

# Best Practice 3 - Two-way communication

---

**Best practice:**

**Measure:** 25% of all claims have two-way communication (provider and employer) in the first 12 weeks from claim established date.

**Purpose of two-way communication:**

Setting expectations early in the claim ensures that everyone involved in the claims process understands the worker’s treatment plan, which helps facilitate return to work efforts. Provider communication with the employer about restrictions, modified work, and treatment plan is key to moving the claim in a forward direction.

**Documentation in your chart notes must include:**

- The date,
- The participants and their titles,
- The length of the communication, and
- The nature of the communication.

**How to meet this best practice:**

Service options	Billing
Attending provider telephone call, secure voice mail, or secure e-mail to any of the following: <ul style="list-style-type: none"> <li>• Employer,</li> <li>• Employer rep,</li> <li>• VRC, or</li> <li>• New employer (with worker’s approval).</li> </ul> Must have a conversation, just documenting a referral doesn’t count.	<ul style="list-style-type: none"> <li>• If completed by a physician: 99441-99444 with modifier 32.</li> <li>• If completed by a non-physician*: 98966 – 98968 with modifier 32.</li> <li>• Secure online communication: 9918M with modifier 32.</li> <li>• VRC telephone call: 99367 (physician w/o worker), 99368 (non-physician w/o worker) with modifier 32.</li> </ul>
Provider review of Job Analysis (JA) or Job Description (JD).	Initial: 1038M. Subsequent: 1028M.
Claims where stay-at-work benefits were paid to the employer within the first 12 weeks of the claim.	Tracked by L&I systems.
Health Services Coordinator submits a case note in MAVEN indicating they have spoken with the Employer/Employer Rep or VRC.	Tracked by L&I systems

**NOTES:**

- Provider activity is measured through billing codes.
- Health Services Coordinator activity is measured through MAVEN.
- Only the first communication for the claim (from any of the service options mentioned above) is counted toward this best practice. Subsequent communications are not counted.
- L&I’s Medical Aid Rules and Fee Schedules (MARFS): [lni.wa.gov/feeschedules](http://lni.wa.gov/feeschedules).
- \* non-physician is a ARNP, PA, psychologist