

WSIA Liaison Committee Report

Glenn Hansen, WC Manager, Multicare Health System
Patrick Reiman, Manager Claims, Sedgwick
July 7, 2016

The Liaison Committee met with representatives from the Department of Labor & Industries on July 7, 2016 9-12a.m. Present for the meeting in whole or part from the Department was Jim Nylander, LaNae Lien, Brian Schmidlkofer, Gina Mayo, Mike Ratko, Autum Music-Schmitz and Simone Javaher. Present from WSIA was Kris Tefft, Lisa Vivian (by phone), Glenn Hansen 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 September.

GENERAL

The safety topic involved food safety tips.

FOLLOW-UP ITEMS

Staffing

There an open position in Unit I as Latrisha Gallegos and Corinna Triance have left on temporary assignments. One of positions has been filled with Sarah Holm, formerly a Claims Consultant. Audit is fully staffed. All audit and claims staff will be utilized to assist in catching up Tier 1 audit in various manners.

SIRAS/EDI (Electronic Data Interchange for Medical Bill Info)

Autumn went over the draft communication plan:

- Webinar 7/19 which will be recorded but has space for 1000 attendees
- Online customer service form testing to claimants and their attorneys to start 7/19. It was suggested and agreed the personae/scenario should also be sent to SIE/TPA so they have visibility of questions/phrasing and can be additional tester resource to add input if needed. The TPA/SIE is to receive notice if one of their claimants is selected for the test. This is not live fire, but they will be provided a situation to walk through the site as if their concern.
- Stakeholder analytics to Audit Advisory Group and Liaison 7/18 for input on data use / outputs
- EDI weeds with training partners. EDI requirements have been posted to website. Kris discussed need to clean up posted information and make more clear.
- L&I will need a certified FEIN from each SIE. Suggested L&I provide what they have already to SIE for confirmation. Each submitter on behalf of SIE will use

SIE FEIN as main reference number. Discussed potential for a lookup tool to obtain FEIN, cross referenced with UBI?

- EDI instruction manual how to set up your system 9/2016
- Customer service soft roll out, design TBD
- EDI early adopters 11/2016 to start early 2017 vs. actual date 6/2017. Have one volunteer already to start in Oct/Nov.

Glenn suggested providing a list of those vendors who have already met standard so SIE have visibility of this.

IME Billing

State Fund requires CMS1500 or kicked back to provider. Suggested communication from SI section to IME vendors for same for SIE community so consistent billing practice.

DOI transposition errors

Agree administrative error and can be fixed without protest to O&N with error on it. Leads have trained staff on this so should address without protest.

FCE Cooperation

Attending physician usually initial referring source and subject to RCW 51.32.110 claimant needs to comply or non-cooperation. Employer requested FCE same rights under RCW 51.32.110 with caveat reasonably convenient location for claimant. Again non-cooperation is remedy for non-attendance.

FTTP Upload

Eberle Vivian and Multicare still piloting. Discussed use for single file uploads of larger file copies. Also discussed dedicated FTTP use for items such as payroll for Tier 1 audit or even dedicated FTTP by SIE.

Chemical Claims

SI section still working with State Fund new leadership in this area to resolve ongoing issues of decisions.

Legal Services

No updates

NEW ISSUES

CRC Update

Natalee Fillingner appointed as business representative and Jane Dale with Causey Law as labor representative. Kris brought up concern expressed of L&I certification course not providing full credits for attendance hours which has been issue with most training programs. Opportunities still exist with CRC to improve process for awarding of credits.

Wage Audits:

Tier 1 initiative-behind schedule so temporarily making limited assignment of staff to assist, using resources from entire SI program including pension, structured settlement, penalty and adjudicators as well as working OT which may impact performance in other areas. They will partner with auditors and auditors will do walk thru phase. Goal is to

have all audits completed and preliminary reports done by 9/30. Concern expressed by Glenn for review of appropriate staffing or disbursement of staff claims vs. audit. Discussion around movement of SI to regulator vs. re-adjudicator and SI authority needed to make this more of a reality. At impasse on issue of education before sanctions that recently arose and one of reason for push to conclude Tier 1.

CRSSA

Believe report in draft form on study of structured settlements is complete, with full report expected later this summer.

Certifications/Surrenders

New SI employers effective 7/1/16
LKQ d/b/a Keystone Corp.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

See above and attached Audit Reform Brief handout on 1-6/2016 results. One of challenges is stats are manual, but that should change as use more data driven audits. Glenn suggest mechanism to reach out to those SIE not subject to audits this time as no claims so understand issues such as payroll requirements/format. When Tier 1 concludes will be a more in-depth final report covering outcomes, under/over payments, lessons learned, formation of audit governance committee, etc.

Performance Measures

The current SI performance measures to be provided. Admitted some slippage and concern may have more with deployment of resources to audit and summer vacations.

LEAN

Worked with LEAN and discovered 5 low hanging fruit items. Two already fixed-change in initiation letter and filled vacant positions. To address payroll receipt issues- dedicated scanner, other resources to assist with conclusion.

OMD

Simone, Policy Liaison to OMD discussed attached handout of guidelines / training and work under way as well as tobacco cessation. We asked State Fund share letters as developed on tobacco cessation. Discussion around guidelines going beyond surgery appropriateness but also address post surgery complications such as clotting, CRPS, DVT, MRSA, etc. Also discussed challenge with guidelines enforcement when physician already recommended treatment so claimant anticipating same, but outside guidelines. Next time to discuss lessons learned on SIE/King County effort at COHE participation.