



Washington Self-Insurers Association

## WSIA Liaison Committee Report

**Glenn Hansen, WC Manager, Multicare Health System**  
**Patrick Reiman, Manager Claims, Sedgwick**  
**May 1, 2014**

The Liaison Committee met with representatives from the Department of Labor & Industries on May 1, 2014. Present for the meeting in whole or part from the Department were Natalee Fillinger, Jim Nylander, Brenda Heilman, Charla Bennett and Vickie Kennedy. Present from WSIA were Glenn Hansen, Patrick Reiman, Kris Tefft, and Dave (Hollywood) Kaplan.

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](mailto:glenn.hansen@multicare.org) or TPA Representative Pat Reiman at 206-214-2813 or email at [patrick.reiman@sedgwickcms.com](mailto: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**

Starla Treznoski has left her role as training supervisor and assumed a role in IT. They are recruiting to replace her position.

Mildred Poole, the supervisor of support is retiring at the end of May and her replacement has already been hired in addition to another replacement. Her group works on claim initiation. Claims initiation is down from 40 days to 20 presently.

There is one opening in Certification Services to replace Joyce Hogsett who resigned her position and moved to Idaho. This is an Auditor 3 position and they are seeking someone with accounting experience. The position reports to Brenda Brown.

There was one Claims Consultant budgeted position that Debora Tollefson had been holding in Legal, but they have determined that position is not needed and

will return that position to Self Insurance for an additional adjudicator. Self Insurance has determined that they have been running one full FTE in overtime for the last two years.

### **VOCATIONAL SERVICES**

We briefly discussed the staffing in VDRO and there are apparently 1 or 2 openings there that have not been filled yet. We requested statistics for any backlogs that exist in VDRO. These are available in a different manual system. We also questioned the vocational statistics because they showed that 48 plans were submitted and all were approved. That seemed like a high percentage and we asked if that meant that vocational counselors were doing a better job or if there might be some missing statistics for rejected plans.

### **SIF5-A**

The revisions are fully in use now and there was some discussion about whether or not that has driven the still existing wage order back log.

### **SIF-5 PILOT**

The pilot has concluded with those members who were using the pilot forms still allowed to use them. Based on feedback, the Department plans to re-pilot using some of the suggestions made during the initial pilot. No final form is in place.

### **IMAGING**

There is supposed to be a pilot program to test the ability to upload documents to the Department via secure site. At this point, a couple of pilot companies have been selected but no further follow up has been generated from the Department's IT people who are to reach out.

## **WSIA NEW ISSUES**

### **E-LEARNING**

There are two modules, one on Injury/Occupational Disease, and the other on course of employment. They are currently up and running at the Department's web site. Notice of the availability of these courses has not been sent out so we asked for a List Serve notice.

### **Level of Adjudication by SI Adjudicators**

An issue was brought up involving letters from the SI adjudicator asking for information to be requested on a claim under protest. The information requested was not felt to be relevant to the protest under consideration.

## **Interlocutory Orders**

There was a discussion about standardization and time frames for both issuance of an interlocutory order and the time frames shown on the order for further time to investigate. There was also discussion about how to notify the Department if you want to allow a claim before the interlocutory is issued. The preferred method is a new SIF-5 with the "allow" box checked and a comment. The group also discussed the practice on MO claims of investigating and then requesting interlocutory orders when the investigation was not able to be completed in 60 days. Glenn gave an example of requesting an interlocutory order and having the adjudicator deny the request because the interlocutory period had expired and requesting a file copy with a determination recommendation.

## **SELF-INSURANCE BUSINESS PLAN UPDATE**

### **AUDIT REFORM**

Natalee filled the group in on her understanding of the audit reforms. The first discussion involved an audit of time loss benefits as an audit Tier 1. They are looking at how to answer the question: "What does a good audit get you?" There is interest in incentivizing good performance. They will also look at complaint based audits.

Second, they are looking at a risk based audit process. They have asked Dan Johnson to develop professional, consistent standards for audit. They are reaching out to pilot what this might look like.

They are continuing to build SIRAS, the Self Insurance Risk Analysis System for audit use. They are trying to identify program areas to audit using data.

Finally, there is discussion with the Director to pursue Self Insurers submitting data in a nationally recognized format for use in comparing our data to others. This project has broached the subject of using IIABC or NCCI data elements. This would only be for Self Insurance data. The Department is not on board at this time with eliminating their LINUS system.

### **SICAMS**

Natalie reports that SICAMS has reduced the backlog by 1/3 since implementation. At one point, allowance orders were down to 27 in April. It retreated based on staffing issues later in April, but overall, progress was made. Wage orders continued to be higher on the backlog and did not see a significant decline.

The Department is now in the process of assessing workloads and addressing team concerns about the disparity of work. They are still looking at a way to automate vs. human factors in speeding up allowance orders to take these out of the hands of the adjudicators. They would like to pilot the process for earlier issuance by 5/31. For example: Box A checked + Box B checked + Box C checked = Issue order without further review.

At this time, there is also an evaluation of the top 10 employers in terms of claim volume to determine their impact on the Self Insurance teams.

Based on SICAMS, the Department wants to deliver the production standards to their staff by July.

### **Standard Performance Metrics**

The Department is prepared to report out on 5-6 agreed standards. They should be able to have the report ready by the end of May. There was some discussion about sharing the report data with employers/TPA's so they could look at their own backlogs. There are issues with how the data would be used and it would be a manual process to produce the data so the Department suggested a List Serve allowing reports to be generated on request.

## **CLAIM STATISTICS**

### **PROTESTS /APPEALS PENDING**

These statistics were not available.

### **PENSION REQUESTS PENDING**

These statistics were not available.

### **PAY DURING APPEAL STAY REQUESTS**

As of 5/1/14: 476 stays requested. 418 denied (87.8%). 58 granted.

### **VOCATIONAL REHABILITATION AND OPTION 2**

Needs to be added back on report.

### **WAGE ORDER**

As of the end of April, there were 1108 work items with 699 pending over 60 days with an average of 50 days.

### **TIME LOSS/CLOSURE ORDERS**

As of the end of April, there were 848 items with 272 PPD closures pending.

### **INITIATION BACKLOG**

Avg Days April improved from 40 to 20.

### **NEW CERTIFIED SELF-INSURES/SURRENDERS**

No new surrender. 2 in process for 7/1/14. 1 meeting coming up.