



- 1. During the pilot, the Voc Recovery referrals came in through HOD/VocLink as Early Intervention (EI) referrals. Will this change?**

Firms will retrieve referrals in HOD/VocLink. The referrals will be labeled "VR" for Vocational Recovery.
- 2. After the Vocational Recovery (VR) referrals roll out in Jan. 2020, will L&I continue to send Early Intervention (EI) referrals?**

No.
- 3. Will existing EI referrals be converted to VR referrals?**

Yes.
- 4. Will the Vocational Recovery referrals show up as "VR" in CAC and in HOD/VocLink?**

Yes.
- 5. What professional rate codes will be used for VR referrals professional time (VRC and intern)?**

0800V = Voc Recovery Services (VRC)
0801V = Voc Recovery Services (Intern)
0802V = Voc Recovery Services extension (VRC)
0803V = Voc Recovery Services extension (Intern)
- 6. Will counselors continue to bill in 6-minute increments, or is this being modified?**

Continue to bill professional rates in 6-minute increments.
- 7. Are there fee changes (such as fixed or other fee) for VR progress reports?**

Yes, there is a new Progress Report (PR) rate code of 0910V and associated flat rate of \$50. This will apply for progress reports on all referral types (not just VR). The new code is **not** calculated by billable hour. You will bill one \$50 unit for each progress report you submit. The fees billed under 0910V will not count toward the professional hour fee cap. Information about the implementation date for this new code will be sent out in the next few weeks. The new code is expected to be available before the end of the year.
- 8. What will be the consequences of submitting invoices post-implementation that don't include the new rate code? Put another way, when *can* firms start billing with the new PR rate code and when *should* they do it?**

Firms may begin billing using the new code as soon as we announce (on What's New and in an email to firm managers) that the code is available. If the firm does not bill using the new code, and continues to bill under the hourly professional rate, it will count against the fee cap. If they use the new code, it will not count against the fee cap.
- 9. How should bills be submitted for Progress Reports? Specifically, to bill for two PRs for the same referral on the same invoice, should we submit an invoice showing two units with a total charge of \$100 or should there be two separate line items of one unit and \$50 each?**

You should bill two separate line items of one unit and \$50 each because the dates for each report will be different. You can only bill one progress report every 30 days. If you bill two on one line, one of the two will be denied.

10. What are the expectations around VR Progress report? Will it be available as a progress report type in the Claim and Account Center (CAC) with a tracked due date? Will paper or faxed PRs be acceptable while the switch happens?

The VR Progress report will also be accessed through CAC, just as providers access other progress reports today. Nothing will change in terms of submitting progress reports for VR referrals. The WAC requires these every 30 days. It should not be necessary to submit paper or faxed PRs. The new forms will be available in January.

11. Are there fee changes (fixed or other fee) for the VR Plan or the VR Closing report?

There is no fixed fee or code for billing for the VR Plan or the VR Closing report. You should submit these bills using the appropriate professional rate billing code.

12. Is Job Mod approved for billing on VR referrals?

Yes, 0823V and 0824V are included in the pre-approved codes for VR referrals.

13. Are vocational testing services included in the pre-approved codes for VR Referrals?

No, vocational testing (code 0821V) is not approved for VR referrals. These services should be part of an assessment (AWA).

14. What are the expectations for VR Plan submission? Will it be an eVoc form in CAC?

WAC 296-19A-060 specifies reports required for Vocational Recovery referrals. The VR Plan document will be a transaction available in CAC, as one of the EVOC templates. Plans should be submitted whenever there is a change to the plan; for example, when the VRC feels the circumstances of the worker have changed.

15. Can we get early/test access to the new functions in CAC and HOD? When?

Early/test access to new functions in CAC and HOD/VocLink will not be available.

16. When can we start submitting test electronic invoices with the new codes?

Submitting test electronic invoices will not be available.

17. What specific performance measures are planned to track compliance with the new referral type and the VR Plan submission and updates and when would L&I expect to start monitoring the firm's QA Plan?

Vocational Firms and individual VRC's are expected to comply with our new WAC's when they become effective in January 2020. Specific QA elements will be tested and phased into implementation throughout 2020. Vocational firms are expected to follow the 2020 best practices agreement.

18. Activity codes/engagement classes: will counselors be required to use specific activity codes to track engagement with clients? If so, is there a published list of activity codes from L&I showing which engagement class they are associated with?

The quality assurance model will be slowly implemented throughout 2020. We will be working with several firms and software vendors to establish a pilot in early 2020 to test measuring, reporting and validating the QA elements. L&I does not anticipate publishing activity codes. Ultimately, it will be up to firms to choose (limited by technology or lack thereof) what tools they provide their VRC's to use to track their case activities.

- 19. How frequently will Quality Assurance reporting be done; is it monthly, semi-annually, or annually? What data specifically is WA L&I wanting to measure? We need to know this, so we can ensure the reports we create for our customers are providing the details needed and required by the state.**

Specific QA reporting requirements have not been decided. We anticipate our early 2020 Firm QA pilot will help to answer these kinds of questions. We will ensure firms are clear of our expectations prior to implementation. Once expectations are established, we expect firms will share expectations with their VRC's.

- 20. How are these reports being requested? Per counselor, per firm, per case type? How will the reports be submitted? Via online portal, email, fax?**

Specific QA reporting requirements have not been decided. We anticipate our early 2020 Firm QA pilot will help to answer these kinds of questions.

- 21. We have been told there will be a new Secure Message form for the VRP cases — when will this be available?**

Secure Messaging between Claim Managers and VRCs will be available in February or March of 2020. More information will be coming in late January.

- 22. Progress Reports: we have been told there will be a new Progress Report form for the VRP cases — when will this be available?**

Copies of the draft Progress Report, Closing Report and VR Plan document were distributed prior to the Fall VR Workshops (on the thumb drive sent to each firm). Copies of the final drafts will be available by mid-December. If you need a copy of the version sent out this fall, email VocRecoveryProject@Lni.wa.gov.