

ADMX Pilot Guidelines

How to submit the ADMX EVOC:

1. Create the ADMX EVOC Request Template with action plan. Specify how you will keep the worker, medical provider (and if possible, the employer) engaged and focused on return to work. Only the assigned VRC can submit the request.
2. Verify the focus of the action plan is on helping the worker maintain a positive outlook on the goal of return to work, despite temporary medical, psychosocial or vocational barriers. See the Stakeholder Engagement/Enhanced Services document.
3. Provide estimated dates of completion. For more in-depth action plans, more than one estimated completion date may be required.
4. Submit the ADMX EVOC Request Template through the Claim and Account Center.

What happens next:

1. A VSS will call you to obtain commitment for the plan to move the referral towards resolution.
2. If you and the VSS agree on a plan that is different from the original EVOC, you will need to submit a new EVOC message documenting the revised action plan.

The VSS will:

- RLOG the discussion (including any needed department action).
- Close the current AWA referral with the ADMX code.
- Make a new AWA referral to the same VRC. As this is a continuation of the original referral, the AWA Standard Work referral text does not apply.

How to report on progress:

- Report on progress using the ADMX Update EVOC Template. Your progress update should be based on the agreed-to action plan and the expected or updated completion dates.

- Continue to provide updates via EVOC until the referral is closed.

Lack of progress:

- If the assigned VRC fails to keep the VSS updated, the VSS may close referral Lack of VRC Progress and refer the case to a different VRC for completion.
- If there is no evidence of VRC progress, the VSS will staff with a VSS supervisor to determine if closing the referral warrants an ADM5 “lack of VRC progress.”
- If closed “lack of VRC progress.” the VSS will document the file, notify the CM, and the VSS will make a new AWA referral immediately. The VSS will staff the new referral with the new VRC.
- Once the referral closes, the assigned VRC will send an ADMX Update EVOC to the VSS advising of the closure (including the closure code used).

If you have questions, contact the unit VSS.