

Who's on my team?



Support available to VRCs in dealing with employers' return-to-work issues

L&I program or staff type	How to contact	How they can help
Claims manager	Go to www.Lni.wa.gov and search for <i>Claims public phone list</i>	<ul style="list-style-type: none"> Staffing to address barriers Arranging an authorization Requesting an IME and/or an addendum Determining if a job offer is valid Answering questions about Loss of Earning Power (LEP) Determining if a worker is non-cooperative
Vocational services specialist	Go to www.Lni.wa.gov and search for <i>VSS coverage</i>	<ul style="list-style-type: none"> Staffing to address barriers. Requesting an extension, fee-cap exception, or an ADMX. Developing ideas about how to engage the worker, employer, or AP. Feeling unsure of next steps, even after staffing with colleagues. Coordinating activities with L&I, for example when the VRC needs help from the claims manager or ONC and has tried, but no action.
Therapy services	360-902-5481	<ul style="list-style-type: none"> Job modification questions or concerns. Work hardening for special situations. Activity coaching.
Language Link <i>[contracted vendor to L&I]</i>	1-844-303-7212	<ul style="list-style-type: none"> When workers have limited skills in English, VRCs can get help communicating during phone calls. Helpful with foreign languages or in remote area where arranging an in-person interpreter is difficult.
Stay At Work program	1-866-406-2482 StayAtWork@Lni.wa.gov	<ul style="list-style-type: none"> For temporary, transitional employment at the EOR. To determine if specific incentives apply to the employer or situation.
Preferred Worker program	1-800-845-2634 PrefWorkerProg@Lni.wa.gov	<ul style="list-style-type: none"> For assistance in determining if a worker qualifies for preferred worker status. To determine the information needed when an employer submits a hiring application. For permanent employment at the EOR or a new employer.
Re-employment specialist	1-360-902-6040 RESWorkSource@Lni.wa.gov	<ul style="list-style-type: none"> When returning to the employer of injury is no longer possible. When the worker expresses interest in RTW, but doesn't know where to start. Connects worker with community resources. Available by phone, statewide. Will refer to the WorkSource VSS, if needed.
WorkSource VSS	Go to www.Lni.wa.gov and search for <i>Regional WorkSource staff</i>	<ul style="list-style-type: none"> Six L&I vocational services specialists work in WorkSource Centers around the state. Offers specialized help in person or by phone to injured workers seeking employment. Provides assistance with resumes, job search, and transitioning out of L&I. Connects worker with community resources.

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Support available for employers

L&I program or staff type	How to contact	Employer support or benefit
Stay At Work program	1-866-406-2482 StayAtWork@Lni.wa.gov	<ul style="list-style-type: none"> ■ Incentives to employers for offering temporary, modified jobs for workers while they heal. ■ Provides outreach to employers.
Preferred Worker program	1-800-845-2634 PrefWorkerProg@Lni.wa.gov	<ul style="list-style-type: none"> ■ Helps an EOI or a new employer in providing a permanent job to a worker who can no longer perform their JOI. ■ Explains qualifying reimbursements, how to apply for benefits, how preferred worker status affects claims.
Account manager <i>Note: only employers should contact directly.</i>	Go to www.Lni.wa.gov and search for <i>Contact employer accounts</i>	<ul style="list-style-type: none"> ■ Contact employers by phone and explains: <ul style="list-style-type: none"> – How claim duration and costs affect premiums. – Risk classes, rates, experience factors. – Kept on Salary (KOS) versus Time Loss (TL). ■ Educates employers on their rights to protest. ■ Sets the stage for Stay at Work (SAW) and Preferred Worker (PWP) programs.
Risk manager <i>Note: only employers should contact directly.</i>	Go to www.Lni.wa.gov and search for <i>Request consultation</i> , then look down the page for <i>Consultants near you</i>	<ul style="list-style-type: none"> ■ Involving a risk manager early in the claim will help the employer understand the roles and responsibilities of the claim manager and VRC as well as the impact of the claim on future premiums. This can help VRCs do their job quickly and efficiently. ■ If needed, a risk manager can meet in person. ■ Provides safety overview.

Support available for attending providers

Procedure description	Limits*	Procedure codes	Units
Job descriptions or analysis (first one reviewed) or, Job offer or analysis: each additional review	AP, per insurer, employee or vocational provider (VRC) request	1038M 1028M	Limit of one per day Each additional review, up to five per worker, per day
Team conference, patient present	Physician only Non-Physician	** 99366	Varies by code 1 unit=Up to 30 minutes 2 units=Up to 60 minutes
Team conference, patient not present	Physician only Non-Physician	99367 99368	1 unit=Up to 30 minutes 2 units=Up to 60 minutes 1 unit=Up to 30 minutes 2 units=Up to 60 minutes
Telephone calls with employer, claim manager, VRC or other providers	Physician Non-Physician	99441 99442 99443 98966 98967 98968	1-10 minutes 11-20 minutes 21-30 minutes 1-10 minutes 11-20 minutes 21-30 minutes

*AP: Attending Provider: A person limited to practice as: MD, DO, ND, DC, DM, PAC and ARNP's (PAC are paid at a maximum of 90% of the allowed fee.) Non-Physician: ARNP, PAC, PhD, PT and OT must bill using non-physician codes. **Check MARFS Chapter 10 for procedure code.

For additional information, the provider may call the Provider Hotline at 1-800-848-0811