



STATE OF WASHINGTON
DEPARTMENT OF LABOR AND INDUSTRIES
PO Box 44890 • Olympia, Washington 98504-4890

August 17, 2007

To: All Self Insured Employers and Third Party Administrators

From: Jean M. Vanek, Self Insurance Program Manager

Subject: **Employer-based Teams Starting August 27, 2007**

As you already know, in late May the Self Insurance program moved from a micrographics environment to the use of scanned and imaged documents for claims management. This enhanced capacity, referred to as the Orion system, provides lots of new possibilities and options. We are taking advantage of the Orion environment to change the way claims are assigned to our adjudicators, and further, the way our various program functions work with each other.

Starting on Monday, August 27, we will no longer assign claims to our adjudicators by claim number. Instead, we have divided the roughly 400 self-insured accounts into four employer-based teams with comparable caseloads. Claims will be assigned sequentially to the four adjudicators on the team. Existing claims for the assigned employers will also be shifted to the team adjudicators. Each team will be comprised of claims adjudicators, claim consultants, a pension adjudicator, trainers, surety analysts, etc.

We believe that this new system will produce excellent performance results. By working with roughly one-fourth of the employer accounts, each team of adjudicators will become familiar with those employers' wage patterns and anomalies, making wage orders easier to calculate and more timely. If there are patterns of inconsistencies or errors, these should be more readily apparent and can be identified long before we reach a compliance audit. Targeted training needs can be identified and training provided where and when it's needed.

We are very excited about implementing this new way of doing business and hope that you will share our enthusiasm. Attached for your reference are the lists of which employers have been assigned to which teams. Also attached are lists of claims staff who will be on each team. We anticipate a productive and mutually beneficial partnership that will enhance services to injured workers and to their employers.

If you have questions or concerns, please contact me after August 27 at (360) 902-6907.