

WSIA Liaison Committee Report

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

The Liaison Committee met with representatives from the Department of Labor & Industries on November 3, 2016 9:00 a.m.-12:45 p.m. Present for the meeting in whole or part from the Department was Jim Nylander, LaNae Lien, Brian Schmidkofer, Debra Hatzialexiou, Kelli Zimmerman, Leah Hole-Marshall & Karen Jost. Present from WSIA was Kris Tefft, Lisa Vivian, 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 awareness of time change and pedestrian and biker visibility as darkness arrives earlier.

FOLLOW-UP ITEMS

Staffing

There are open positions in Unit I. Hired two WAC, but one decided to remain with State Fund. Nate is other new hire. New WAC1-Amber. Also lost lead employee and temp. employee on claim initiations. OA Rachel went to HQ. Moved an OA position to initiation this week. Melinda from training went to State Fund.

SIRAS

Trying to think of focus on not just today but also tomorrow's needs. L&I seeking WSIA support on SIE support of analytics and help with communication to obtain trading partner registration. Discussed maybe term of trading partner is confusing. Test entities chosen for customer service portal. L&I has obtained most FEIN from SIE in contrast to only 47 responses on trading partner(s). Cost for assessment of this should be done 6/2017.

Kris asked for better breakdown on assessment rates so SIE could understand what funds support. Kris will serve as focal point for SIE for communications and work with Jim on these.

Pension claims

SIE/TPA should begin getting notifications of address changes.

Rule Committee

Mike Ratko is to be moving forward with identifying whom and when to discuss issues of SI authority for WO, AO, Denials, Interloc, etc. One of benefits of this would be currently a delay to injured employee on claim status pending L&I order issuance. Also look at can we add what condition claim is allowed for. Brought out perhaps could use Ombuds for employee/business input. Tues. legislative meeting on this issue. Inquiry prior on full copy needed for L&I responded yes per WAC 296.15.450 7(b) so also could be in scope of this discussion.

Legal Services

Debra H. went over some cases pending including case involving transfer of care not allowed by SIE when EE moved to NV and noncooperation order issued. Also case concerning erosion of no objective medical symptoms such as headache and become an occupational injury/disease. Further concern on case on vocational eligibility AWA needed on every case pending in Division 1. Finally concern on case where stale medical when condition hasn't changed.

IME

Kelli shared draft handout and power point on proposed training for community by L&I SI for SI community. Also mentioned sees SI using State Fund brochure vs. SI brochure. Suggest she also review State Fund letters and flesh out consultant use as alternative as part of training proposed.

NEW ISSUES

VDRO/Voc

Debra H. advises team is fully staffed with Ariana Ulrich (360)920-6324, Lauren Logsdon (360)902-4368, Astrid McDermott (360)902-5564 & Cherie Davis (360)902-4833 but all varying opportunities to get current with roles/responsibilities. Also have Claims Consultants working VDRO issues in effort to catch up. 41 of 60 items over 30 days but hope to catch up by year end including OT authorized.

Peter Edgerton will be taking 6 month sabbatical at undetermined date with potential to retire afterwards. Concern expressed on impact delay in decisions or overturn of same after delay has on benefits. Inquiry to be researched on medical going stale pending Voc/VDRO ruling and need to refresh to within 6 months again.

30 Day Voc report-WA State Association of Justice want to mirror State Fund and require 30 day vocational report for SIE. Should look at issue with rule reform committee.

Certifications/Surrenders

No new SI employers

Healthcare SIE

Glenn brought up concern expansion of coincidental exposure to occupational injury/disease by SI adjudicators on such exposure areas as flu, asthma/COPD, etc. from exposure to 3rd party items such as perfume.

Denial codes

Lisa brought up use of denial codes not requested in SI request without any discussion between SIE/TPA and adjudicator as to why being added or requested codes not being used.

Project Help

Suggested complaints come through this should be referred automatically to Ombuds office.

SELF-INSURANCE BUSINESS PLAN UPDATE

Audit Reform

Brian shared 50%+ of preliminary reports of balance remaining completed. Lisa expressed concern being asked to set up walk through meeting almost simultaneous with report receipt. Brian will take back as agree should be some lead time for review of report. Brian will send out briefing.

Performance Measures

See attached. Degradation given turnover in initiation and backlog. Will remain so and potentially worsen as claims initiation gets caught up as working old dates for other work items. SIF2/4 under week behind. SIF5 final current to 9/1, other SIF5 current to 8/1. Looking at use of OA differently. Generally speaking approximately 50 new initiations per day can be input per employee. Lisa V. will address staffing with Joel.

OMD/COHE

Leah and Karen provided handout on COHE and discussed SI participation challenges. HSC only touches about ¼ of claims in COHE. Key is early identification claim is within COHE and early interface. Also discussed briefly ortho/neuro surgery pilot and focus on average year outcome not each claim as brought out concern with compliance on items such as complete APF. Also WSIA shared with them recent Group Health communication on Rx and L&I to review.