

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
March 3, 2016

The Liaison Committee met with representatives from the Department of Labor & Industries on March 3, 2016. Present for the meeting in whole or part from the Department was Jim Nylander, LaNae Lien, Brian Schmidlkofer, Gina Mayo, Autumn Music-Schmitz and Misti Puening, Present from WSIA was Kris Tefft, Lisa Vivian, Glenn Hansen (by phone) 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 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 in November.

GENERAL

The safety topic involved correct ergonomic seating at the desk.

FOLLOW-UP ITEMS

Staffing

There are two open Audit positions and looking at reclassifying for better applicant pool. This continues to impact Tier 1 audit. Cindy Lord has returned to audit and Kelly Zimmerman has moved to training so her Claims Consultant role is open. Claims Operations team is filled although 2 employees in training into April. Their messages should be provided to peer staff. OT was authorized in Feb. (approx. 100 hours used) and also March.

SIRAS

Autumn and Misti provided a draft handout and spent time updating us on the change to medical EDI. They will be providing a time line soon on project milestones. This may also be added as a session at the WSIA Annual Conference. The external complaint aspect of SIRAS is 90% done and they've done some end-user testing. The team will continue to work with identified stakeholders of the SIE community both IT and end-user. ISO is on board and working in conjunction with the L&I team. They anticipate a one year timeframe for SIE to become compliant from when roll out elements but will also seek early adopters.

IME's on Reopening

LaNae had team pull last 3 months of re-openings and first blush is requests for IMEs seemed higher than anticipated so Julie Hill-Craig will be reviewing to see if request for IMEs being over utilized. IMEs appear to be on Legislative radar following Ombudsman report. Challenge for SIE adjudicators at L&I is to determine what is reasonable and necessary as not defined. SI anticipated refresher training for team on use of IMEs on re-openings.

Post Closing Medical

L&I team has been trained to recognize protest that requires adjudicator review vs. medical that came in post closure, but doesn't impact closure.

Legal Services

No updates

WSIA NEW ISSUES

Kept on Salary (KOS):

Lisa Vivian led discussion around reporting on SIF5/5A KOS costs vs. being allowed to treat claims and resolution as medical only if no additional indemnity costs incurred. Also discussion around KOS seems to be a benefit for State Fund employers with Stay-At-Work program, but a detriment to SIE as costs in annual assessment. Future discussion around topic will be held.

Wage Audits:

The next batch of employer letters is to go out shortly. Audit is moving to cap claims to be reviewed at 10 with injury date 3 years or newer and no wage order in place. Balance of employers later so hope concluded by 9/30/16.

Dept. of Corrections Rule

Kris T. led discussion around impact to this on self-insured ESD, Cities & Counties and use of DOC inmates as labor vs. insurance requirements.

Certifications/Surrenders

New SI employers effective 4/1/16
Odom Corp.
Sanwa USA i.e. Overhead Door Co.
Premera Blue Cross

SELF-INSURANCE BUSINESS PLAN UPDATE

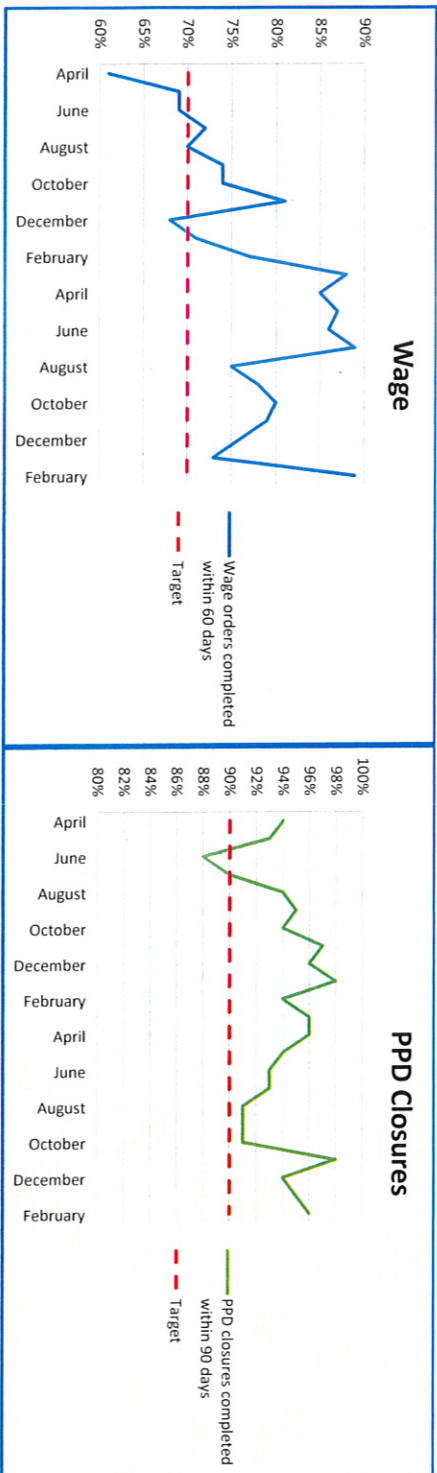
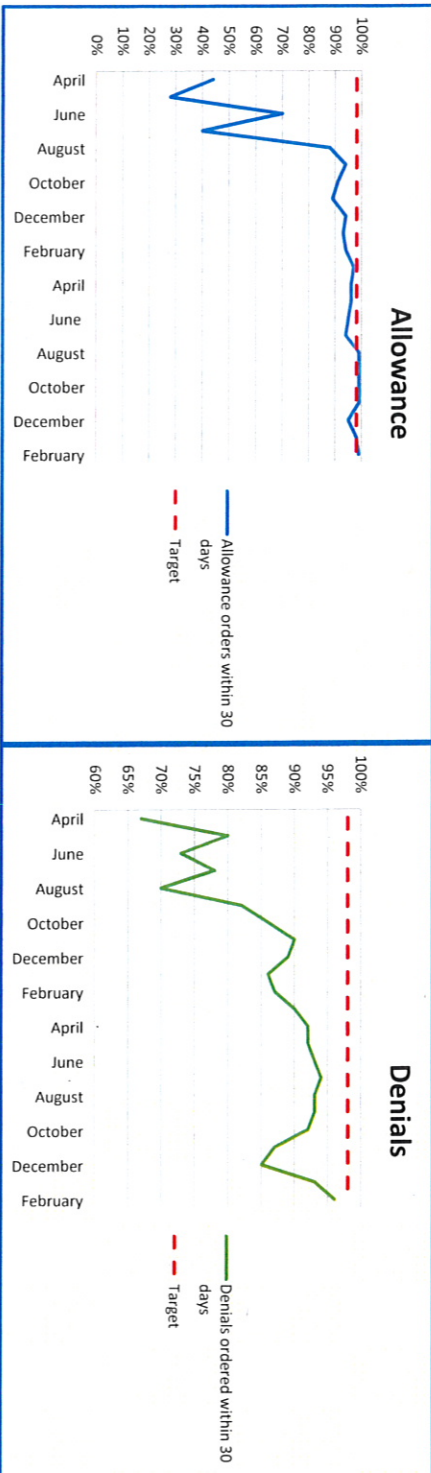
Audit Reform

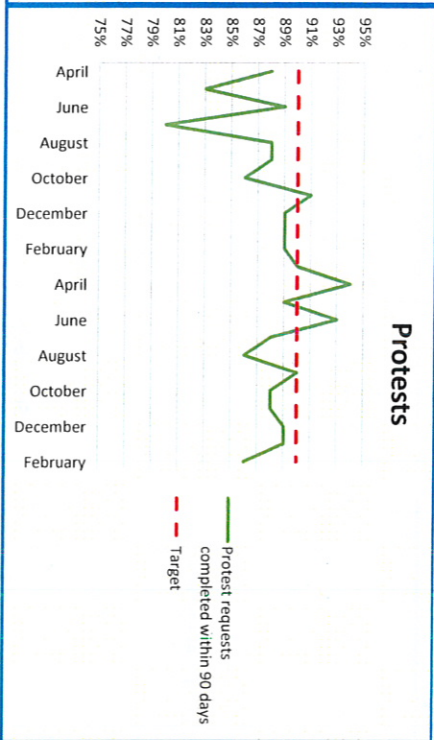
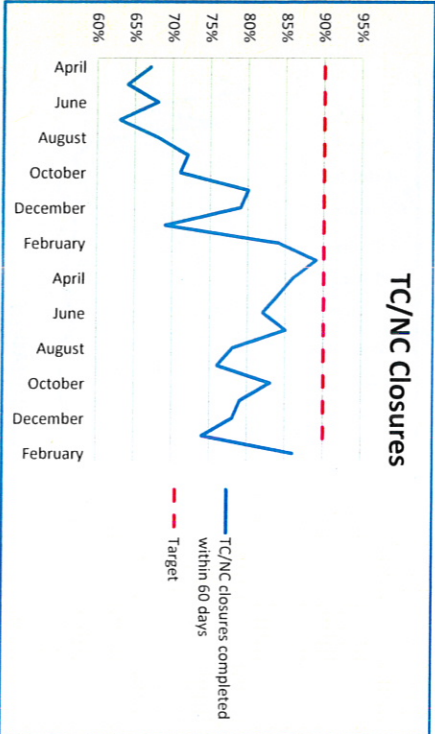
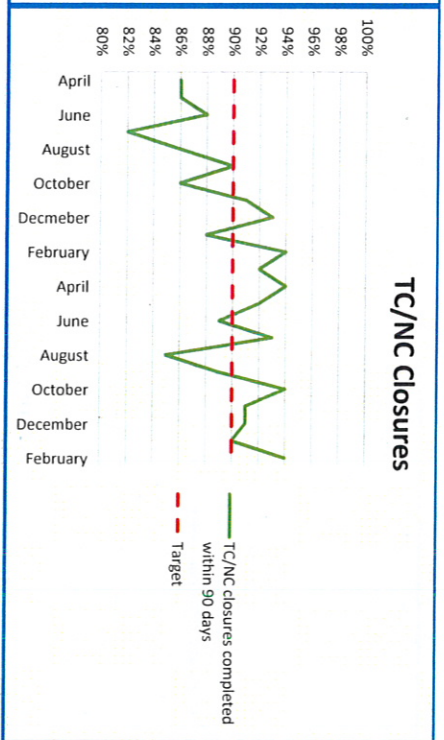
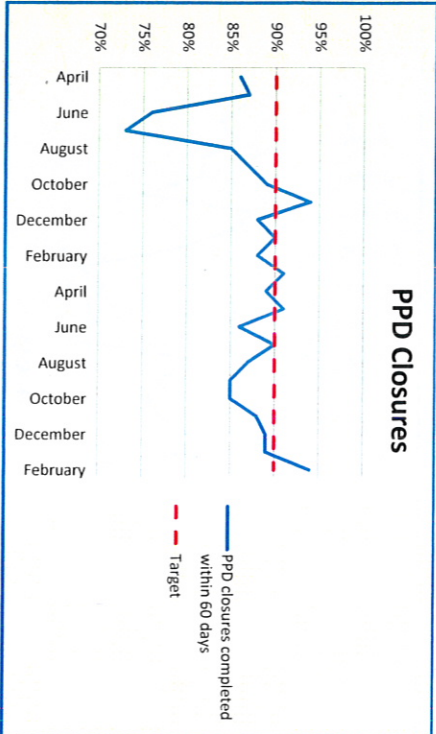
As above.

Performance Measures

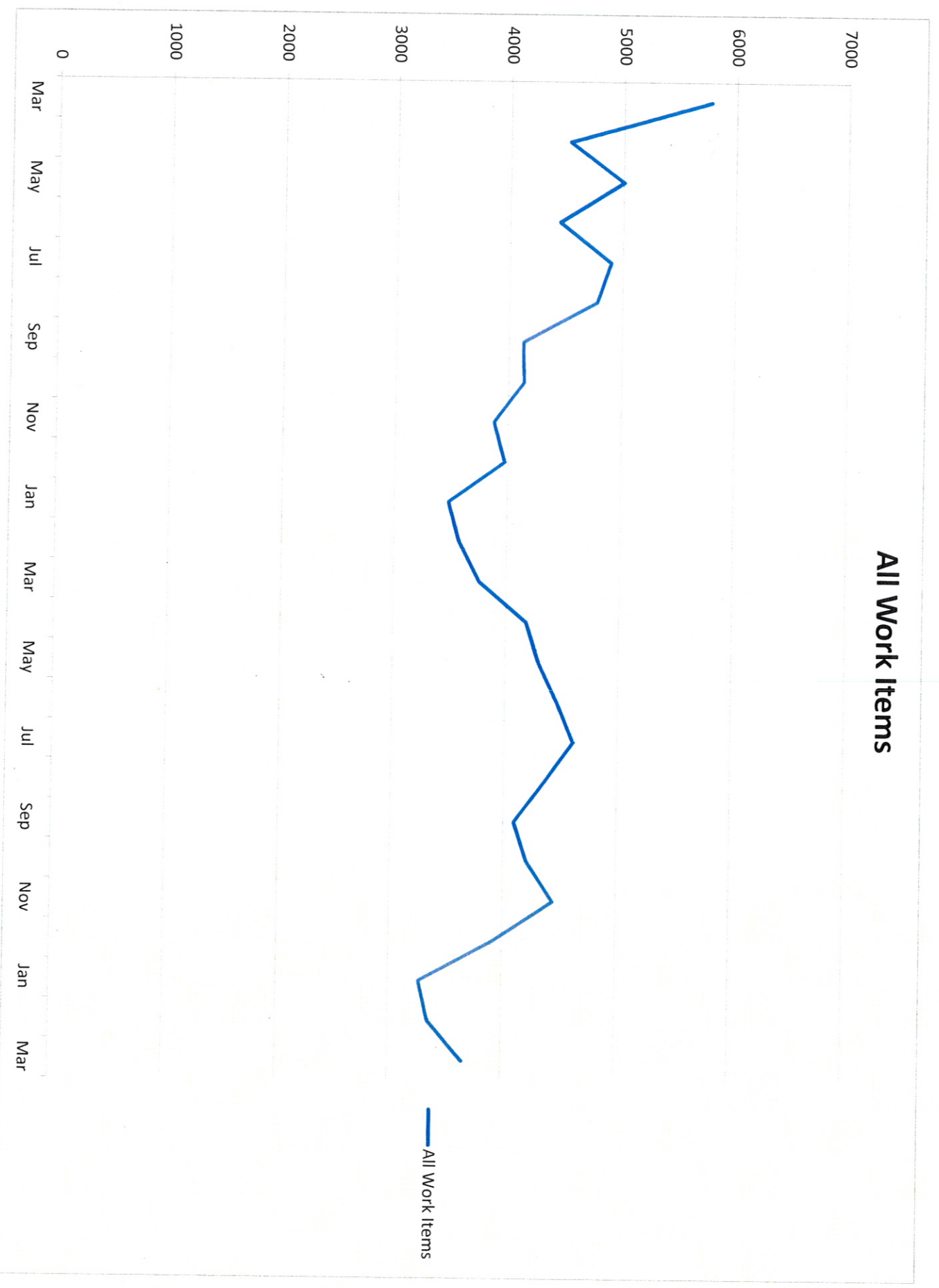
The current SI performance measures are attached.

Self Insurance 2014-2016 Performance Measure Trends





All Work Items



SI Performance Measures 2015

Work Item	Target	January	February	March	April	May	June	July	August	September	October	November	December
Allowance													
New		450	720	940	681	679	779	801	635	729	935	689	769
Out		738	799	1311	707	629	1044	1144	963	1002	720	648	806
Completed within 30 days		684	752	1276	677	601	991	1074	951	990	711	642	768
Issued within 30 days percentage	98%	93%	94%	97%	96%	96%	95%	94%	99%	99%	99%	99%	95%
Average days to complete		21	22	13	17	25	25	23	15	9	9	14	18
Pending		64	339	185	264	443	513	424	132	33	266	335	239
Denial													
New		402	326	430	379	357	423	414	411	372	413	346	440
Out		476	392	502	426	352	483	441	447	470	376	331	472
Completed within 30 days		407	342	454	391	324	450	414	415	439	347	289	393
Issued within 30 days percentage	98%	86%	87%	90%	92%	92%	93%	94%	93%	93%	92%	87%	85%
Average days to complete		20	15	12	11	11	13	15	13	11	11	13	17
Pending		147	70	98	70	98	87	128	128	97	130	174	95
Closure PPD													
New		202	208	221	253	203	261	236	283	233	246	178	244
Out		247	245	230	243	225	203	298	356	235	299	222	285
Completed within 60 days		222	215	210	217	204	175	259	308	201	255	195	253
Issued within 60 days percentage	90%	90%	88%	91%	89%	91%	86%	90%	87%	86%	85%	88%	89%
Completed within 90 days		242	231	221	233	211	189	276	325	214	272	217	268
Issued within 90 days percentage	90%	98%	94%	96%	96%	94%	93%	93%	91%	91%	91%	98%	94%
Average days to complete		26	25	25	25	26	31	33	32	34	35	31	29
Pending		158	109	170	168	135	196	193	162	254	222	212	150
Closure TC/NC													
New		476	515	471	574	568	640	505	491	552	532	435	606
Out		679	574	631	501	556	629	650	730	491	611	494	689
Completed within 60 days		470	480	564	433	469	518	554	568	375	509	388	538
Issued within 60 days percentage	69%	69%	84%	89%	86%	84%	82%	85%	78%	76%	83%	79%	78%
Completed within 90 days		599	541	583	473	514	562	604	656	438	577	450	624
Issued within 90 days percentage	90%	88%	94%	92%	94%	92%	89%	93%	90%	89%	94%	91%	91%
Average days to complete		45	33	34	32	34	39	37	40	41	38	42	41
Pending		507	396	495	484	488	513	456	350	698	705	693	567

SI Performance Measures 2015

Protest												
New	276	248	320	332	318	294	310	247	285	367	279	351
Out	345	314	355	330	343	351	382	340	307	310	313	439
Completed within 90 days	306	279	316	308	304	326	336	295	275	273	275	390
Issued within 90 days percentage	89%	89%	90%	94%	89%	93%	88%	87%	90%	88%	88%	89%
Average days to complete	44	40	38	41	51	41	51	51	43	45	49	44
Pending	198	170	333	260	247	226	270	224	402	434	453	364
Wage												
New	534	669	728	725	724	800	767	669	686	751	564	756
Out	786	782	847	710	734	779	886	840	700	814	732	848
Completed within 60 days	559	600	749	603	640	672	786	634	543	650	581	641
Issued within 60 days percentage	70%	71%	77%	88%	85%	87%	86%	89%	75%	78%	80%	79%
Average days to complete	49	38	29	32	35	33	31	43	42	39	41	44
Pending	707	487	694	579	651	636	570	508	977	971	893	776
Total New	2340	2686	3110	2944	2849	3197	3033	2736	2857	3244	2491	3166
Total Out	3271	3106	3876	2917	2839	3489	3801	3676	3205	3130	2740	3539
Total Pending	1781	1571	1975	1825	2062	2171	2041	1504	2461	2728	2760	2191

SICAM Performance Measures 2016

[illegible]

SICAM Performance Measures 2016

Protest			
New	276	298	
Out	292	351	
Completed within 90 days	261	304	
Issued within 90 days percentage	90%	89%	87%
Average days to complete	45	51	
Pending	425	427	
Wage			
New	637	757	
Out	929	798	
Completed within 60 days	676	709	
Issued within 60 days percentage	70%	73%	89%
Average days to complete	49	30	
Pending	631	725	
Total New	2637	2920	
Total Out	3501	3105	
Total Pending	1926	2228	