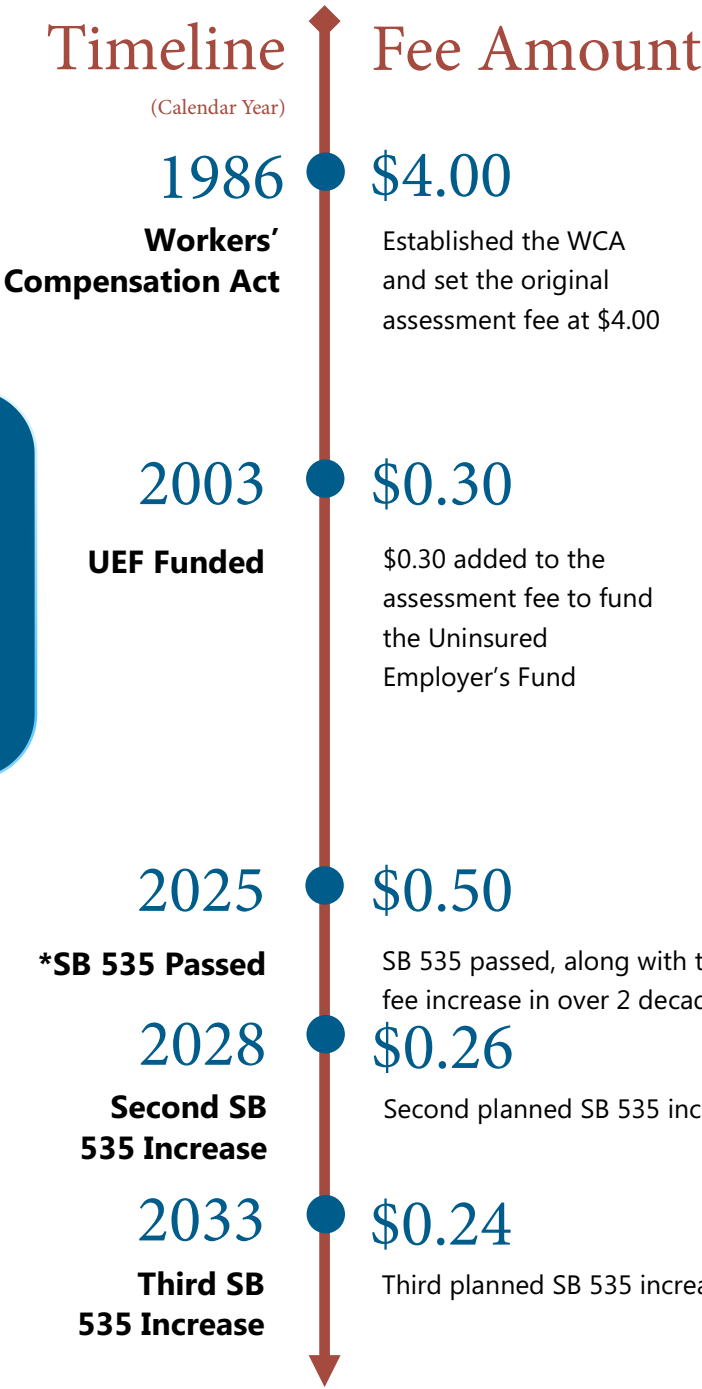
The Assessment Fee Increase

Timely
& Welcome

According to WCA projections, expenditures would have exceeded revenues in FY 2026. The assessment fee supports the agency's operating budget.

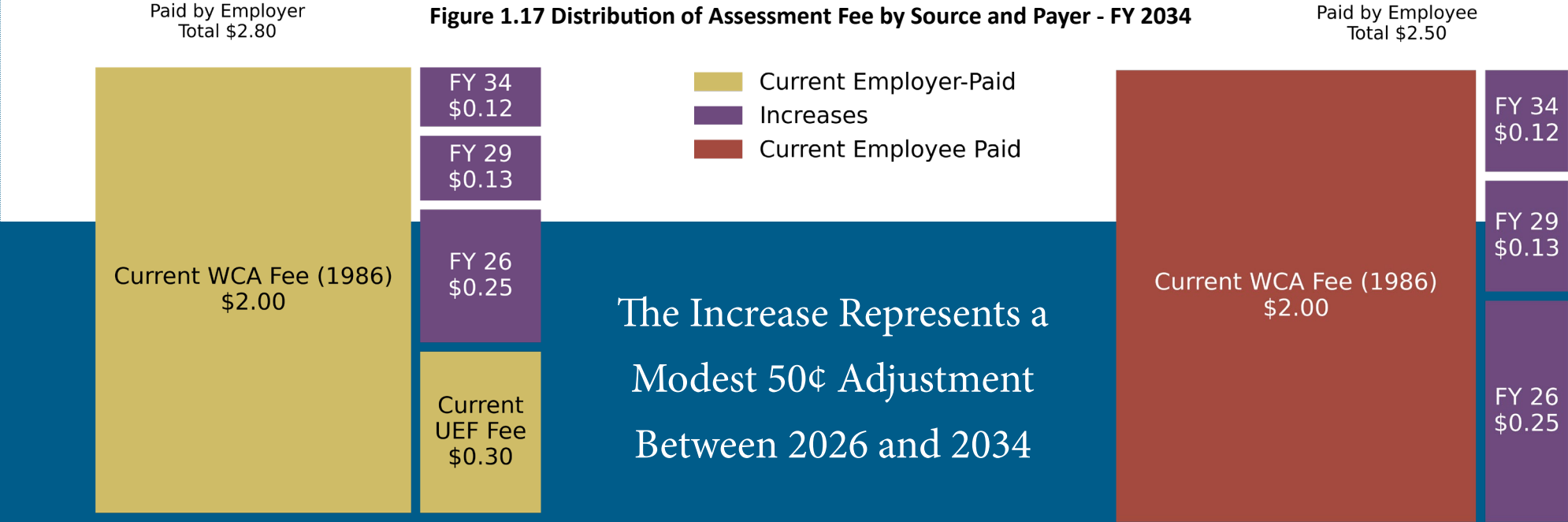
Affordable
Increase

If the assessment fee had kept pace with inflation, it would be **\$12.12** today. The assessment fee increase is sufficient to fund the agency, and represents a decrease in employer costs, after accounting for inflation.



**Senate Bill (SB) 535 – which increased the WCA assessment fee – was passed during the 2025 New Mexico legislative session*

Figure 1.17 Distribution of Assessment Fee by Source and Payer - FY 2034



What's the Impact?

The annual impacts are modest and vary by the number of people a business employs. Average annual costs per employer at full implementation in FY 2034 are as follows, based on business class:

Micro	Small	Medium	Large
Avg. Employees:	Avg. Employees:	Avg. Employees:	Avg. Employees:
2.2	21.7	98.7	839.6
Avg. Annual Cost to Employers:	Avg. Annual Cost to Employers:	Avg. Annual Cost to Employers:	Avg. Annual Cost to Employers:
\$4.34	\$43.32	\$197.42	\$1,679.28

System Statistics

Analysis of Costs, Coverage, and Claims

David Mora

Acting Executive Deputy Director



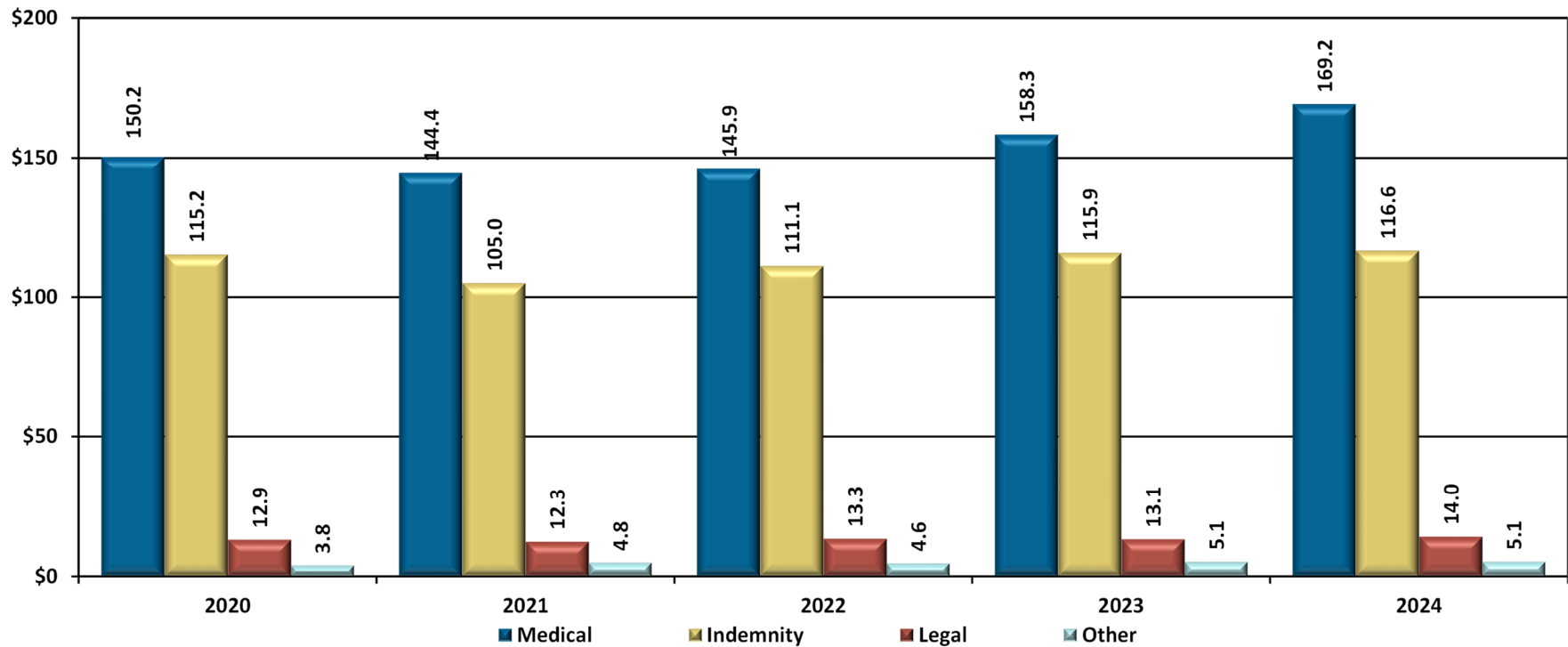
David Mora joined the WCA in August 2024 as the agency's Operations Administrator and was appointed Acting Executive Deputy Director in February 2025. He brings over 18 years of experience in state government, with a focus on financial regulation, governmental audits, and agency operations. Prior to joining the WCA, Mora served five years as a Special Investigations Supervisor with the Office of the State Auditor and spent 12 years in various capacities with the Regulation & Licensing Department's Financial Institutions Division. He holds a Master's degree in Business Administration from New Mexico Highlands University and a Bachelor's degree in Business Administration from the University of New Mexico. He is a Certified Fraud Examiner (CFE) and Certified Government Financial Manager (CGFM).

Costs

Medical Costs Remain the Largest Driver of Workers' Compensation Expenditures

Figure 2.1 presents five years of workers' compensation expenditures across four categories. Medical costs have consistently led workers' compensation expenditures, rising from \$144.4 million in 2021 to \$169.2 million in 2024. Indemnity spending, while second, also showed steady growth post-2021. Legal and Other costs remained relatively low, with minor fluctuations. Overall, after an initial COVID-related dip in 2021, total expenditures have steadily increased, suggesting a return to pre-pandemic spending levels.

Figure 2.1 Total Expenditures by Category, 2020 - 2024 (\$ in millions)



Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)



Annual Expenditure Report (AER)

Every year, from January 1 to February 15, all insurance carriers and self-insurers in New Mexico send their annual spending reports to the Workers' Compensation Administration's Economic Research and Policy Bureau (ERP). These reports are the main source of information about spending in the New Mexico compensation system.

Table 2.1 Carrier and Self-Insurer Paid Losses and Total Claims by Calendar Year

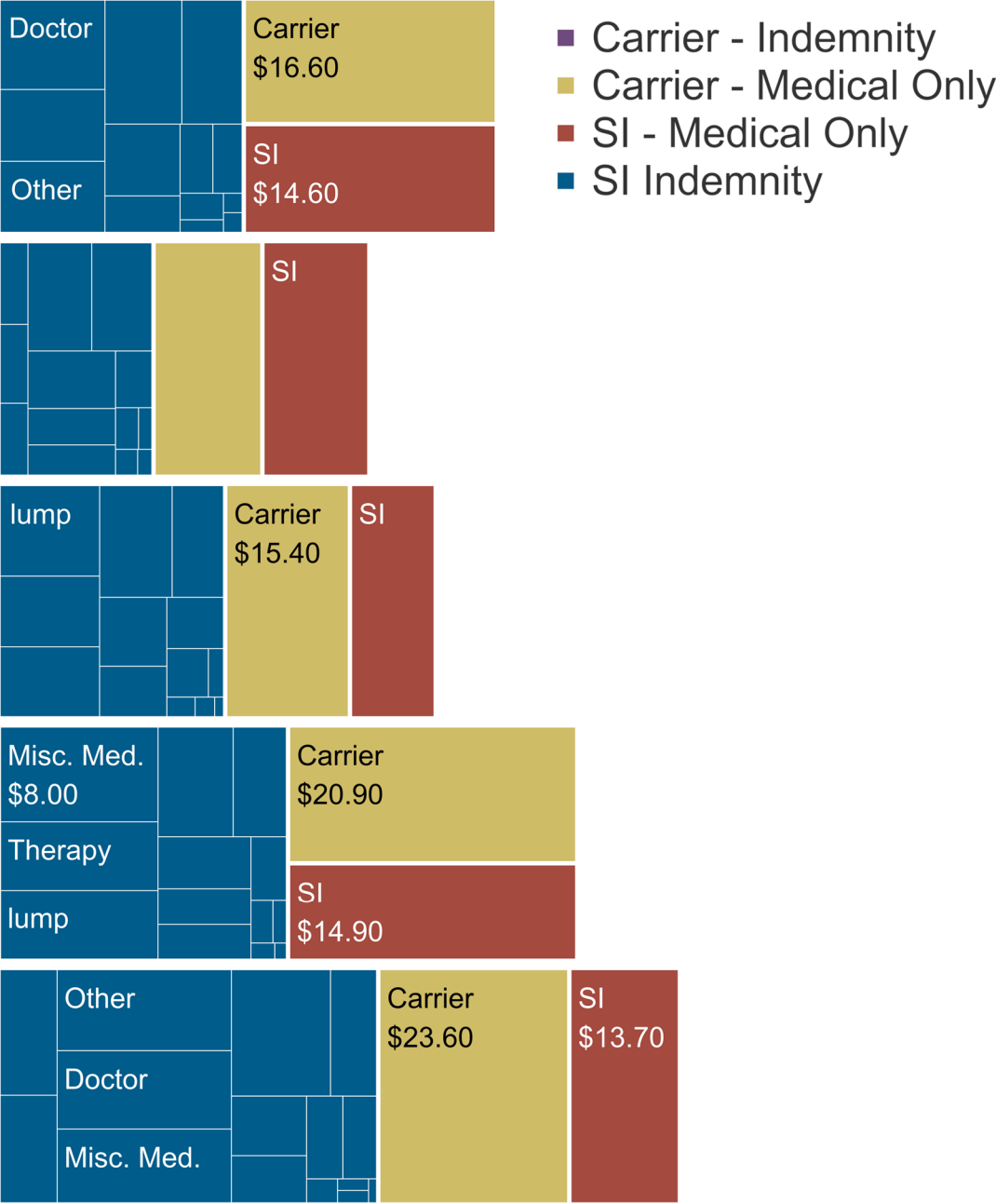
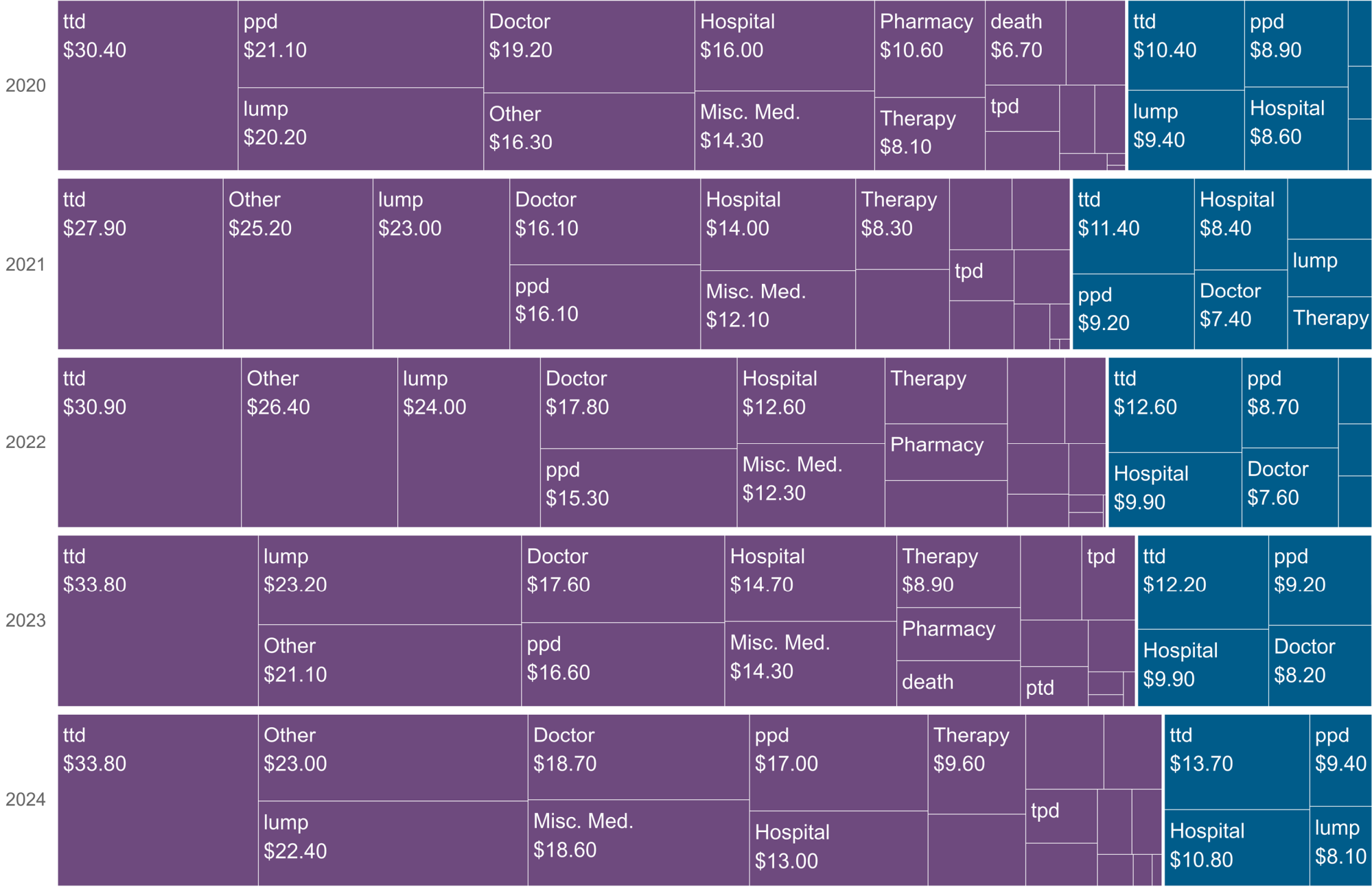
Year	Total Expenditures	Total Claims	Carrier Expenditures	Self-Insured Expenditures	Average Per Claim Expenditure
2020	\$282,112,750	35,661	\$196,154,196	\$85,958,554	\$7,911
2021	\$266,450,637	32,540	\$183,834,357	\$82,616,280	\$8,188
2022	\$274,854,501	31,174	\$191,932,038	\$82,922,463	\$8,817
2023	\$292,296,943	33,482	\$202,444,473	\$89,852,470	\$8,730
2024	\$304,998,325	34,944	\$209,463,503	\$95,534,822	\$8,728

Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)



Table 2.1 depicts workers' compensation trends in New Mexico from 2020 to 2024, revealing a decrease in total expenditures from \$282.1 million in 2020 to \$266.5 million in 2021, followed by continuous increases to \$305.0 million by 2024. Total claims fell from 35,661 in 2020 to 31,174 in 2022, before rising to 34,944 by 2024. Despite fewer claims, average per-claim spending climbed, reaching \$8,817 in 2022, before reducing to \$8,730 and \$8,728 in 2023 and 2024, respectively. Both carrier and self-insurer payments fell initially before rebounding annually, showing increased claim severity and a return to pre-pandemic expenditure levels.

Figure 2.2 Total Reported Payments - 2024 Annual Expenditure Report (\$ in millions)



Each bar represents a different year, size represents payment amount, and color represents payment type

In Figure 2.2, each bar represents a year between 2020 and 2024. Within each bar, different colors are used to signify payment types. Payment types include information about whether the payment source was insurance carriers or self-insured employers (SI). It also indicates whether the claims were indemnity claims or medical-only claims.



Indemnity Abbreviations

TTD - Temporary Total Disability

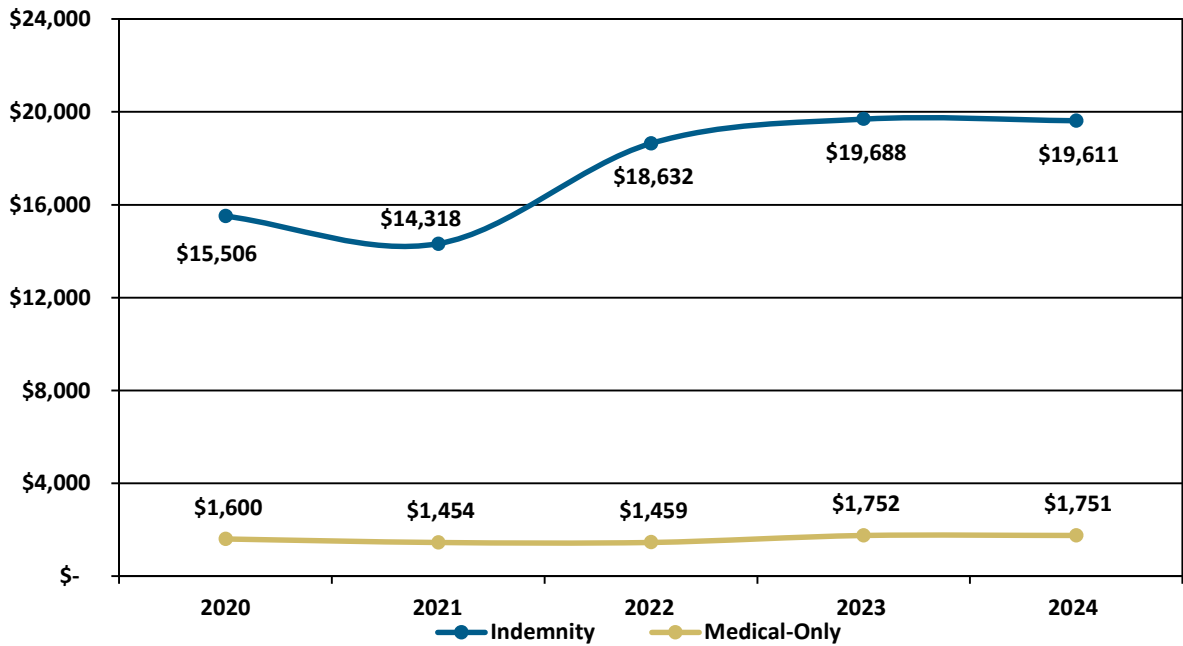
TPD - Temporary Partial Disability

PTD - Permanent Total Disability

PPD - Permanent Partial Disability

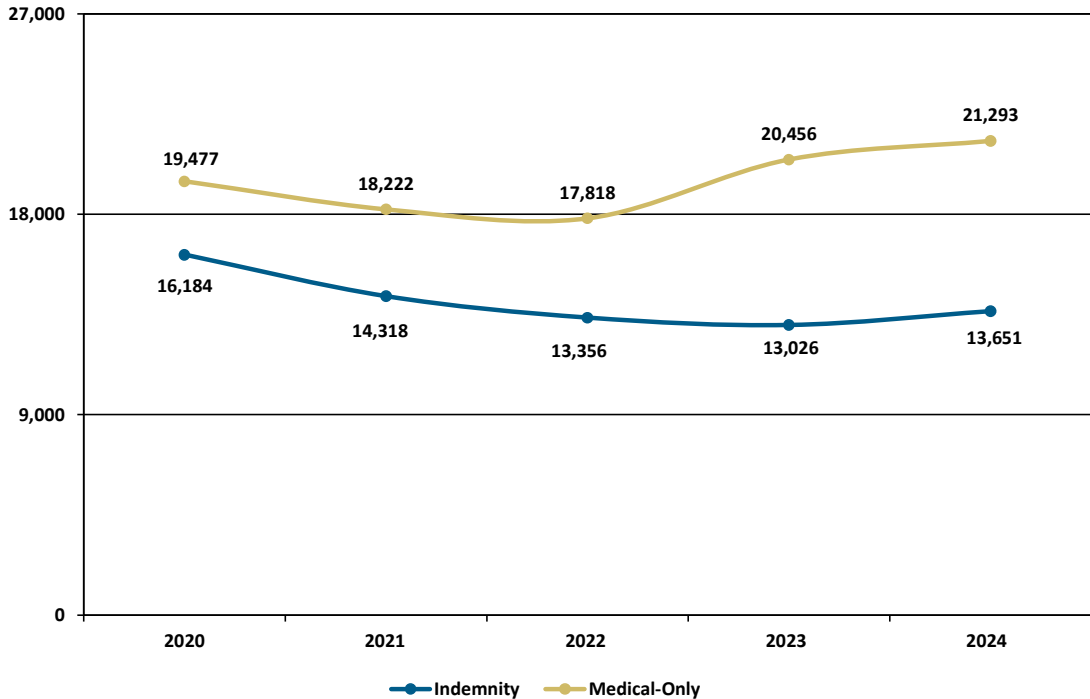
Per-Claim Costs Slightly Declined for Indemnity and Remained Stable for Medical-Only in 2024, as Compared to 2023

Figure 2.3 Costs per Claim-by-Claim Type, 2020 - 2024



Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)

Figure 2.4 Active Claims by Claim Type, 2020 - 2024



"Active claims" refers to the number of claims that received a benefit payment in 2024, regardless of when the claim was opened. Figure 2.4 shows that the number of active claims increased in 2024 for both indemnity and medical-only claims. The increase was more pronounced for medical-only claims.

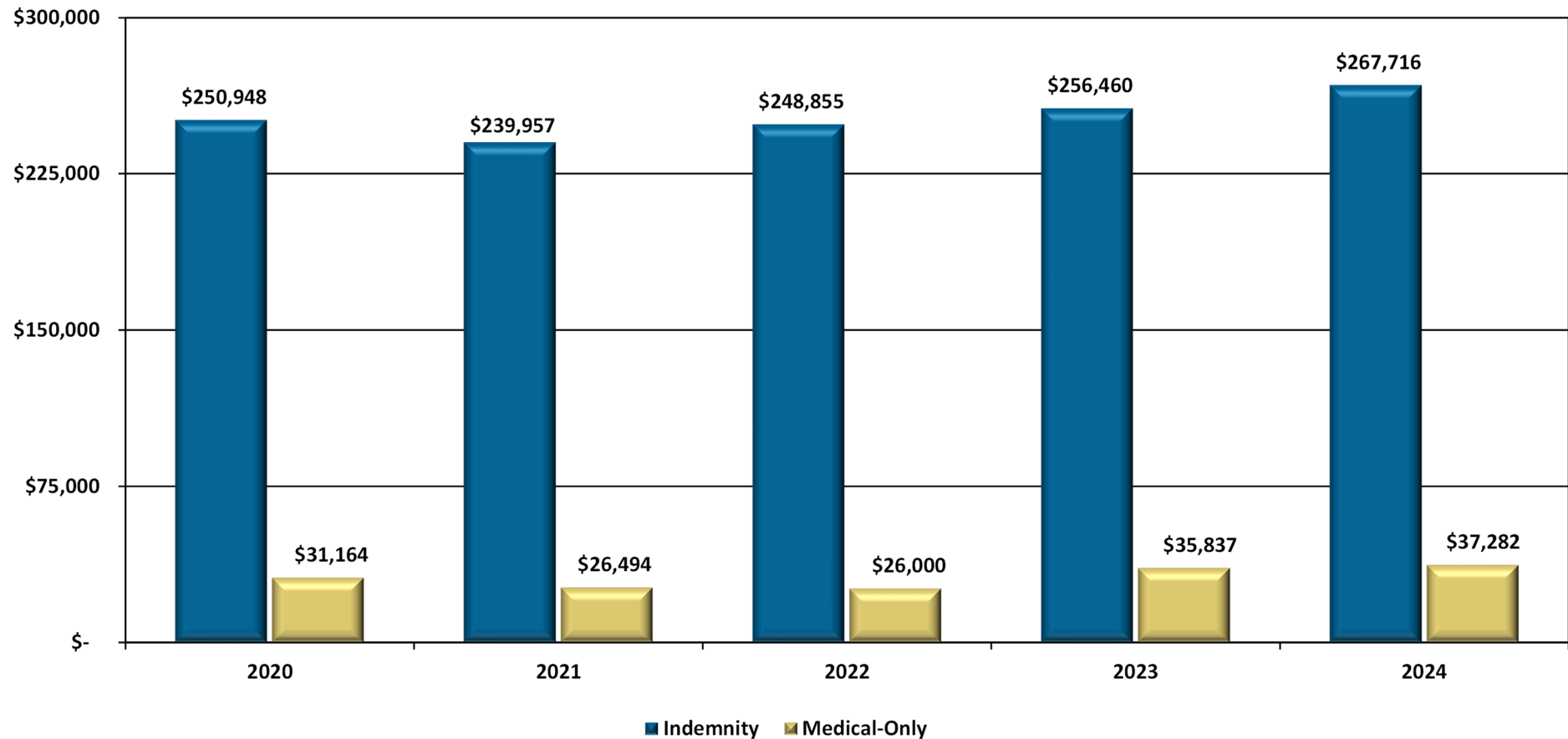
Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)

Indemnity and Medical-Only Costs Continue Upward Trend Despite Stable Per-Claim Spending

Indemnity claims costs increased to \$267.7 million in 2024, up from \$256.5 million in 2023. This increase was primarily driven by an increase in the number of active indemnity claims, which increased from 13,026 to 13,651, despite a slight decline in cost per claim.

Medical-only claims costs increased from \$35.8 million to \$37.3 million in 2024, representing both an increase in the number of current claims and stable per-claim costs. Overall, both categories experienced moderate cost growth, driven mostly by higher claim numbers.

Figure 2.5 Total System Costs by Claim Type, 2020 - 2024 (thousands)

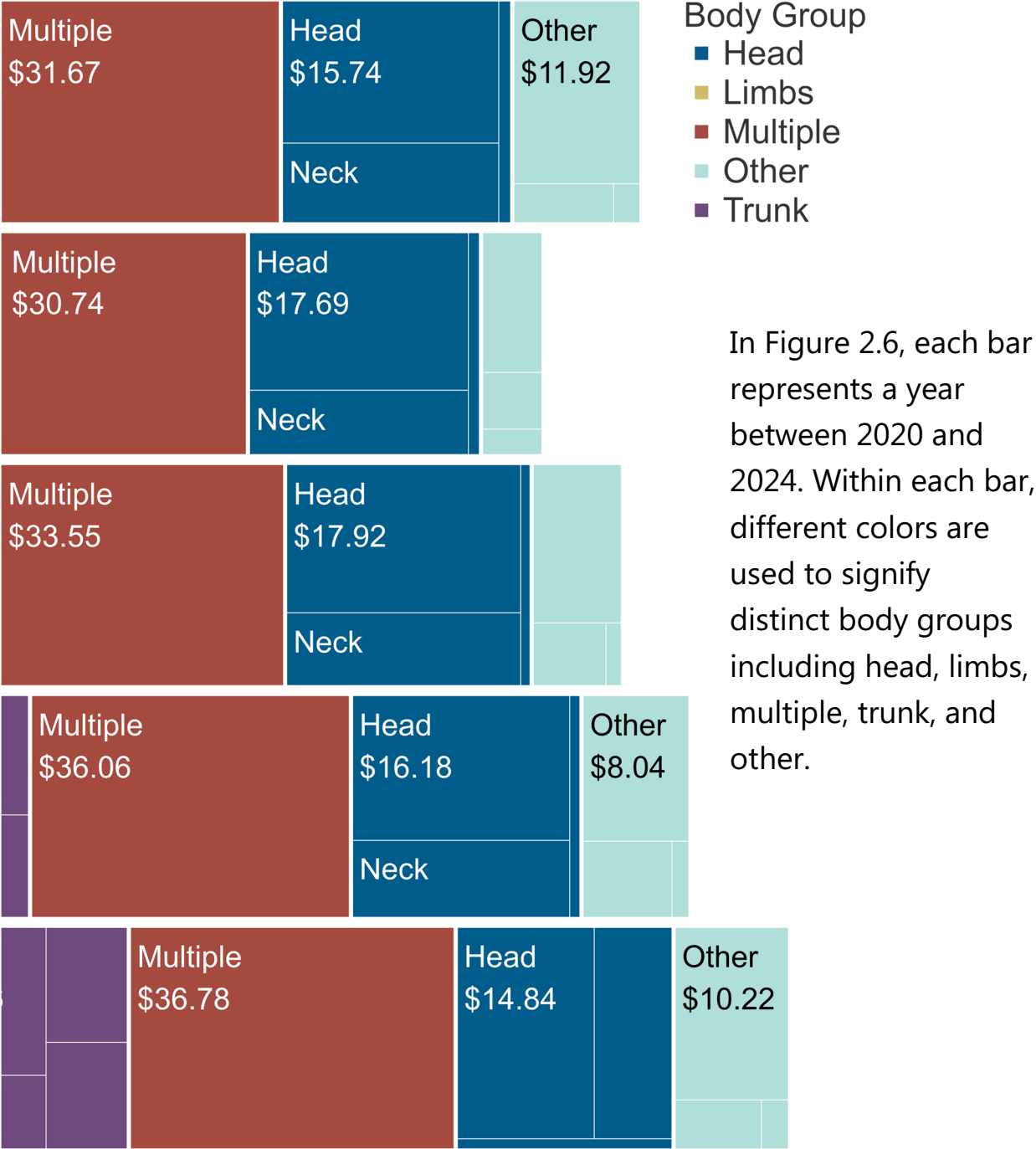


Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)

Figure 2.6 Indemnity Claim Distribution of Expenditures by Expenditure Part of Body, 2020 - 2024 (\$ in millions)



Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)



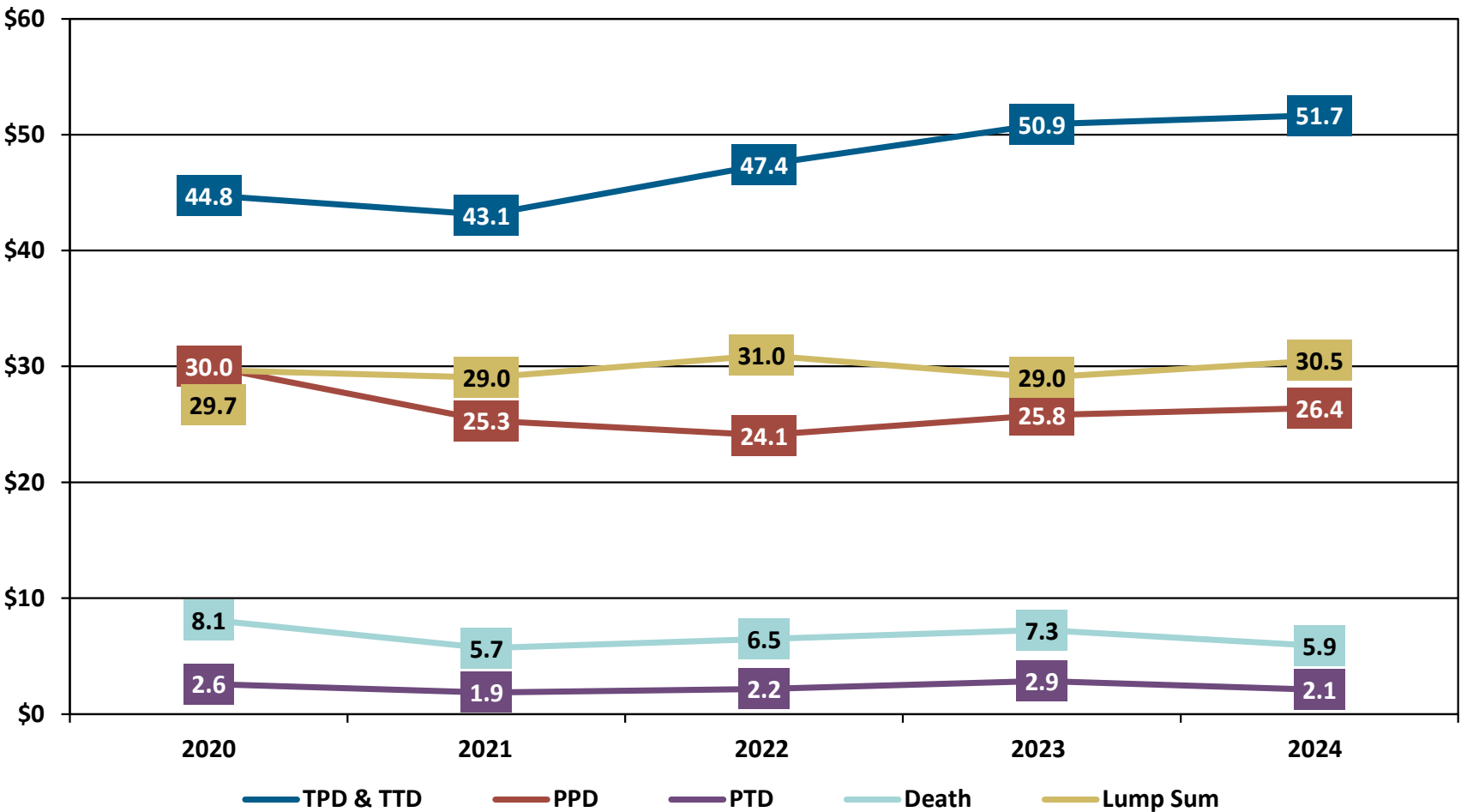
In Figure 2.6, each bar represents a year between 2020 and 2024. Within each bar, different colors are used to signify distinct body groups including head, limbs, multiple, trunk, and other.

Back Injuries Lead Claim Costs

Shoulder Injury Costs Peak in 2024

Head & Trunk Injury Costs Down

Figure 2.7 Summary of Indemnity Expenditures, 2020 - 2024 (\$ in Millions)



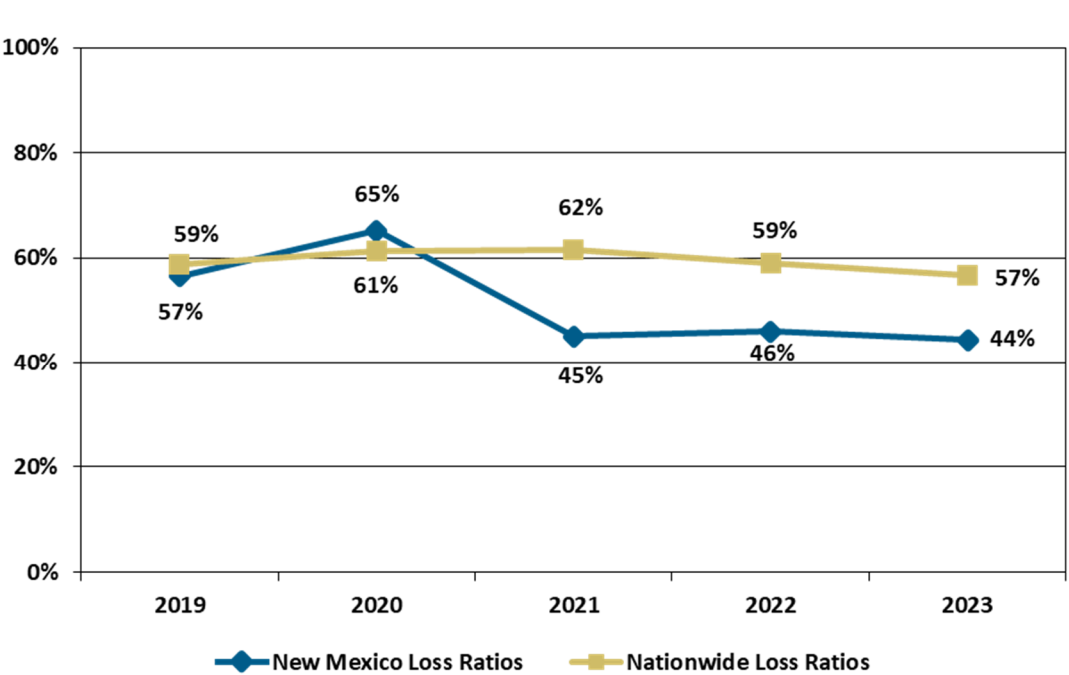
Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)

Indemnity costs increased in 2023 and 2024 across most categories. The largest 5-year rise occurred in TPD & TTD, reaching \$51.7 million in 2024. After dropping to \$24.1 million in 2022, PPD payments increased slightly between 2023 and 2024. Lump-sum payments also rose to \$30.5 million in 2024.

Please note that the WCA categorizes lump-sum payments in the AER under the category of indemnity payments. This includes money paid to settle medical claims. Though these medical settlements usually make up only a small part of this category, the WCA doesn't have the information needed to break these costs out into their own separate group.

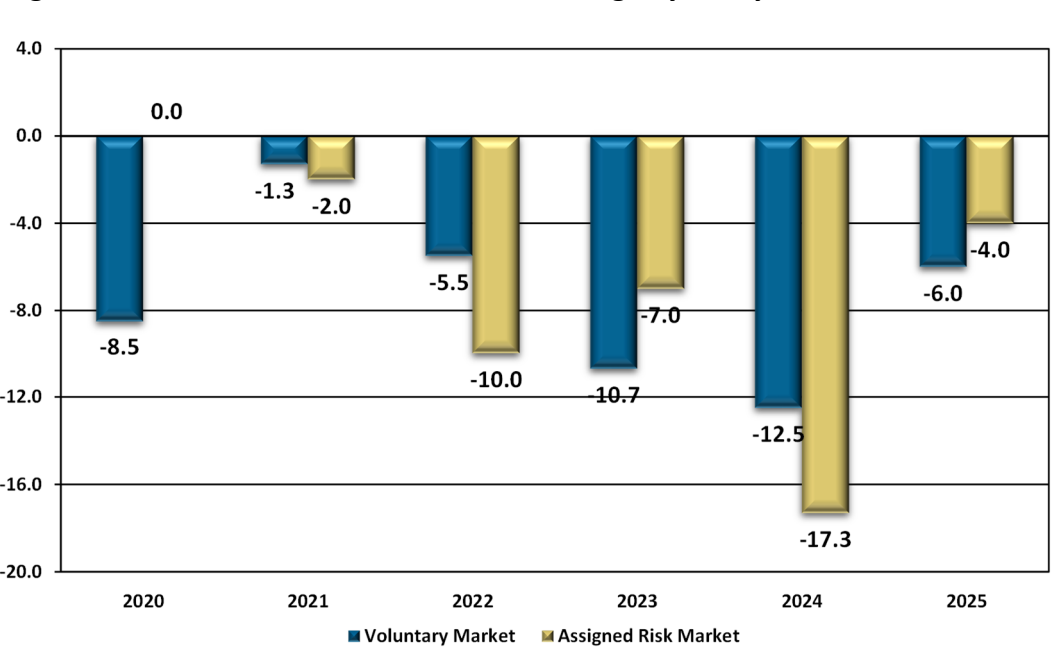


Figure 2.8 Nationwide Vs. New Mexico Adjusted Loss Ratios by Percent of Earned Premiums



Source: National Association of Insurance Commissioners, Profitability Report by Line by State (2019 - 2023)

Figure 2.9 New Mexico Annual Premium Change by Policy Year, 2020 - 2025



Source: National Council on Compensation Insurance, New Mexico State Advisory Forums (2020 - 2025)

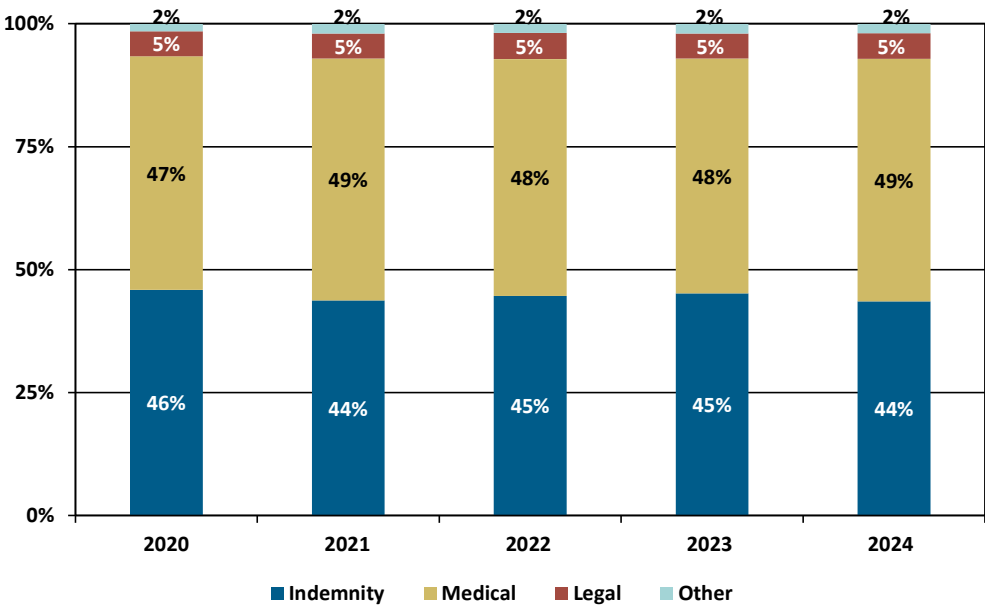
Sustainable Rate Reduction

Loss ratios are important indicators of the balance between premiums received and claims paid out. New Mexico's workers' compensation insurance loss ratios in 2019 and 2020 were comparable to national compensation insurance loss rates. Between 2021 and 2022, however, New Mexico's workers' compensation insurance loss percentages were lower than the national average, indicating a healthy state loss ratio.

Further, New Mexico's annual premiums are expected to decrease for both the voluntary and assigned risk markets in 2025. This decrease, combined with a steady loss ratio, means that, compared to 2024, workers' compensation premiums will continue to fall, although at a slower rate.



Figure 2.10 Indemnity Claim Distribution of Expenditures

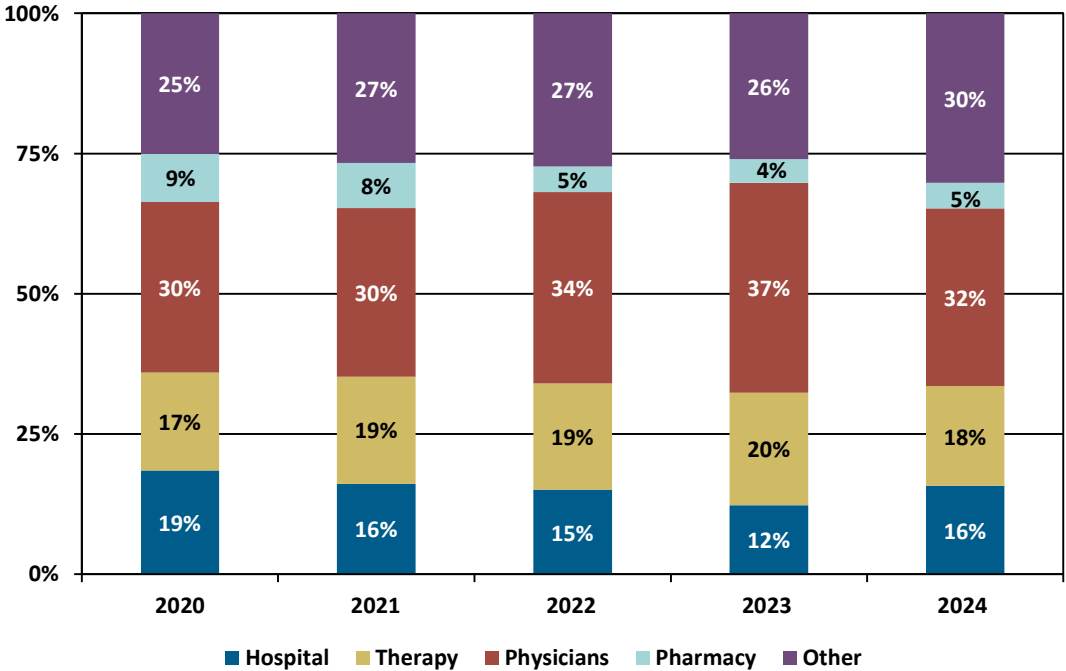


Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)

The Distribution of Claims Expenditures Remained Stable

Claim expenditure distributions from 2020 to 2024 remained mostly stable. Indemnity and non-indemnity claims reveal only slight variations in categories such as hospital, therapy, and pharmacy expenses. Even though there were fluctuations such as a reduction in physicians' costs in 2024, the overall stability in these distributions indicate a consistent approach to workers' compensation.

Figure 2.11 Non-Indemnity Claim Distribution of Expenditures



Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2020 - 2024)

Table 2.2 Medical Cannabis Reimbursements, 2018 - 2024

Cannabis Reimbursements Details	Year of Reimbursement						
	2018	2019	2020	2021	2022	2023	2024
Total Reimbursement (All Payers)	\$86,850	\$177,594	\$191,874	\$201,343	\$170,794	\$180,740	\$310,883
Maximum Allowable Reimbursements	\$11,058	\$11,058	\$11,058	\$11,058	\$10,865	\$19,720	\$18,258
Average Per Claim Reimbursement:	\$1,639	\$2,819	\$3,095	\$3,301	\$3,223	\$3,929	\$7,772
Total Reimbursement Claimants:	53	63	62	61	53	46	40

Notes: Reimbursement Rate Per Unit: \$10.74
Maximum Annual Quantity: 1700 Units, 1 Unit = 1 gram dry weight equivalent
Maximum quantity per calendar quarter = 425 units (\$4564.50)
Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports (2018 - 2024)



Cannabis Reimbursements Increased

In 2024, medical cannabis reimbursements in New Mexico's workers' compensation system increased dramatically, driven by an increase in the average payout per claim. The average reimbursement more than doubled from \$3,929 to \$7,772. The increase came in spite of a decrease in the number of injured workers' receiving cannabis therapy from 46 to 40, and a decrease in the per-claim maximum allowable amount. The increase in per-claim average payouts was a combination of claimants who utilized less cannabis dropping out of the system, while the remaining claimants increased utilization.

Coverage

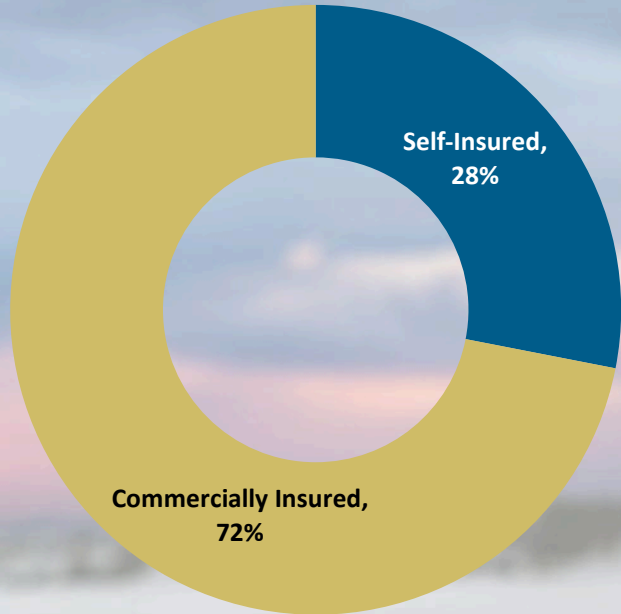
Workers' compensation insurance comes in three main types: voluntary market, assigned risk market, and self-insurance. In the voluntary market, employers buy the insurance directly from insurance companies. Some employers are not able to obtain insurance because they're a new business, work in a high-risk industry, or have had many claims before. These employers can seek coverage through the assigned risk market, also known as the backup market. Finally, other employers might choose to self-insure. This means the employer covers the cost of workers' compensation benefits themselves, instead of going through an insurance company.

Table 2.3 Estimated Covered Workforce and Employers by Type of Insurance, 2020 - 2024

Year	Voluntary & Assigned-Risk Markets		Self-Insurance		Est. Covered Workforce
	Active Carriers ¹	Covered Workers ²	Covered Employers ³	Covered Workers ⁴	
2020	273	453,002	2,296	270,310	723,312
2021	283	489,240	2,593	250,814	740,054
2022	231	548,855	2,178	238,398	787,253
2023	230	556,558	2,095	256,317	812,875
2024	232 ^P	593,123	2,110	231,513	824,636

^PPreliminary Data
¹Source: National Association of Insurance Commissioners, Annual Statement Data (2020-2024)
²Estimated covered workforce minus self-insured workers
³Source: NMWCA Self-Insurance Bureau
⁴Source: NMWCA Annual Expenditure Report, 2020 - 2024

Figure 2.12 Percentage Covered Workforce by Coverage Type, 2024



Source: New Mexico Workers' Compensation Administration, Annual Expenditure Report, 2024

28% of New Mexico's workforce was covered by employers who opted for self-insurance in 2024, while 72% were covered through commercial insurance. Although the number of active insurance carriers has fluctuated, the number of workers covered in the voluntary and assigned-risk markets has steadily increased, reaching 593,123 in 2024. In contrast, the number of workers covered by self-insured employers peaked in 2020 and has declined each year since, dropping to 231,513 in 2024 despite a relatively stable count of self-insured employers.

Table 2.4 Market Share by Direct Written Premium, New Mexico Largest Insurance Carriers in 2024

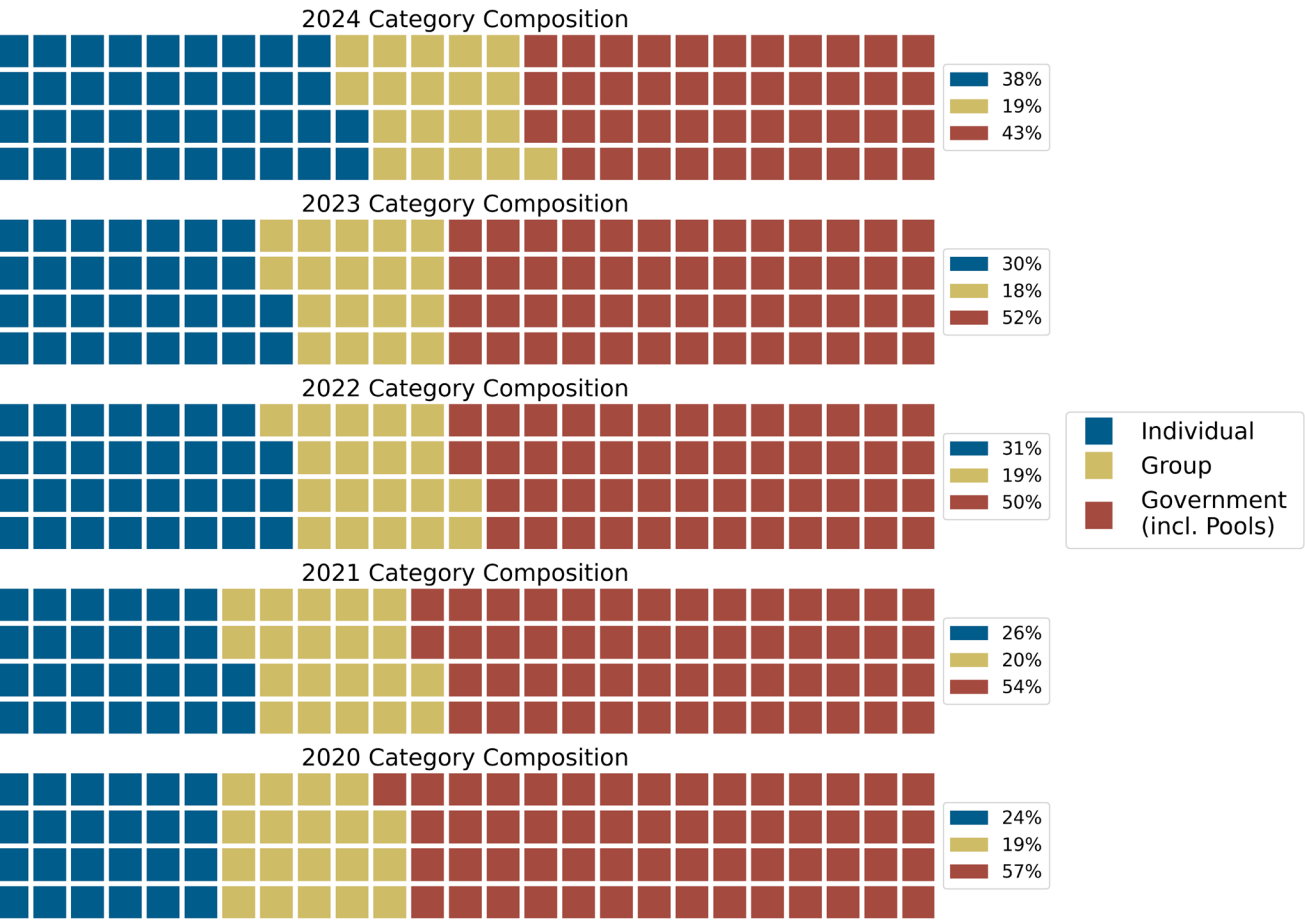
WC Insurance Carrier	2020	2021	2022	2023	2024 ^P
New Mexico Mutual Group	35.6%	35.7%	36.2%	36.9%	35.0%
Zurich Insurance Group	4.9%	5.5%	6.8%	6.7%	7.7%
The Travelers Group	8.6%	6.2%	6.4%	6.6%	6.6%
Hartford Fire and Insurance Group	5.5%	5.8%	5.7%	5.2%	4.3%
Chubb Limited Group	2.9%	3.0%	3.1%	3.1%	3.5%
Other	42.5%	43.8%	41.8%	41.5%	42.9%

^PPreliminary Data
Source: National Association of Insurance Commissioners, Annual Statement Data (2020 - 2024)

New Mexico Mutual Group Maintains Largest Market Share



Figure 2.13 Self-Insured Workforce by Self-Insured Type, 2020-2024

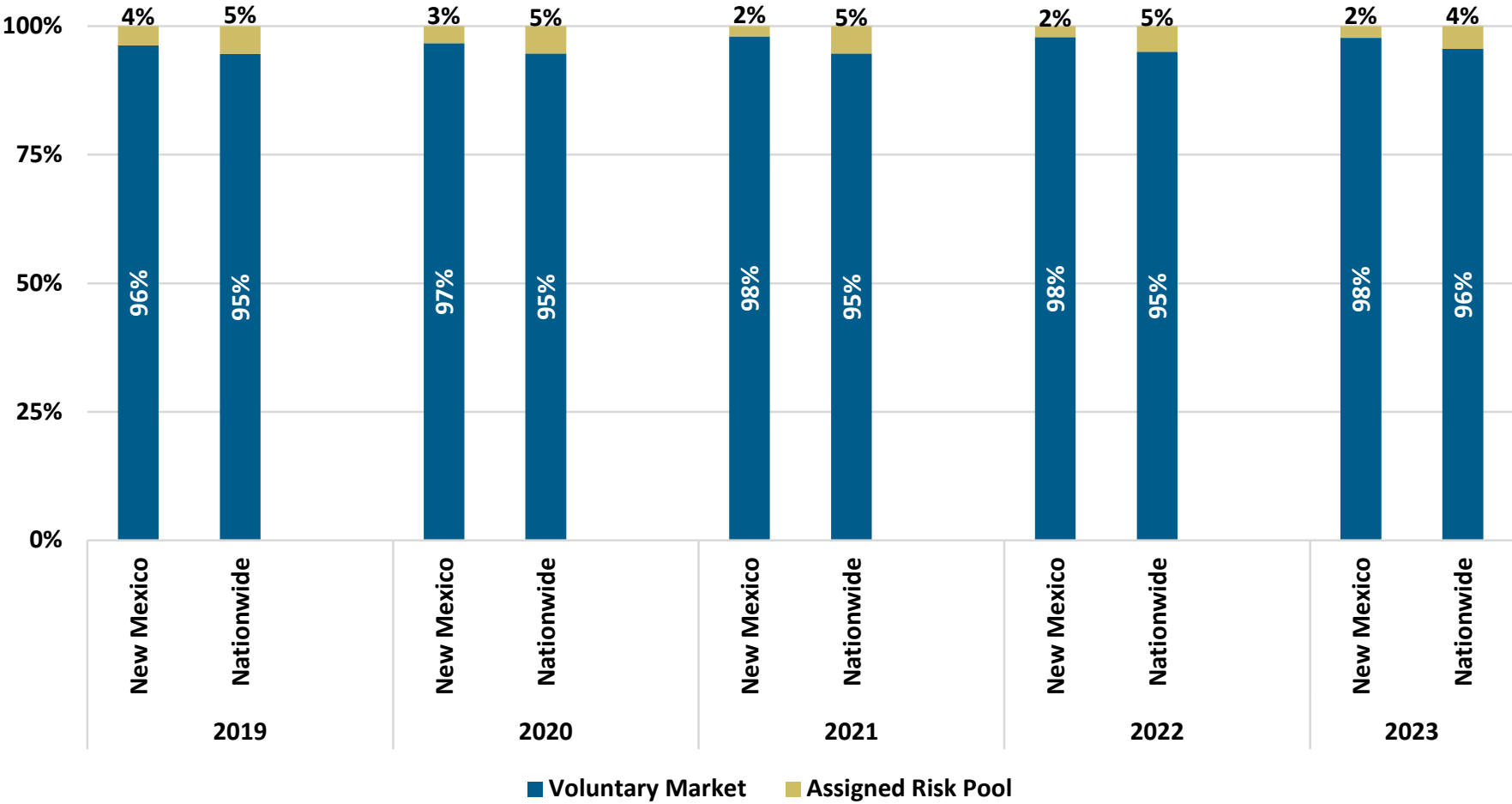


Source: New Mexico Workers' Compensation Administration, Annual Expenditure Reports, (2020 - 2024)

The percentage of covered workers under self-insured programs in New Mexico continued to fluctuate between 2022 and 2024. In 2023, government plans accounted for 52% of the self-insured workforce, down from 54% in 2021, while individual plans rose from 26% to 30%. By 2024, the shift became more pronounced, with government coverage decreasing further to 43% and individual plans increasing to 38%. The decrease in government coverage in 2024 is because of the change in how the State of New Mexico report its employee counts. The percentage of the workforce covered under group plans remained largely stable throughout the five-year period, ranging between 18% and 20%.



Figure 2.14 Assigned Risk Pool Market Share - New Mexico vs. Nationwide, 2019 - 2023



2024 data was unavailable at the time publication; 2023 data is preliminary
Source: National Council on Compensation Insurance (NCCI), Residual Market Management Summaries, (2019 - 2023)

The percentage of the commercial insurance market that purchased insurance through the New Mexico Assigned Risk Pool remained at 2% from 2021 through 2023, maintaining the 5-year low first reached in 2021. In contrast, the percentage of the national commercial insurance market that purchased insurance from an assigned risk pool held steady at 5% from 2019 to 2022, before declining slightly to 4% in 2023.

Characteristics of Claims

Table 2.5 Injuries and Claims Reported to the WCA, 2020 - 2024

YEAR	EMPLOYMENT	FROI	FROI PER 100 WORKERS	SROI	SROI PER 100 WORKERS	MEDICAL-ONLY CLAIMS	MEDICAL-ONLY PER 100 WORKERS	INDEMNITY CLAIMS	INDEMNITY PER 100 WORKERS
2020	723,312	21,198	2.93	15,128	2.09	10,865	1.50	4,263	0.59
2021	740,054	20,469	2.77	13,572	1.83	9,881	1.34	3,691	0.50
2022	787,253	19,923	2.53	14,066	1.79	10,232	1.30	3,834	0.49
2023	812,875	21,806	2.68	15,709	1.93	11,826	1.45	3,883	0.48
2024	824,636	21,290	2.58	15,162	1.84	11,543	1.40	3,619	0.44

Rates represent the number of claims per 100 covered workers
Note: Covered employment figures reflect a revised methodology based on assessment collections. Prior year figures are revised from those published in prior reports.

The number of First Reports of Injury (FROI) filed with the WCA remained relatively flat in 2024, with 21,290 claims filed compared to 21,806 in 2023. While FROI filings initially declined during the COVID pandemic and subsequently rebounded, the incidence rate has now stabilized at 2.58 injuries per 100 workers, with covered employment reaching 824,636 workers.

Subsequent Report of Injury (SROI) claims decreased in 2024, reversing the previous year's increase. Both indemnity and medical-only claims declined slightly on a per-worker basis. Medical-only claims fell to 11,543 (1.40 per 100 workers), while indemnity claims dropped to 3,619 (0.44 per 100 workers), representing the lowest indemnity rate in the five-year period.

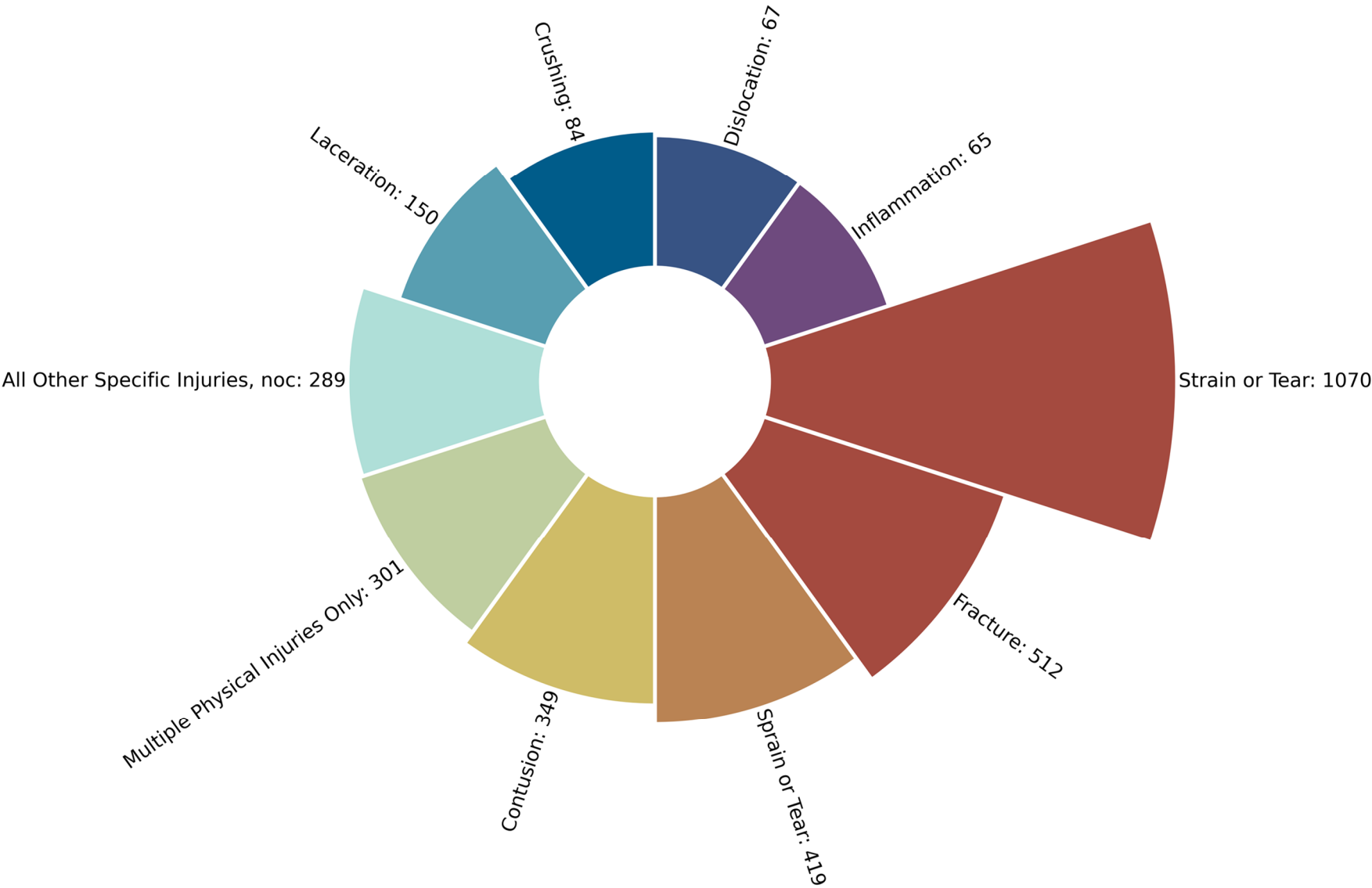


FROI and SROI

A **First Report of Injury** (FROI) is the initial report that's filed with the WCA when an employee experiences a work-related injury or illness. Not all injuries result in benefits payments. This category includes less serious injuries that don't turn into a claim or aren't serious enough to reach \$300 in medical benefits.

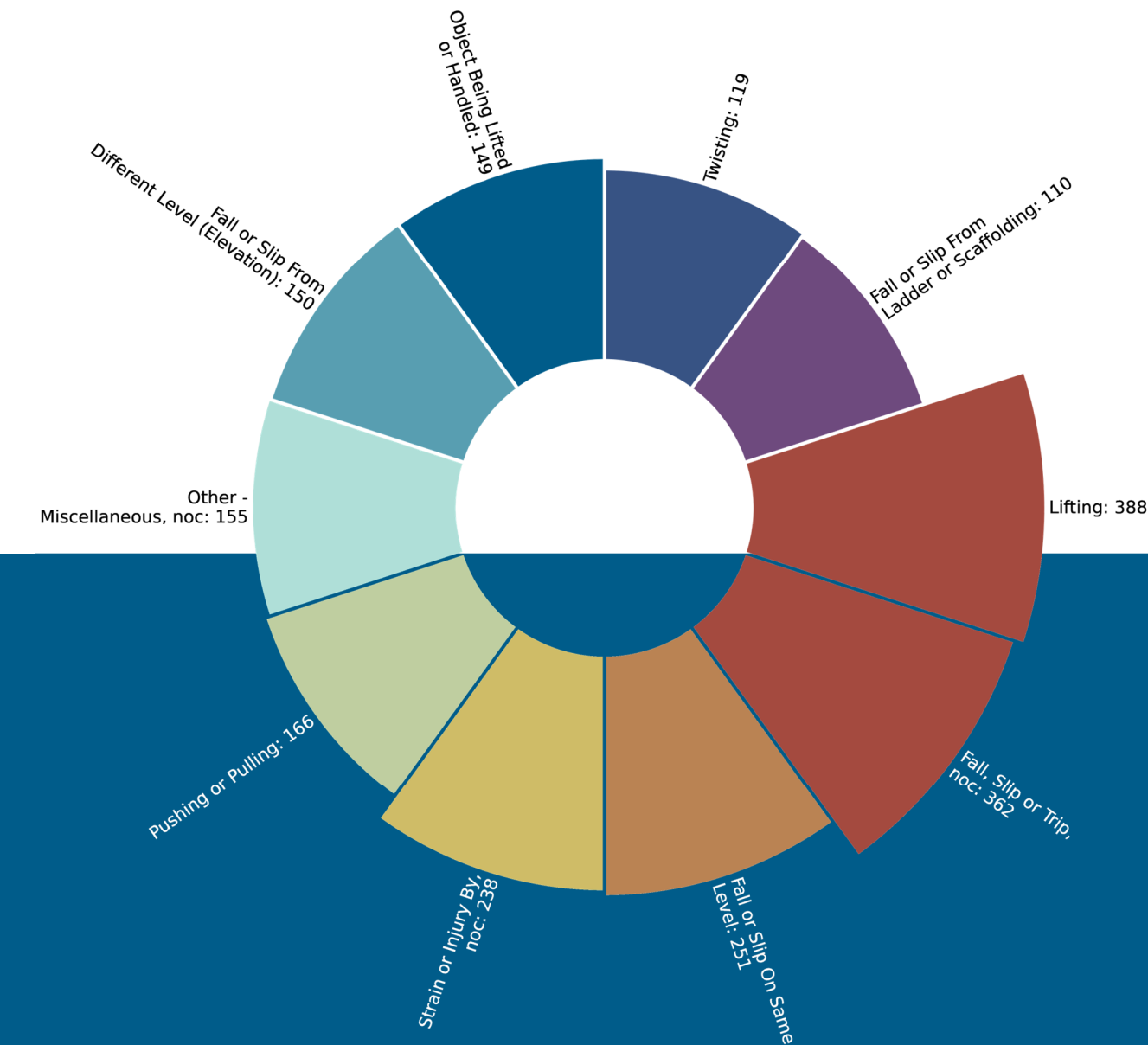
A **Subsequent Report of Injury** (SROI) is filed under certain conditions including initial payment of indemnity benefits, when cumulative medical benefits reach \$300, when there is a substantive change in benefits, or after a final payment has been made. SROIs represent injuries that led to a the payment of benefits.

Figure 2.15 Indemnity Claims by Nature of Injury, 2024 (Top Ten Categories)



As was the case in previous years, Strain or Tear was by far the most common nature of injury in the New Mexico Workers' Compensation System, representing 30% of total claims in 2024. This was followed by Fracture, representing 14% of claims, and then by Sprain or Tear, representing 12% of claims.

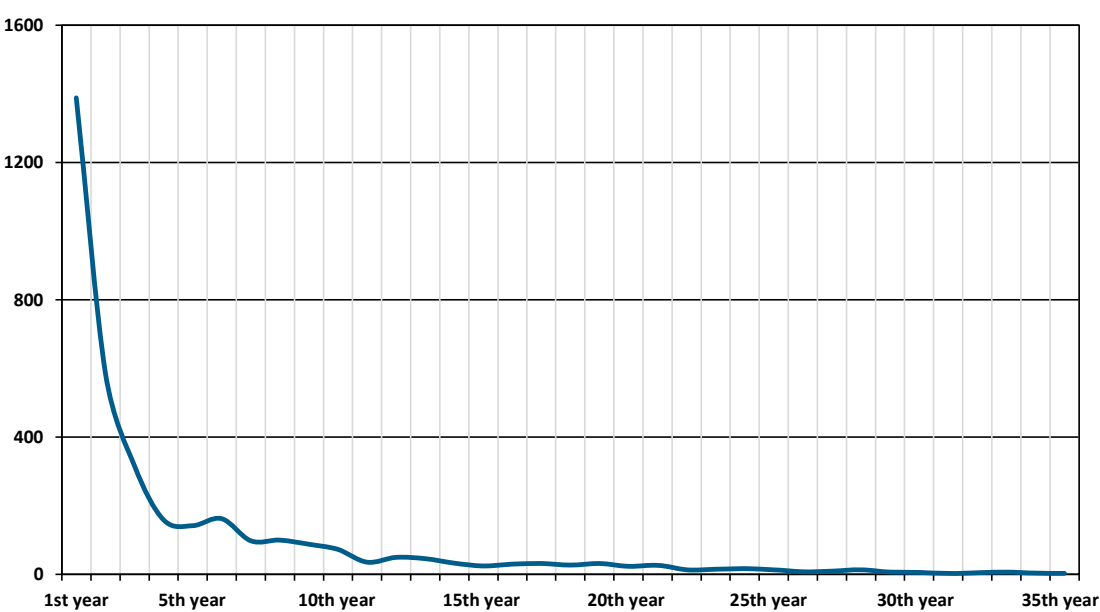
Figure 2.16 Indemnity Claims by Cause of Injury, 2024 (Top Ten Categories)



Each color represents a group of claims sorted by the number of injuries. The data is divided into five equal-sized groups (quintiles), from the lowest to the highest injury counts. NOC = Not Otherwise Classified

Lifting was the most common cause of injury in 2024, representing 11% of total claims and overtaking Fall, Slip or Trip, which typically leads this category. Fall, Slip or Trip, not otherwise classified, represented 10% of claims, followed by Fall or Slip on Same Level, representing 7% of total claims.

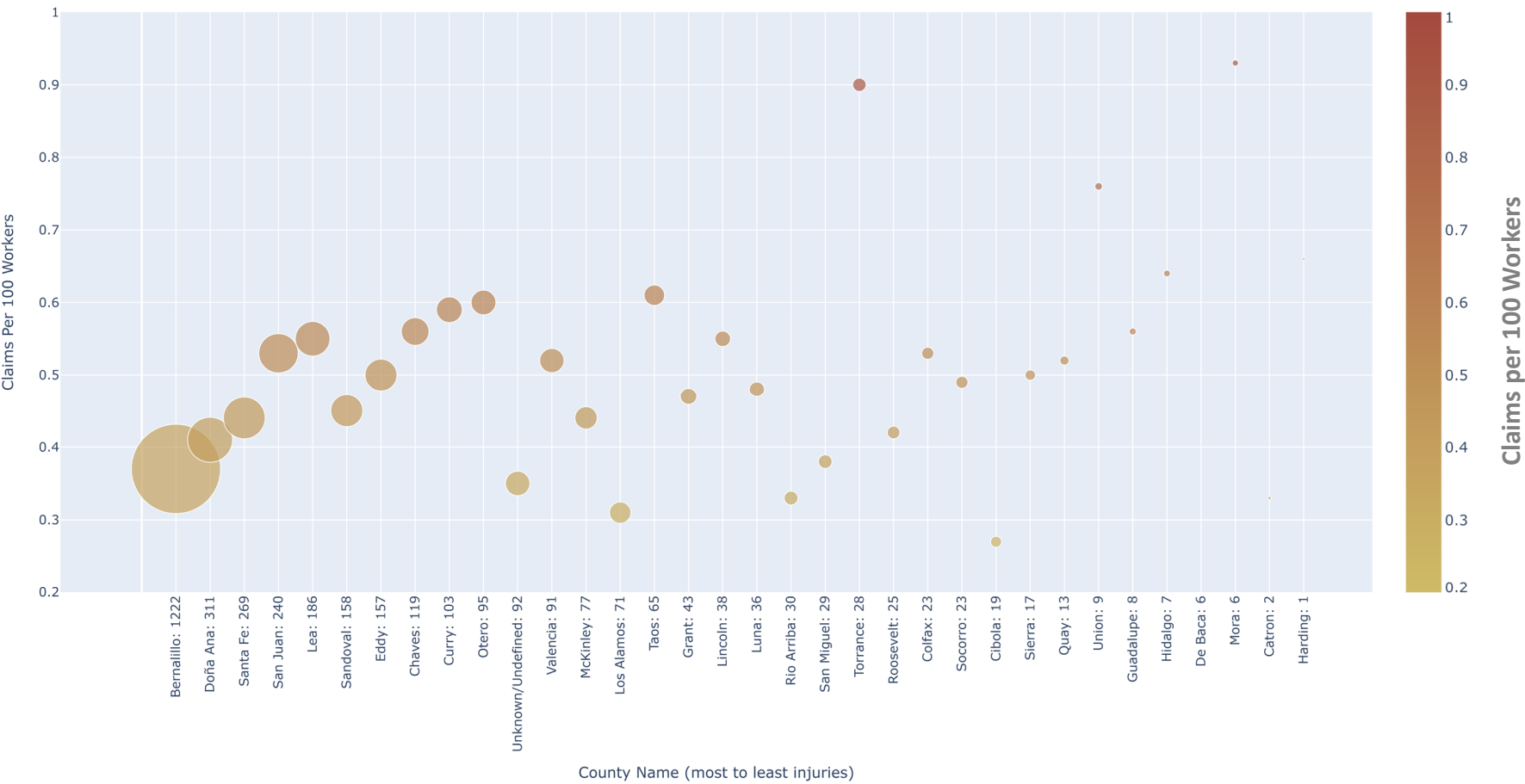
Figure 2.17 Indemnity Claims by Number of Years on the Job



Nearly 40% of all indemnity claims occur within the first year of employment, with injury rates declining steadily as workers gain tenure. This pattern demonstrates the protective effect of experience and workplace familiarity over time.



Figure 2.18 Indemnity Claims by County Size Representing Total Claims, Color Representing Claims per 100 Covered Workers, 2024



De Baca County was excluded from the Figure 2.5 visualization as a significant outlier on a per-worker basis that was outside of the chart range. It is still listed in the X-axis. Data on De Baca County is included in the following visualization seen on Figure 2.6.

Figure 2.21 compares the total number of claims and the rate of claims on a per worker bases. The size of each bubble and the X axis represent the total number of claims, and color of the claim and the Y axis represent the per worker claims rate.

As would be expected based on population size, Bernalillo County had the most claims by a significant margin. This was followed by Doña Ana County, and then Santa Fe County.

Figure 2.19 2022 Choropleth of Indemnity Claims per 100 Workers by County, 2024

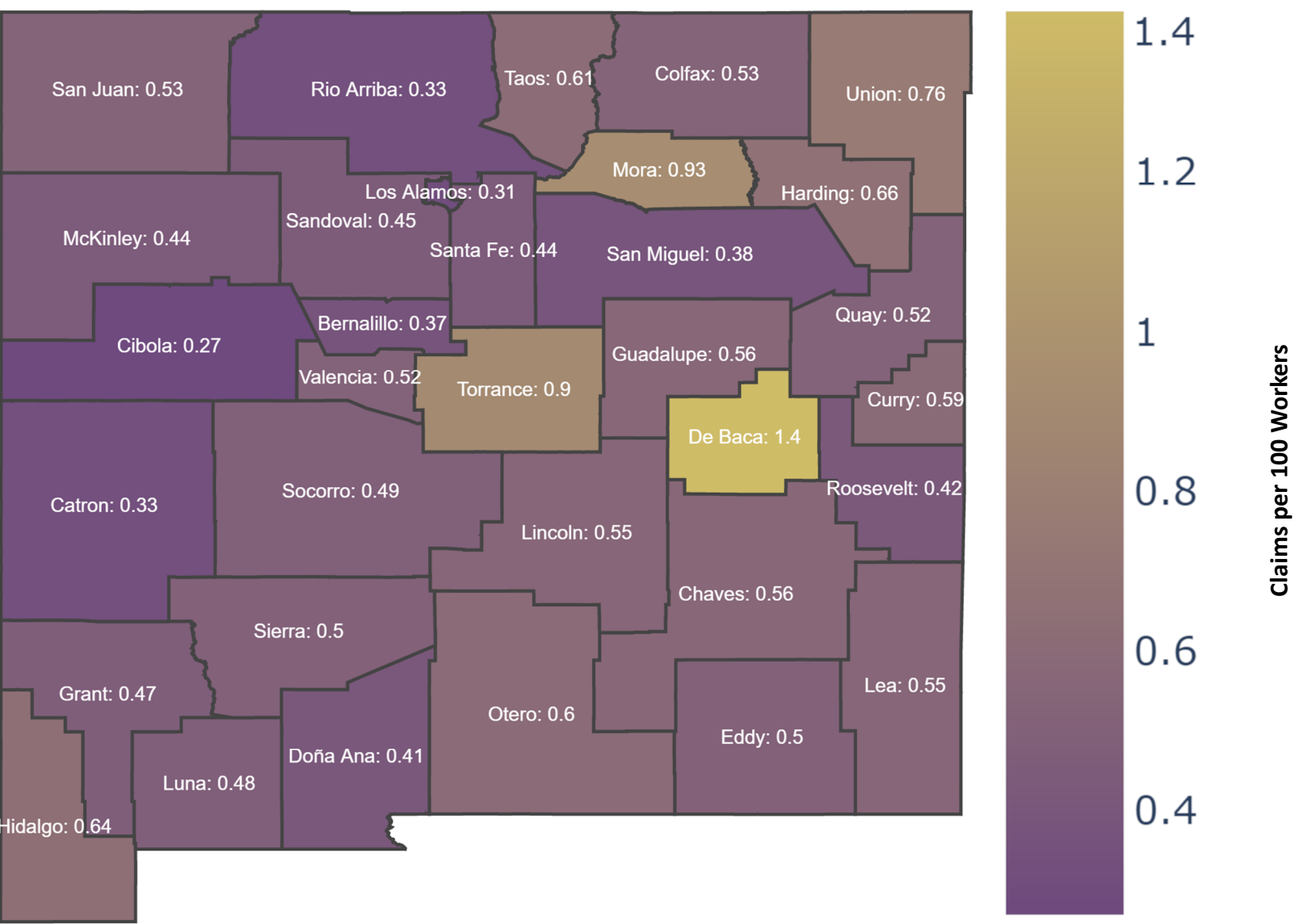


Figure 2.22 presents claims per 100 workers by county in 2024, with color representing the rate. Yellower counties represent higher claims rates, and more purple counties represent lower claims rates, on a per worker basis.

Figure 2.20 Percent of Indemnity Claims by Occupation of Injured Worker, 2024

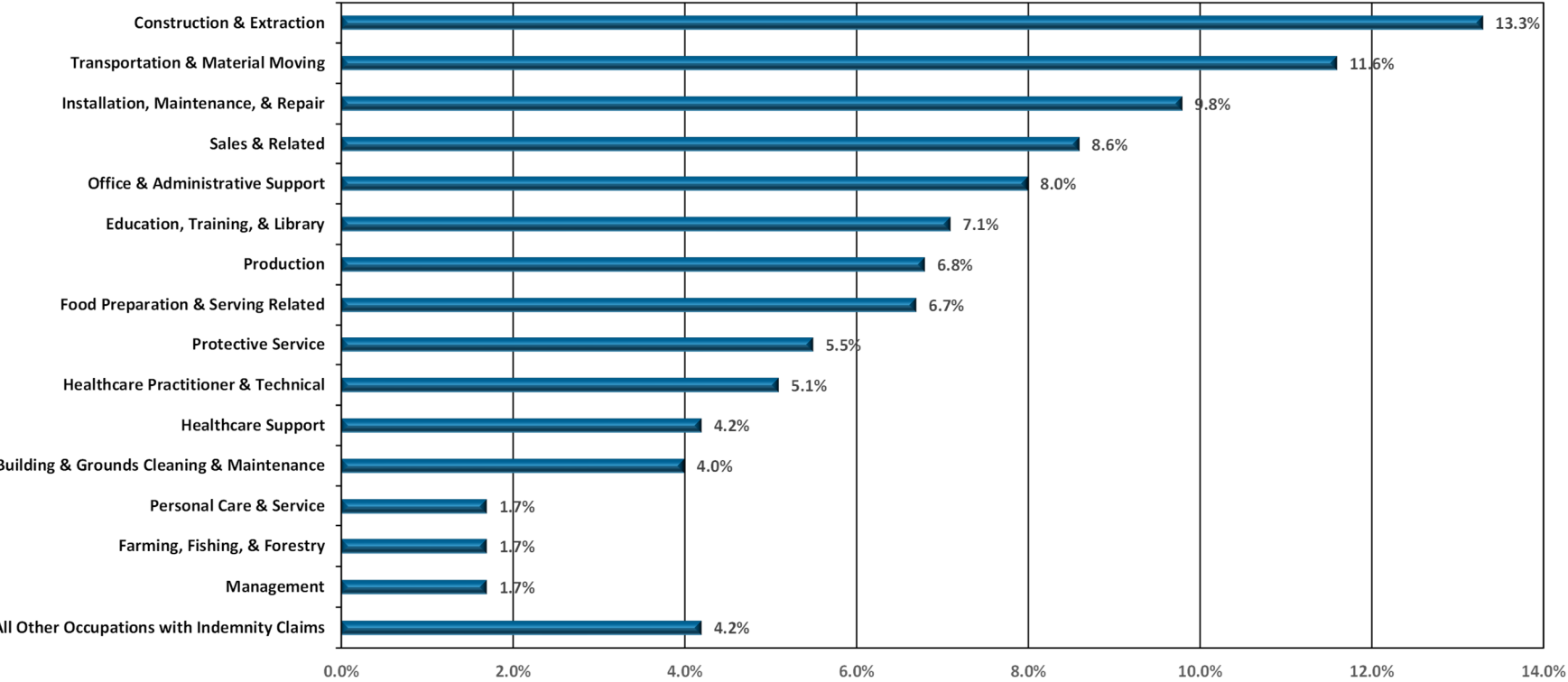


Figure 2.23 shows the percentage of indemnity claims represented by each occupation reported to the WCA. "Construction & Extraction" led all occupations with 13.3% of claims, followed by "Transportation & Material Moving" at 11.6%. "Installation, Maintenance, & Repair" ranked third with 9.8% of total claims, with remaining categories showing a gradual decline from that point.



Table 2.5 shows primary drivers of work-related fatalities between 2020 and 2024. There were 24 fatalities related to workplace injuries and illnesses in 2024, representing a significant decrease from previous years. The fatality rate dropped to 2.8 per 100,000 workers, driven primarily by a steep drop in the Motor Vehicle fatality rate.



Table 2.6 Causes of Work-Related Fatalities, 2020 - 2024

Cause of Death	Year of Injury				
	2020	2021	2022	2023	2024
Burns, Scalds, or other Heat or Cold Exposures	3	0	0	1	0
Worker Caught In, Under, or Between Hazard(s)	4	2	3	3	2
Cut, Puncture, or Scrape	0	0	0	2	0
Fall, Slip or Trip	3	5	3	1	2
Miscellaneous Causes	23	26	18	14	12
Motor Vehicle Injury	7	9	20	14	5
Strain Injury	2	1	1	1	0
Worker Struck Against or Stepped On Hazard	0	1	0	0	0
Worker Struck or Injured by Hazard	6	4	5	6	3
Grand Total	48	48	50	42	24
Workforce	723,312	740,054	787,253	812,875	824,636
Covered Fatalities Per 100,000 Workers	6.6	6.5	6.4	5.2	2.9

Notes: Previously published statistics are subject to revision due to updated fatality information. Covered employment figures reflect a revised methodology based on assessment collections. Prior year figures are revised from those published in prior reports.

Regulatory Updates

Information on Governance, Legislation, and Rule Changes

Alexis Armijo Acting Operations Administrator



Prior to assuming the interim role of Operations Administrator, Alexis Armijo served as the WCA's Clerk of the Court for approximately two years. Before coming to the WCA, she worked at the Bernalillo County Metropolitan Detention Center. She worked at the detention center for over 21 years, where she held a variety of roles, including acting as the Records Manager for over six years. Along with her extensive experience, she brings a solid foundation in management and a deep commitment to public service. Armijo currently oversees the WCA's Clerk of the Court, Mediation, Self-Insurance and Medical Cost Containment bureaus.

Policy Changes

New Mexico’s 2025 legislative session was consequential for the agency. In addition to legislative updates, the WCA adopted several administrative rule changes in January, 2025. The following summaries provide information on both statutory and regulatory updates that will have important impacts on the workers’ compensation system.

2025 Rule Changes

On January 1, 2025, the WCA implemented a set of rule changes designed to make the workers’ compensation system clearer, fairer, and faster for the people it serves. One of the most welcome updates was a long-overdue increase in reimbursement rates for mileage, meals, and hotel stays when injured workers must travel for medical care. These trips can already be challenging physically, emotionally, and financially, and the updated rates help ease that burden so workers can focus on healing. Another change streamlines cases and respects the time of our medical providers. In many routine treatment matters, judges can now rely on admitted medical records from an approved health care provider or independent medical examiner without requiring the doctor to give a deposition. This change saves time, reduces delays, and keeps the process fair for everyone involved.

SB 535

Assessment Fee Increases

Senate Bill 535, enacted during New Mexico's 2025 legislative session, implements a phased increase in quarterly workers’ compensation fees for both employers and employees. Effective July 1, 2025, employer contributions rise from \$2.30 to \$2.55 per employee, and employee payroll deductions increase from \$2.00 to \$2.25. These amounts will incrementally reach \$2.80 and \$2.50, respectively, by July 1, 2033. For more information, please see pages 21-22 of this Annual Report.

HB 66

Attorney Fee Cap Changes

House Bill 66 includes adjustments to the discovery advance and attorney fee cap. These updates follow the 2023 task force recommendations and reflect evolving needs within the workers’ compensation system. The bill provides for phased increases to both the discovery advance and attorney fee cap, applying to both the Workers’ Compensation Act and the Occupational Disease Act. The Advisory Council is expected to review the limits again in 2029 and make recommendations to the legislature based on that analysis. Stakeholders should review the signed version of HB 66 to confirm the specific increases enacted by this legislation.

SB 219

Medical Psilocybin Act

Senate Bill 219, the Medical Psilocybin Act, may have implications for the workers’ compensation system by introducing a new category of potentially reimbursable treatment. Although psilocybin remains federally classified as a Schedule I substance, the Act creates a state-regulated framework for its medical use.

Electronic Data Reporting Changes

EDI reporting is the process of sending claims information to the WCA electronically in a consistent format. The New Mexico Workers' Compensation Administration is transitioning from EDI Claims Release 1.0 to EDI Claims Release 3.1, with implementation planned for November 7, 2025.

This transition is part of the agency's ongoing modernization efforts, and will improve the accuracy of certain types of data the agency uses in policy research, as well as providing overall improvements to the scope of data that is available.

Rule Changes

The WCA is updating its rules to support the new EDI reporting system and improve compliance standards. Proposed rules will be made available for public comment prior to implementation. The updated rules will define who is responsible for reporting claims data, how and when data must be submitted, and what events trigger a reporting obligation. They will also establish a registration process for trading partners, set standards for electronic submissions, and outline enforcement measures for noncompliance. These changes are intended to ensure accurate and timely claims reporting and align New Mexico's system with national claims standards.

EDI Implementation Website

Visit <https://www.nmwcaedi.info> for timelines, requirements, registration, and support related to the EDI 3.1 transition.

Go-Live Date 11/07/2025

All claims submitted after November 7th, 2025 must be submitted using the new system.

Requirements Tables

The WCA has released version 1.1 of its EDI Requirements Tables. Stakeholders should review the new version on the EDI implementation website to ensure continued compliance.

Testing & Trading Partner Profile Registrations

Trading partner registrations have already opened and testing for both First Reports of Injury (FROIs) and Subsequent Reports of Injury (SROIs) is ongoing. All trading partners must complete registration and pass testing to submit claims under EDI Release 3.1 by the November 7, 2025 implementation date.

2025 Highlights

A Description of Research into Emerging Trends

Michael Holt General Counsel



Michael Holt graduated from Northern Arizona University in 1984 with a degree in geology and subsequently received his law degree from the Marshall Law School in Chicago in 1990. Holt practiced private litigation in Illinois for 27 years, specializing in workers' compensation and personal injury cases. Prior to his promotion to General Counsel in February 2021, Holt was the WCA Enforcement Bureau Chief.

A Year in the Agency

The past year brought key changes to the Workers' Compensation Administration—changes that laid the groundwork for much of the work underway today. Most notably, the agency welcomed new leadership. Heather Jordan was appointed Director of the WCA in November 2024 and confirmed by the New Mexico Senate in March 2025. Her appointment marked a renewed focus on modernization, transparency, and accessibility. Alongside Director Jordan, other leadership roles were filled, bringing fresh energy and vision to the executive team.

This transition created an opportunity to reassess priorities, reengage stakeholders, and recommit to our mission. Over the past year, WCA staff began groundwork for several modernization efforts—recognizing that to serve New Mexicans effectively, systems, tools, and communication must evolve to meet current needs. With a strong leadership team in place, the agency has taken bold steps to streamline operations, strengthen outreach, and build a stronger foundation for the future of workers' compensation in New Mexico.



“With a strong leadership team in place, the agency has taken bold steps to build a stronger foundation for the future of workers' compensation in New Mexico.”



Looking Ahead

Education, Modernization, and Meaningful Connection

At the Workers' Compensation Administration, we believe in continuous improvement. That means modernizing not just our systems and materials, but also our approach. One of the most visible examples of this philosophy is the launch of our newly redesigned website. The updated site is cleaner, more user-friendly, and fully accessible. We made it easier for people to find forms, file claims, understand their rights, and connect with local offices. But this wasn't just a design refresh—it was a commitment to accessibility and equity. It was about meeting people where they are, especially during times of stress, uncertainty, or injury.

As we look forward, education will remain at the heart of our work. Our role is not only to enforce the law but to educate and empower. That means showing up in communities, answering questions, and helping people understand their rights and responsibilities before a crisis occurs. We are actively expanding our outreach strategy to reach students, workers, employers, and community leaders with resources tailored to their unique needs. We are reviewing every presentation, brochure, and webpage through a plain language lens to ensure our communication is clear, respectful, and helpful.

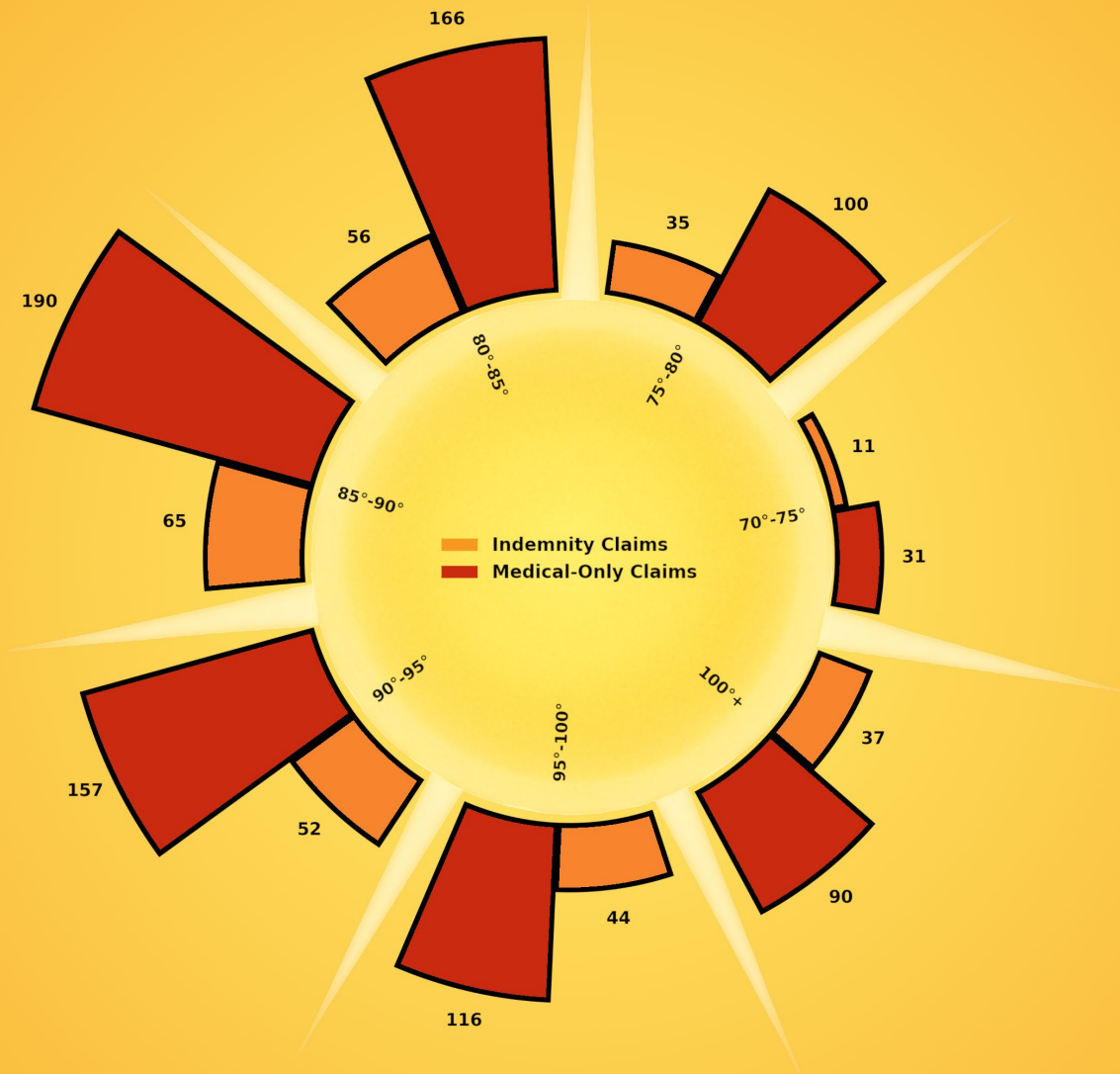
We are also continuing our core work in safety, compliance, and medical cost containment. Our Safety Bureau is increasing outreach and on-site inspections to help prevent workplace injuries. Our Compliance and Enforcement Bureaus continue to monitor employer coverage and take action when requirements aren't met. Meanwhile, our Medical Cost Containment Bureau is working closely with providers to resolve disputes and ensure high-quality care for injured workers.

This is a pivotal moment for our agency—one where the systems we build, the language we use, and the connections we forge will define how effectively we serve the people of New Mexico. We are committed to being a regulatory agency that educates, supports, and listens. We know that none of this work happens in isolation. It happens through partnership, through collaboration, and through a shared commitment to building a stronger, more responsive system. Thank you for being part of this journey.

Heat Illness Analysis

Figure 4.1 Estimated Distribution of Three-Year Heat-Attributed Claims by Temperature Range & Claim Type (2022 – 2024)

This radial "Sun Chart" displays estimated heat-attributable workers' compensation claims from 2022–2024, segmented by temperature range. Each bar represents the count of claims associated with a given range, with red bars for medical-only claims and orange bars for indemnity claims. Bar lengths correspond to the volume of claims, radiating outward like sun rays. Temperature categories are labeled around the center, showing how claim frequency increases with higher heat exposure.



Source: *An Informal Estimate of the Economic Impact of a New Mexico Heat Illness Rule*, Cordova 2025

Heat-Attributable Claims Study

In 2025, the Economic Research & Policy Bureau produced an informal analysis estimating the impact of a proposed New Mexico Heat Illness and Injury Prevention Rule on workers' compensation claims. Using 2022–2024 claims data, NOAA temperature records, and national research, the white paper estimated that approximately 1,150 claims are estimated to be attributable to heat, including 850 medical-only and 300 indemnity claims.

These claims are estimated to have cost the system roughly \$7.4 million over three years. Assuming a one-third reduction in heat-related injuries (based on effects observed in California following similar rule adoption), the analysis projects potential cost savings of nearly \$2.5 million over 3 years. The "sun chart" visualizes the relationship between rising temperatures and injury counts, while the accompanying table and figure summarize the financial impact and savings potential.

Though subject to limitations, the findings provide a useful reference point for evaluating the potential benefits of preventive policy measures targeting heat-related workplace risks.

Table 4.1.A Estimated 3-Year Heat Attributable Claims

Claim Type	Estimated Claims	Avg. Cost per Claim	Est. Cost of Claims
Indemnity	300	\$19,688	\$5,906,400
Medical-Only	850	\$1,752	\$1,489,200
Total	1150	\$6,431	\$7,395,600

Table 4.1.B Estimated 3-Year Savings (1/3rd Incidence Reduction)

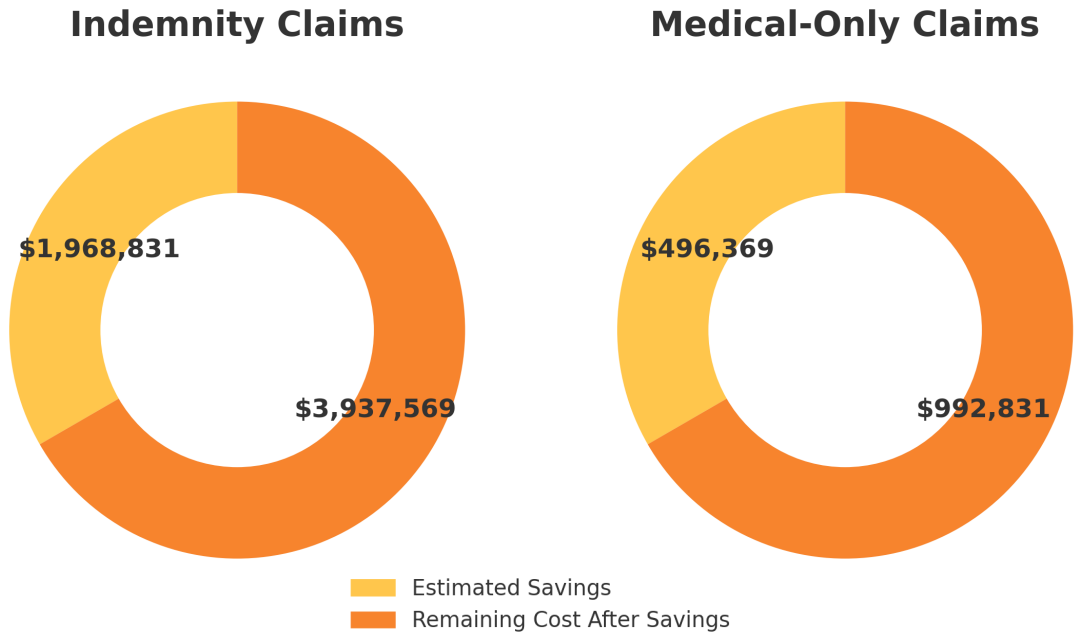
Claim Type	Estimated Savings
Indemnity	\$1,968,800
Medical-Only	\$496,400
Total	\$2,465,200

Table 4.1.A shows estimated costs from heat-related claims. California's experience.



Table 4.1.B shows estimated savings if injuries dropped by a third, based on California's experience.

Figure 4.2 Estimated Distribution of Heat-Attributed Claim Costs and Potential Savings



Source: *An Informal Estimate of the Economic Impact of a New Mexico Heat Illness Rule*, Cordova 2025

Organization

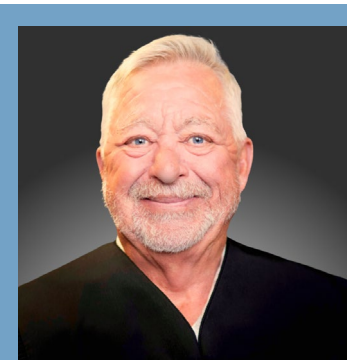
Acting Judges & Advisory Council Members

Tony Couture Chief Judge



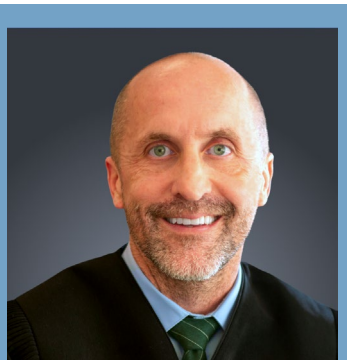
Judge Tony Couture earned his law degree from the University of New Mexico School of Law in 2007. Prior to joining the bench, he practiced in workers' compensation, general liability, and complex civil litigation. Before entering the legal field, he worked as both a registered nurse and a computer scientist. His medical background gives him a strong understanding of the complex medical issues often involved in workers' compensation cases. Judge Couture is committed to advancing the mission of the New Mexico WCA by ensuring the timely delivery of benefits to injured workers at a reasonable cost to employers. He is a member of the State Bar of New Mexico and a registered nurse. In his spare time, Judge Couture is an avid bicyclist and photographer. He is a proud parent of 3 adult children and happily married to his spouse, Kris.

Our Judicial Team



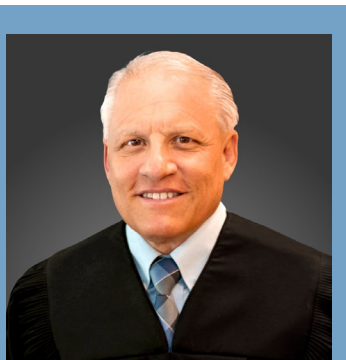
David Skinner

Judge David Skinner has practiced New Mexico workers' compensation law for over 35 years and was previously recognized as a specialist in the field by the State Bar of New Mexico. He was first appointed as a WCA judge in 2011 and has taught extensively in accredited Continuing Legal Education seminars. He holds a Bachelor of Science in agronomy from Mesa State College (1981) and earned his Juris Doctor cum laude from the University of New Mexico School of Law in 1987. Judge Skinner served on the bench from 2011 to 2017. Judge Skinner was re-appointed in 2023 and is presently assigned to the Las Cruces field office.



Doug Christopherson

Judge Christopherson moved to New Mexico in 2012 after earning his law degree from the University of Utah. He lives in the North Valley with his partner and daughter. Before law school, he managed psychiatric research studies at an outpatient clinic. After graduation, he served as a prosecutor for the State of New Mexico, handling DWI and domestic violence cases. He then spent a decade as a defense attorney focusing on workers' compensation before joining the Workers' Compensation Administration as a mediator in September 2023.



Ned Fuller

Judge Fuller served as the Assistant Director of the Workers' Compensation Administration from 2000 to 2001 and then as a WCA judge from March 2001 to December 2003. In January 2011, he returned to the agency as Director, serving until December 2013. Afterward, he joined the New Mexico General Services Department, where he was litigation bureau chief for the Risk Management Division and later acting cabinet secretary through December 2018. Most recently, he served as a deputy district attorney for the 11th Judicial District in Farmington, New Mexico.



Shanon Riley

Judge Shanon Riley practiced law in New Mexico for 10 years prior to joining the WCA as a judge in August 2011. Riley had been serving as assistant district attorney in the 1st Judicial District Court in Santa Fe and spent three years as the general counsel for the New Mexico Department of Military Affairs. She also worked as an analyst for the House Judiciary Committee; as an associate attorney with a private law firm; and associate trial attorney for the 2nd Judicial District Attorney's Office. She earned a Bachelor of Arts degree in criminal justice in 1993 from the University of New Mexico, and a Juris Doctor degree in 2001 from the University of New Mexico School of Law.



Sonya Carrasco-Trujillo

Judge Sonya Carrasco-Trujillo has had a long career in public service. Most recently, she served as general counsel for the New Mexico Department of Military Affairs. She is a lieutenant colonel in the New Mexico Army National Guard, serving as the Brigade Judge Advocate for the 111th Sustainment Brigade in Rio Rancho. Her previous roles include public policy advisor and deputy chief of staff to former Lt. Gov. Diane Denish, and deputy director of legislative affairs for former Gov. Bill Richardson. She served as assistant general counsel at the New Mexico Department of Public Safety, and was the first attorney to be appointed as a Municipal Court Judge for the City of Santa Fe. Judge Carrasco-Trujillo holds a bachelor's degree in government and sociology from Georgetown University and a Juris Doctor from the University of New Mexico School of Law.



Advisory Council on Workers' Compensation and Occupational Disease Disablement

The Advisory Council on Workers' Compensation and Occupational Disease Disablement is a governor-appointed body created by the New Mexico Workers' Compensation Act. It is composed of equal numbers of employer and labor representatives. The council provides nonbinding recommendations on rulemaking, legislation, data collection, and system performance. The Advisory Council plays an important role in monitoring the health of New Mexico's workers' compensation system and annually reports its findings to state leadership.

Darrell Deaguero LIUNA Local #16 President	Courtenay Eichhorst UA Local #412 Business Manager	Sara Ranney Firefighters Local #244 Engine Company Officer	Marni Goodrich Yearout Mechanical, LLC Director of Business Operations	Annie Lynn Scoggin Scoggin Mechanical Industries, Inc. President	Vacant
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Appendix A

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Appendix B

Abbreviations

Group and Organization Names:

Economic Research and Policy Bureau	ERPB
Employer Compliance Bureau	ECB
Laborers’ International Union of North America	LIUNA
National Association of Insurance Commissioners	NAIC
National Council on Compensation Insurance	NCCI
National Oceanic and Atmospheric Administration	NOAA
New Mexico Department of Workforce Solutions	DWS
New Mexico Workers’ Compensation Administration	WCA/NMWCA
Uninsured Employers’ Fund	UEF
United Association of Plumbers and Pipefitters	UA
Workers Compensation Research Institute	WCRI

General & Workers’ Compensation Terminology:

Annual Expenditure Report	AER
Coronavirus Disease 2019	COVID-19
Cost-to-Revenue Ratio	CRR
Electronic Data Interchange	EDI
First Report of Injury	FROI
Fiscal Year	FY
House Bill	HB
New Mexico	NM
New Mexico Workers’ Compensation Act	The Act
Not Otherwise Classified	NOC
Permanent Partial Disability	PPD

General & Workers’ Compensation Terminology (cont.):

Permanent Total Disability	PTD
Quarterly Census of Employment and Wages	QCEW
Recommended Resolution	RR
Senate Bill	SB
Subsequent Report of Injury	SROI
Temporary Partial Disability	TPD
Temporary Total Disability	TTD
Uninsured Employers’ Fund	UEF
United States	U.S.

Appendix C

Table C.1

Table C.1 Insurance Carriers: Medical Costs Associated with Indemnity Claims, 2020 - 2024

Insurance Carrier Medical Costs Associated with Indemnity Claims					
	2020	2021	2022	2023	2024
Facility	\$16,038,628	\$14,035,905	\$12,631,630	\$14,746,298	\$12,990,308
Avg. Cost per Claim	\$1,519	\$1,579	\$1,395	\$1,682	\$1,553
Physicians	\$19,225,947	\$16,116,463	\$17,766,010	\$17,627,582	\$18,716,787
Avg. Cost per Claim	\$1,820	\$1,813	\$1,962	\$2,010	\$2,238
Therapy	\$8,107,163	\$8,320,160	\$8,032,737	\$8,860,842	\$9,600,341
Avg. Cost per CLaim	\$768	\$936	\$887	\$1,010	\$1,148
Medication	\$10,558,249	\$7,393,349	\$6,857,384	\$6,381,726	\$6,757,282
Avg. Cost per CLaim	\$1,000	\$832	\$757	\$728	\$808
Vocational Rehab	\$248,003	\$110,294	\$515,354	\$405,044	\$590,714
Avg. Cost per Claim	\$23	\$12	\$57	\$46	\$71
Other	\$30,578,738	\$37,353,002	\$38,680,944	\$35,429,486	\$41,642,666
Avg. Cost per Claim	\$2,895	\$4,201	\$4,271	\$4,040	\$4,978
Grand Total for Year	\$84,756,728	\$83,329,173	\$84,484,059	\$83,450,978	\$90,298,098
Total No. of Claims	10,562	8,891	9,057	8,769	8,365
Avg. Cost per Claim	\$8,025	\$9,372	\$9,328	\$9,517	\$10,795

Source: New Mexico Workers' Compensation Administration, Annual Expenditure Report (2020-2024)

Appendix C

Table C.2

Table C.2 Self-Insurers: Medical Costs Associated with Indemnity Claims, 2020 - 2024

Self-Insurer Medical Costs Associated with Indemnity Claims					
	2020	2021	2022	2023	2024
Facility	\$8,558,630	\$8,441,309	\$9,893,859	\$9,948,453	\$10,818,180
Avg. Cost per Claim	\$1,522	\$1,555	\$2,301	\$2,337	\$2,047
Physicians	\$6,506,951	\$7,414,582	\$7,599,353	\$8,176,320	\$7,343,379
Avg. Cost per Claim	\$1,157	\$1,366	\$1,768	\$1,921	\$1,389
Therapy	\$5,113,988	\$5,386,209	\$5,437,938	\$5,827,099	\$668,898
Avg. Cost per CLaim	\$910	\$992	\$1,265	\$1,369	\$127
Medication	\$4,038,474	\$3,488,347	\$3,079,885	\$3,078,144	\$3,122,128
Avg. Cost per CLaim	\$718	\$643	\$716	\$723	\$591
Vocational Rehab	\$234,367	\$160,294	\$120,396	\$148,314	\$54,585
Avg. Cost per Claim	\$42	\$30	\$28	\$35	\$10
Other	\$10,345,436	\$9,946,606	\$9,893,149	\$12,361,448	\$14,280,779
Avg. Cost per Claim	\$1,840	\$1,833	\$2,301	\$2,904	\$2,702
Grand Total for Year	\$34,797,847	\$34,837,346	\$36,024,580	\$39,539,778	\$36,287,949
Total No. of Claims	5,622	5,427	4,299	4,257	5,286
Avg. Cost per Claim	\$6,190	\$6,419	\$8,380	\$9,288	\$6,865

Source: New Mexico Workers' Compensation Administration, Annual Expenditure Report (2020-2024)

Appendix C

Table C.3

Table C.3 Insurance Carriers: Workers' Compensation Insurance Paid Losses, 2020 - 2024

Loss Category & Claims Count					
INDEMNITY Claims	2020	2021	2022	2023	2024
A. Wage Replacement Benefits	\$84,141,598	\$75,879,492	\$80,512,142	\$86,172,405	\$83,093,290
B. Medical Costs ¹	\$84,508,725	\$83,218,879	\$83,968,705	\$83,045,934	\$89,707,384
C. Attorney Fees	\$8,572,597	\$8,110,863	\$9,420,449	\$9,071,829	\$9,942,614
D. Vocational Rehab Costs	\$248,003	\$110,294	\$515,354	\$405,044	\$590,714
E. Other Benefits ²	\$2,119,799	\$3,130,943	\$2,109,373	\$2,822,563	\$2,543,150
F. Indemnity Claims Subtotal	\$179,590,722	\$170,450,470	\$176,526,023	\$181,517,775	\$185,877,152
G. No. of Indemnity Claims	10,562	8,891	9,057	8,769	8,365
MEDICAL-ONLY Claims					
H. Medical Costs Subtotal	\$16,563,474	\$13,383,887	\$15,406,015	\$20,926,697	\$23,586,352
I. No. of Medical-Only Claims	11,480	9,738	10,047	11,096	10,405
J. Grand Total: Paid Losses	\$196,154,196	\$183,834,358	\$191,932,038	\$202,444,472	\$209,463,504
K. Grand Total : No. of Claims	22,042	18,629	19,104	19,865	18,770
L. Average Loss per Indemnity					
' Claim = F/G	\$17,003	\$19,171	\$19,491	\$20,700	\$22,221
M. Average Loss per Medical-Only					
' Claim = H/I	\$1,443	\$1,374	\$1,533	\$1,886	\$2,267
N. Average Loss per Carrier					
' Claim = J/K	\$8,899	\$9,868	\$10,047	\$10,191	\$11,159

Source: New Mexico Workers' Compensation Administration, Annual Expenditure Report (2020-2024)

¹Grand Total for Year from B.1 Less Vocational Rehab Costs

²Includes Miscellaneous Admin. and Funeral Benefits

Appendix C

Table C.4

Table C.4 Self-Insurers: Workers' Compensation Insurance Paid Losses, 2020 - 2024

Loss Category & Claims Count					
INDEMNITY Claims	2020	2021	2022	2023	2024
A. Wage Replacement Benefits	\$31,069,936	\$29,149,634	\$30,632,844	\$29,692,091	\$33,527,341
B. Medical Costs ¹	\$34,563,479	\$34,677,052	\$35,904,185	\$39,391,464	\$36,233,364
C. Attorney Fees	\$4,327,068	\$4,141,728	\$3,861,324	\$4,003,663	\$4,088,087
D. Vocational Rehab Costs	\$234,367	\$160,294	\$120,396	\$148,314	\$54,585
E. Other Benefits ²	\$1,162,728	\$1,377,578	\$1,809,916	\$1,706,804	\$1,935,885
F. Indemnity Claims Subtotal	\$71,357,578	\$69,506,286	\$72,328,665	\$74,942,336	\$75,839,262
G. No. of Indemnity Claims	5,622	5,427	4,299	4,257	5,286
MEDICAL-ONLY Claims					
H. Medical Costs Subtotal	14,600,976	13,109,994	10,593,798	\$ 14,910,135	\$ 13,695,560
I. No. of Medical-Only Claims	7,997	8,484	7,771	9,360	10,888
J. Grand Total: Paid Losses	\$85,958,554	\$82,616,280	\$82,922,463	\$89,852,471	\$89,534,822
K. Grand Total : No. of Claims	13,619	13,911	12,070	13,617	16,174
L. Average Loss per Indemnity					
' Claim = F/G	\$12,693	\$12,807	\$16,825	\$17,604	\$14,347
M. Average Loss per Medical-Only					
' Claim = H/I	\$1,826	\$1,545	\$1,363	\$1,593	\$1,258
N. Average Loss per Carrier					
' Claim = J/K	\$6,312	\$5,939	\$6,870	\$6,599	\$5,536

Source: New Mexico Workers' Compensation Administration, Annual Expenditure Report (2020-2024)

¹Grand Total for Year from B.1 Less Vocational Rehab Costs

²Includes Miscellaneous Admin. and Funeral Benefits

Appendix C

Table C.5

Table C.5 Self-Insured State Government Workers' Compensation Losses & Claims, 2024

Organization	Losses				Number of Claims			
	Employees Covered	Medical-Only Claims	Indemnity Claims	Total		With Benefits Paid	Opened	Closed
Albuquerque Public School	11,282	\$968,566	\$3,831,929	\$4,800,495	Med-Only Indemnity	532 297	95 37	389 87
Albuquerque Bernalillo Co. Water Utility Auth.	650	\$119,080	\$571,446	\$690,525	Med-Only Indemnity	61 27	9 3	46 4
City of Albuquerque	7,245	\$1,020,764	\$4,212,793	\$5,233,557	Med-Only Indemnity	833 188	445 64	628 104
City of Carlsbad	469	\$45,608	\$437,757	\$483,365	Med-Only Indemnity	33 26	1 4	29 6
City of Farmington	955	\$122,542	\$829,928	\$952,469	Med-Only Indemnity	115 54	13 8	93 13
City of Las Cruces	1,657	\$192,144	\$1,522,736	\$1,714,880	Med-Only Indemnity	137 66	24 11	95 15
City of Santa Fe	1,300	\$236,821	\$951,996	\$1,188,817	Med-Only Indemnity	128 71	24 7	89 19
NM County Insurance Authority	10,064	\$569,552	\$6,767,275	\$7,336,827	Med-Only Indemnity	849 514	551 127	436 168
NM Public Schools Ins. Authority	41,770	\$1,624,797	\$8,119,871	\$9,744,668	Med-Only Indemnity	1359 827	217 80	894 203
NM Self-Insurer's Fund (Municipal League)	7,100	\$901,566	\$3,580,036	\$4,481,602	Med-Only Indemnity	353 53	198 46	216 7
State of New Mexico	46,771	\$1,496,474	\$11,244,305	\$12,740,780	Med-Only Indemnity	451 151	451 151	527 189

Source: New Mexico Workers' Compensation Administration, Annual Expenditure Report, 2024

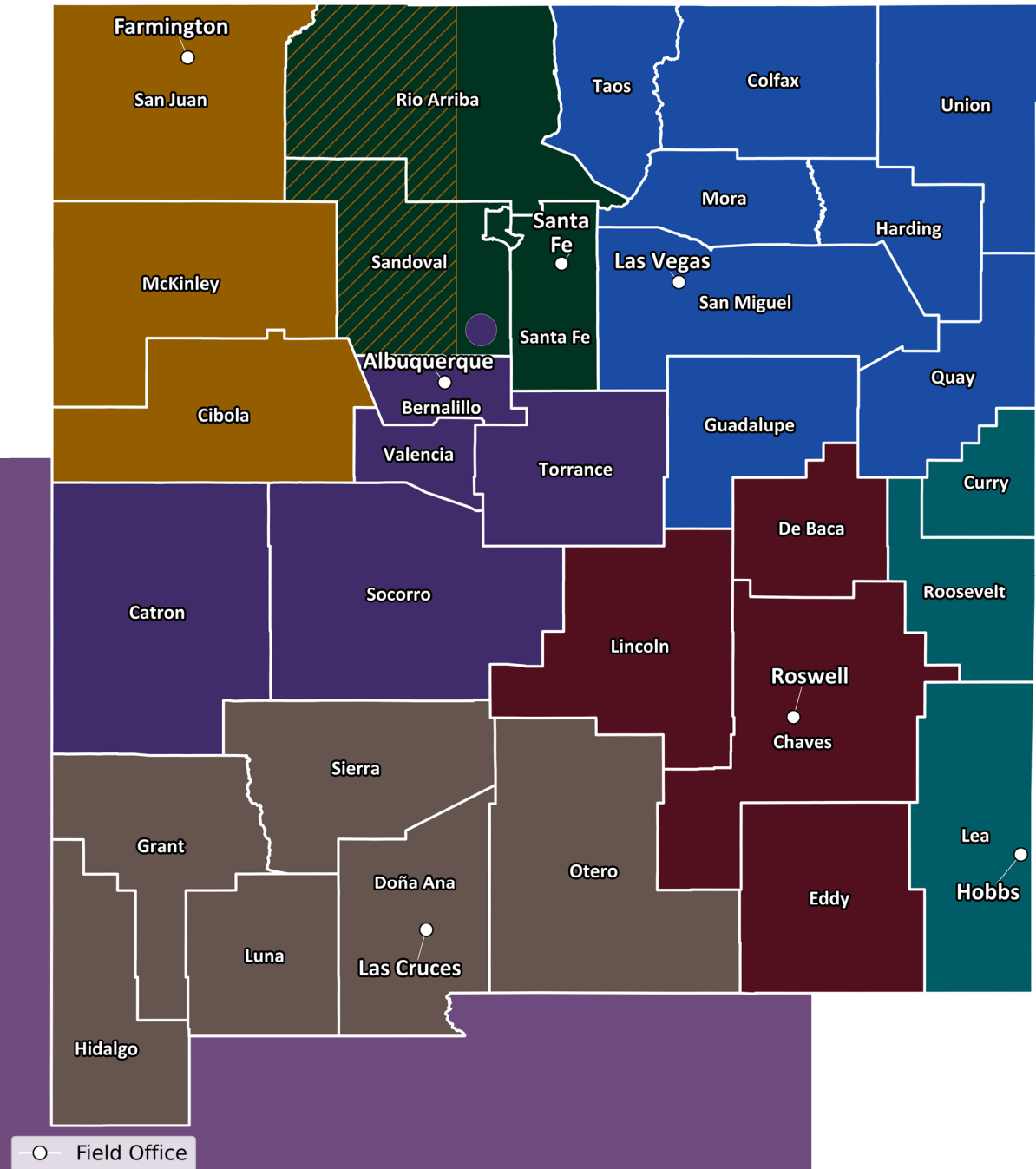


This past year has been one of progress, collaboration, and innovation at the Workers' Compensation Administration. Our dedicated team continues to work tirelessly to ensure that injured workers receive the care and benefits they need while supporting employers in maintaining safe, productive workplaces. As we move forward, we remain committed to transparency, service, and finding new ways to meet the needs of New Mexico's workers and businesses.

– Heather Jordan, Director
New Mexico Workers' Compensation Administration

Field Office Map

The New Mexico Workers' Compensation Administration (WCA) has seven locations throughout the state to provide information and services to all New Mexico residents which includes injured workers, employers, and other stakeholders. Our main office is located in Albuquerque with field offices in Farmington, Santa Fe, Roswell, Las Cruces, Hobbs, and Las Vegas.



New Mexico Workers' Compensation Administration Field Offices



State of New Mexico
**Workers'
Compensation
Administration**

Farmington Office

2700 Farmington Ave Bldg. E, Suite 2
Farmington, NM 87401
(505) 599-9746 or 1-800-568-7310

Las Cruces Office

2407 W. Picacho, Ste. D
Las Cruces, NM 88007
(575) 524-6246 or 1-800-870-6826

Santa Fe Office

1596 Pacheco St., Ste. 202
Santa Fe, NM 87505
(505) 476-7381

Hobbs Office

2120 North Alto, Unit 3
Hobbs, NM 88240
(575) 397-3425 or 1-800-934-2450

See Inside Cover for
Field Office Map



Roswell Office

400 N. Pennsylvania Ave., Ste. 425
Roswell, NM 88201
(575) 623-0078 or 1-866-311-8587

Las Vegas Office

32 NM 65
Las Vegas, NM 87701
(505) 454-9251 or 1-800-281-7889

New Mexico Workers' Compensation Administration
2410 Centre Ave. SE, Albuquerque, NM 87106
PO Box 27198, Albuquerque, NM 87125-7198

Phone: (505) 841-6800
In State Toll Free Main Office: (800)
255-7965
Toll Free Helpline: (866) 967-5667

Hours:
8 a.m. – 5 p.m.
Monday - Friday