

WSIA Liaison Committee Report

Patrick Reiman, Director Claims, Sedgwick
July 12, 2018

The Liaison Committee met with representatives from the Department of Labor & Industries on July 12, 2018 9:00a.m.-12:30p.m. Present for the meeting in whole or part of meeting from the Department were Jim Nylander, LaNae Lien, Mike Ratko, Brian Schmidkofer, Simone Javaher, Gina Mayo and Debra Hatzialexiou (by phone). Present from WSIA were Kris Tefft, Lisa Vivian 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 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 September.

GENERAL

Discussion on safe driving-see attached. Glenn Hansen has assumed a new role with WSIA and search for his replacement is taking place for this committee and the WSIA Board.

WSIA ITEMS

Legal Services

Debra H. discussed status of discretionary languages on orders to give Director 2nd review of vocational issues is still in pilot phase on State Fund cases. A handful of cases have been identified to add the language as appeal expected. Language has not been implemented yet as programming issue for order language takes 6 months in State Fund. Did also run by Association for Justice/claimant counsel and as expected push back received, but no legal argument on any specific statutory authority that precludes. Attorney General confident within authority. Discussed ability to put now on SIE orders as not the same programming issues and seeing cases skip VDRO and go direct to BIIA. SI Section could make changes to Orders more rapidly than State Fund delay issue. Concern is making sure take right case to BIIA with language on O&N so obtain best outcome. Ideal could take SIE case and State Fund case up at same time. Deb to provide sample of language, legal case at BIIA where 28 year old granted pension and other background for SIE consideration on adopting language now vs. waiting.

Debra does recommend VRC include in transferrable skills outcome that EE can also be retrained to make employable so BIIA has that as consideration.

If SIE thinks have a case now they want language on as strong transferrable skills or retraining case contact Debra.

VDRO-no back log for last 6 months. Turnaround time under 30 days and around 15 days if retraining. If outside 30 days contact VDRO supervisor. Only 30 day plus cases awaiting file material or new medical pends.

Rules Modernization

Discussion focused on WAC 296-15-350 and WAC 296-15-360. Rulemaking draft now has brought into alignment 2 year curriculum and 2 year certification exam setting, but still both needs done. Kris mentioned anticipate in formal rules feedback issue of if L&I approved curriculum why need for setting for exam also. Also updated to 45 credits in 3 years vs. 15 annually and addressed transition of those already certified and earned continuing education within 5 years meets 3 year requirement. Request to look at 6 month retest period and reduce to 3 months received favorably by those in attendance whom also sit on modernization committee. Will also look at waiver time period.

Discussion held around need to update certification exam content and also look at methods for delivery. Also discussed a need to review exam retake of all parts if pass sections vs. only sections not passed.

Further discussed medical only claims. Will look at function and see if can carve out as administrative so not subject to certification.

Option 2 / Vocational

WAC needs amended to align with RCW when SIE can stop TTD and begin Option 2. Also discussed conflict in brochure on Option 2 not being time loss benefit vs. COLA applied to Option 2 by code.

Suggested if decision and acknowledgment of SIVRF same day look at combining into one letter.

LEP

Training section updating Claim Adjudication Guide section. Plan is to train at 7/31 and 8/22 annual update L&I training. Will get preview to liaison committee prior to that.

SELF-INSURANCE UPDATE

IT Projects

See updated attached service project map changed per feedback from last meeting. Suggested change from white font. Map will be reviewed ongoing in these meetings.

CAC Work Items

See ISTT Technology Update handout. Pat to provide feedback on CAC and where link to Work Items may also make sense.

OMD Policy Updates

See attached handout for 7/2018 Health Policy News. Simone went over these. Also discussed need to repeal WACs on acupuncture when pilot finalized. Discussed briefly Master level therapy-Vicky Kennedy owns and Mike Rathko reports out. Turnover Leah Hole-Marshall left for WA Health Benefits General Exchange and two fairly new Assoc. Med. Directors have left including employee reviewing IME improvement. John Boze will cover Leah's duties interimly.

State Fund v. Self-Insurance Willful Misrepresentation procedures

Feedback provided on prior provided draft Willful Misrepresentation checklist provided in last meeting was provided and elimination of SIE contact with claimant. Also discussed volume of checked boxes doesn't equate to better case for consideration. Also suggested check with State Fund investigators and adjudicators feedback they get from claimants when inquire on findings of investigation.

Pension Checklist for Claimant/Attorneys

Draft form withdrawn based on feedback. Will continue to address as have been to employee and their counsel.

Employer Portal

In existence employee and provider portals so looking at development SIE portal. See attached form and inquiry on what SIE would like to see on portal. Submit any forms to liaison committee for review to assist with business case. Looking at as part of business transformation.

Hanford Update

See attached FAQ

SI-CAMS Performance Metrics

See attached report on rolling 12 month

Staffing

Interim replacement in training for Melinda Bronson.

Certifications/Surrenders

New certifications-Flynn Group and Brunswick 7/1



OCCUPATIONAL HEALTH **BEST PRACTICES**

— Working together to keep people working —

Health Policy News for Self-Insured Employers July 2018

Completed Work

Be sure to check out the web page, ProviderNews.Lni.wa.gov for postings about new health care policies and guidelines. The latest ones are:

Coverage Policy for Sacroiliac (SI) Joint Fusion

An interim [coverage policy for SI joint fusion](#) has been published and is effective as of June 1, 2018. It is considered an “interim coverage decision” because it was not developed by an IIMAC sponsored subcommittee. Drs. Lee Glass and Chris Howe (IIMAC member) proposed the criteria because, with the advent of new technologies such as the iFuse system, Qualis Health was seeing an increase in the number of requests for this type of procedure. The policy formalizes criteria that was being applied by utilization review and requires that care coordination be in place prior to surgical approval. An evidence-based review of this and other spine procedures is anticipated by the Industrial Insurance Medical Advisory Committee in early 2019.

Health Technology Decisions from the [WA Health Technology Clinical Committee](#)

Gene expression profile testing of cancer tissue

Gene expression profile (GEP) testing analyzes the expression patterns of a number of different genes within cancer cells to predict the cancer’s aggressiveness and risk of recurrence. GEP testing has been used to help inform decisions on treatments of different cancers. These tests can lead to potential benefits, such as more appropriate treatment decisions and better patient outcomes, including avoidance of treatment-related side effects by forgoing unnecessary treatments.

Coverage decision: Covered with conditions for GEP testing of breast cancer tissue and of prostate cancer tissue; Not covered for GEP testing of multiple myeloma and of colon cancer tissue
(*Tentative* effective date: October 1, 2018)

Surgery for symptomatic lumbar radiculopathy

The HTCC determined that surgery for lumbar radiculopathy or sciatica is a covered benefit with conditions. The decision will be finalized on July 13, 2018.

Pharmacogenetic testing for patients being treated with oral anticoagulants

The HTCC determined that pharmacogenetic testing for patients being treated with oral anticoagulants is not a covered benefit. The decision will be finalized on July 13, 2018.

P.O. Box 44000 ■ Olympia, WA 98504-4000 ■ 360-902-5800
www.Lni.wa.gov



Work that is Underway

Acupuncture

The [acupuncture pilot](#) is running smoothly. Preliminary data will be shared with L&I advisory committees and interested stakeholders at the [July 26, 2018 IIMAC meeting](#)

SIMP Working Group

The IIMAC SIMP (Structured Intensive Multidisciplinary Program) workgroup has focused on four areas to help cover potential gaps in care, and will fit well within the Healthy Worker 2020 strategic plan. We will be presenting more specific ideas at the [July 26, 2018 IIMAC meeting](#).

- Multi-disciplinary patient evaluation
- Opioid-specific taper w/ the initiation of MAT and adjunctive therapy
- Focused on functional restoration
- Patient education classes on chronic pain

Genicular Nerve Blocks

After reviewing the medical literature, L&I data, and conferring with physicians and our occupational nurse consultants, we have determined that therapeutic genicular nerve blocks used solely for chronic pain management will not be covered. This policy decision will not affect coverage of the blocks when done as perioperative anesthesia or to treat acute pain, or for diagnostic purposes when an ablation is being considered. We anticipate this will become effective sometime in the fall.

Non-surgical Use of Peri-neural Blocks

We are continuing to review the use of peri-neural blocks for chronic pain management. The goal is to provide clear evidence based guidance for when they are safe and effective. Our data suggests there's a wide variation in their use.

Health Technology Decisions from the [WA Health Technology Clinical Committee](#)

Periphereal nerve ablation for lower limb pain (1/18/19) – Review pending

Sacroiliac joint fusion (1/18/19) – Review pending

Wearable defibrillator vests (3/15/19) – Review pending

Proton beam therapy, re-review – Review open (5/17/19)

Mayo, Gina (LNI)

From: Nylander, James F (LNI)
Sent: Wednesday, July 11, 2018 3:00 PM
To: Mayo, Gina (LNI)
Subject: FW: service request deployed: new CAC page displaying SICAM work items

Hi Gina, please print the e-mail below from Casey Sullivan as a Hand-out for folks at tomorrow morning's WSIA Liaison Committee meeting.

Thanks, Jim.

From: Sullivan, Casey E. (LNI)
Sent: Thursday, May 3, 2018 6:37 PM
To: Sullivan, Casey E. (LNI) <SULC235@LNI.WA.GOV>
Subject: service request deployed: new CAC page displaying SICAM work items

ISTT TECHNOLOGY UPDATE

Application(s) impacted: CAC

What's new: added new CAC page for SI customers that displays SICAM work items

Release date: 5.3.18

Details: SR 2424-676906

Adds new CAC page called Pending Work Items which displays SICAM work items to external customers. The only information displayed to customers are the following elements:

- **Work item type** - *Please note that the work item description will be slightly different in most cases from the work item name in SICAM to facilitate customer comprehension.*
- **Received date**
- **Current status** – *Work items with the status **created in error** will not be displayed.*
- **Next review date**
- **Completed date**

Screen print



Help ?

Welcome

- ☒ Claim information
- ☒ Send information to L&I
- ☒ Claim payments
- ☒ Electronic Payments
- ☒ Employer accounts
- ☒ Retro group administrator
- ☒ Self-insured information
 - ☐ Claim imaged documents
 - ☐ Report a problem
 - ☒ Pending work items

Pending Work Items

Enter Claim #

SF66666

Get Claim

Claim number SF66666 Injury date 7/7/2014
Worker name SITEST PRODUCTION
Employer name TEST SI ACCOUNT II
Attending doctor MIPS TEST PHYSICIAN 2
Claim Manager CASEY E SULLIVAN 360-902-6986
Claim Manager fax 360-902-4567

Pending work items.

Click on the column headers to sort your results list.

Page 1 of 1

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Jump to page Go

Work Item Type	Received Date	Current Status	Next Review Date	Completed Date
Phone call	05/18/2016	Audit	06/01/2018	

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Jump to page Go

[Back to top](#)

Questions? If you have any questions or need more information about any of these changes, please feel free to contact us. If you encounter new issues or errors, please submit a HEAT ticket by calling 902-5000 or emailing LNI RE HEATHMC.

Thanks,

Casey Sullivan

Self-Insurance Technical Support
Insurance Services Technology Team
Washington State Department of Labor and Industries
Phone: (360) 902-6986
Email: SULC235@LNI.WA.GOV

Labor & Industries

Willful Misrepresentation Checklist

The following documentation is required for the department to make a determination whether willful misrepresentation or fraud was used to obtain workers' compensation benefits (benefits may include: time-loss compensation, medical or vocational benefits). If any documentation is missing, it will be considered an incomplete submission, unless you explain why it doesn't pertain. After review of a complete submission, the Pension Adjudicator will make a decision as to whether or not willful misrepresentation exists. An overpayment and 50% penalty will also be addressed.

Required Documentation

1. An investigation report, including:
 - ☐ Summary
 - ☐ Date of discovery
 - ☐ Copies of time-loss/loss of earning power checks (front and back) and/or payment logs
 - ☐ Statements of witnesses or employers (include names, addresses and phone numbers)
 - ☐ Interview with worker (written or recorded preferred) (or documentation of attempt to interview) .
 - ☐ Dates of employment
 - ☐ All pertinent documents (payroll records, employment papers, business contracts, etc.) with source information (where from, who provided, etc.)
 - ☐ Other identified witnesses
 - ☐ Medical reviews — Doctor's questionnaire, IME, Voc with Job Analysis (JA)
 - ☐ Worker Verification Forms
 - ☐ Activity Prescription Forms (APFs), Functional Capacity Evaluations (FCEs)
 - ☐ Medical Records
 - ☐ SIF-2, PIR, Re-opening Application
 - ☐ Any other affidavits or information from the Claimant regarding his/her status
 - ☐ Employment Security Department Reports

If a box is not checked, please explain why:

- a) If you are contending medical or prescription willful misrepresentation, include documentation listing the specific medical/prescriptions, the dates involved and associated costs.
- b) If you are contending vocational services received are included in the willful misrepresentation, include documentation regarding the specific vocational services, the dates involved, and associated costs.
- c) If you have surveillance of the worker, please send a copy of the entire video and a description of what the video contains. Videos should be sent to *(insert Pension Adjudicator address)*. Retain the original for possible legal proceedings.
- d) If you are contending the worker is Self-Employed:

- ☐ Beginning and end dates of self-employment.
- ☐ Have customers been contacted?
- ☐ Have copies of business licenses been obtained? Need certified copy of Master Business License Application (or at least of regular copy of the MBL application)
- ☐ Any employees contacted? Written or recorded interviews?
- ☐ Any contracts for work to be done obtained?
- ☐ Any bank records obtained? If so, analysis done?
- ☐ Any other evidence that establishes gross/net earnings.

If a box is not checked, please explain why:

Summary

Willful Misrepresentation Summary:

- What is the misrepresentation period? Basis?
- What is the total loss to the employer? How was that calculated/determined?
- Any issues with Statute of Limitations (facts that establish date of discovery)?

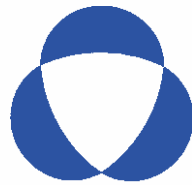
Describe elements and how each has been met:

- Intentionally obtained L&I benefits
- That he/she was not entitled to
- By willful misrepresentation or omission of material fact

Required Actions

Before submission to the Department:

- ☐ Send copy of complete investigation file to worker (or request).
- ☐ Include cover letter requiring a response to the willful misrepresentation allegation within 30 days.
- ☐ Upon receipt, forward entire worker response along with the complete investigation, to the Department.



Washington State Department of Labor & Industries

The Department is developing a Business Case around the following problem statement:

The problem:	Self-Insured Employers (SIEs) are not able to electronically submit requests for claim adjudication, nor required Department forms, and cannot communicate efficiently with the Department.
Impacts:	The community of SIEs that employ approximately twenty five percent (25%) of Washington's workforce; injured workers that are entitled to medical, vocational, and wage replacement benefits; L&I staff who adjudicate claims.
This results in	delays in claim adjudication and in providing benefits to injured workers, and in inefficient and burdensome communication channels making it harder to do business with L&I.
An ideal future state would	<p>provide SIEs an electronic portal to:</p> <ul style="list-style-type: none">• submit required Department forms• request claims adjudication actions• communicate with the Department <p>This would replace the current process of submitting paper forms, and result in immediate and efficient work direction for adjudicators by making it easier to do business with L&I. This upgrade would ultimately support the Department goal of helping injured workers heal and return to work.</p>

Tell us what you'd like. In support of the electronic portal idea, we have provided blank comment cards for you to complete so that we can include your voice in the Business Case. Create as many examples as you like and leave them with us, or email KC Wilkerson at kc.wilkerson@lni.wa.gov.

As a(an)	Use roles like Employer, Third Party Administrator to share the perspective of those who will be impacted.
I would like	<p>Provide a brief description of what the solution looks like.</p> <p><i>Example: I would like...to use my tablet to submit claim adjudication information to LNI electronically.</i></p>
So that	<p>Describe why this change should occur. What is the benefit?</p> <p><i>Example: So that...I do not have to use my resources for printing and mailing forms.</i></p>



Washington State Department of
Labor & Industries

As a(an)	
I would like	
So that	

Additional comments can be emailed to: KC.Wilkerson@lni.wa.gov



Washington State Department of
Labor & Industries

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Hanford Presumption Laws of 2018, ch.9, §§ 1–2, Effective June 7, 2018

What is the Hanford Presumption and who does this affect?

The Hanford Presumption bill was passed in March 2018 and was effective on June 7, 2018. For Department of Energy (DOE) Hanford site workers, including contractors or subcontractors, who worked on the site for at least one eight-hour shift while covered under the state's industrial insurance laws, there is a presumption that the specific diseases and conditions listed below are related to that exposure. The presumption only applies to workers who worked directly or indirectly for the United States, regarding projects and contracts at the Hanford nuclear site, and who worked at one of the following regions: the two hundred east, two hundred west, three hundred area, environmental restoration disposal facility site, central plateau, or a river corridor location. The presumption will be given to current workers, past workers and survivors of workers who have died from the conditions included in the bill.

What are the conditions included in the bill?

- Respiratory disease
- Any heart problems, experienced within 72 hours of exposure to fumes, toxic substances, or chemicals at this site
- Beryllium sensitization, and acute and chronic beryllium disease
- Neurological disease

If a worker showed no evidence of cancer when given a qualifying medical examination upon becoming a Hanford site worker, the presumption also applies to certain cancers. The cancers are:

- Leukemia
- Primary or secondary lung cancer, including bronchi and trachea, sarcoma of the lung, other than in situ lung cancer that is discovered during or after a postmortem examination, but not including mesothelioma or pleura cancer
- Primary or secondary bone cancer, including the bone form of solitary plasmacytoma, myelodysplastic syndrome, myelofibrosis with myeloid metaplasia, essential thrombocytosis or essential thrombocythemia, primary polycythemia vera (also called polycythemia rubra vera, P. vera, primary polycythemia, proliferative polycythemia, spent-phase polycythemia, or primary erythremia)
- Primary or secondary renal (kidney) cancer
- Lymphomas, other than Hodgkin's disease
- Waldenstrom's macroglobulinemia and mycosis fungoides

- Primary cancer of the:
 - Thyroid
 - Male or female breast
 - Esophagus
 - Stomach
 - Pharynx, including all three areas, oropharynx, nasopharynx, and hypopharynx and the larynx. The oropharynx includes base of the tongue, soft palate and tonsils (the hypopharynx includes the pyriform sinus).
 - Small intestine
 - Pancreas
 - Bile ducts, including ampulla of Vater
 - Gall bladder
 - Salivary gland
 - Urinary bladder
 - Brain (malignancies only; not including intracranial endocrine glands and other parts of the central nervous system or borderline astrocytomas)
 - Colon, including rectum, and appendix
 - Ovary, including fallopian tubes if both organs are involved
 - Liver, except if cirrhosis or hepatitis B is indicated

How could these conditions be excluded from coverage?

The presumption may be rebutted by clear and convincing evidence, including use of tobacco, physical fitness and weight, lifestyle, hereditary factors, and exposure from other employment or non-employment activities.

What if a claim was previously denied for one of these conditions?

A worker or the survivor of a worker who has died from one of the conditions or diseases, whose claim was denied by Labor & Industries, the Board of Industrial Insurance Appeals, or a court, may file a new claim for the same exposure and contended condition or disease.

What is the definition of a qualifying medical examination?

A qualifying medical examination is a medical exam done at the request of an employer to determine if the worker qualifies for a position with the employer at the time of hire. For the cancer presumption to apply, the worker must have been given a qualifying medical examination. The examination does not have to specifically screen for cancers covered under the presumption.

When do benefits start on claims allowed under this presumption?

Workers are eligible for benefits retroactive to the date of manifestation of the occupational disease condition. The date of manifestation means the date the condition was first treated or became disabling, whichever occurred first in accordance with WAC 296-14-350(3). Workers, or other parties affected, are not required to ask for benefits back to the date of manifestation, but if the worker or a party does contend for these retroactive benefits, then the periods and benefits contended must be paid, if the worker is otherwise entitled.

Are both Self-Insured and State Fund employers impacted by this presumption?

A worker is entitled to benefits whether the employer is Self-Insured or insured under the State Fund. The assignment of the insurer responsible for the payment of benefits will be made based on who the worker's employer was on the date of manifestation, if the presumption is met with that employer. If the presumption is not met with that employer, the assignment of the insurer will be made based on the last employer where the worker met the presumption prior to the date of manifestation.

How do I file a claim?

If your employer was Self-Insured: contact the employer/contractor who employed you during the time you worked at the Hanford site. You may also call DOE's representative, Penser North America Inc., at (509) 420-7290. They will supply you with a Self-Insurer Accident Report (SIF-2) and can discuss the process in detail with you. Please complete the SIF-2 and return it to them as soon as possible.

If your employer was State Fund: you can file the accident report at your doctor's office, on our website 24 hours a day (filefast.lni.wa.gov), or by calling L&I Monday through Friday 8:00 am to 5:00 pm at 1-877-561-3453. If you complete the accident report at your doctor's office, the doctor files the form for you.

If you have additional questions, contact Starla Treznoski from the Department of Labor and Industries Self-Insurance program at (360) 902-5668.

For details about the Hanford Presumption Law, read the complete bill at:

<http://lawfilesexternal.leg.wa.gov/biennium/2017-18/Pdf/Bills/Session%20Laws/House/1723-S.SL.pdf>

Safety is Everyone's Concern!

Driving Safety

Driving is one of the most dangerous activities you will do each day. As traffic on the roads increases during the summer months, keep in mind the safety tips below to stay safe when driving for work or pleasure.

Cell Phone Distracted Driving

Cell phone use while driving isn't just a visual and manual distraction, but a cognitive distraction – taking your mind off the primary task of driving. That is why hands-free devices offer no safety benefit as your brain is distracted by the conversation. When driving:

- Refrain from using your cell phone
- Put your cell phone on silent or in the glove box to avoid temptation
- Safely pull over and put the vehicle in Park to take or make a call
- Change your voicemail message to say you are unavailable when driving

Safety Belt Use

Safety belts are one of the most effective safety devices in your vehicle. Safety belts can determine who will walk away from a crash and who will not.

- Always wear a safety belt – every trip, every time
- Make sure every passenger is wearing his or her safety belt before you begin your drive
- Children should sit in the back and use the proper child safety seat or booster seat

Impaired Driving

Impaired driving simply means a person's ability to safely operate a motor vehicle is compromised by alcohol and other drugs that change the function of the brain and body.

- If you plan on drinking, designate a non-drinking driver for the evening
- Never get in the car with an intoxicated driver – take keys away from someone who has been drinking
- If you have been drinking and need to get home, call a friend or taxi or take public transportation

Aggressive Driving

Aggressive driving behaviors can include speeding, frequent and unnecessary lane changes, tailgating and running red or yellow lights. These behaviors create unsafe situations and can lead to road rage. To avoid aggressive driving:

- Keep your emotions in check and don't take frustrations out on other drivers
- Plan ahead and allow enough time for delays
- Focus on your own driving
- Don't tailgate or flash your lights at another driver
- Use your horn sparingly

Remember, we all share the roads so take the necessary steps to keep yourself and others safe.

Did you know?

- National Safety Council (NSC) estimates almost 25% of crashes involve cell phone use while driving. (NSC Attributable Risk Estimate)
- Research has shown that children are more likely to wear safety belts or use child safety seats when the parent (adult driver) buckles up.

- Drivers and front seat passengers who buckle up are 45% more likely to survive motor vehicle crashes and 50% more likely to avoid serious injuries. (NHTSA)
- In 2009, 32% of all fatalities in motor vehicle crashes involved a driver under the influence of alcohol (NHTSA).

A national phone survey conducted by NHTSA in 2010 on distracted driving attitudes and behaviors found that the majority of drivers (77%) report answering their phone while driving while 41% report making calls.



Driving Safety Quiz:

(Answer key found at bottom of page 3)

1. What behavior can help to avoid impaired driving?
A. Getting in the car with an intoxicated driver
☒ B. Designating a non-drinking driver
C. Only driving after you feel like you've "sobered up"
D. Driving home quickly after drinking
2. What behavior signals aggressive driving?
☒ A. Frequent and unnecessary lane changes
B. Driving the posted speed limit
C. Focusing on your own driving
D. Keeping your emotions in check
3. Drivers who buckle up are more likely to avoid serious injuries in a crash by what percentage?
A. 19%
☒ B. 50%
C. 74%
D. 23%
4. What type of distraction is caused when using a cell phone while driving?
A. Visual distraction
B. Cognitive distraction
C. Manual distraction
☒ D. All of the above
5. Using a hands-free device makes driving while using a cell phone is safe.
True ☒ False

SI-CAM PERFORMANCE MEASURES 2018

		2017								2018					
Work Item	Target	June	July	August	September	October	November	December	January	February	March	April	May	June2	
Allowance															
In (Newly Received)		743	574	729	563	845	616	330	513	733	722	331	504	719	
Out (Completed During Month)		748	642	755	623	727	669	563	843	756	733	565	903	929	
Completed within 30 days		731	633	747	615	723	663	545	809	721	717	501	794	829	
Issued within 30 days percentage	98%	98%	98%	99%	99%	99%	99%	97%	96%	95%	98%	89%	88%	89%	
Average days to complete		5	6	7	7	6	8	12	21	11	12	10	30	9	
Pending		20	20	85	30	92	79	34	91	170	19	44	12	108	
Denial															
In (Newly Received)		420	291	421	359	422	347	370	394	378	452	330	312	342	
Out (Completed During Month)		413	320	443	376	409	335	419	489	329	367	468	401	375	
Completed within 30 days		402	311	435	364	398	328	406	471	320	360	432	384	364	
Issued within 30 days percentage	98%	97%	97%	98%	97%	97%	98%	97%	96%	97%	98%	92%	96%	97%	
Average days to complete		7	7	6	8	6	7	9	10	10	9	21	24	19	
Pending		65	50	65	47	40	67	50	47	69	30	43	22	51	
Closure PPD															
In (Newly Received)		263	222	195	158	248	204	213	226	210	236	175	184	200	
Out (Completed During Month)		212	278	253	188	227	234	177	290	171	236	210	237	210	
Completed within 60 days		195	260	233	173	217	224	169	279	156	225	200	225	195	
Issued within 60 days percentage	90%	92%	94%	92%	92%	96%	96%	95%	96%	91%	95%	95%	95%	93%	
Average days to complete		22	20	22	24	17	19	17	21	23	23	46	27	25	
Pending		193	152	121	92	116	99	149	110	167	123	113	100	110	
Closure TC/NC															
In (Newly Received)		680	484	493	435	605	521	469	625	572	714	578	551	537	
Out (Completed During Month)		703	639	629	483	598	482	491	706	460	704	601	865	580	
Completed within 60 days		602	570	570	427	552	462	467	633	430	648	526	792	536	
Issued within 60 days percentage	90%	86%	90%	91%	88%	92%	96%	95%	90%	93%	92%	88%	92%	92%	
Average days to complete		33	30	29	30	26	27	25	28	30	30	28	29	26	
Pending		642	492	398	367	373	439	457	453	599	540	577	417	441	
Protest															
In (Newly Received)		256	232	356	290	325	267	295	272	249	335	155	296	276	
Out (Completed During Month)		361	327	415	349	342	276	347	310	267	345	319	378	269	
Completed within 90 days		324	273	342	299	296	249	311	272	236	310	275	334	228	
Issued within 90 days percentage	90%	90%	83%	82%	86%	86%	90%	90%	87%	88%	90%	86%	88%	85%	

SI-CAM PERFORMANCE MEASURES 2018

Average days to complete	48	55	50	47	48	41	43	50	45	48	49	54	50
Pending	444	428	433	403	350	376	395	388	400	427	396	380	411
Wage													
In (Newly Received)	829	689	866	667	950	705	462	725	764	829	466	614	725
Out (Completed During Month)	896	775	896	781	869	738	660	931	694	867	634	1048	902
Completed within 60 days	835	718	828	733	823	712	627	890	663	832	606	1017	861
Issued within 60 days percentage	70%	93%	92%	92%	94%	95%	96%	95%	96%	96%	96%	97%	95%
Average days to complete	22	24	23	20	18	18	21	26	20	21	29	26	19
Pending	569	476	439	353	387	397	348	401	515	404	435	289	387
Total New	3191	2492	3060	2472	3395	2660	2139	2755	2906	3288	2035	2461	2799
Total Out	3333	2981	3391	2800	3172	2734	2657	3569	2677	3252	2797	3832	3265
Total Pending	1933	1618	1541	1292	1358	1457	1433	1490	1920	1543	1608	1220	1508

SI-CAM PERFORMANCE MEASURES 2018

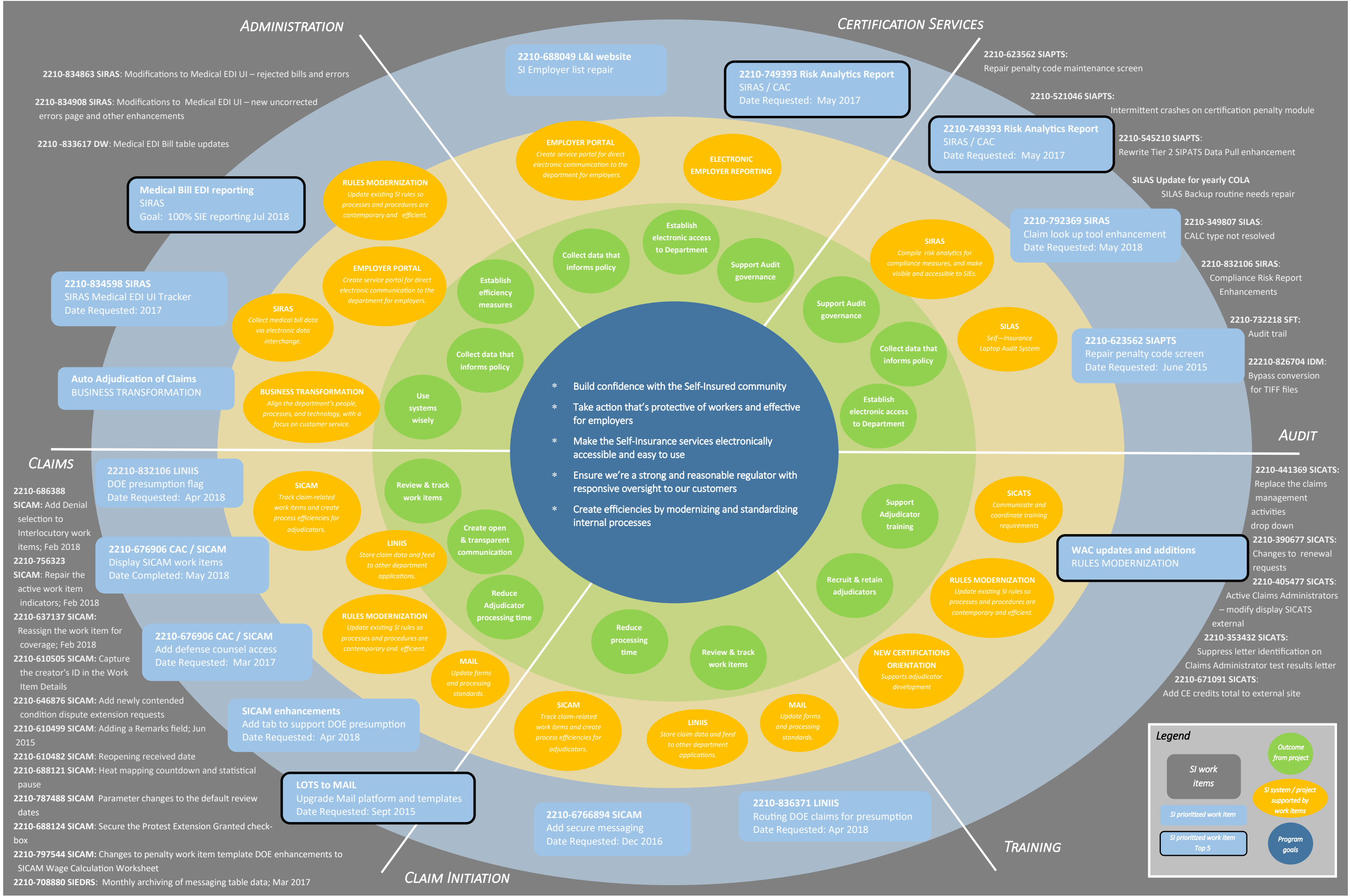
Work Item	2017								
	Target	June	July	August	September	October	November	December	January
Allowance									
In (Newly Received)		743	574	729	563	845	616	330	513
Out (Completed During Month)		748	642	755	623	727	669	563	843
Completed within 30 days		731	633	747	615	723	663	545	809
Issued within 30 days percentage	98%	98%	98%	99%	99%	99%	99%	97%	96%
Average days to complete		5	6	7	7	6	8	12	21
Pending		20	20	85	30	92	79	34	91
Denial									
In (Newly Received)		420	291	421	359	422	347	370	394
Out (Completed During Month)		413	320	443	376	409	335	419	489
Completed within 30 days		402	311	435	364	398	328	406	471
Issued within 30 days percentage	98%	97%	97%	98%	97%	97%	98%	97%	96%
Average days to complete		7	7	6	8	6	7	9	10
Pending		65	50	65	47	40	67	50	47
Closure PPD									
In (Newly Received)		263	222	195	158	248	204	213	226
Out (Completed During Month)		212	278	253	188	227	234	177	290
Completed within 60 days		195	260	233	173	217	224	169	279
Issued within 60 days percentage	90%	92%	94%	92%	92%	96%	96%	95%	96%
Average days to complete		22	20	22	24	17	19	17	21
Pending		193	152	121	92	116	99	149	110
Closure TC/NC									
In (Newly Received)		680	484	493	435	605	521	469	625
Out (Completed During Month)		703	639	629	483	598	482	491	706
Completed within 60 days		602	570	570	427	552	462	467	633
Issued within 60 days percentage	90%	86%	90%	91%	88%	92%	96%	95%	90%
Average days to complete		33	30	29	30	26	27	25	28
Pending		642	492	398	367	373	439	457	453
Protest									
In (Newly Received)		256	232	356	290	325	267	295	272
Out (Completed During Month)		361	327	415	349	342	276	347	310
Completed within 90 days		324	273	342	299	296	249	311	272
Issued within 90 days percentage	90%	90%	83%	82%	86%	86%	90%	90%	87%
Average days to complete		48	55	50	47	48	41	43	50
Pending		444	428	433	403	350	376	395	388
Wage									
In (Newly Received)		829	689	866	667	950	705	462	725
Out (Completed During Month)		896	775	896	781	869	738	660	931
Completed within 60 days		835	718	828	733	823	712	627	890
Issued within 60 days percentage	70%	93%	92%	92%	94%	95%	96%	95%	96%
Average days to complete		22	24	23	20	18	18	21	26
Pending		569	476	439	353	387	397	348	401
Total New		3191	2492	3060	2472	3395	2660	2139	2755
Total Out		3333	2981	3391	2800	3172	2734	2657	3569
Total Pending		1933	1618	1541	1292	1358	1457	1433	1490

SI-CAM PERFORMANCE MEASURES 2018

2018				
February	March	April	May	June2
733	722	331	504	719
756	733	565	903	929
721	717	501	794	829
95%	98%	89%	88%	89%
11	12	10	30	9
170	19	44	12	108
378	452	330	312	342
329	367	468	401	375
320	360	432	384	364
97%	98%	92%	96%	97%
10	9	21	24	19
69	30	43	22	51
210	236	175	184	200
171	236	210	237	210
156	225	200	225	195
91%	95%	95%	95%	93%
23	23	46	27	25
167	123	113	100	110
572	714	578	551	537
460	704	601	865	580
430	648	526	792	536
93%	92%	88%	92%	92%
30	30	28	29	26
599	540	577	417	441
249	335	155	296	276
267	345	319	378	269
236	310	275	334	228
88%	90%	86%	88%	85%
45	48	49	54	50
400	427	396	380	411
764	829	466	614	725
694	867	634	1048	902
663	832	606	1017	861
96%	96%	96%	97%	95%
20	21	29	26	19
515	404	435	289	387
2906	3288	2035	2461	2799
2677	3252	2797	3832	3265
1920	1543	1608	1220	1508

SELF-INSURANCE PROJECT MAP

MISSION: PROVIDE REGULATORY OVERSIGHT TO THE SELF-INSURANCE COMMUNITY



DICTIONARY

SIRAS:	<div>Self-Insurance Risk Analysis System A system that collects and provides data for prioritizing and targeting audits, and also satisfies requests from Self-Insured Employers to integrate with nationwide data-reporting systems. SIRAS is comprised of three main deliverables: a customer service portal; a risk analytic system, and a Medical Bill Reporting Electronic Data Interchange.</div>
EDI:	<div>Electronic Data Interchange</div>
SICAM:	<div>Self-Insurance Core Assignments Manager SICAM is a tracking system that documents the core Self-Insurance business functions and provides measurements for their performance management. It provides Claim Adjudicators with automated work lists and claims leaders with an up-to-date workload management tool.</div>
LINIIS:	<div>L&I Industrial Insurance System The mainframe system that supports all of L&I’s work.</div>
MAIL:	<div>The screen in Liniis that processes mail requests (letters, orders).</div>
CAC:	<div>Claim & Account Center The Claim & Account Center is a secure web application that provides employers, workers and providers with access to their workers compensation information on-line as well as the ability to conduct claims transactions.</div>
LOTS:	<div>The current system used by Self-Insurance to develop and process mail requests (letters and orders).</div>
SICATS:	<div>Self-Insurance Claim Administrator Tracking System</div>
SILAS:	<div>Self-Insurance Laptop Audit System</div>
SFT:	<div>Secure File Transfer</div>
SIAPTS:	<div>Self-Insurance Audit and Penalty Tracking System</div>