

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
May 14, 2015

The Liaison Committee met with representatives from the Department of Labor & Industries on May 14, 2015. Present for the meeting in whole or part from the Department were Jim Nylander, LaNae Lien, Brian Schmidlkofer, Gina Mayo, Debra Hatzialexiou, and Simone Javaher. Present from WSIA were Glenn Hansen and Patrick Rieman.

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 on November 6, 2014.

GENERAL

The safety theme was Heat Safety Tips. This was LaNae Lien's first meeting in her new role replacing Brenda Heilman. Simone Javaher has some volunteers and will be getting her first meeting underway to work on clinical/medical policy issues. She can be reached at 360-902-4246 or simone.javaher@lni.wa.gov. We suggested that she get the group together and ask them how they think the meetings should run.

FOLLOW-UP ITEMS

Staffing

VDRO has four open positions for VSS's. There are two new adjudicators hired at the end of March and one open position for an adjudicator in Tina's team. They also just hired a new support person.

Legal Services

Debra discussed changing the non-represented worker practice to something more similar to the Oregon model. She mentioned that CSSR's are also flagged for reopening because they have seen some reopening not long after the CSSR is final. Her group is looking at those. We also discussed the inability to settle the entire claim for the spousal pension if death is related to the claim. Patrick asked how the Department was estimating settlement values and Debra shared that they have an excel sheet which she will provide us with.

Patrick asked if there had been a change in philosophy with PPD orders. There has been some recent training and orders have been issued differently lately on extremity cases.

Patrick asked whether or not there was a better escalation process rather than protest if there was a simple wage order issue that could be fixed by a phone call rather than by an official protest. We are to call the supervisor. We discussed wage refresher training for the adjudicators since there are new employees.

We discussed the legal ramifications and problems presented by the “your reopening is denied because you have not filed for reopening” orders. The Department may consider new language around this issue that doesn’t say the reopening is denied, but says the information received does not constitute an application to reopen.

We discussed 296-15-266, section iii. The issue is how we go about requesting a 60 day “good cause” extension that meets the requirements for 30 days for a newly contended condition. Jim is going to look into that with the AG to make sure he’s reading the rule the same.

Vocational Services

VDRO is looking for the VSS employees and has an interview for one person set up. They are looking for anyone qualified and are very flexible to include part time, full time, and home based work. Backlog in VRRO is 15. There are 82 total items and 4 are self insured. Debra mentioned that Choie Johnson and Jan Donley had rolled out the new Labor Market Survey and that two have been approved so far.

Patrick pointed out that Option 2 goes to 9 months in July. He asked if that meant 270 days or some other days. Jim will check with Ryan Guppy or Rich Wilson on that.

Medical Policies

Simone discussed working with the group to go over what the community needs. Ian Zhao is working on web site review. Glenn asked for a process to be established for self insurers to submit new devices and procedures for review for use on workers. We can now send e-mails to Ian.

Coston Issues

Aside from the extension discussed above, Glenn suggested that the Update 2015 include some training with specific examples of how to best comply with the rules. Patrick asked if there could be a standardized form for workers making disputes about Coston related issues.

WSIA NEW ISSUES

Interlocutory Timeframe Consistency

The Department has proposed a new interlocutory process with firm time frames. It is currently in draft and Jim will send our committee the draft.

EOB's sent to L & I

Glenn received a call from the Department asking that EOB's not be sent to the Department. With the new Coston rules, some employers may choose to send them so we asked for some clarity from the Department about whether sending EOB's would be acceptable whether they are considered part of a claim file or not.

State Fund Claim Forms Made by Self Insured Employees

Glenn asked why he received a letter from the State Fund for a claim filed by a self insured worker and why that wasn't blocked. Because there is a bridge between State Fund and Self Insurance for these, a rejection letter is sent on the State Fund claim, but the letter wasn't suppressed. Jim is looking into that. We also discussed why a copy of the Report of Accident form is not sent with the order or sent immediately because the information on that form impacts timely benefits. They will work on that.

ICD-10

We briefly discussed that ICD-10 is coming in October most likely. The Department hasn't determined how that would impact reporting. State Fund has already crafted a communication and Self Insurance will likely tailor that to our community.

Missing Work Items

LaNae discussed having meetings to discuss why work items aren't showing up in SICAMS. The initiation and claim supervisors are involved and they are doing root-cause analysis when one comes up. They believe they may have training and role confusion issues.

SIRAS

We briefly discussed SIRAS and how it will be used to capture a broader set of data from Self Insurers as well as the limitations of SIEDRS. Glenn asked if the Department had decided on a data set that employers would need to submit and Jim said not yet. There are current discussions ongoing about how to pay for it through assessments. Jim promised to show the concept at a future committee meeting.

Colloquium

The next colloquium is coming up in June and Jim will send out the tentative agenda.

SIF5-A

The Department is looking at some minor changes to the SIF5-A form to be more specific in the instructions. The wage audit found that there isn't enough clarity in some

area of the form about how to use it and what the Department's intentions are for certain fields. The long term vision is E-self insurance, but we aren't there yet.

Wage Audits:

Brian said that the audits are continuing and that the Third Quarter introduction letter will be revised to include changes made based on the comments made during the previous two quarters.

Jim brought up the issue of wage orders. He said since the changes in case law, they went from a small number of requests to 12,000 per year with no additional staff. He said that the Department would prefer creating a different cover letter with wages to make them clearer rather than issuing wage orders. We mentioned that it would be efficient to have Self Insurers issue their own allowance and wage orders and allow the Department to keep oversight.

Certifications/Surrenders

None.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

Brian received a lot of feedback at the recent WSIA annual conference and is incorporating what he heard into the pilot review.

Measures

The Department is still reviewing and adjusting performance measures. The current measures are attached. They changed the PPD and regular closure goals from 90 to 60 days on March 1st this year at our request.

SI-CAMS

Standard Performance Metrics

LaNae Lien provided report on totals percentage report by month and those are attached.