



## PROVIDER BULLETIN: 11-01

**Title:** **Work-Related Complex Regional Pain Syndrome (CRPS)**

**To:**

ARNPs  
 Chiropractors  
 Clinics  
 Medical Physicians  
 Naturopathic Physicians  
 Osteopathic Physicians  
 Occupational Therapists  
 Pain clinics  
 Physical Therapists  
 Physician Assistants  
 Self-insured employers

**From: (Contact)**

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 Provider Hotline 1-800-848-0811 or  
 from Olympia 902-6500

**Affects:**  State Fund claims  Self-Insured claims  Crime Victims Compensation Program  
 All locations

**Effective Date:** October 1, 2011

**Removal from Web Date:** July 1, 2013

Provider Bulletins are temporary communications to announce changes to rule, law, policy, coverage decision or programs. For access to **updated** and complete information to this guideline, please visit:

<http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/TreatGuide/default.asp>

## Purpose

This bulletin provides notice of a new medical treatment guideline for Work-Related Complex Regional Pain Syndrome (CRPS). This guideline is effective on October 1, 2011 and replaces the former CRPS guideline that was published in June 1997. Only highlights of the guideline are presented here.

The complete guideline is posted at:

<http://www.lni.wa.gov/ClaimsIns/Providers/Treatment/TreatGuide/default.asp>

The guideline is an educational resource for providers who treat injured workers in the Washington workers' compensation system under Title 51 RCW. It also defines diagnostic criteria for claim managers, occupational nurses, and the insurer's utilization review staff to help ensure diagnosis and treatment of work-related CRPS is of the highest quality. Some treatments recommended in the guideline may require prior authorization. For information on the authorization processes, see Treatments Requiring Prior Authorization at the end of this bulletin.

## Guideline Highlights Include:

- References for the most recent available scientific literature on CRPS
- A new prevention section
- New diagnostic criteria table
- Treatment guidance according to five disciplines
- Treatment guidance described in four phases

## Background

- I. Introduction
- II. Establishing Work-Relatedness
- III. Prevention
  - a. Know the Risk Factors
  - b. Identify Cases Early and Take Action
  - c. Encourage Active Participation in Rehabilitation
- IV. Making the Diagnosis
  - a. Symptoms and Signs
  - b. Three-Phase Bone Scintigraphy
  - c. Diagnostic Criteria
- V. Treatment
  - a. Have a Treatment Plan
    1. Physical and Occupational Therapy
    2. Medication for Pain Control
    3. Psychological or Psychiatric Consultation and Therapy
    4. Sympathetic Blocks
    5. Multidisciplinary Treatment
  - b. Treatment in Phases
    1. Phase One – Prevention and Mitigation of CRPS Risk Factors
    2. Phase Two – Recovery is Not Normal
    3. Phase Three – CRPS Initial Treatment
    4. Phase Four – CRPS Intensive Treatment
  - c. Treatment Not Authorized for CRPS

References

Acknowledgements

*Department of Labor & Industries*

• *Work-related Complex Regional Pain Syndrome (CRPS) Medical Treatment Guideline*

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The CRPS guideline and other medical treatment guidelines can be found on the L&I website at:

<http://www.lni.wa.gov/ClaimsIns/Providers/TreatingPatients/TreatGuide/default.asp>.

The Industrial Insurance Medical Advisory Committee (IIMAC) meets quarterly to advise Labor and Industries on its health care programs, policies, coverage decisions, and rules. Information about this committee and its 14 member physicians can be found on the L&I website at:

<http://www.lni.wa.gov/ClaimsIns/Providers/ProjResearchComm/PAC/default.asp>.

## Treatments Requiring Prior Authorization

### For State Fund Claims

#### **PT/OT requests:**

When the worker has had more than 12 visits, please see:

<http://www.lni.wa.gov/ClaimsIns/Providers/TreatingPatients/RTW/Therapy/default.asp#1>.

When the worker has had more than 24 visits, contact Qualis Health via iExchange at:

<http://www.qualishealth.org/healthcare-professionals/washington-labor-industries/provider-resources>.

#### **Drug or vitamin requests:**

Please see L&I's Outpatient Drug Formulary

<http://www.lni.wa.gov/ClaimsIns/Files/Providers/DrugFormulary100111.pdf> For those drugs or vitamins which require prior authorization, please contact the PDL hotline at 888-443-6798.

#### **Psychological and multidisciplinary programs consultation and treatment:**

Please call 360-902-6767 and your call will be forwarded to your claim manager, or send a secure message through the Claim and Account Center (CAC) if you are the attending provider.

**Note:** If you are the attending provider you can also check the Claim and Account Center, to see if treatment has been authorized on a claim.

### For Self-Insured Claims

Contact the self-insured employer (SIE) or their third party administrator (TPA) to request authorization. For a list of SIE/TPAs, go to:

<http://www.Lni.wa.gov/ClaimsIns/Insurance/SelfInsure/EmpList/FindEmps>

### For Crime Victims

To request a review for an inpatient hospitalization or an outpatient procedure that requires UR, please contact the Crime Victims' Compensation Program's Claim Manager by:

- **Phone:** 800-762-3716 (toll free)

- **Fax:** 360-902-5333

Additional information is available at: [www.CrimeVictims.Lni.wa.gov](http://www.CrimeVictims.Lni.wa.gov)