

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
January 8, 2015

The Liaison Committee met with representatives from the Department of Labor & Industries on January 8, 2015. Present for the meeting in whole or part from the Department were Jim Nylander, Brenda Heilman, Brian Schmidlkofer, Charla Bennett, Simone Javaher, Ryan Guppy, Rich Wilson, Melissa Sutherland and Debra Hatzialexiou. Present from WSIA were Pat Reiman, Lisa Vivian and Kris Tefft.

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

Ryan Guppy is the Chief, Return to Work Partnership, Richard Wilson is the Return to Work Program Manager and Melissa Sutherland is the supervisor for Vocational Services Specialists over Peter Edgerton.

FOLLOW-UP ITEMS

Staffing

The Audit area is fully staffed with 8 employees and 2 supervisors (Sandra Aguillard & Janet Pierce). Lot of peer to peer interaction/collaboration taking place which is positive. New hires include Kristina Gonzales, Emily Gunderson, Don Roman and Cindy Lord.

VDRO still has an opening and may pursue a different direction of expertise to attempt to fill it given challenges with finding qualified VRC.

Claims has hired Kaylie Daly and has one vacancy. They may restructure as in-training position. Aisha Hussein is back until estimated June doing claim adjudication work.

Vocational Services

Debra, Rich & Melissa discussed history of move of Peter Edgerton to their unit so he'd have peers from State Fund to collaborate with. He also sits in close proximity to Melissa. The also discussed the Quality Assurance Review form each voc. service employee completes on all claims and format of this was provided. This is an effort to

bring consistency to decisions and assure all areas addressed as they review external VRC plans and assessments. Melissa, as the supervisor, reviews around 10% of the QARs completed. Further, this should give VSS ability to spot trends in their work product as well as VRCs. They have also trained 4 State Fund employees to back up Peter E. to cover for absences, etc. Also employees will be attending work shop later in January on communication.

Discussion on Jan Donley and Chloe Johnson's work on enhanced labor market survey (LMS) project. Ultimately proof will be at BIIA if the new methodology will hold up. Concern expressed by L&I if all VRC will be able to perform this as historically LMS an intern function and enhanced LMS provides greater depth. 1/27 training is scheduled. Agreement meets statutory requirements so can be used on SI and L&I claims. Debra will monitor closely as if becomes an issues at BIIA wants to assure right case presented. Discussed VSS score cards of L&I claims and inquiry on if could do similar for SI VRCs. They look at rework vs. first time accuracy, referral to closure, progress report timeliness, VDRO outcomes.

VDRO-happy to report only 16 backlogged cases with times over 30 days, despite only 2 employees. The backlog over the course of 2014 was reduced with assistance from others and substantial overtime hours, the long term availability of which unfortunately isn't sustainable. On the backlog, two are 2 SIE claims. There are 60 total outstanding items, of which 13 are SIE claims. Also discussed how this Director thoroughly reviews VDRO recommendations and seeks way to resolve disputes/outcomes.

Medical Policy Liaison / OMD

Simone discussed her role and background and 5 staff. Staff covers issues such as IIMAC, medical treatment guidelines, scientific literature review for evidence based medicine, rules, legislative and coverage issues and training providers how to work with L&I/SIE and L&I forms. Post meeting a copy of the training slide was provided for review on communications being delivered on how to work with SIE. Next treatment guidelines to be published will be on knee surgeries. 2014 guidelines were published on shoulders and cervical. Also looking to update Attending Provider Handbook by mid-2015. Primary thrust is consistency of care and smooth delivery of services whether L&I or SIE. Further will be revisiting Structured Interdisciplinary Pain Management Program.

Discussed SIE needs forum to bring to L&I issues such as risk of harm (asked next meeting this definition be provided), provider issues, concerns on guidelines or coverage decisions. Also discussed could provide training classes on guidelines as published with continuing education credits for Claims and Nurses. Discussed briefly potential for colloquium held to be forum for some of the training/communication Opportunities.

Medical Records Prepayment Requests

Jim provided draft letter and communication. Asked to revisit to address issue of 3rd party billers such as IOD, HealthPort, etc. and resubmit for review.

Adjudicators Not Receiving Work Items:

Continue to hear feedback on this so examples need to be provided by SIE/TPA. Brenda to review again process for assignment to see if any specific trend area(s) on missed assignment or potential escalation all of certain items to adjudicator for review.

Crabb Case:

L&I published guidance and clarified it subsequently. SIE/TPAs need to be aware to address claims open as of 6/5/14, the Appeals Court decision date. If a penalty is requested for delay of benefit payment after Crabb, L&I will look at what SIE/TPA is doing to endeavor to recalculate benefits.

WSIA NEW ISSUES

Self-Insurance Contact List

Request L&I update and make more visible/easily found on web-site. Include Melissa's role, 3rd party section and Claims Consultants.

SIE List

Ask to update this list and look at subsidiary issue as provider concern expressed on ability to locate who is managing the claims.

Coston Rules:

Tabled due to time constraints.

Wage rate errors in orders

L&I system does not have built in stops to catch typo errors on wages. Will review setting escalation if over certain amount of wages to see if error on input.

Qualis / UR

If L&I submitted in error on SIE claim, they will bear costs of Qualis charges.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

Pre-pilot done with Eberle Vivian and Alaska/Horizon Air in December. Concern expressed on parameters for self-certification post audit and use of payroll records received originally vs. those L&I received from the employer as part of the audit.

64 audits to be done 1Q2014 and 50% of letters are out to SIE with balance to be sent by the end of January. 8 SIE per auditor and averaging 2-8 claims in review. One

obstacle for data and timeliness of receipt was Holiday shutdowns but extension provided. Seem to be getting data fine other than afore-mentioned Holiday issue.

SIE Annual Report

Reiterated rather delay request for report and so the math in the Excel sheets accurate before the annual reports are distributed.

Structured Settlements / 3rd Party Recovery / Appeals

Deborah offered to provide copies of contract L&I uses. Also discussed training opportunity and may be great annual meeting session for Deborah to present. Also mentioned L&I doesn't put segregation issues within settlement agreement but addresses by order which helps with Medical set aside issues. Age has been dropped to 53 now. Also willing to make available contract being used on 3rd party recovery. Discussed WSIA has proposed bill language to address Tobin. L&I does not. Discussion around perhaps way to address is eliminate 25% portion to EE if only special damages on sheet. No issues with appeals team.

SIF5 Re-pilot

Delayed and lower priority given refocus of audit criteria so may not be as meaningful now that those are being defined.

SI-CAMS

Standard Performance Metrics

Brenda Heilman provided report on totals percentage report by month for Allowance, Closures PPD and TC/NC, Denial, Interlocutory, Protests and Wage Orders based on set goals (see below). Discussed seeking to reduce goal to 60 days on both closure types. Asked to revisit goal on wage orders after end of 1Q2015 as will also have wage audit results. As of 1/8/15, the total number of outstanding work items was 3698. Discussed use of SIE authority on closings, potential for allowance, wage order, etc. authority. Concerns on 2 year look back and eliminating it would help with SIE/TPA concerns on issuing orders. At the point can use data to performance manage employees.

Mail system

New mail system close-estimate 60 days.

CLAIM STATISTICS

Pension Requests Pending

No status provided.

Pay During Appeal Stay Requests

No status provided

Vocational Rehabilitation and Option 2

No stats provided

Allowance

Dec. 83% issued within 30 days vs. goal 98%. Pending 228.

Denials

Dec. 89% issued within 30 days vs. goal 98%. Pending 183.

Time Loss / Closure Orders

Dec. PPD 96% issued within 90 days vs. goal 90%. Pending 165. Dec. TC/NC 93% issued within 90 days vs. goal 90%. Pending 611.

Protests/Appeals Pending

Dec. 89% issued within 90 days vs. 100% goal. Pending 364.

Wage Order

Dec. 68% issued within 60 days vs. goal 70%. Pending 826

Initiation Backlog

No stats provided

New Certified Self-Insureds / Surrenders

1/1/15 General Electric and Northwest Hardwoods. No surrenders.