

Communication through EVOC

Return to Work Partnerships

TIPS AND BEST PRACTICES



Note: This information is intended for use by Vocational Rehabilitation Counselors (VRCs).

Claim managers rely on communication from vocational providers to assist with claim progression.

Keep these things in mind to help ensure timely action on your communication:

1. Submit an EVOC for claim managers to provide necessary updates between progress reports. Updates may include:
 - A Vocational Recovery Plan.
 - Newly identified vocational barriers.
 - Descriptive information about a worker who may be having difficulties meeting accountability expectations in retraining plan.

The claim manager will review the information at their next review date.

2. Call the claim manager when immediate action is required:
 - Remember, [Washington Administrative Code 296-19A-030 \(5\) \(b\)](#) requires written and oral notification when a worker returns to work, is released for work without restrictions, returns to work and is unsuccessful, or fails to cooperate.
3. Continue to submit EVOC messages for vocational services specialist action for the following:
 - ADMX request.
 - Plan development extension request.
 - Fee cap exception request.
 - Newly identified vocational barriers.
 - Information about a worker who is having difficulties meeting accountability expectations in retraining plan.

If you entered the JA02 code but have not received a new referral within two business days, or for any other questions regarding SAJA referrals, email the [Vocational Recovery Project](#).