

## Progress Reports

### Frequently Asked Questions

Note: This job aid is intended for use by vocational rehabilitation counselors.

The following questions and answers provide clarification on when and how to submit timely progress reports.

**Q:** How often are progress reports (PR) due?

**A:** Labor and Industries (L&I) requires a PR be submitted every 30 days. If a referral is made on March 13, the first PR is due on April 12.

**Q:** If a PR is submitted two days before its due date, is the next PR due 32 days later or 30 days later?

**A:** The next PR is due 30 days after the prior PR was submitted. If the prior PR was due April 12 but submitted on April 10, the next PR is due 30 days later, on May 10.

**Q:** If a PR is submitted two days after its due date, is the next PR due 28 days later or 30 days later?

**A:** The next PR is due 30 days later. If the prior PR was due April 12 but submitted on April 14, the next PR is due 30 days later, on May 14.

**Q:** Do extensions affect PR due dates?

**A:** No, extensions are a continuation of the same body of work.

**Q:** Do ADMX referrals start new PR due date schedules?

**A:** No, ADMX referrals create a new referral number but they are a continuation of the same body of work.

**Q:** Can PRs have due dates on weekends or holidays?

**A:** Due dates may fall on weekends or holidays. However, PRs are given a five-day grace period. A counselor should use their judgement to determine if a PR should be submitted before or after the due date. A PR should not be submitted more than five days earlier than its due date. A PR submitted more than 5 days after its due date considered late.

**Q:** How do weekends and holidays impact the due date of a progress report?

**A:** Progress reports received more than 35 days after the referral start date or submission of the previous progress report are considered late regardless of a weekend or holiday.

**Q:** Can PRs be submitted after regular business hours?

**A:** Yes, PRs can be submitted after regular business hours.

**Q:** If a PR is submitted after regular business hours, is it considered submitted that day or the next business day?

**A:** PRs submitted after regular business hours are considered submitted the calendar day they were submitted.

**Q:** How should counselors bill for progress reports on multiple claims?

**A:** The VRC completes one PR, referencing all claim numbers. Claim managers review tie-in claims at the same time, so having one progress report for status on all relevant claims is helpful.

Copy and submit the same PR on each claim. (Example: If a counselor is working on a triple claim, submit three progress reports, the same one on each claim.)

Assign the billing code (0910V) to the claim receiving time loss. If more than one claim has time loss, assign the billing code to the claim with the most recent date of injury.

**Q:** When a claim moves from one vocational phase to the next, how does the counselor determine when the progress report is due?

**A:** When a claim moves from one vocational phase to the next, the closing report provides the most up-to-date vocational progress. A progress report is due 30 days from the date of referral for the most recent referral type.

**Q:** What steps should the counselor take when one referral is opened at different times for a worker who has multiple claims?

**A:** The counselor should use the progress report due date of the earliest referral received for all referrals for the same worker. Progress reports for workers with multiple open referrals should be submitted on the same day.

**Q:** What actions should a counselor take when two different phases of vocational services have been referred on the same worker for two or more claims (Example: vocational recovery and plan development)?

**A:** The counselor should contact the vocational services specialist to develop a plan to resolve the conflict.

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**Q:** Who can the firm contact with questions about reconciling progress report due dates with their billing software?

**A:** The firm can reach out to the **Vocational Recovery Project**.