

AWA Referrals Nearing Fee Cap – Pilot Process
Effective August 30, 2016

After the 812 AWA fee cap exception code has been granted and the assigned VRC is within two professional hours of reaching the fee cap, please send the unit VSS an EVOC with “**ADMX REQUEST**” at the top of the page. The message needs to address:

- A detailed account of the barriers to completion of the referral.
- Steps taken toward resolution of those barriers.
- An action plan and expected completion time frame to overcome the barriers.

NOTE:

- 1.) The ADMX request and action plan must be submitted by the assigned VRC. Specify how you will keep the worker (and if possible, the employer) engaged and focused on return to work.
- 2.) Provide estimated dates of completion. For more in-depth action plans, more than one estimated completion date may be required.
- 3.) It is the assigned VRC’s responsibility to update the VSS (via EVOC) on their progress based on the agreed to action plan and expected or updated completion time frame dates. The assigned VRC will continue to provide updates via EVOC until the referral is closed. If the assigned VRC fails to do so, the VSS may close referral Lack of VRC Progress and refer the case to a different VRC for completion.
- 4.) Once the referral closes, the assigned VRC will send an EVOC to the VSS advising of the closure (including the closure code used).

See Example EVOC request and action plan/VSS response on pages 2-3.

If a more detailed action plan is needed, the VSS will call and collaborate with the assigned VRC to obtain commitment for a plan to move the referral towards resolution. If the VSS and assigned VRC agree on a plan that is different from the original EVOC, the VSS will request that the assigned VRC submit an EVOC message documenting the plan for the claim file.

The VSS will then:

- RLOG their commitment to assist with the plan when needed.
- Close the current AWA referral with the ADMX code and make a new AWA referral to the same VRC. (As this is a continuation of the original referral, the AWA Standard Work referral text does not apply.)
- Monitor progress towards resolving the referral. This may require an adjustment of the original plan. It is the assigned VRC's responsibility to update the VSS regarding progress with agreed upon actions.

If there is no evidence of VRC progress, the VSS will staff with a VSS supervisor and a determination will be made to close the referral ADM5 "lack of VRC progress", if appropriate.

If closed "lack of VRC progress", the VSS will document the file, notify the CM, and the VSS will make a new AWA referral immediately. The VSS will staff the new referral with the new VRC.

EXAMPLE

EVOC request and action plan from assigned VRC

- Request ADMX (August 3, 2016)
- AP will not sign off on current file JA's pending IME
- IME currently scheduled 30 days out (September 3, 2016)
- EOR not sure if they can offer light duty

ACTION PLAN:

- Assigned VRC will contact EOR by August 12, 2016 (on-site if possible) and discuss RTW incentive programs such as Job Mods, Stay at Work, and Preferred Worker.
- If EOR determines RTW is possible, job analyses will be immediately developed and the assigned VRC will assist the EOR with accessing the incentive programs.
- Additional JA's will be sent to the CM for inclusion at IME on September 3, 2016.
- If the EOR, after further discussion (as described above) is not able to offer return to work, the assigned VRC will work with the injured worker to

discuss alternative RTW options, via WorkSource, etc. and may assist with resume/job placement services in preparation for returning to work.

- Assigned VRC will also (call/meet) the injured worker to work on engagement activities/discussion. This may include discussing expectations of returning to work, the value of returning to work, and gauging the injured worker's perception of gains and losses regarding returning to work.
- The assigned VRC will provide update to VSS on all items in this plan by August 17, 2016.

VSS response

If the Unit VSS agrees with the assigned VRC's ADMX request, the request will be granted.

In the example above, the assigned VRC committed to completing the action plan and providing the VSS with an update via EVOG by August 17, 2016. The VSS agreed to the action plan and assigned VRC commitments. It is now the VRC's responsibility to update the VSS by August 17, 2016 of the new AWA referral. The VSS will set a reminder to determine if the assigned VRC submitted an EVOG by August 17, 2016.

If the VSS does not receive an EVOG from the assigned VRC, with an update on the action plan by August 17, 2016 of the new AWA referral, action plan completed or not, the VSS may close the referral Lack of VRC Progress.

If the assigned VRC does EVOG the VSS by August 17, 2016 of the new AWA referral, but has not completed the tasks they committed to (due to conflicts in scheduling, worker/employer participation, etc.) the VSS will work with the assigned VRC to adjust the action plan and new anticipated completion dates and the referral will remain in place. This process will repeat until the referral comes to completion.

If you have questions, contact the unit VSS.