

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
July 6, 2017

The Liaison Committee met with representatives from the Department of Labor & Industries on March 1, 2018. Present for the meeting in whole or part from the Department were Jim Nylander, LaNae Lien, Brian Schmidkofer, Mike Ratko, Gina Mayo, Matt Carrithers, Rich Wilson and Mardi Sarjent. Present from WSIA were Lisa Vivian, 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 in November.

GENERAL

The Spring safety tip is to make sure to take steps to prepare for the changing of the clocks on the weekend of 3/10/18. There is a higher incidence of heart attacks the day after the time change.

MATT CARRITHERS

Matt, is the Technical Program Manager working on desktop support and maintenance of the key systems on the Department's business side. He discussed the challenges with the various work streams and priorities. He identified gaps with two different reporting groups.

1. Difficult to get work delivery commitments. Causes:
 - a. How they parcel out and organize work.
 - b. Different accounting for resources among groups.
2. They are working on a more modernized service delivery approach.
 - a. Sprint
 - b. Agile (4-8 week delivery times)
3. Groups are not currently orchestrated well.
4. IT is working on transparency.
5. Plan is for operational meetings every two weeks for status updates.
 - a. We were promised a list of Self-Insurance project requests.
 - b. We asked that this list and action updates be one of the regular agenda items for this meeting.

FOLLOW-UP ITEMS

Nurse Case Managers and EDI:

The Department has agreed with our team that Nurse Case Manager billing as used in self-insurance case management will not be reported as an EDI reportable medical cost.

Draft Letter for Self-Insurance Applications

Jim brought a letter to review that will be provided to Employers applying for self-insurance so they have some general information about the process.

Protests and Assignment

LaNae brought a matrix to show how protests are assigned. Most of the WACA 3 adjudicators will review their own protests with WACA 4's reviewing the more complicated protests.

"LOTS" to "Mail"

There is a conversion that has been taking place to re-configure orders and Department letters and to move them into the new "Mail" system. The new system will also allow attachments to be attached to letters electronically. The service request is done and some action/information is due in June. Casey Sullivan is involved in the technical support. "Mail" would also give employers an option, with approval by the Department, to receive mail electronically.

Employer Attorney CAC Access

There is work being done by the web service and information security teams to try to establish a way for employer attorneys to have access to individual files assigned to them without having access to other employer claims. BUT, the Enterprise System needs to be "spec'd out" before CAC is done. They hope to have an estimate in April.... 2018. On another subject, the CAC review date for adjudicators is scheduled to become visible in March for our users.

Vocational Language on Letter, State Fund/Self-Insurance Letter/Order, SIF-4 Denial Reasons Not Used

LaNae is still working on these and did not have any updates so they were tabled for the next meeting.

WSIA NEW ISSUES

Vocational Updates

Option 2: There are issues that were created when the Option 2 Statute changed and the rules adopted have not kept up with the changes. This has caused the RCW and WAC to be mis-aligned. This is being reviewed.

Option 2: Mardi mentioned that some Option 2 forms are being returned for not having all of the correct information. We suggested that the Department design a cover sheet similar to the Pension Review Coversheet that could be used to make sure all the information required is submitted together.

We also asked Mardi and Rich to review the SIVR form. An issue was raised about how much of the claim file the Department needs to be able to approve a recommendation of "Eligible for Services". The current form says the entire file not previously submitted should be sent, which seems like unnecessary review.

We discussed providers not following the Medical Aid Rules in two areas. First, providers need to be reminded that they may not bill workers or send them to collection agencies for payment. Second, we discussed providers who employ billing follow up companies who call about bills rather than following re-billing rules. We asked for an updated list serve for providers on this topic.

VDRO: Another issue is whether or not VDRO is kicking back any reports for re-review to Mardi. (No). Or, if VDRO is affirming the original determination as correct for the time it was submitted and then referring back for re-review of new medical information submitted after the report. We want this to be continued issue to resolve.

Outdated Rules:

Mike reported that the work group is preparing to submit a completed draft package of rule changes to stakeholders after the next meeting to "test the waters", then determine what and when to file. 4/18/18 was floated as the pre-proposed rule-making filing date. He also mentioned that some of the current legislative issues like Hanford presumption, hearing aids, master's level psychologists and IME's may need some further Department rulemaking or study.

Department of Medical Director

No new information at this meeting.

Medical EDI:

340 of the 355 self-insured entities are registered. 288 are approved to report. 125 have submitted at least 1 bill.

MPN:

There was an issue about an employer who had work in an area where there was either no provider or insufficient providers to serve employee needs within the MPN. Jim shared that there is an e-mail response and he was going to forward that to our group. It has not been received yet.

Backlogs:

We mentioned that there seemed to be a slowdown of orders and action from the Department on their time frames. LaNae mentioned that in November, the claims initiation group was struck with illness and that resulted in a ripple effect that delayed the entire process from arrival to closure. She was also down 2 adjudicators and a lead person.

Is a Clerical Error on an Order “Department Intervention”?

The general consensus was “no” but there was discussion of changing the adjudicator guidelines to clarify this.

What Forms Need to be in the Employee’s Language?

The Department has “Vital Forms”, meaning forms filled out by the worker. Those are the forms that the Department considers needing to be in their requested language. Forms completed by the employer/case manager are not “Vital Forms” now. There was further discussion about having some type of cover page with instructions on how to get assistance if needed.

SELF-INSURANCE UPDATE

Measures

Measures have not been updated since the last update. The person who had been running the performance measures assumed a new role and the new person is getting up to speed. Reports are expected in the next week.

Tier I and III Audits (2018):

Brian (scbs235@LNI.WA.GOV) provided a brief on the status of the Tier I audit for a total of 355 Tier 1 employers. 289 are left to initiate. Employers who pass the 2018 Tier 1 will not have a Tier 1 in 2019.

Brian also reported that there were 9 Tier III audits. 1 passed. 1 did not pass (60-79) and will have required training. 3 did not pass (0-59) and will have required training and follow up with the auditor. 3 did not pass due to small numbers and will be required to complete a performance improvement plan. 1 did not have any claims for the review period.

We also had a heads up that there will be some sort of issue based audit based on medical, but the details on that were not provided.

He has been down one auditor who has just now returned and they are getting back up to speed. The report is attached. The plan is to complete the audit and produce a

comprehensive report. After that, Tier 3 will be structured. There is no determination on what the Tier 2 passing rate is.

Certifications/Surrenders

4/1/18: Nightswift Transportation Holdings, Inc.

4/1/18: McDonald Miller Facility Solutions, Inc.

One was rejected due to DOSH work, but can reapply in 6 months.

The latest bankruptcy was Haney Truck. Their claims were picked up and distributed to WACA 4's to work.

Staffing

I unit added Mickey who had been with State Farm.

S unit added Tracy who had been working in the field in Florida.

I unit added Mandy Mathison as WACA 4 lead.

There is one WACA 1 vacant.

Joe Gonja (Unit S) has accepted an IT position and will be leaving his current role 4/1.