

# WSIA Liaison Committee Report

**Glenn Hansen, WC Manager, Multicare Health System**  
**Patrick Reiman, Manager Claims, Sedgwick**  
**July 2, 2015**

The Liaison Committee met with representatives from the Department of Labor & Industries on July 2, 2015. Present for the meeting in whole or part from the Department were Jim Nylander, Program Mgr., LaNae Lien, Claims Mgr., Brian Schmidkofer, Compliance Mgr. and Gina Mayo, Admin. Asst. III. 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](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 September 3, 2015.

## **GENERAL**

The safety theme was Firework Safety.

## **FOLLOW-UP ITEMS**

### **Staffing**

Karen Lewis, Unit S wage specialist retired and recruitment is underway. Discussion on financial background vs. claims background ensued with limits based on position description. Unit S Team Supervisor Tina DeLaTorre in non-permanent position until Oct. Will recruit for that and Team Lead as she's performing both roles currently. New Training Supervisor is Cindy Lord. Discussion on internal vs. external focus for training took place. Focus on reinvigorating E-Learning modules and request coordinate with Patrick Koenig, WSIA Program Development Coordinator. Valerie Estes retired so ½ time training position open. Two vacancies in audit-Cindy Baxley gone and Cindy Lord's position. Management Analyst position open also. Discussion around making Self-Insurance Section employer of choice within L&I.

### **Willful Misrepresentation**

Self-Insurance Section advises approximately 3/month Orders and Notice on these where State Fund around 2/month. Most litigated and resolved to innocent misrepresentation. Discussion around if SIE outcomes can be included in L&I press releases as well as State Fund. Discussion around penalty payable to L&I vs. SIE by rules and goes to supplemental pension fund which has no new assessments recently. Provider fraud goes to provider section so above numbers claimant willful

misrepresentation. Invited Liz Smith with State Fund fraud to next meeting to see how SIE can more closely work with L&I.

### **SIE/State Fund Claim Rejection**

Letter goes out to by State Fund rejecting as SIE claim with copy to SIE. Doesn't always include rest of file materials including SIF2. Self-Insurance working on sending all file material or allowing Claim Account Center access to same for SIE. Approximately 2500 of these in 2014. LaNae to draft letter for our review on this issue. Also discussed who at Self-Insurance section vets should be SIE vs. State Fund. Appear to mainly be occupational disease claims at issue. Suppose to be a Jurisdictional Benefit Committee; but unclear if still in existence.

### **Interlocutory Order Consistency**

New process will be coming out on list serve as has been finalized with our input. LaNae to draft cover letter for extension requests with common reasons. Scheduled training internal at Self-Insurance with estimated go live 7/13. We ask to continue to error on side of leniency for extensions.

### **Over 7 Reopening**

Statistics provided 2011-2015 for what appears only those addressing issue of indemnity benefits. Granted rate 79%-100%. Self-Insurance section makes recommendations via letter after committee review to Director. Committee consists of Program Mgr., Claims Mgr., Unit Supervisor and Unit Lead. If only issue is medical treatment then addressed at Adjudicator level. Director's staff could return for further review/analysis. Discussed issues such as joint replacement in knees, shoulders and hips and AMA causation guides and recent Twin City Foods case.

### **Missed Work Items**

Office Assistants underwent training this week to improve consistency. Adjudicators still tracking and reporting to their Lead to monitor for improvement or other issues for missed work items.

## **NEW ISSUES**

### **Vocational Services**

Discussion around Vocational FAQ came from WA State of Justice. Request work with Rich Wilson, Ryan Guppy, Jan Donnelly and Chloe Johnson committee. Inquiry on new Option 2 and when EE opts out when are benefits payable-time of opt out or time of plan approval. How do you apply retroactive given delay now in Opt out timeframe? Ask to clarify in Vocational Improvement Project meeting.

### **Ask LNI (Claim and Account Knowledge Base)**

Handout on instructions on how to access from Claim Account Center provided (attached). Currently for TPAs and attorneys. We ask they consider adding Employers and to make access point more visible. Contains articles and policies.

### **Incentivizing Confidence**

Discussed issues for SIE to have confidence in Self-Insurance Section so use existing authority such as closures or the necessity of wage orders. Suggest put together committee to review efficiencies and areas or opportunities first that may only require policy change such as wage and interloc orders vs. statutory changes such as allowance. Discussed need for Self Insurance section to communicate orally with SIE/TPA on issues such as changes in Orders from requested prior to issuance or on new training topics and process changes as a result. Positive examples working together Coston, Audit pilot, Surety transfer insolvency trust.

### **Legislative Changes on Initiatives**

For new legislation allowing L&I authority to use SI administrative funds on special projects agreed to by SI community, discussed what will voting look like for SIE. Representative body such as WCAC or WSIA? SIRAS will be first area which will cover EDI, SI-CAMS, SILAS, web based complaint interfaces. Use these to funnel to focus audits by subject and entity.

### **7/2015 COLA**

Ask to determine why delay always to receive. What is timeframe calendar year vs. L&I year i.e. Jan-Dec vs. July-June. No future plans to mandate beyond 5 decimals on rates; but did publish both 5 and 10 digit factors.

### **Opioid Guidelines**

Appears need updated 7/2015 on L&I website.

### **Reports**

Can Self-Insurance provide payroll and number of employees covered by SIE? Believe so and will advise.

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

### **Audit Pilot**

See attachment/handout on update. To be slight revisions with our suggestions and published. May lower sample size if get to point of passing confidence; but continue if not passing until reaches not pass threshold as running behind on time table. Suggest individual questions response on satisfaction survey be provided to Audit committee.

### **SI-CAMS**

#### **Standard Performance Metrics**

LaNae provided performance measures-see attached.

### **Certification/Decertification**

TBD but didn't believe any new either way.