Washington State Department of
Labor & Industries

Vocational AWA Expectations

New Referrals:

Claim Manager: 4 point calls made to injured worker/attorney, employer, VRC and provider.

VRC: Confirm with claims manager if the referral will be accepted within 48 hours.

15 Days:

Claim Manger: Was intake completed? Are there non-cooperation issues with scheduling?

VRC: Intake completed. Send EVOC to CM with findings and possible barriers. Will JOI or transferable skills be pursued?

30 Days:

Claim Manager: Verify intake completed, work history and clean JA's in file. JA's have been sent to the provider.

VRC: Has sent work history, intake paperwork and clean JA's to the file. Sent the JA's to the appropriate provider.

42 Days:

Claim Manager: Note if the provider responded to job analysis(es). Consider a claim staffing if 90 day target will not be met.

VRC: Notify CM of the date the provider reviewed JA and the VRC's next steps.

2015