

About Electronic Progress Reports for Vocational Referrals

To successfully submit electronic progress reports (PR), here is information to help you access reports in the Claim and Account Center (CAC), understand the format, and create, save, delete, submit or correct a progress report. If you still have questions, check out the additional resources listed on page 4.

Quick Tips

- Use the “Save” button frequently. This will ensure that the text you have entered will be retained. If the PR has not been saved, all data will be lost if you lose your internet connection, CAC goes down, or CAC times out.
- Use the “Delete” button to remove a PR from your list of PRs that are due. This means you will **not** be able to submit an electronic PR for that month because the link will be gone and the PR will be counted as “Not timely” for the performance indicator. You may still be responsible under WAC for a monthly PR.
- If you use the “Preview” button and the PR is more than 1 page long, it may drop a couple of lines from your view. This is only an issue with the viewing function. All information that you entered will be transmitted to the claim file after you submit the report. The technical team expects to have this fixed by the end of the year.

Access

- Anyone within a vocational firm who has access to the CAC will have access to PR for claims assigned to that firm.
- From the “Send Information to L&I” page, click on “Send us a Vocational Progress Report”. Under each firm that a VRC is attached to, there is a list of all PRs that are due, the date each is due, the latest date that will count as “timely”, and whether a draft PR has been saved. Click on the “date due” link to fill out the PR.
- From within a particular claim on the “Vocational Information” page, click on “Send a Vocational Progress Report. This will produce a list of all progress reports that are due for that claim only, the date each PR is due, the latest date that will count as “timely”, and whether a draft PR has been saved. Click on the “date due” link to fill out the PR.
- New progress reports are visible **60** days before they are due. This means that 2 PRs may be listed under the same claim, one for the current month and one for the next month.

Format

- The top of PRs for all referral types contains the claim number, claimant name, and other identifying information. “Paid to date” is automatically updated and shows the dollars paid for professional vocational services. This does not include timeloss, training costs, travel and so on. “Referral age in days” is automatically updated and shows the number of days the referral has been open. Action plans from the previous report will auto-populate the current report in CAC and will show when the PR is posted in the claim file.
- The middle of PRs contains sections that are tailored by referral type based on WAC requirements.
- The end of PRs contain information about who provided vocational services during the report period, a list of attachments that will be faxed or mailed, and the name of the person who wrote the report. This could be the assigned Vocational Rehabilitation Counselor (VRC), another VRC or an intern. There is a box “I have requested department action in this report”. If this box is checked, a message will be sent to the claim manager’s mail. Please use this feature if timely action is needed and clearly state in the body of the PR the action that is needed.

Create

- It is possible to copy and paste into the CAC format. However, CAC cannot accept features such as bold, italics, or bullets and special characters may cause minor malfunctions.
- “Completed by” is a free text section at the end of the report to enter the name of the person who wrote the report. This could be the assigned VRC, another VRC or an intern.
- “Submitted by” shows at the top of the report when the PR is posted in the claim file. This is auto-populated based on the user identification (ID) of the person who is logged in to CAC.
- If an injured worker has more than one claim open, a report is needed under **each** claim that is attached to the referral. Please reference all claim numbers in each report so the information can be easily cross-referenced.

Save / delete

- Providers are encouraged to use the “Save” button frequently while working on a PR in CAC. This retains the text you have already entered if there is an interruption in an internet connection. CAC will automatically time out after 20 minutes. Because CAC does not recognize key strokes as ‘activity’, CAC can time out even though a user may be typing continuously. Any text that has **not** been saved will be lost.

- Providers can also use the button that says “Save and finish later” to save a draft of the progress report and come back to it later. This will close out the PR.
- The “delete” button means that the PR will be removed from the list of PRs due. The provider is still responsible under WAC for a monthly PR, the provider will **not** be able to submit an electronic PR for that month (because the link will be gone) and the PR will be counted as “Not timely” for the performance indicator.

Submit

- The department receives a PR only after a provider hits the “Submit” button. PRs that are “saved” but not submitted are not counted as timely and are not posted to the claim file.
- Once a progress report is submitted, it will no longer show on the list of PRs due.
- Future PRs will be cancelled after a VRC enters a recommendation via VocLink or if the department closes a referral that does not yet have a recommendation from the VRC.
- If the department asks the provider to do additional work after a recommendation has been submitted, the VRC should remove their recommendation via VocLink. The progress report schedule will then resume. The next progress report will be due at the end of the next **full** reporting period, based on the original referral date. This new due date will show in the list of PRs due as soon as the next PR due date is **60** days away.
- After a PR is submitted, a confirmation page will appear. The PR is then removed from the list of pending PRs. The provider should keep a copy of the confirmation page for their records.
- The confirmation page also has a button “View official record”. Providers are encouraged to use this to obtain a PDF copy of the PR just submitted and keep the PDF in their files.
- Once the user leaves the confirmation page, they cannot return. Providers may obtain a copy of the PR from the claim file after the PR has been posted.

Correct

- If a progress report is accidentally submitted, or submitted with inaccurate or incomplete information, the VRC should alert the CM and send a corrected PR via fax or mail.
- If a progress report is accidentally submitted with information about a different injured worker, the VRC should alert the CM, the CM will redact and/or re-index the report, and the VRC should send the correct PR via fax or mail.

General questions

For general questions such as navigating the CAC screens, how to find data, or the definition or display of an indicator, you may:

- View any or all of the 8 videos at <http://www.lni.wa.gov/ClaimsIns/Voc/WorkWithLni/Performance/Profile/Indicators.asp>.
- Read about the Vocational Profile at <http://www.lni.wa.gov/ClaimsIns/Voc/WorkWithLni/Performance/Profile/Default.asp>.
- Contact Janice Orcutt at Janice.Orcutt@Lni.wa.gov or 360-902-4854.

Technical difficulties

For technical difficulties (such as access to CAC or error messages), contact Web Customer Support (CAC) at 360-902-5999 or WebSupport@Lni.wa.gov.

Feedback

For suggestions, recommendations or comments please send feedback via <http://www.lni.wa.gov/ClaimsIns/Voc/WorkWithLni/Performance/Feedback/Default.asp>.
or contact Janice Orcutt at Janice.Orcutt@Lni.wa.gov or 360-902-4854.