

IME Roundtable Virtual Meeting

January 11, 2024



Announcements

Zoom Meeting Reminders:

- Mute when not speaking to limit background noise
- Raise hand or use chat feature
- Opt out of video if having connection issues
- Meeting Minutes will be posted on L&I Webpage

1/11/24 IME Roundtable Meeting Agenda

Time	Topic	Presenters
9:30AM	Safety Message, Accountability Log Review	Troy Parks Melissa Dunbar
9:45AM	Program Updates: <ul style="list-style-type: none"> • Firm Contact Info for Workers • MEH Updates – Submit Ideas • Worker Exit Survey • Examiner Stats: Exit and Retention Surveys, • Complaints YTD • Quality Reviews/AP Project/Page Count Analysis 	Kristen Baldwin-Boe Troy Parks Tanya Weber/Dr. Azadeh Farohki/Troy
10:15AM	Interpreter Services: <ul style="list-style-type: none"> • Update • User Testers 	Cristy Miller
10:30AM	Break	
10:40AM	IME Recording Impacts: <ul style="list-style-type: none"> • Update • Rulemaking timeline • Examiner Pool Update 	Nancy Adams Suzy Campbell Troy Parks
11:00AM	Claims and Scheduling Units Trends: <ul style="list-style-type: none"> • Claims • Self-Insured • Scheduling 	Nancy Adams LaNae Lien Shannon Rushing
11:15AM-12:00PM	Q&A-Open discussion Round Robin <ul style="list-style-type: none"> • IME Provider Topics 	All

Safety Topic: Taking Breaks to Stretch – Melissa Dunbar

1. Reduces Fatigue - by increasing blood supply and nutrients to your muscles.
2. Can Prevent Muscle Strain Injuries - wakes up your muscles to let them know that they will be performing a job. Stretching warms up the muscles by working them gently.
3. Improves Posture - by allowing muscle tissues to realign, thus reducing effort to achieve and maintain good posture.
4. Increases Muscle Coordination and Balance - helps opposing muscle groups work in a more coordinated fashion.

Neck

Let your head drop slowly to the left, then to the right. Slowly drop your chin to your chest, and then raise your chin as high as you can. Turn your head to the left, return it to the normal position, then turn it to the right.



Shoulder Roll

Slowly roll your shoulders forward five times in circular motion, using your full range of motion. Then roll your shoulders backward five times with the same circular motion.



Middle-Upper Back Stretch

Raise your right arm and grasp it below the elbow with your left hand. Gently pull your right elbow toward your left shoulder as you feel for the stretch. Hold for five seconds. Repeat with the opposite arm.



Side Stretch

Interlace your fingers. Lift your arms over your head, keeping your elbows straight. Press your arms backward as far as you can. Then slowly lean to the left, and then to the right, until you can feel the stretch.



Pectoral Stretch

Grasp your hands behind your neck and press your elbows back as far as you can. Return to starting position, then drop your arms. Relax. Repeat.



Accountability: Issue Log

added detail posted online with meeting notes

Issue:	Department Updates / Outcomes:
Interpreter scheduling issues	<p><u>1/12/23</u>: Department will be soliciting Requests for Quotations and Qualifications (RFQQ) for interpreter services as existing contract expires in 2024. <u>5/4/23</u>: RFQQ anticipated to be issued May.</p> <p><u>9/14/23</u>: RFQQ issued August; deadline for bids 9/25. Success rate for IME interpretations 88% (# completed/total requested less LEP no show and provider cancellations). IME unfulfillment rate average since December 2022 6%.</p>
Legislative Bill that allowed recording of IMEs	<p><u>9/14/23</u>: Discussion on the impacts of workers recording IMEs. See 9/14/23 meeting notes. See also the FAQ document online that will be updated as new issues develop. Many workers are refusing to allow firms to co-record. The legislation was silent on this. L&I staff are tracking cancellations and reschedules due to recording requests. Firms should notify workers as early as possible if it is their policy to co-record. This will reduce last minute cancellations and workers traveling or flying in only to have the exam cancelled.</p>
Fee Schedule Analysis/Clarification	<p><u>1/12/23</u>: IME Fee schedule was analyzed and updated in 2022.</p> <ul style="list-style-type: none"> • Fee team to re-evaluate the new IME fee policy in 6 months – analyze results of July changes in February • Testimony fees doubled effective 2023 • Examining reducing administrative burden – firm site visits scheduled <p><u>4/3/23</u>: Updates given at May meeting.</p> <p><u>9/14/23</u>: Fee increases went into effect 7/1/23. IME Telemed Originating Site Fee presentation and page count analysis presented @ RT.</p>
High rate of IME reschedules, what is the root cause?	<p><u>9/14/23</u>: New reasons added to IME Scheduling system so we can better track and share data in the future.</p>

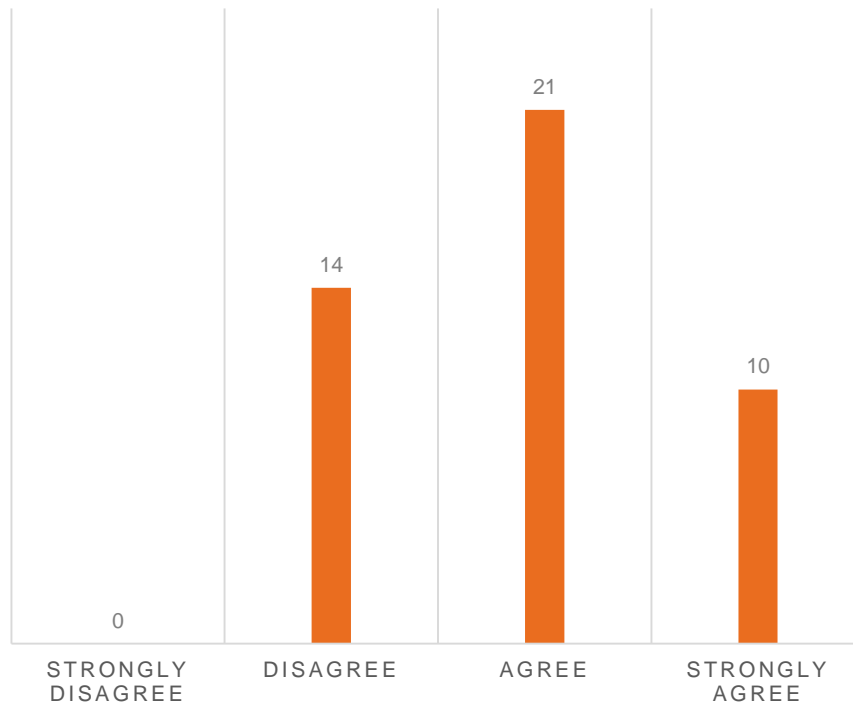
IME Program Updates

IME Program – Kristen Baldwin-Boe

- Firm Contact Information for Workers
 - Worker appointment letter will soon include how to notify of intent to record.
 - Information also posted online.
- *Medical Examiners' Handbook (MEH)*
 - 2024 updates begin soon – submit ideas

Examiner IME Exit Survey 2023: – Troy Parks

- 5 responses
- 69% responses to 9 questions on Likert scale were affirmative
- Reason for leaving:
 - having to maintain board certification (2);
 - recording law (2);
 - firms poorly staffed and Insufficient pay (1).
- No difference between SF/SI
- Interpreter accessibility identified as concern



IME Examiner Retention Survey (2023): 7 Responses (Scale 1-10; Average 6.6)

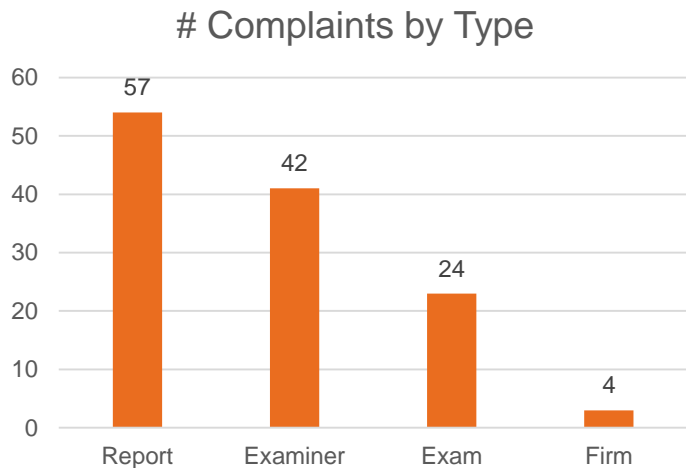
1. On a scale of 1-10, with 10 representing the most satisfied, how satisfied are you conducting IMEs for L&I?

	0	1	2	3	4	5	6	7	8	9	10	Responses
Satisfaction												
Count	0	0	0	0	0	1	3	2	0	1	0	7
Row %	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	42.9%	28.6%	0.0%	14.3%	0.0%	
Totals												
Total Responses												7

Ways to improve Score?

- Better adjudication of worker conditions
- Accept examiner MMI determinations
- L&I efficiencies: Faster turnaround on assignment letters and getting records, removal of unnecessary documents sent to review, better pay/aligning with other payers

2023 IME Complaints

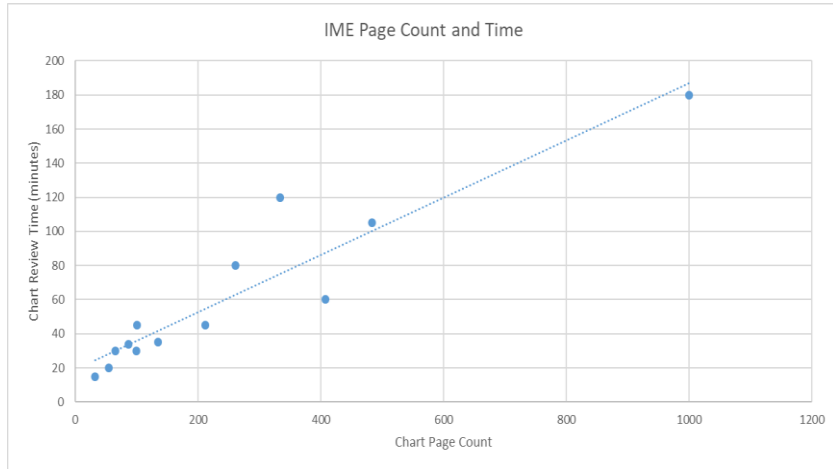


- 127 Complaints
- Top Specialties:
 - Orthopedic Surgeon (65)
 - Neurology (27)
 - Psychiatry (15)
 - Occ Med (10)

IME Page Count Analysis Follow Up

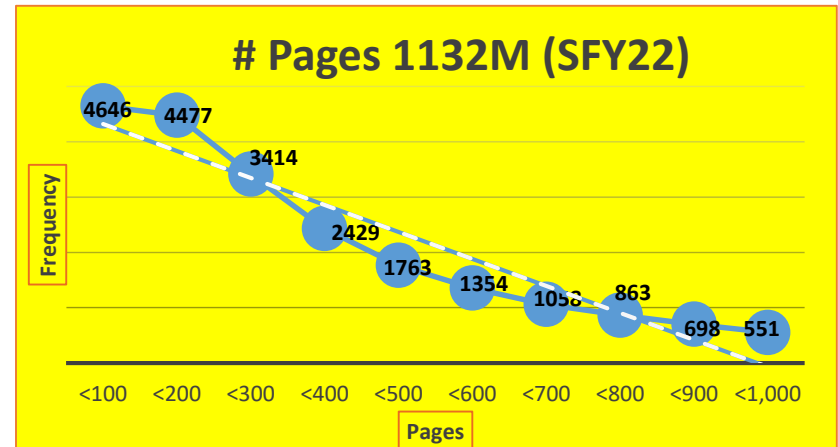
Time Study (Dr. Toomey) 2023

- 13 charts 77% <400; 55% <200
- 400 is outlier breaking point



Billing Data

- 1129M (file review >400) SFY2023 shows 22% of exams; average of this cohort 798 pages
- 78% of exams associated with <400 pages (mirrors Dr. Toomey's time study)
- 1132M (copying fee code removed SFY23) average # of pages reviewed 482 (SFY22)



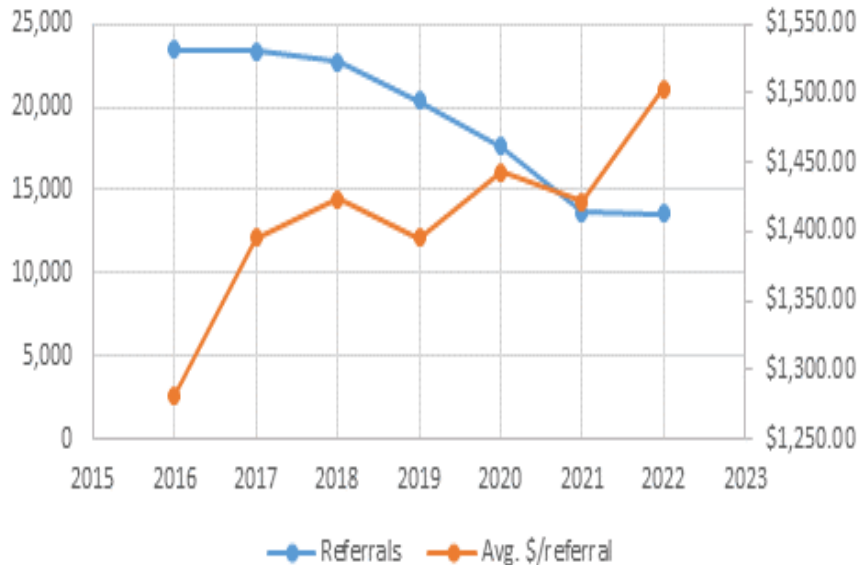
Page Count Summary..

- Data analysis supports maintaining current policy (<400 pages bundled into exam fee)
- Exam reimbursement accounts for the file sizes that examiners typically encounter
- Reimbursement continues to increase; yet utilization (# of exams) going down

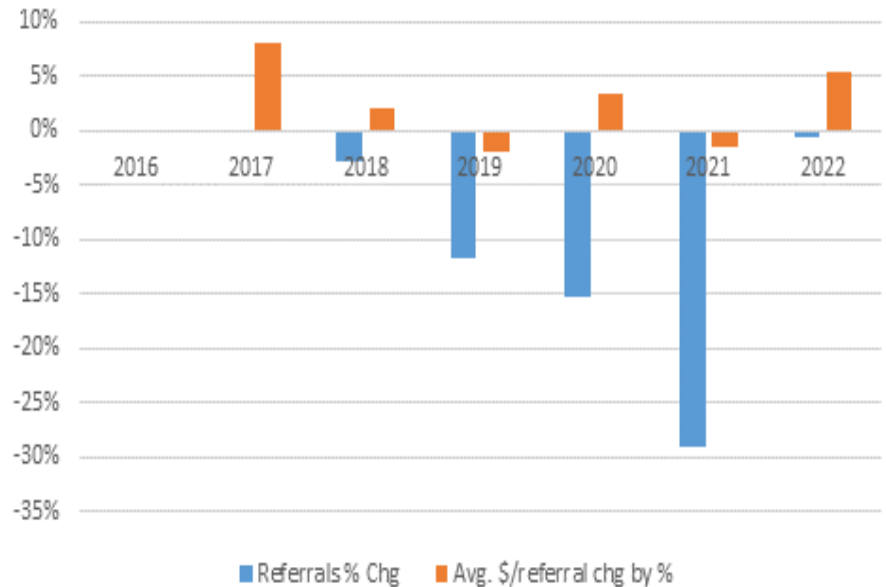


IME Utilization

IME Referrals Vs Average Annual Cost Per Referral, By Year



Change in IME Referrals Vs Average Annual Cost Per Referral, By Year



Questions?

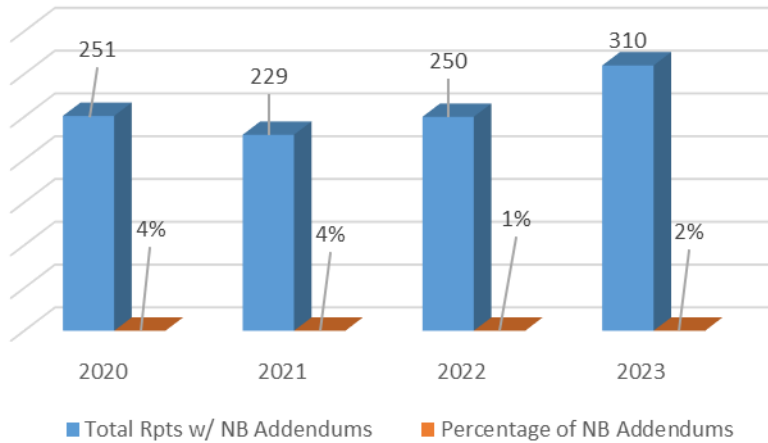


IME Quality Review Trends

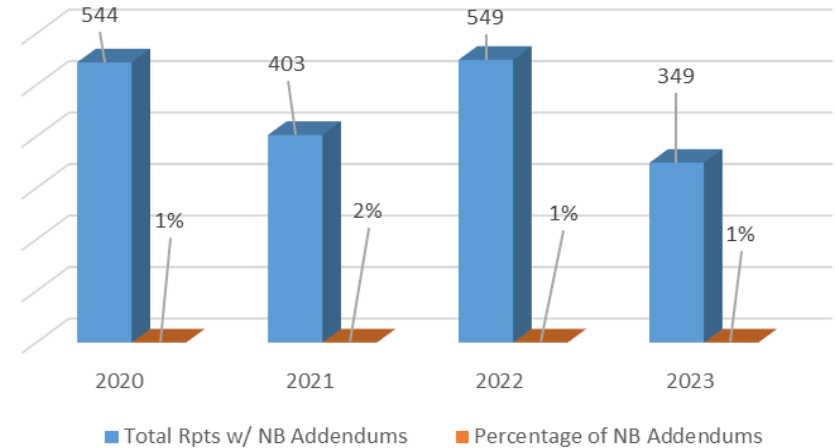
Tanya Weber, BSN RN
IME Occupational Nurse Consultant

Non Billable Addendum Data Ortho vs Other Specialties

All Ortho Non Billable Addendums

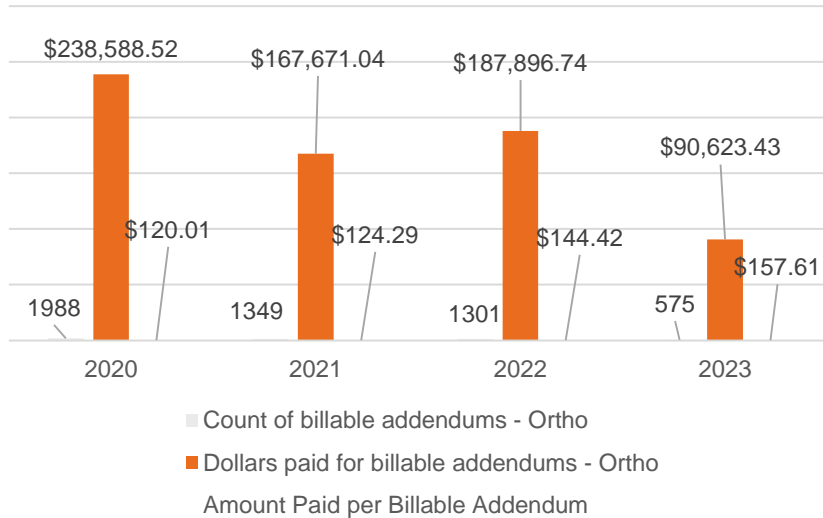


All Other Specialties Non Billable Addendums

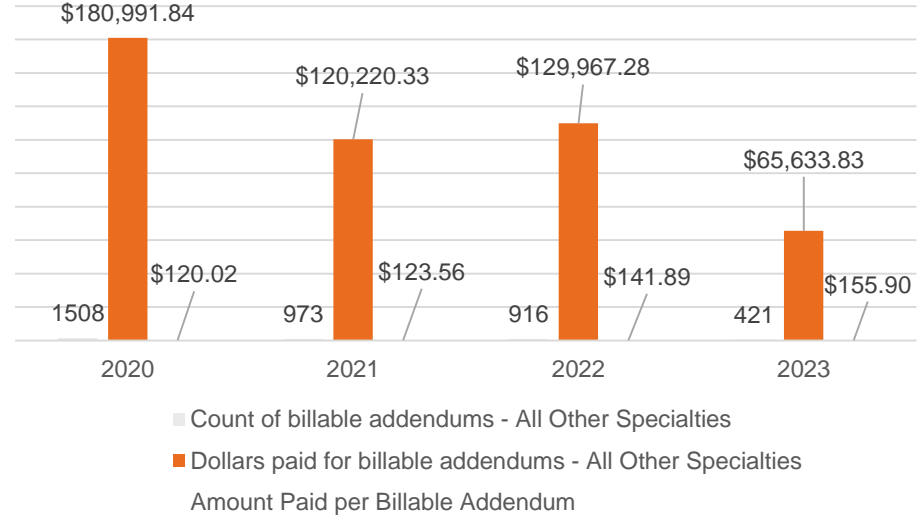


Billable Addendum Data Ortho vs Other Specialties

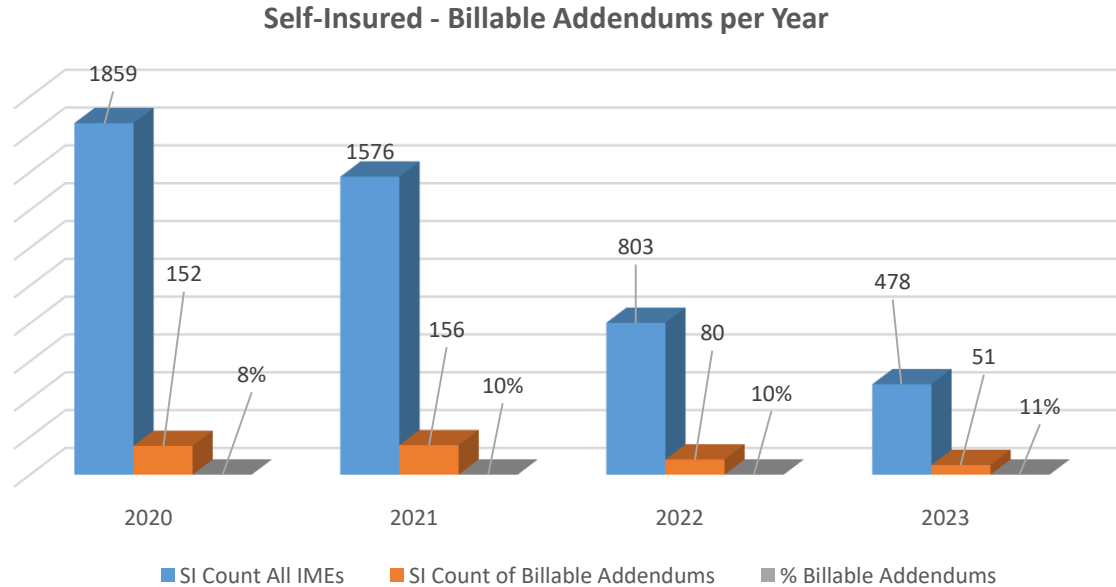
Billable addendums per year for Orthopedic Surgery
Total dollars and the amount paid per billable addendum per year



Billable addendums per year for All Other Specialties
Total dollars and the amount paid per billable addendum per year



Billable Addendum Data Self Insured IMEs



Questions?

- *IME trends – are there specific areas you'd like to know more about?*
- Please email ideas to Tanya.Weber@lni.wa.gov.

Interpretation Services – Cristy Miller

- Pending Solicitation: RFQQ K5140
 - Contract and system improvements
 - On-demand and prescheduled in-person, over-the-phone, and video interpretation services in the same contract
 - Hands-on oversight of interpretation services, customer service, and technical assistance
 - Performance expectations and penalties for not complying with the contract requirements and deliverables

Interpretation Services

- User Acceptance Testing (UAT)
 - Two representatives from two IME firms may participate
 - Timeframe: Mid February – March
 - One-hour specialty provider sessions

Please send an email to Cristy Miller at ZARE235@Lni.wa.gov if you would like to participate in the UAT.

Continue to send all feedback and concerns to Interpretation@Lni.wa.gov.

Questions?



10 Minute Break...



IME Recording Impacts :

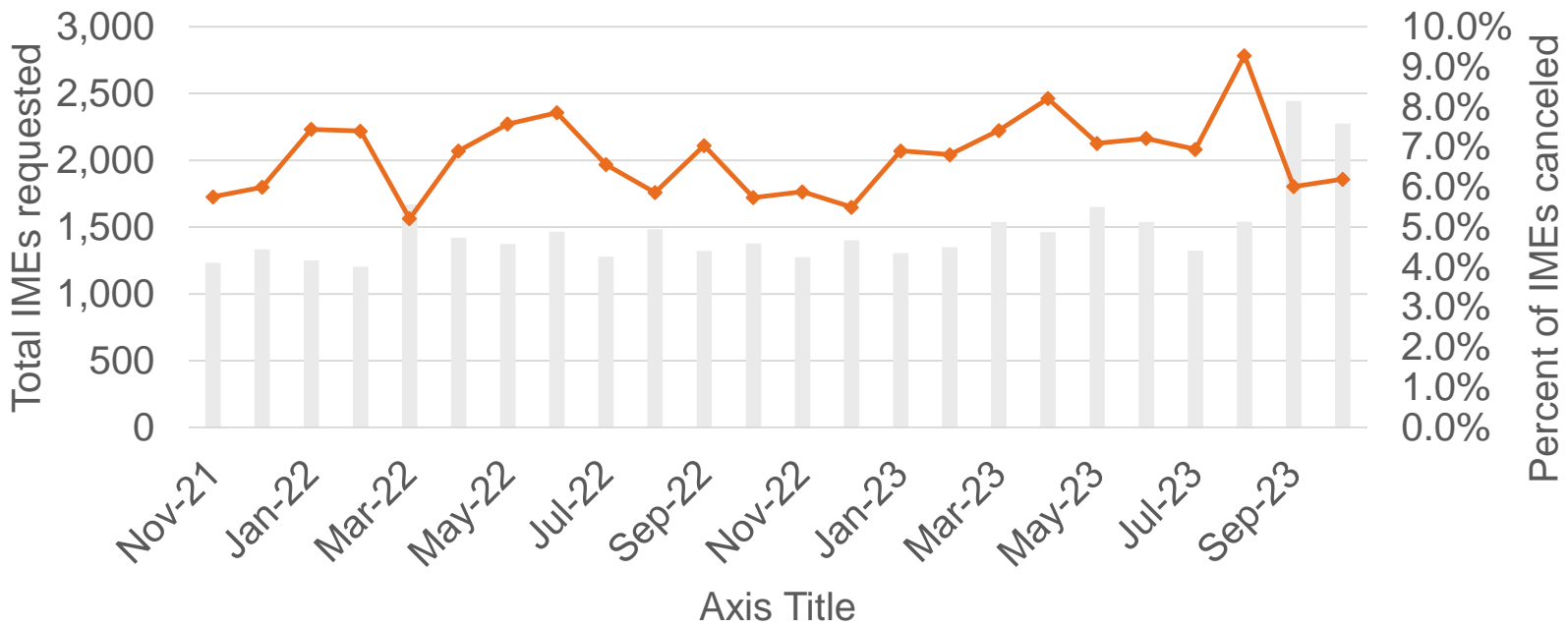
Nancy Adams, Suzy Campbell, Troy Parks



Talking points

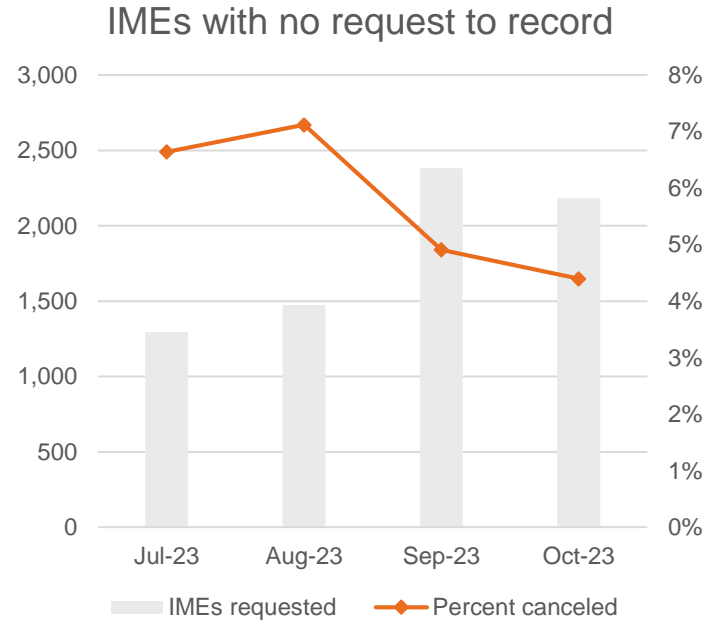
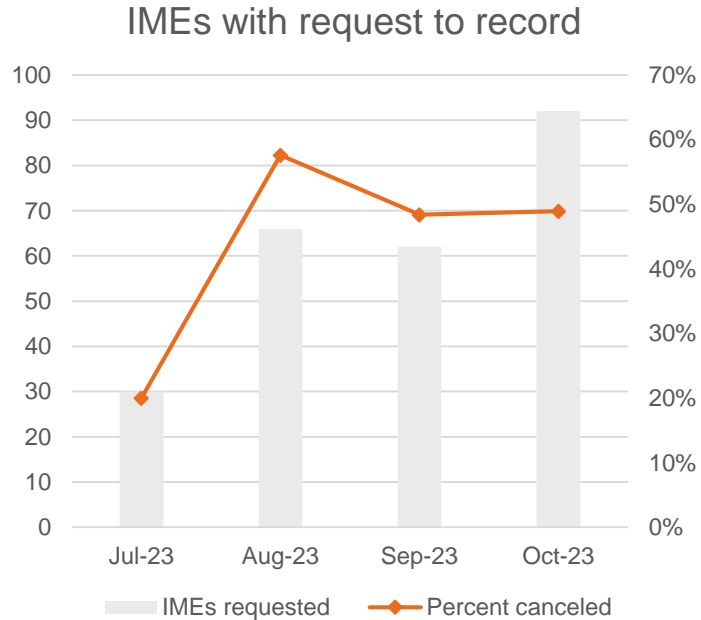
- Four months of data since implementation of recording option
 - Overall, the number of cancelled exams has remained stable and is very low.
 - During the last two months there have been many IMEs without a request to record
- There has only been a very small share of IMEs with a request to record
- Requests to record are highest for psychiatry and hand surgeries
- IMEs with a request to record have a very high cancellation rate (around 50%)
 - Data from Cheri on what happens in these cases will not be available until at least Jan-Feb 2024. Manual file reviews required.

IMEs Requested and Cancellation Rate

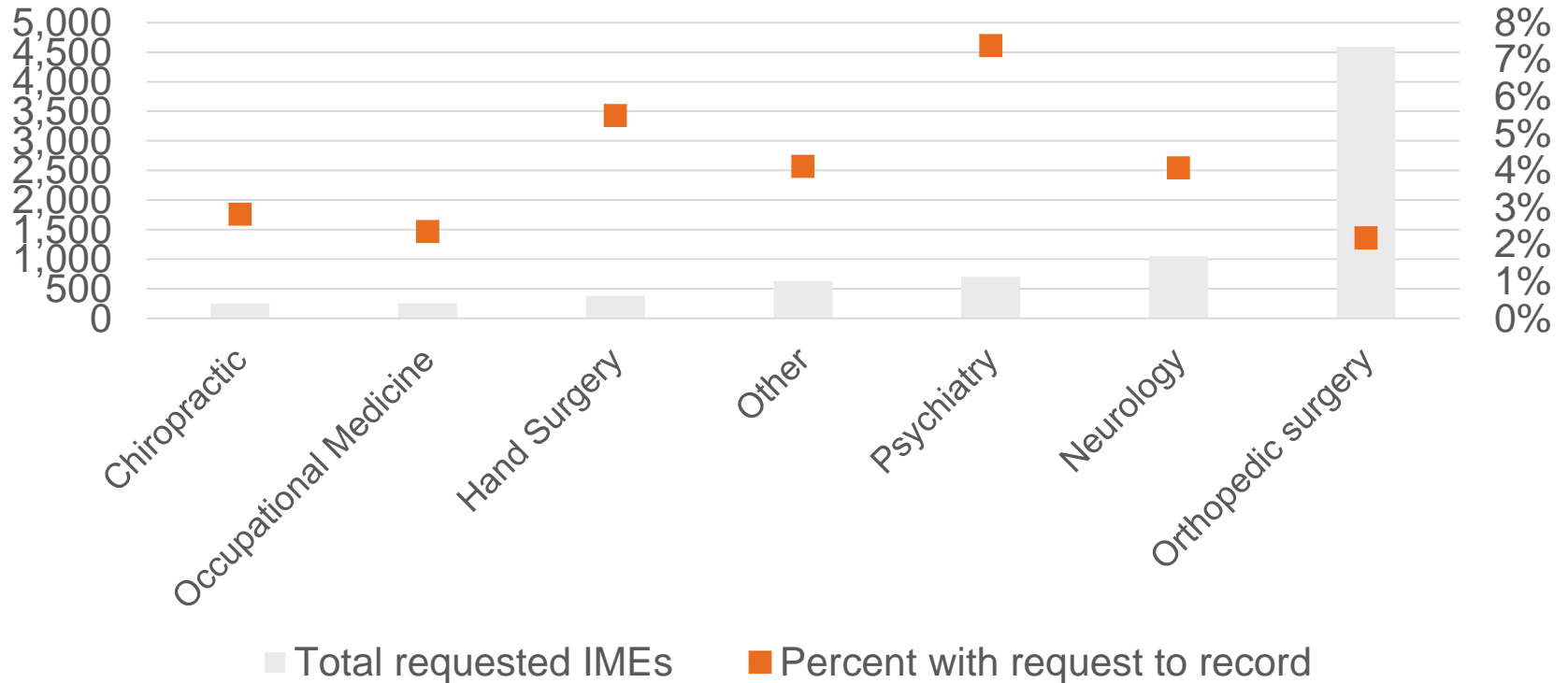


Total IMEs
 Percent canceled

IMEs with request to record have higher cancellation rates.



IMEs and cancelation rate by specialty



Notification Rule / Rulemaking Timeline –

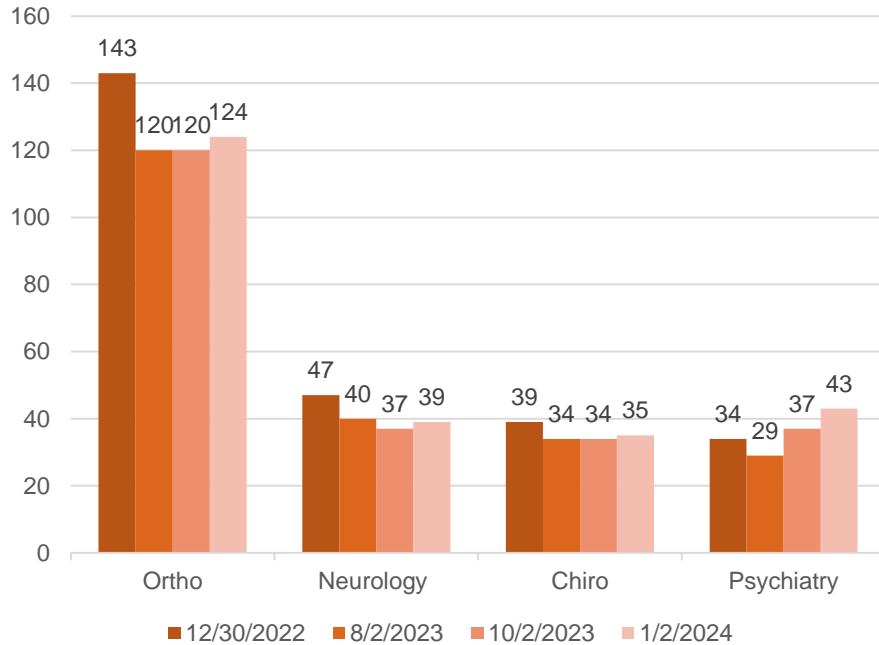
Suzanne Campbell

- CR-102 (proposed) January 2, 2024
- Public Hearing February 6, 2024
- CR-103 (adoption) March 26, 2024
- Projected Effective April 26, 2024

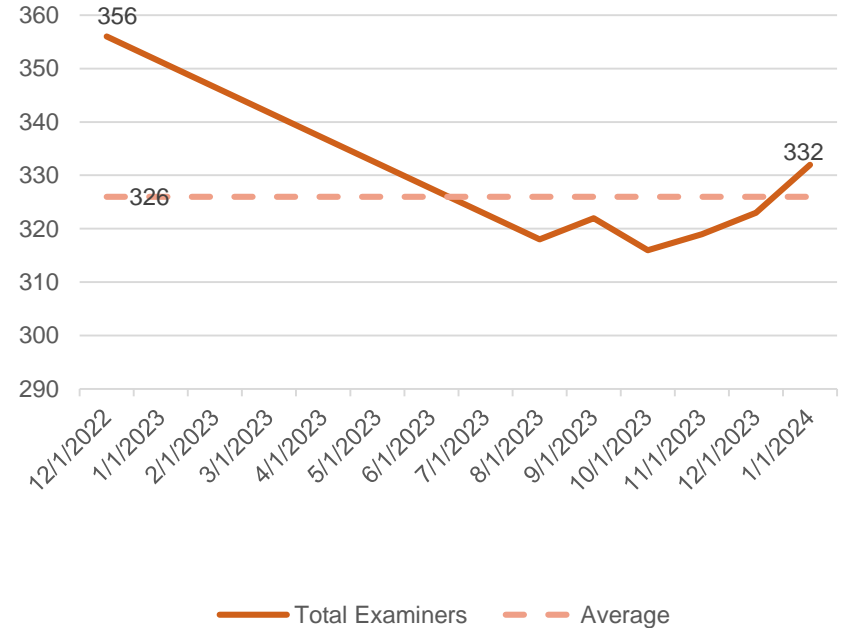
Please send comments to Suzy Campbell at suzanne.campbell@lni.wa.gov

Examiner Pool – Troy Parks

TOP SPECIALTIES



TREND ALL EXAMINERS



Questions?



Claims Department – Nancy Adams

Claims Questions?

Questions?



Self-Insurance – LaNae Lien

- Self-Insurance Questions?

Questions?



IME Scheduling Trends

Shannon Rushing

2024 IME Referral Totals

Fiscal Year Referral Totals

	2022	14924
<u>Qtr 1</u>		3623
<u>Qtr 2</u>		3739
<u>Qtr 3</u>		3878
<u>Qtr 4</u>		3684
	2023	15455
<u>Qtr 1</u>		3626
<u>Qtr 2</u>		3527
<u>Qtr 3</u>		3719
<u>Qtr 4</u>		4583
	2024	
<u>July, Aug, Sept</u>	<u>Qtr 1</u>	3433
<u>Oct, Nov, Dec</u>	<u>Qtr 2</u>	2983

2024 Fiscal Year Work Item Totals

2024		Total	Travel	Translation	Manual	Reschedule	Review of Support
QTR 1	JULY	1767	87	231	1129	142	47
	AUG	2176	85	363	1324	241	42
	SEPT	1998	85	314	1341	209	49
		5941	257	908	3794	592	138
QTR 2	OCT	2077	99	285	1375	264	54
	NOV	1663	160	441	766	237	59
	DEC	2128	95	266	1560	164	43
		5868	354	992	3701	665	156
QTR 3	JAN						
	FEB						
	Mar						
QTR 4	APR						
	MAY						
	JUN						

Questions?



Open Discussion – IME Providers

- IME Provider Topics
- Questions & Comments
- Future Topic Suggestions
- Next Meetings:
May 9, 2024