

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
March 12, 2015

The Liaison Committee met with representatives from the Department of Labor & Industries on March 12, 2015. Present for the meeting in whole or part from the Department were Jim Nylander, Brenda Heilman, Brian Schmidlkofer, Gina Mayo, Melissa Sutherland, and Simone Javaher. Present from WSIA were Glenn Hansen, Patrick Rieman, Lisa Vivian and Kris Tefft. Present from the Ombudsman's office was Donna Egeland.

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 Spring Driving and how to be aware of hazards unique to spring. For example, allergy medications can make you drowsy. We learned that Brenda Heilman, a champion of process change, has left Self Insurance and her replacement has not been hired yet. We were introduced to Melissa Sutherland, Return to Work Services Vocational Specialist supervisor. She is our contact with issues. She can be reached at 360-902-4479 or sutm235@lni.wa.gov. Simone Javaher is looking for volunteers to work on clinical/medical policy issues. She can be reached at 360-902-4246 or simone.javaher@lni.wa.gov. Donna Egeland introduced herself in her new role as Ombudsman and requested that she be added to the Liaison Committee meetings as a regular participant. She discussed brainstorming solutions to common problems, streamlining processes and adding value through collaboration.

FOLLOW-UP ITEMS

Staffing

Brenda Heilman's position opened to internal candidates at the Department effective 3/11/15. Mary Hartline is retiring at the end of the month so there will be one vacant penalty adjudicator. There are two new level 2-3 adjudicators finishing training.

Vocational Services

Melissa discussed creating a new desk reference manual for the vocational reviewers to create consistency in procedures. They are working to firm up guidelines and drafting

letters that match self insurance processes. We discussed the language in some of the Department's communications and that it needs to be objective and professional. Patrick brought up an issue with Option 2 award start dates and inconsistent practices on that. The SIVR is also being streamlined and Patrick volunteered to be a stakeholder before the next meeting.

Medical Policies

We reviewed the different web pages containing some kind of clinical criteria. Glenn pointed out that there is no one stop shopping for this information and pointed out the three locations (Condition and Treatment Index, Medical Treatment Guidelines, and Health Technology Assessments) that had some overlapping topics or inconsistent language. Simone said they are aware of the issues but do not have the time and resources to fix them presently. She asked for volunteers to work on policy matters. We discussed the limited availability to report providers who needed corrective action and the lack of ability to see who has already been given a corrective action notice. We discussed the possibility of some e-learning modules to go into better depth on the policies.

The new Agency Medical Director's Opioid Guideline will be released in June with a special training session on 6/12/15 at Bell Harbor in Seattle. 7.5 hours of CME are available and the policy will be effective in July.

Coston Issues

The Department is looking at the Coston language two ways. First, they believe that one line of the penalty statute allows them to penalize employers 25% or \$500 under that part of the statute as they see necessary. This would be based on general non-compliance. They also believe they can penalize employers using the new Coston language. In other words, they don't feel a worker request is necessary for them to penalize an employer. They will also look back and not just from the Coston rule date on general issues. They will use discretion in this area. We discussed a medical bill guideline that the Department used in a recent case. First, they will review the disputed bill, then they will share what was found, then, they will show what should be paid, and then they will show interest owed. They will also point out what is not owed. Once the payment letter is issued, they assume that the self insurer will comply and will not send out a penalty explanation letter. They will not ask for proof of payment. Fran Mauritson will review the billing disputes.

WSIA NEW ISSUES

SIF-4 workflow

The Department has just finished a workflow to make sure that all rejection requests are assigned immediately to an adjudicator for review. The new training requires that when there is doubt, the worker routing the SIF-4 must discuss the issue with the supervisor.

Some Documents Should Not Perceived as Protests/Information to L & I After Closure

Lisa and Glenn brought up recent cases that involved records that agreed with an order already issued and favorable to the employer. In those cases, the Department took action that treated the records as a protest and re-adjudicated the closing order. In other cases, information was submitted and not considered a protest. We discussed 296-15-480 and applicability to penalties. Jim was to look into this and give us better guidance before the next meeting.

Interlocutory Timeframe Consistency

A work group met Tuesday with Jim and a pilot is to start next week.

Wage Audits:

Brian said that 71 employers had been audited and about half are nearly done. The plan is to publish trends when the first quarter is completed. The remaining audits are on schedule but there is no pre-printed schedule.

Over 7 reopenings:

There is a sense that there have been more over 7 reopenings for indemnity benefits. Jim will check to see if there is any data that suggests there have been changes in those numbers over time. We were assured that there is a process that they must go through with WACA 4's and 5's and then through Jim.

Pension Data on Annual Reports:

The Department can add fully funded and bonded pensions to the annual reports so they don't have to be manually entered each year.

Interpreter Services Forms:

The form is being changed to reduce the frequency of inaccurate billing due to unclear instructions and/or providers not reading the second page of the form. This will be reviewed by stakeholders.

SIF-5:

Jim said the SIF-5 project has been slowed, and may be discontinued depending on the results of new reforms which may include data uploads.

State Fund Form:

We went over the new State Fund Accident Form. We discussed adding some similar authorization language for wages to the SIF-2 and also revising the wording of the cause questions to include "work related" as part of the questions.

E-correspondence:

E-correspondence will be altered to add an option to have orders both by mail and by electronic correspondence. The concept is that once employers are comfortable that the process works, they will opt to discontinue the mailed versions.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

Brian mentioned that they want to build in quality assurance steps before any penalty orders are sent. As of 3/9/15, they had 4 audits in planning, 33 in the field stage, and 34 final for a total of 71 worked. They are looking into language on the 2 year look back before going forward. They are also looking at a Governance Committee which would be more than an Advisory Committee. On the topic of penalties, Lisa asked that the AAG send someone with authority to negotiate when there is a hearing in front of a judge regarding penalty issues.

Measures

The Department is still reviewing and adjusting performance measures. The current measures are attached.

SI-CAMS

Standard Performance Metrics

Brenda Heilman provided report on totals percentage report by month and those are attached.

SI Performance Measures 2015

Average days to complete	44	40
Pending	198	170
Wage		
New	534	669
Out	786	782
Completed within 60 days	559	600
Issued within 60 days percentage	70%	77%
Average days to complete	49	38
Pending	707	487

SICAM Reports

Overall Report Individual Report Team Report

Run Report

Export To Excel

Work Item Name	Average Age(Days)	Late Work Item#	Ontime Work Item#	Total Work Item#
Allowance	12	21	181	202
Board Order	14	3	17	20
Closure: PPD	30	68	100	168
Closure: SIE EC/MO	44	1	0	1
Closure: SIE PPD	35	0	2	2
Closure: TC/NC	34	121	450	571
Denial	23	61	71	132
Denial: CRI	0	0	0	0
ER: Consolidation	72	3	3	6
ER: Overpayment	38	10	40	50
ER: Request Bills	13	0	1	1
ER: Segregation	21	2	13	15
ER: Suspension	22	1	8	9
ER: TL	63	1	1	2
ER: Treatment	24	0	7	7
HL: Denial	28	1	5	6
HL: Interlocutory Order	50	50	22	72
HL: Medical Only Closure	15	0	3	3
HL: Other Self-Insured Employer	0	0	0	0
HL: PPD Closure	13	0	1	1
HL: To State Fund	107	9	0	9
Interlocutory	55	226	447	673
Medical on a Closed Claim	33	3	14	17
Need Proof of TL	58	1	1	2
No Show Fee Request	67	2	1	3
PD: Bills	175	1	0	1
PD: Treatment	20	1	3	4
Penalty	36	12	39	51
Penalty: Proof of Payment	68	8	6	14
Penalty: TL	0	0	0	0
Penalty: Wage	90	2	0	2
Phone Call	1	2	14	16
PPD Proof of Payment	0	0	0	0
Protest	49	46	303	349
Reopening	61	38	234	272
Voc Opt 2: Review for Closure	16	0	5	5
Wage	35	347	494	841
WD: Bills	42	6	5	11
WD: Other Issues	30	14	37	51
WD: Overpayment	42	3	0	3
WD: PPD	0	0	0	0
WD: TL	61	37	27	64
WD: Treatment	46	21	22	43
WD: Wages	42	10	5	15
Total Work Items		1132	2582	3714