

Plan Development – Request for Good Cause Extension Discussion Guide

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Use this discussion guide to facilitate the conversation between the referral's assigned vocational rehabilitation counselor (VRC) and the firm's manager or quality assurance (QA) representative before a VRC requests a plan development (PD) extension using the new PD extension request EVOC.

If the firm supports the VRC's recommendation, the assigned VRC can send an EVOC to the unit vocational services specialist (VSS) to request ADMX staffing. Within the Claim and Account Center, the VRC must complete the EVOC template and include the action plan to achieve referral resolution. If the primary contact for the referral is someone other than the assigned VRC who submits the EVOC, please include the name of the primary contact. The VRC must be prepared to answer the questions within this guide when discussing the request with the VSS.

DISCUSSION QUESTIONS

1. Has the VRC established and maintained communications with the worker?
2. Has the VRC developed a **certified retraining plan** with documentation to support the plan and job goal? If denied, what additional information was requested by the Department?
3. Review the claim's progress reports and EVOCs.
 - What has occurred?
 - What are the barriers?
4. Discuss communication with the worker.
 - Did the VRC meet with the worker within the first 14 days of receiving the referral?
 - Did the VRC continue to meet with the worker and/or have frequent, ongoing communication?
5. Can the VRC articulate the actions they have taken to overcome worker barriers? Where is it documented?
 - Medical barriers:
 - Have conversations with the claim manager been staffed?
 - Is there a medical delay? If so, why?
 - What has the VRC done to move forward with medical release?
 - Is pension appropriate?
 - Vocational barriers:
 - Is there a non-cooperation concern?
 - Is there an issue with getting information from the attorney or worker?
6. What goals have been identified? Where is this documented?
 - If goals have not been identified, why?
 - What did the VRC do to assist the worker with goal setting? (Job coaching, initial labor market survey, research)
 - If the worker has a failed plan, why? How will the failed plan inform the new plan?
 - Is **additional vocational assistance** needed?

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- What documented work has the VRC done to get the worker into a retraining plan? (Testing, English as a second language, state licensure, labor market survey, **vendor look-up tool, pre-job accommodation?**)
7. Is there an action plan to move forward?
 - What are the recommended next steps?
 - What is the timeline for accomplishing next steps? (Refer to **additional vocational assistance guidance/ retraining plans**)
 - What is the estimated date for the retraining plan? (VRCs should consider submitting retraining plans at least 45 days prior to the training start date.)
 8. Are the plan development billing codes up-to-date?
 9. When is the retraining plan due?

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