
POLICY 2.91

Section: Claims Processing **Effective:** 5-15-16

Title: Policy 2.91 - Special Handling of Warrants for Time-Loss, Permanent Partial Disability, Vocational Awards, and Pension Payments **Cancels:** Policy 2.91 dated 9-5-14

See Also: [RCW 43.08.066](#) (lost or destroyed warrants, instruments, or other evidence of indebtedness – conditions on issuance)
[RCW 51.04.080](#) (sending notices, orders, payments to claimants)
[Policy 1.35](#) (releasing claim files and claim specific information)

Approved by:

Sandi Haerling for the Insurance Services Policy Council

This policy applies when releasing time-loss compensation, permanent partial disability (PPD), vocational award payments, and pension payments and when sending by guaranteed delivery service.

1. Payments won't be sent to or picked up by workers before the warrant's scheduled paid through date.

The department will send payments to workers on the paid through date.

Payments can be picked up on the paid through date.

The adjudicator should encourage workers to receive payments as scheduled.

2. The adjudicator has the discretion to approve lobby pickups for time-loss compensation payments, PPD advances, scheduled PPD payments, PPD cash outs, vocational awards, and pension payments.

The adjudicator should approve these requests *only* if the worker is experiencing extreme hardship. The adjudicator should use discretion when approving lobby pickups for workers.

The adjudicator must request lobby pickups by 11:45 am.

3. Unit supervisors must approve requests for special hand warrants.

Special hand warrants are used when a payment needs to be produced prior to the regular payment cycle. Unit supervisors must release payments electronically from their suspend screens.

4. The worker has until noon the following day to pick the payment up from the lobby.

If the worker doesn't pick the payment up by noon lobby staff will mail the payment and update the computer system.

5. Adjudicator must wait ten working days after a payment's issue date before initiating a tracer to report as lost or stolen.

6. A worker whose address is in care of an attorney must have the attorney's approval prior to lobby pick-up.

The approval can be written by the attorney and given to the worker or given verbally by the attorney to the adjudicator. The adjudicator will document the attorney's verbal approval in the claim file.

7. Releasing the payment to anyone requires identification.

A worker must present his or her driver's license or picture identification before the payment will be released.

When a worker asks another person (such as an attorney, spouse, domestic partner, or relative) to pick up a payment, the person must present *each* of the following:

- A notarized or witnessed statement by the worker authorizing the pickup; and
- His or her driver's license or picture identification; and
- The worker's driver license or a photocopy of the worker's license (or picture identification) for signature verification.

8. Adjudicators may approve sending a payment by guaranteed delivery services only in special cases.

Adjudicators may send the payment by guaranteed delivery services rather than first class mail *only* when the worker meets both these criteria:

- The worker would experience extreme hardship without this service; and
- The worker lives too far away to pick up a warrant in the lobby.

Due to the expense of these services, adjudicators must use their judgment in approving use of these services for early release of payments. Guaranteed delivery services include Federal Express, United Parcel Service, and United States Postal Service (USPS) Express Mail. The adjudicator may approve guaranteed delivery services for time-loss compensation, PPD, vocational award payments, and pension payments.

For further information about this or other workers' compensation policies, you may contact the Insurance Services' policy program at (360) 902-5079.