

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Director Claims, Sedgwick
Jan. 23, 2018

The Liaison Committee met with representatives from the Department of Labor & Industries on Jan. 23, 2018 10:00a.m.-12:15p.m. Present for the meeting in whole or part of meeting from the Department were Jim Nylander, LaNae Lien (by phone), Mike Ratko, Simone Javaher, Debra Hatzialexiou and Kaci Wilkerson (sic). Present from WSIA were Kris Tefft, Lisa Vivian, Glenn Hansen and Patrick Reiman.

As your representatives for the WSIA Liaison Committee we can provide assistance in resolving claim management issues, policy or procedure concerns or specific individual claim related issues through our bi-monthly meetings with the L&I representatives.

Please contact S-I Employer Representative Glenn Hansen, Self-Insured Employer Representative 253-459-6803 or email at glenn.hansen@multicare.org or TPA Representative Pat Reiman at 206-214-2813 or email at patrick.reiman@sedgwickcms.com with any issues you would like discussed during our next scheduled meeting in November.

GENERAL

Handout on snow shoveling for safety tip

WSIA ITEMS

VDRO and Vocational Services

Debra discussed State Fund pilot on language on O&N for Director to reserve the rights to consider vocational if closing overturned. They are defining which O&N to put the language on and agree to share with SI and SIE so our closure language can be adopted similarly for those defined O&N. They also need to train State Fund adjudicators on use. They have used language on some test cases, but nothing to BIIA decision level yet.

Discussed perception of Adjudicator, VDRO, Claims Consultant, etc. responding to protest on their own O&N issuance vs. escalated / 2nd set of eyes. Jim is to review matrix as some times WCA4 / Lead reviews WCA3 and if does the decision should go out under WCA4 name. Jim will share revised matrix or discuss next meeting. In VDRO the Supervisor, Ops Mgr or Debra reviews. Claims Consultants review their own protests as may penalty adjudicators. Request is to have roundtable or review at another level as challenge for original issuer of O&N to change their position. VDRO will forward to BIIA as appeal unless something missed in review, new information not considered.

Mardi Sarjent unable to attend

Voc plans starting before SIVRF submitted. Mardi to work with VRC on education, but also look at what changed in system to prevent back dating as SIE don't want a delay in plan start if SIVRF delay exists given ongoing TTD exposure if plan is delayed due to computer system change issue.

Voc closing orders outstanding when claim closed. Again, Mardi to work with VRC on education. Inquired if claim closes can there be a trigger to Voc. in SI to address resolution if still open as appears back log / clean-up of these exist currently as not getting closing request / codes from VRC.

New SIE

Brian advises response timeframe should be 60 days for financial and safety inspection. To check what letters are sent out regarding these. Larger employers may be delay given scope of safety. 90 day window for both as to begin SI status beginning of next quarter. Also discussion being held on updating financial rules as may be outdated. Lisa asked if TPA could be Cc on letters as L&I notified with application that TPA entity will be.

SIF4 Reasons

Discussion around L&I adjudicators using codes or not all codes requested by SIE / TPA. SI view is should use as few codes as possible as less more legally defensible per their AAG advice. Examples to be provided to LaNae of claims involved where selected codes by L&I may not have been most appropriate in SIE view.

IT Projects

Defense counsel access to CAC pends estimate. New CIO and moving to better transparency of project status. Request outstanding for list of projects, request date, estimated time frame, status, etc. from L&I SI for SIE and suggest quarterly updates. Long standing mail project may be implemented 4/2018. Also as part of business transformation looking at off the shelf product potential vs. internally developed.

SFT File Material to LNI

LaNae advises appears over 100 SIE requests in process. Once funnel those through the process anticipates outreach to non-users to give them opportunity to take advantage.

Issue of if State Fund or SIE Claim

Request made a denial O&N be issued if determined not State Fund EE / ER vs. just transmitting to SI. Claims legal group to discuss State Fund / SIE side of this 2/2018. In some cases joint O&N may need to be issued. Glenn provided example where State Fund entity became Self-Insured through acquisition, but injury to EE occurred while with State Fund. Lisa provided example of hearing loss claim where issue of State Fund vs. SIE exposure exists and no determinative orders issued by State Fund before advising SIE exposure. LaNae to review specific examples.

NCM Medical Cost

Kaci shared the WAC self-insurer's reporting requirement, billing code policy and State Fund usage rate of NCM per bill codes. Discussed way SIE use NCM and carve out in reporting for these costs. Are we speaking same language e.g. consultant vs.

management on way SIE use NCM? Discussion to be continued on medical cost vs. expense cost.

OSHA electronic reporting

See email response from Jim. Draft language being worked on with target completion first half of 2018.

SELF-INSURANCE UPDATE

OMD Policy Updates

See Jan. 2018 handout from Simone on Occupational Health Best Practices which was developed for updates to the community and discussion held. On acupuncture pilot next April should be report out. 215 providers enrolled. She'll inquire on percentage of use for all eligible claims. Thurs IIMAC to discuss SIMP summary. SCR of shoulder is allowed at times, but need to review outcomes. On TBI, Lisa V. inquired on decision on point when Rx no longer part of the claim. Skin is artificial products. Laser should be finalized next week and appears policy will remain as is-non-coverage.

State Fund v. Self-Insurance Willful Misrepresentation procedures

Discussion around State Fund outreach to EE/counsel prior to order issuance and interview of EE post sub-rosa outcome. Opportunity for fact gathering for both sides to help make determination. Also SF reviews full tape of investigator vs. just reports. Should SI side mirror this and whom or how would that look. Pension adjudicator doing outreach? Discussed could there be willful misrepresentation O&N vs. misrepresentation O&N which is usually what is negotiated at BIIA. Request SF SIU present how they operate. Also consider check list what pension adjudicator needs for O&N to be issued.

SI-CAMS

Attached.

Audit

Tier 3 Status-7 of the 9 Employers ae in the (Preliminary Report Phase) – Auditors just got the approved report template today. 2 of the 9 employers are completing the (Fieldwork Phase) – 1 of the employers will move to Preliminary Report Phase by the end of the week.

Tier 1 Status-Audit staff received their Tier 1 Employer assignments yesterday afternoon. Audit staff had training this morning to add their assignments in TeamMate their audit management system. They will begin drafting initiation letters for 1st set of employers today 1.24.2018 and then mailed soon after to the employer and TPA of record

Staffing

Two new WCA3 one for each team and a WCA4 will start in Feb. which will fully staff adjudicative team. Recruiting for a WCA1 and OA3 and anticipate March fill date.

Certifications/Surrenders

COBRA 1/1-building envelope contractor

