



AMERICAN ARBITRATION ASSOCIATION®

# 2022 ANNUAL REPORT

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# MINNESOTA

## NO-FAULT ARBITRATION

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PROVIDED BY THE AMERICAN ARBITRATION ASSOCIATION  
MINNESOTA NO-FAULT OFFICE

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ROSEVILLE, MN 55113

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# INTRODUCTION

The American Arbitration Association® (AAA®) is dedicated to the development and use of efficient, effective, and economical methods of dispute resolution through education, technology, and solutions-oriented service.

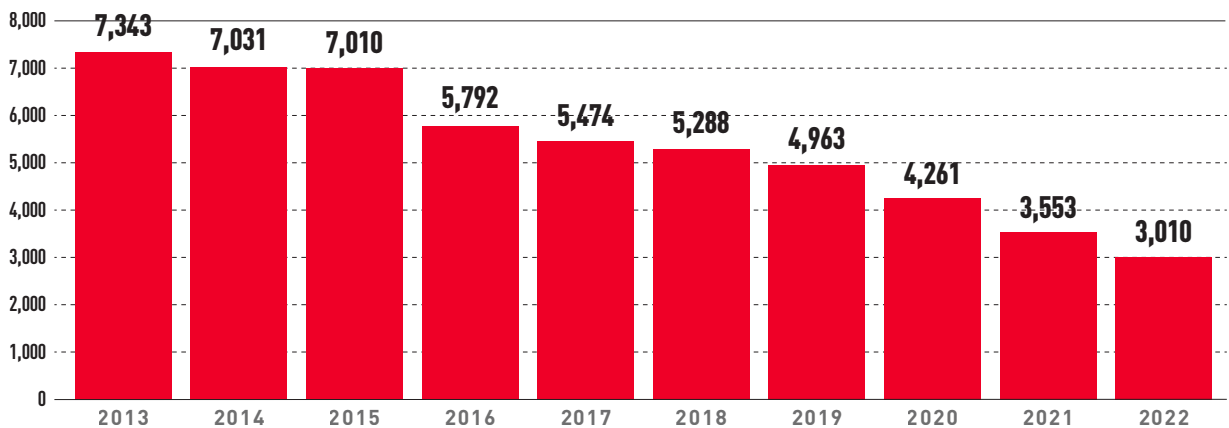
We value our continued partnership with the State of Minnesota and are committed to building a program based on integrity, trust, and innovation to meet the needs of the no-fault user community.

# CASE FILINGS

The following graph compares the total case filings received from 2013 through 2022. Since 2013, there has been a 59% decrease in the number of annual filings.

This is a decrease of over 4,000 cases filed in 2022 as compared to cases filed in 2013.

**Table 1: Annual Case Filings**



## Method of Filing

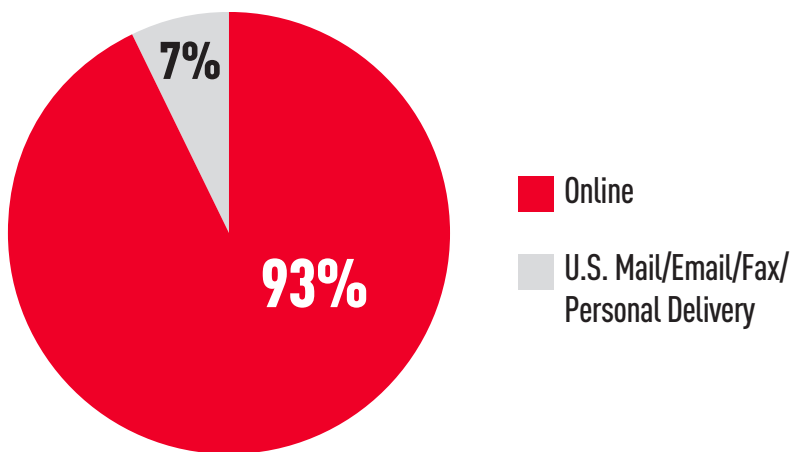
Cases may be filed with the AAA by U.S. Mail, fax, email, and personal delivery, as well as online through AAA WebFile® or AAA FastFile.

AAA WebFile is an external case management portal, which provides users with 24-hour access to file, access, and manage cases. Similarly, AAA FastFile provides users with the ability to file online without the need to create an online account.

In 2022, online filings comprised 93% of overall cases filed. This is an increase from 90% in 2021.

The following graph illustrates a breakdown of how no-fault cases were filed with the AAA in 2022.

**Table 2: Breakdown of 2022 Cases**



# LOCATIONS

Pursuant to Rule 14 of the Minnesota Rules of No-Fault Arbitration Procedure, a hearing will be held in the arbitrator’s office, another appropriate place in the general locale within a 50-mile radius of the claimant’s residence, or other place agreed upon by the parties. At the time of filing, a claimant is provided with an opportunity to request a particular hearing location. Absent an objection, the AAA’s staff will make every effort to locate an arbitrator who is willing to hear a case in the requested location and secure a place to hold the hearing in that location.

In 2022, the AAA received hearing locale requests in many different cities and different counties. In order to honor such requests, the AAA scheduled hearings at county courthouses, libraries, community centers, AAA offices, and law offices.

The graphs below demonstrate the most common cities and counties requested by claimants.

**Table 3: 2022 Top-Requested Hearing Locales by City**

St. Paul	328
Minneapolis	141
Anoka	83
Woodbury	54
Shoreview	39
Inver Grove Heights	38
Roseville	31
Buffalo	15
White Bear Lake	13
Mankato	12
Lakeville	10

With the assistance of Traveling Arbitrators, who volunteer to serve in many locations throughout the state, the AAA has the ability to provide access to in-person hearings within all of Minnesota’s 87 counties. In 2022, the Traveling Arbitrator Panel comprised of 132 arbitrators.

**Table 4: 2022 Top-Requested Hearing Locales by County**

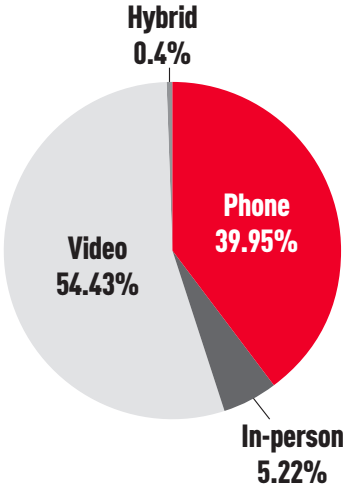
Ramsey	412
Hennepin	149
Anoka	94
Washington	61
Dakota	52
Wright	15
Blue Earth	12

# EVIDENTIARY HEARINGS

The chart and graph below illustrate the evidentiary hearings in 2022.

**Table 5: 2022 Evidentiary Hearings**

Method	Evidentiary Hearings	% Of Total
Phone	505	39.95%
In-person	66	5.22%
Video	688	54.43%
Hybrid	5	0.4%
<b>Total:</b>	<b>1,264</b>	<b>100%</b>



# CLAIM INFORMATION

The AAA receives three types of claims: Basic Economic Loss, Auto Glass Replacement, and Automobile Property Damage.

**Basic Economic Loss** claims include claims arising out of the denial or delay of payment for medical expenses, wage loss, and replacement services.

**Auto Glass Replacement** claims are those claims arising out of the insurance company's denial or reduction of payment toward the glass repair of an

insured's automobile. These claims typically are filed by the auto glass provider who repaired the insured's automobile. These claims also include court-ordered consolidated glass cases.

**Automobile Property Damage** claims are those claims that arise out of property damage to the insured's automobile.

The chart below illustrates a breakdown of the types of claims filed with the AAA in 2022.

**Table 6: 2022 Breakdown of Claim Type**

Case Type	Total Filed
Basic Economic Loss	2,946
Auto Glass Replacement	21
Auto Property Damage	7

Under Rule 5 of the Minnesota Rules of No-Fault Arbitration Procedure, a claim may not exceed the \$10,000 jurisdictional amount at the time the petition is filed. Claim amounts often fluctuate throughout the life of a case and may exceed the jurisdictional amount after the claim has been filed.



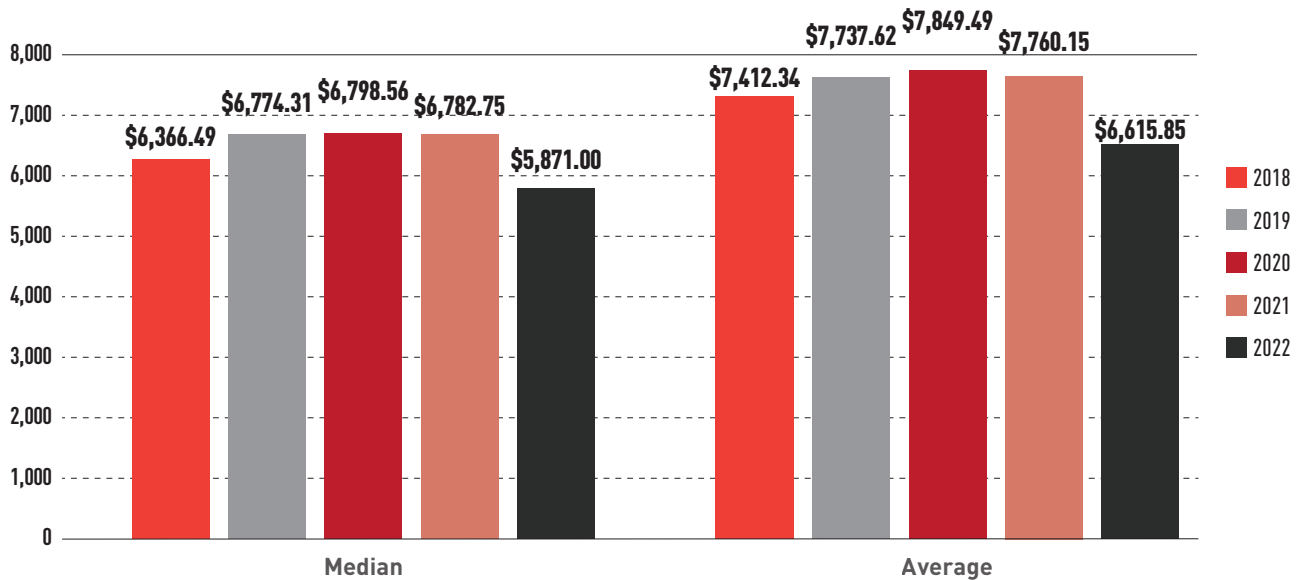
The following charts provide claim information by case type for those cases filed in 2022.

**Table 7: 2022 Basic Economic Loss Claim Amounts**

Claim Type	Minimum	Maximum	Average	Median
Medical	\$1.00	\$79,815.28	\$6,527.46	\$5,739.36
Replacement Services	\$1,087.12	\$28,372.00	\$7,893.11	\$7,700.34
Wage Loss	\$1,021.52	\$28,238.66	\$7,552.29	\$7,956.00

**Table 8: 2018-2022 Basic Economic Loss Comparison of Claims Filed**

The following graph illustrates a comparison of claims filed between 2015 and 2022 for Basic Economic Loss Benefits, which includes medical, replacement services, and wage loss.

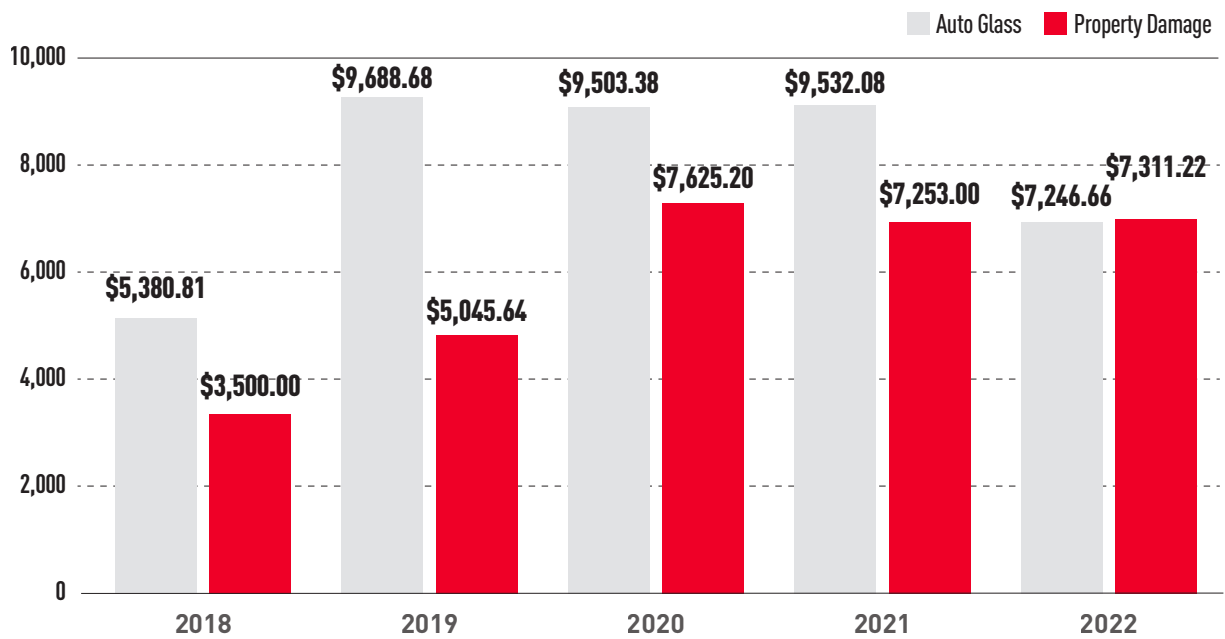


**Table 9: 2022 Auto Glass Replacement and Property Damage Claim Amounts**

Claim Type	Minimum	Maximum*	Average	Median
Auto Glass Replacement	\$205.31	\$49,265.00	\$9,530.92	\$7,246.66
Auto Property Damage	\$1,804.35	\$10,196.28	\$6,698.37	\$7,311.22

\*Court-ordered cases involving consolidated claims are included.

**Table 10: 2018-2022 Auto Glass Replacement and Property Damage Comparison of Median Claims Filed**



# AWARD INFORMATION

Rule 32 of the Minnesota Rules of No-Fault Arbitration Procedure provides the scope of what an arbitrator may award under the No-Fault Rules. This rule provides that an award may include arbitration fees, expenses, rescheduling fees, and arbitrator compensation. An award may also include interest

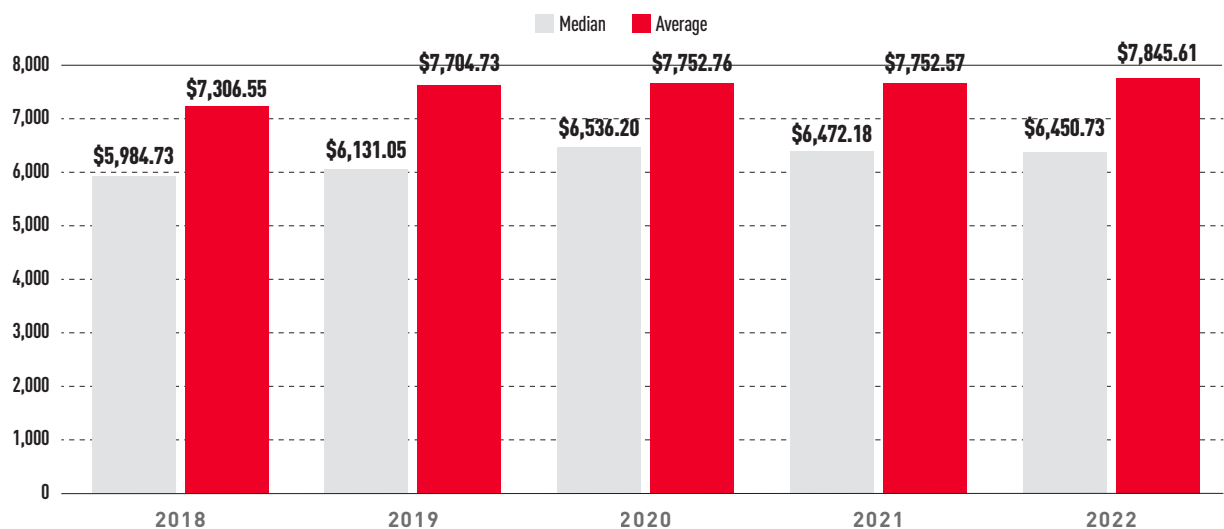
when required under Minn. Stat. §65B.54. However, an arbitrator may not include attorney fees for either party in the award.

The following charts and graphs on award information are based on cases closed in the specified years.

**Table 11: 2022 Basic Economic Loss Award Amounts**

Issue Type	Minimum	Maximum	Average	Median
Medical	\$9.74	\$150,406.44	\$7,847.58	\$6,456.44
Replacement Services	\$1,522.87	\$26,693.02	\$7,817.04	\$6,244.63
Wage loss	\$567.00	\$18,831.87	\$7,380.88	\$6,272.30

**Table 12: 2018-2022 Basic Economic Loss Award Comparison**

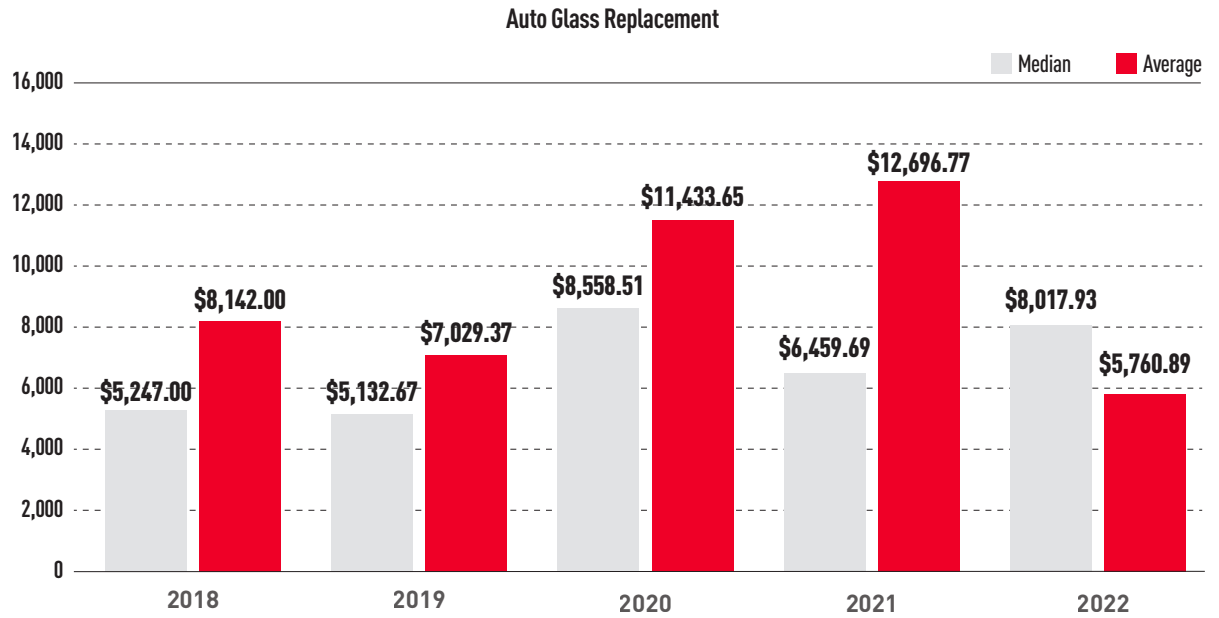


**Table 13: 2022 Auto Glass Replacement and Auto Property Damage Award Amounts**

Issue Type	Minimum	Maximum*	Average	Median
Auto Glass Replacement	\$205.31	\$9,795.16*	\$5,760.89	\$8,017.93

\*Court-ordered cases involving consolidated claims

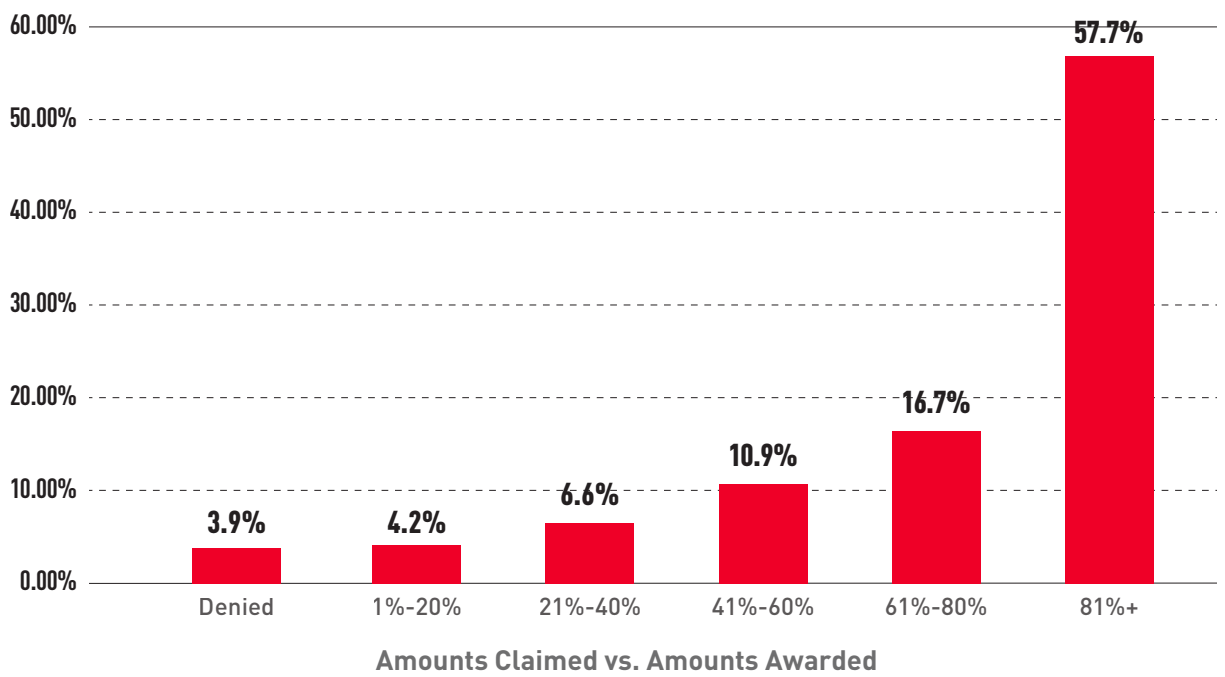
**Table 14: 2018-2022 Auto Glass Replacement and Auto Property Damage Award Comparison**



# CLAIM TO AWARD

The graph below provides a snapshot of amounts awarded based on the amounts claimed for each case in 2022. For example, this graph illustrates that 3.9% of cases were denied, while 57.7% of cases were awarded at 81% or more of the amount claimed.

**Table 15: 2022 Cases Awarded**

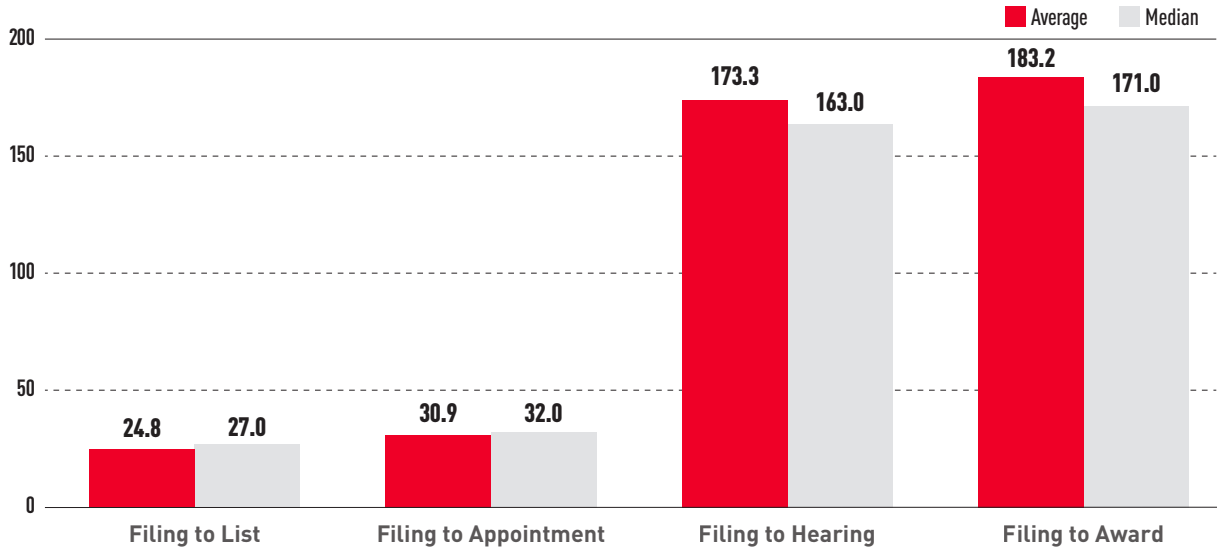


# CASE TIMELINES

The AAA recognizes the importance of timely administration and, therefore, routinely reviews the administrative process to evaluate the need for enhancements. The AAA’s role in the dispute resolution process is to administer cases from filing to closing in an orderly and efficient manner.

The following graph illustrates for awarded cases the number of calendar days between the filing of the claim with the AAA and each administrative timeframe.

**Table 16: 2022 Administrative Timeframes in Days for Awarded Cases**



## Administrative Definitions

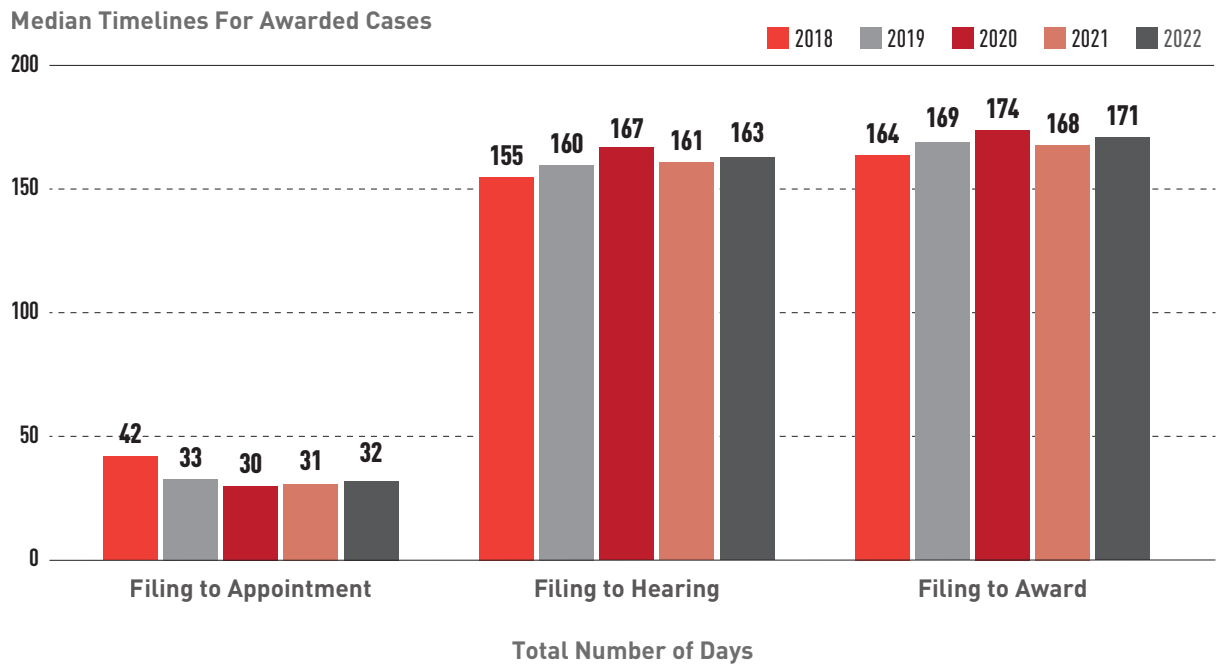
**Filing** – for purposes of reporting, the term “filing” refers to the time in which the case information is entered in the AAA’s case management system

**Appointment** – the date an arbitrator is appointed to serve on a case

**Hearing** – the date an evidentiary hearing is held

**Award** – the date in which the award is signed by the arbitrator

**Table 17: 2018-2022 Timeframe Comparison For Awarded Cases**

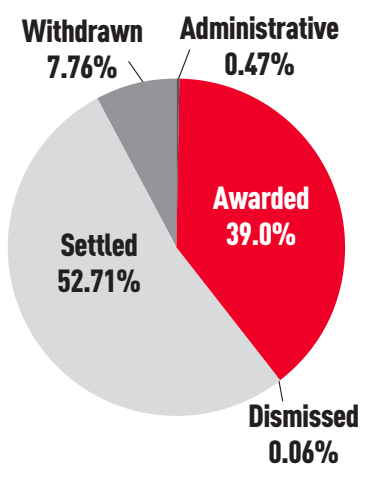


# CASE DISPOSITION

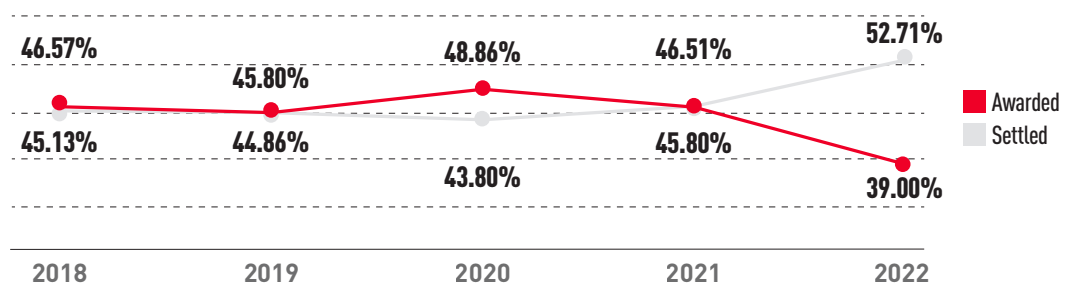
The charts below illustrate the final disposition of cases closed in the specified year.

**Table 18: 2022 Closed-Case Dispositions**

Closed Status	Count	% Of Total
Administrative	15	0.47%
Awarded	1,232	39.0%
Dismissed	2	0.06%
Settled	1,665	52.71%
Withdrawn	245	7.76%
<b>Total Cases:</b>	<b>3,159</b>	<b>100%</b>



**Table 19: 2018-2022 Disposition Comparison**





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# CONTACT US

Please feel free to contact us if you have any questions.

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