



Washington Self-Insurers Association

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
July 10, 2014

The Liaison Committee met with representatives from the Department of Labor & Industries on July 10, 2014. Present for the meeting in whole or part from the Department were Jim Nylander, Brenda Heilman, Charla Bennett, Erik Landass, Simone Javaher, Celia Maskill, Karen Jost, Ginny Klapstein, Dan Johnston and Todd Engkraf. Present from WSIA were 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, 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 May 1, 2014.

GENERAL

FOLLOW-UP ITEMS

Staffing

Gene Anderson has moved into the Training Supervisor role formerly held by Starla Treznoski. Cindy Lord has moved to a Trainer role from Wage Specialist. Sandra Aguillard has left her role as Claim Lead to join the Audit team. Mildred Poole has retired. L&I has filled Program Specialist role and Management Analysis (Bill Bailey). Open positions are two Claim Lead (one returned from Legal Services), Wage Specialist and Management Analyst.

VOCATIONAL SERVICES

No Updates

SIF-5 Pilot

Plan is a short re-pilot of revised form 8/2014 with rollout later and couple months to allow for programming of form, etc. before mandating use. Emphasis more on adjudication then audit purpose on the form revisions.

IMAGING

Pilot companies are working with L&I on testing real data with anticipation live feeds 8/1.

WSIA NEW ISSUES

Level of Adjudication by SI Adjudicators

Discussed segregation training and Miller decision and orders being seen now by SIE. Condition must be contended as part of the claim for L&I to address segregation-this is not a change in policy.

Interlocutory Orders

Further discussed consistent time frames for interlocutory periods. L&I to look at suggestion of 60 days beyond 60 days from claim element receipt and then extensions based on specific support for reason e.g. medical records pending, IME date, etc. vs. 60 days from request. L&I agrees currently random periods chosen by adjudicators.

COLA

Admittedly 7/2014 COLA information was later than usual and unacceptable to receive after 7/1 effective date. Employment Security published 6/26. Concern expressed if Coston rules accepted penalty issue. L&I plans on appealing the Crabb decision so addressing max rate and 7/2011 COLA changes pends.

Reopenings

Expressed concern on number of deemed reopen as no decision within 90 days. Appeared to be a gap in SI-CAMS data transfer or identification. Also suggest copy of application go with L&I notice of reopening vs. referring to Claim Acct Ctr to retrieve. Concern TPA was not notified of reopening application timely so they could monitor 90 day period for decision or extension.

IME

On out of State IME code previously used is no longer in place. Out of State IME providers should bill per L&I fee schedule and part of signed contract if they have an L&I number. L&I is to look at further defining when it is appropriate to use code 1124M-by report vs. normal fee schedule code for an IME. Practical matter is SIE may not be dealing with L&I provider IME physician for out of State or specialty nor be able to obtain agreement on billing per WA fee schedule.

SEIDERS

Ginny Klapstein discussed limitations on changing some elements such as names when in the system already. Also discussed potential for electronic changes of information vs. paper submissions. Suggest she put out list serve of tips on most common errors and how to prevent. Discussion on rectifying issues if SIE not reporting using SEIDERS. Only one not in compliance last period. L&I has issued penalties around this area in the past. Biggest SEIDERS challenges is change of TPAs.

SIF-2

SIE do have capacity to obtain pre-assigned block of numbers and generate their own SIF-2 using L&I Word document.

SIF-7/Quarterly Reports

Discussed moving Quarterly reports to electronic version to limit errors in math/transposition that takes place. Payment policy would remain in place for manual checks. Also concern L&I not reaching out to SIE/TPA prior to issuing corrected amounts on SBI reports.

Rx monitoring database

As L&I ONC have access to this database it was requested SI look into access for SIE/TPA claims managers. Simone Javaher to look into how that could be provided.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

Todd Engkraf provided a power point on SEIDERS and electronic data interchange (EDI) through 3rd party vendor and how that would look. This is being looked at for funding 2015-17 period. Dan Johnston provided overview update on audit reform status. Look for more to come from audit committee.

Interpreter Services

Erik Landass, Karen Jost & Cecilia Maskill from L&I Health Services and Health Policy / Payment presented on L&I future adoption of video interpretation as an option. Telephonic interpretation was not deemed successful as less than 1% of services at L&I. Target is 9/2014 and seven vendors have been vetted. Review indicates average in-person service 60 minutes and video anticipate 10 minutes. Providers will need to work with the vendors on equipment needs; but may have in place already for non-occupational services; but L&I was unclear. We asked for a list of providers when identified vendors already have service in place. Also asked they consider IME companies as target for video services. No incentive to participate to providers had been offered or considered. We ask L&I to report back in 6 months program effectiveness.

Also SI section of L&I is moving to AvantPage for written communication translation as significant cost saving (\$10 vs. \$100). They only send correspondence in another language if indicated on SIF-2. Inquiry made if SIE could adopt forms such as closing order in other languages if substantially similar-L&I to review and respond.

SI-CAMS

Standard Performance Metrics

Brenda Heilman provided report on initial performance measures and results for Apr-June. L&I has set standards for adjudicators around processing of Allowances (98% within 30 days), Denials (98% within 30 days), Closures PPD (90% within 90 days), Closures TC/NC (90% within 90 days), Protests (100% within 90 days) and Wage Orders (70% within 60 days) and have capability of measuring results by unit or adjudicator.

CLAIM STATISTICS

Protests/Appeals Pending

These statistics were not available.

Pension Requests Pending

2 90+ days pending.

Pay During Appeal Stay Requests

485 stays requested. 425 denied. 60 granted.

Vocational Rehabilitation and Option 2

17 Eligibility requests, 13 plans approved and 4 Option 2 orders in June.

Allowance

As of the end of June 281 pending items

Denials

As of the end of June 148 pending items

Wage Order

As of the end of June 876 items pending with 525 over 60 days.

Time Loss / Closure Orders

As of the end of June, there were 723 items pending and 277 PPD items pending.

Initiation Backlog

No stats provided

New Certified Self-Insureds / Surrenders

New surrenders 4, one merged into another SI account, others sold to State Fund parent, parent moved to State Fund or moved to State Fund. New Certifications-three effective 7/1. Also on insolvency no assessment will be applied to 2nd Qtr claim payments (see rate notice mailer). L&I continues pursuit of excess carrier coverage and unused portions of surety and collected that from Coastcraft recently.