



CONTINUING EDUCATION NEWS *for* SELF INSURANCE CLAIMS ADMINISTRATORS

September 2008

IN THIS ISSUE

- **Department-approved claims administrators**
- **Requesting recertification**
- **Upcoming training**
- **Reminders**

E-mail your questions to:
SIContEDU@lni.wa.gov

Self Insurance
training unit contacts:

Jeannie Parr
(360) 902-6839

Ginny Klapstein
(360) 902-6748

Department-Approved Claims Administrators - who are they and what is their role?

An individual becomes certified as a department-approved claims administrator by taking and passing the department's certification test. This test is designed to measure the knowledge and skills of the expert-level adjudicator.

Webster's Dictionary defines the word "expert" as "A person with a high degree of skill in or knowledge of a specific subject." The expert claims administrator has advanced skills and knowledge in the adjudication of claims under Title 51 RCW.

There must be at least one department-approved claims administrator in each location where claims are managed. This is to ensure each location has an on-site expert to serve as the trainer, mentor, and/or resource person for addressing complex adjudication issues as they arise.

The department's certification – and the test that measures it – are neither designed nor required for entry-level claims staff. Three years of experience managing Washington industrial insurance claims is a minimum threshold for testing and certification. Determining and developing the skills of entry-level claims staff remain the responsibility and prerogative of each individual self-administered self insured employer or designated third party organization.

Requesting recertification through continuing education

Recertification through continuing education is an option for those whose certification expires on or after October 1, 2008. That date is fast approaching! For those who are choosing to recertify via continuing education, you must:

- Complete all necessary courses.
- Submit documentation to L&I prior to your expiration date (Report of Course Completion forms, including verification of attendance.)

- Send a cover letter to L&I requesting recertification. Include:
 - Current name (and former name, if name has changed).
 - Current employer and work location.
 - A detailed outline of employment for the last five years, showing continued administration or oversight of claims under Title 51 RCW.
 - The address where you want your recertification letter sent.

Upcoming Training

We are offering a half-day training course this fall, entitled “The ABCs of IMEs”. This course is designed to enhance claim resolution skills by addressing the medical and legal perspectives of an independent medical examination. (Attendance at this class is not mandatory for recertification.)

COURSE TITLE: “The ABCs of IMEs”

Course ID: 004-0908-0053

This training will be available on the following dates:

- Tuesday, October 21, 2008
- Wednesday, October 22, 2008
- Monday, October 27, 2008

This course has been approved for 3.5 continuing education credits (2.5 claims process, 1 legal).

All training sessions will be held from 12:30 PM to 4:30 PM at the L&I self-insurance office in Tumwater, WA. Space is limited, so please register promptly. Registrations will be accepted until October 10, 2008. You can find the form on the internet at: <http://www.lni.wa.gov/FormPub/Detail.asp?DocID=2283>.

Reminders

Obtaining Course Approval

The decision to award credit is made by the Continuing Education Curriculum Review committee. This committee consists of two business and two labor representatives, plus department staff. The committee meets monthly, typically during the first week of each month. Materials are sent to committee members approximately a week in advance. To ensure review at the monthly committee meeting, your documentation must be received at L&I no later than the 23rd of the prior month.

The committee needs detailed information in order to make decisions about the award of credit. If you attend a course or conference for which the sponsor has not obtained pre-approval, please keep all materials, handouts, etc. Send copies to the committee with your application for post-attendance approval (please see page 2 of the Report of Course Completion form for instructions).

Please join the continuing education listserv

This newsletter is currently being sent out using the large “general information” self-insurance listserv. Future continuing education newsletters will be sent only to those who subscribe to the continuing education topic. Don’t miss out! If you haven’t already, please join today at: <http://www.lni.wa.gov/Main/Listservs/ClaimsIns/SelfInsurance.asp>.

View a complete list of accredited courses on our website at:
<http://www.lni.wa.gov/ClaimsIns/Insurance/SelfInsure/ContEd/Default.asp>