

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
September 30, 2014

The Liaison Committee met with representatives from the Department of Labor & Industries on September 30, 2014. Present for the meeting in whole or part from the Department were Jim Nylander, Brenda Heilman, Charla Bennett, Sharon Elias and Deb Tollefson. Present from WSIA were Glenn Hansen, Patrick 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, 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

FOLLOW-UP ITEMS

Staffing

Three vacancies in audit with anticipated hiring shortly. Certification Ops Mgr open with Jim Nylander's promotion (see subsequent announcement). Unit I has open a couple adjudicator roles and new employee started in role 9/15. Not filling claims consultant role for Ray Hershey who went to pension desk to replace Beth Hall who has retired. VDRO down 2 positions.

Vocational Services

Deb Tollefson updated-Dept. has reclassified positions as OT eligible which should make more attractive to fill. 60 items backlogged of which 16 are SIE and the oldest from 7/22. 27 items outside 30 day expectation; but hope to have back log caught up in next 30 days. VDRO collaborating more with VRC on shortcomings may see. Mock review of voc. committee statistical LMS not upheld and additional feedback provided to Chloe/Jan to resubmit. Peter E. collaborating more with claims for consistent/faster decisions. Have a paralegal assisting

Imaging

Pilot companies are working with L&I on testing secure file transfer with live test upcoming Monday for one of participants and other couple weeks after this. Discussion around potential naming conventions by SIE/TPA using L&I conventions for consistency of labeling.

WSIA NEW ISSUES

Medical Records Prepayment Requests

Discussion around 3rd party vendors who retrieve medical records demanding payment prior to record release and also correctness of billing amounts. Suggest L&I send letter to vendors. Also discussed was use of sending CD or directing to site to retrieve documents. Inquiry made as to how State Fund handles these issues. L&I to look into rules and communicate.

Penalty Order and Certification Services Coordination

Issue is certification services requesting penalty payment when penalty under protest or even reversed. Going forward adjudicator to communicate with certification whenever they take action on penalty order so better coordination on status.

EE/Attorney Protests

These need to be communicated to TPA/SIE consistently and timely so may take timely action.

Structured Settlements

Deb Tollefson updated-Not at volume anticipated. Can look at cases with pension orders already in place e.g. employee wants to return to work force. Largest settlements \$200-300k. If reopened order language should have no indemnity benefits if concluded with structured settlement.

3rd Party Claims Consultant

Asked to add contact to SI Section Contact List

PPD ratings

Concern expressed on level of rating and highest always being utilized. Conflict between AMA and RCW on this.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

Discussion on pilot and Tier I annual touch every SIE with initial focus on time loss calculation, Tier II more in depth and Tier III program wide. Focus on pilot is education not penalties except if not providing information needed to conduct audit such as payroll records which will be obtained directly from SIE and not TPA or records used for TTD calculation. Audit will be quality reviewed prior to release to SIE. Benchmark pass rate is 70% and claims selected will be based on claim volume with low 2 and high 35. L&I looking to review the most complex time loss calculations on a SIE. Not statistically

valid so no judgment as to quality. Will remain complaint based audits also. Will establish a governance committee to driver future Tier I topics.

SIE Assessments

Sharon Elias presented a power point and discussed process for allocation and determining SIE assessments for administration costs. Also mentioned penalties such as the refinery case are socialized as paid to supplemental benefit fund. .

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 base don set goals. Also provided heath Map Time Frame days for various work items and an overall SICam report on work items currency. We asked measurements provide incoming and outgoing percentages. TPA/SIE can ask L&I for their specific stats. Also look to see report broken down by L&I unit.

CLAIM STATISTICS

Protests/Appeals Pending

These statistics were not available.

Pension Requests Pending

No status provided.

Pay During Appeal Stay Requests

As of 9/15 501 stays requested. 440 denied. 61 granted.

Vocational Rehabilitation and Option 2

No stats provided

Allowance

As of Sept 191 pending items, improvement as support staff now issuing

Denials

As of Sept 223 pending items

Wage Order

As of Sept 1041 items pending with 606 over 60 days.

Time Loss / Closure Orders

As of Sept 708 items pending and 179 PPD items pending.

Initiation Backlog

No stats provided

New Certified Self-Insureds / Surrenders

7/1/14 Custom Orchards, ResCare and Cabellas new SIE. No 10/1 pending applications. AgilentTech subsidiary of Agilent to State Fund as subsidiary organization. OfficeMax surrendered due to merger with Office Depot who is State Fund. Couple new SIE reviewing for 2015.