



COHE Expansion
Workers' Compensation
REFORMS

ACHIEV: Top Tier Update

April 24, 2014



Stay at Work Program ■ Medical Provider Network ■ COHE Expansion
Structured Settlement Agreements ■ More Fraud Prevention
Performance Audit ■ SHIP Grants ■ Rainy Day Fund

www.WorkersCompReforms.Lni.wa.gov



Washington State Department of
Labor & Industries

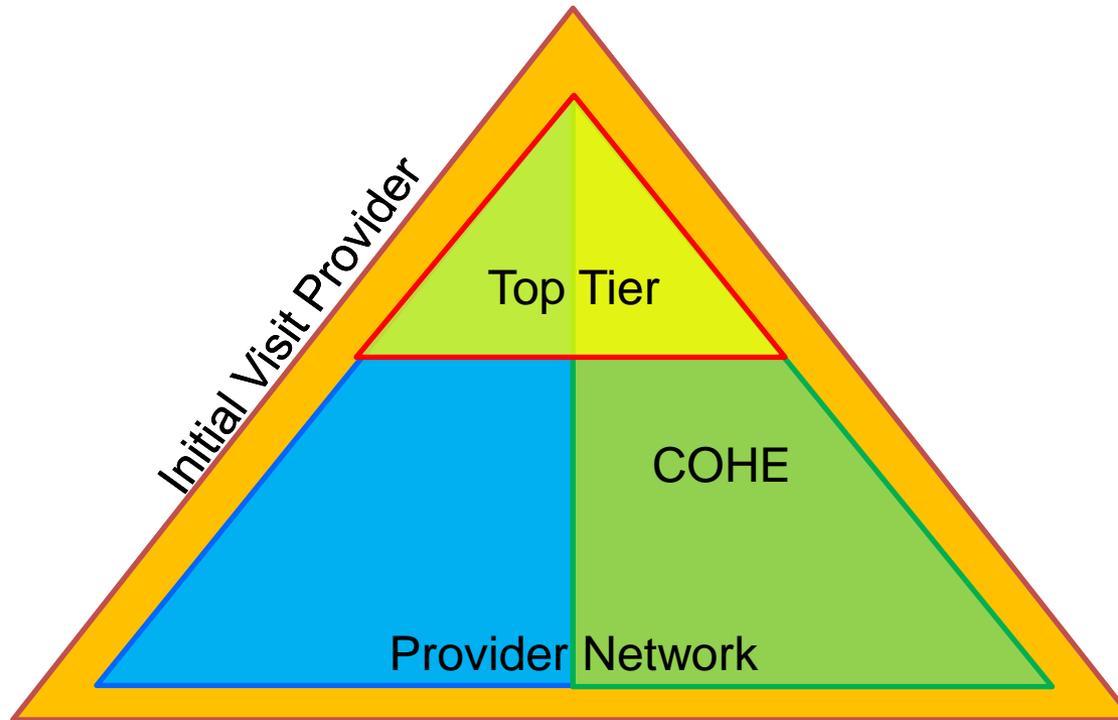


Agenda

- Review the program & progress to date
- Clarify program alignment
- Discuss next steps



Top Tier Model & Assumptions



- ✓ Increase the availability of best practices
- ✓ Achieve positive outcomes
- ✓ Provide an alternative to COHEs
- ✓ Simple for providers to understand and L&I to administer
- ✓ Align with other incentive programs (such as COHE)



Top Tier Criteria

EXPERIENCED ATTENDING PROVIDERS

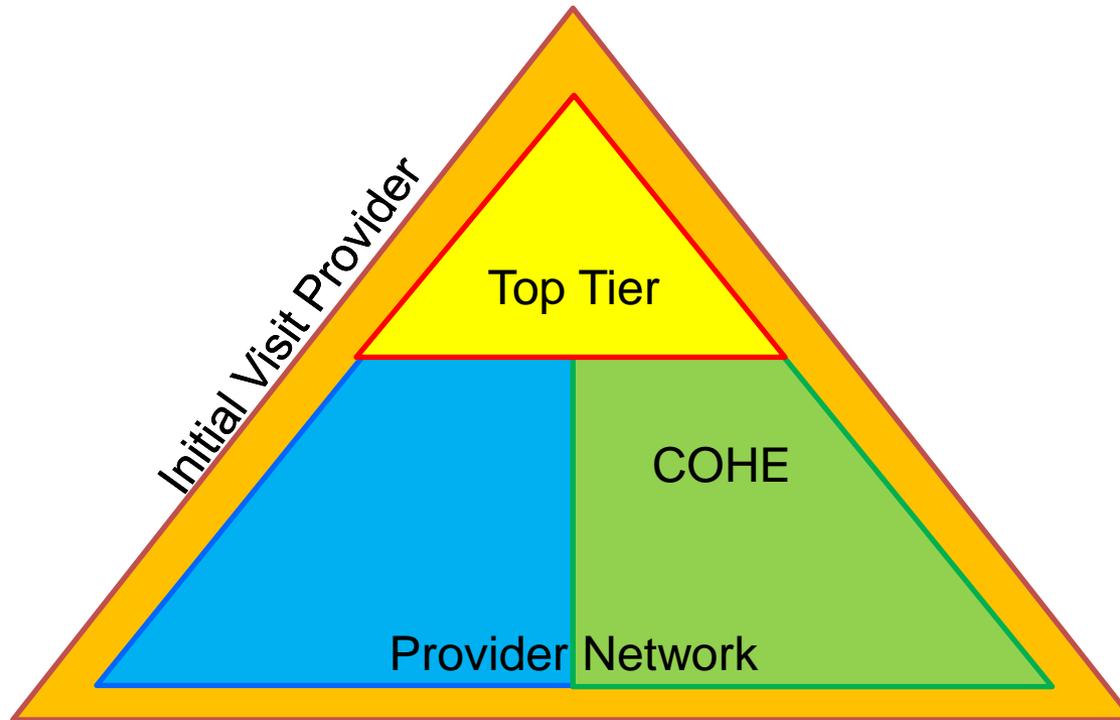
- Focus on Attending Providers
- Average of ≥ 12 claims annually
- In good standing
- Higher certification
- Committed to quality improvement
- Include patients with complex claims in practice

DEMONSTRATED BEST PRACTICES

- Exceeding benchmarks in best practices: ROA, APF, Provider/Employer contact
- Identified care coordination
- Knowledge and expertise in core competencies:
 - Collaboration & communication
 - Pain management
 - Workers' Compensation knowledge



Program Alignment



- ✓ Increase the availability of best practices
- ✓ Achieve positive outcomes
- ✓ Provide an alternative to COHEs
- ✓ Simple for providers to understand and L&I to administer
- ✓ **Align with other incentive programs (such as COHE)**



Program Alignment

COHE

Best Practice 1: ROA in 2 business days

Best Practice 2: APF when there are restrictions

Best Practice 3: Two way communication

Best Practice 4: Assessment of Barriers for RTW/FRQ

Regular provider reporting/feedback

COHE support in process improvement

Access to a Health Services Coordinator

30 minutes of COHE training each year

Top Tier

Meeting benchmarks in COHE best practices

Demonstrated best practices ; not process improvement

Higher certification and commitment to continued quality improvement

Identified care coordinator

Passing scores on top tier training topics

Claims review for demonstrated best practices



Next Steps

- Possible ACHIEV discussion topics:
 - Program alignment
 - Role of complex claims
 - Higher certification for ARNP/PA
 - Review of care coordination
 - Training assessment feedback; core competencies

- October 2014 ACHIEV meeting: Share work group recommendations

