

Vocational Profile Performance Scoring Suspended for May 2015

The vocational performance metrics will not be updated for May, 2015, due to CAC issues that prevented many VRCs from submitting electronic PRs. All metrics will continue to display data from the 1 April, 2015 update while we continue to validate receipt of timely progress reports.

On April 8th, VRCs were instructed to fax progress reports to the claim file so that the reports could continue to be validated for timeliness.

Why this happened.

Despite our best efforts, our quality control process identified nearly 600 additional outstanding progress reports that were either not reported or not captured in our manual processing procedures. These numbers exceeded our estimates and there is not enough time remaining in the period to complete the manual validation process for the added volume.

What this means for VRCs.

- On 1 May, 2015, all published vocational performance scores will continue to reflect the same scores published throughout April 2015 (last updated 1 April 2015).
- Performance data calculations will resume on 1 June, 2015 and include all of April and May 2015 data.

We are fully committed to ensuring that the vocational profile accurately reflects VRCs performance and that the process for receiving vocational referrals remains equitable to all providers. These steps will enable us to verify timely receipt of progress reports received during this rare occurrence while also minimizing any adverse effects associated with the recent inability to electronically submit progress reports.

What happens now?

On 1 May, 2015, we will verify that the scores from 1 April, 2015 are still reflected in the vocational profile. Please continue business as usual as we continue to process and provide credit for the receipt of all progress reports received by the "timely if received by" date. This includes any new reports that need faxed for planned and unplanned CAC outages.

Once verified, we will compile the progress reports showing non-receipt or late receipt from the April, 2015 data. Each identified report will be manually verified against the claim file and then processed accordingly. Timely credit will be provided for all reports received by the "Timely if received by" date.

How you can help.

Please do:

- Verify the imaged location of faxed progress reports. Identification of misfiled reports assists in the timely completion and accuracy of your profile.
- Notify and inform Jody Witham at (360)902-4854 of misfiled report locations.
- Consolidate issues at the firm level and let us know any concerns you have.

Please do not:

- Send personally identifiable information through email. Firms can fax consolidated reports to Jody Witham at (360) 902-6706.

Additionally, the Vocational Performance Measures Administrator does not need faxed copies of the progress reports. Please fax them to the claim file and let us know of the manual submission using the previously identified process.