

IME Business & Labor Advisory Team Virtual Meeting

April 01, 2025



Announcements & Introductions – Troy Parks

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

New Staff:

- Cristy Miller

4/1/2025 Business & Labor IME Meeting Agenda

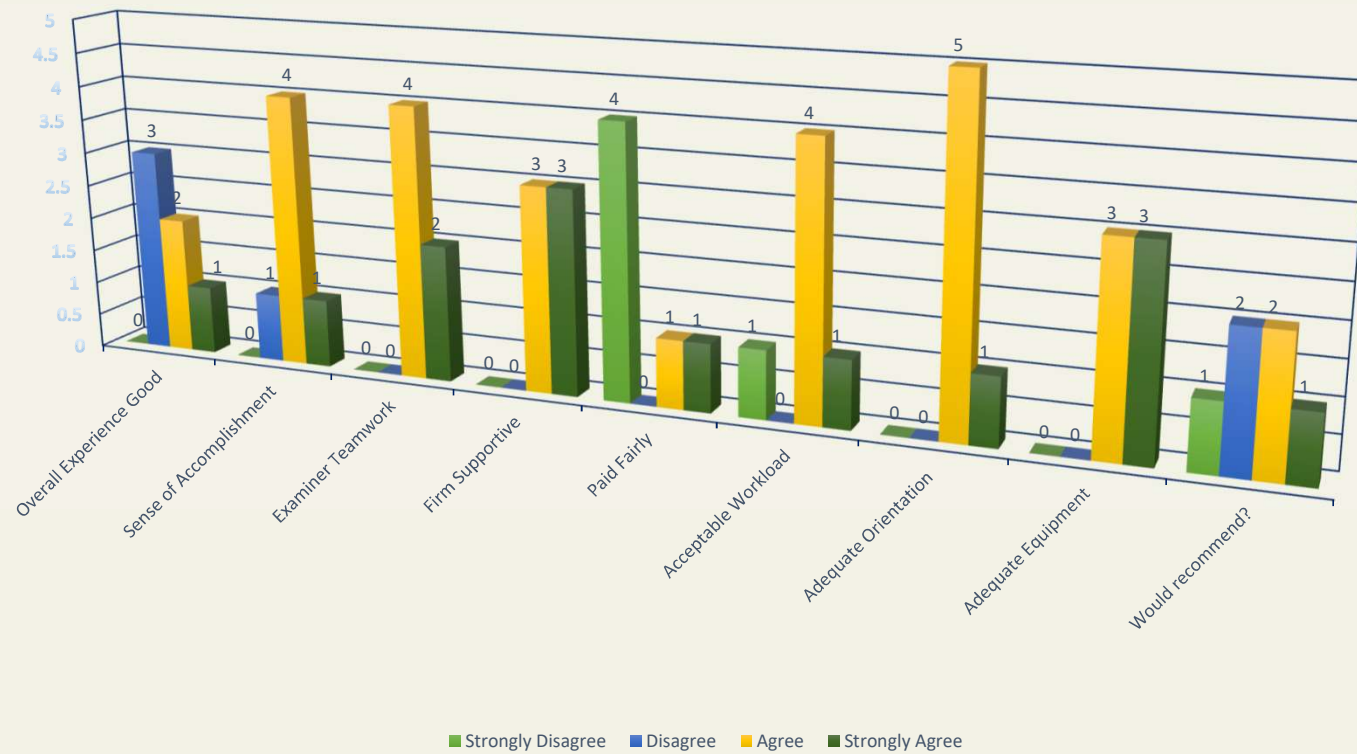
Time	Topic	Presenters
9:30AM	Roll Call/Introductions, Announcements, Review of Previous Agenda Minutes, Safety Message	Troy Parks Melissa Dunbar
9:45AM	Program Updates: <ul style="list-style-type: none"> • Examiner Survey Stats CY2024 • Examiner Pool Update • Complaints • Interpreter Services 	Troy Parks Cristy Miller
10:15AM	IME Recording Implementation: <ul style="list-style-type: none"> • Third party recording Pilot • Utilization Data 	Troy Parks
10:45AM	Updates: <ul style="list-style-type: none"> • Claims • Scheduling Trends • Self-Insurance 	Nancy Adams Shannon Rushing/Gary Kolanja LaNae Lien
11:05-11:30AM	Q&A-Open discussion Round Robin <ul style="list-style-type: none"> • Questions and Comments • Future Topic Suggestions • Public Comments 	All

Spring Yard Safety Tips - Melissa Dunbar

- **Know your equipment** - Read the owner's manual and all of the safety information. Check with the manufacturer of your tools to make sure there haven't been any safety recalls.
- **Practice Ladder Safety** - Check to make sure your ladder is firmly set on a level surface. Never set ladders on boxes or other objects to make the ladder reach higher areas. Never stand on the top rung or step of a ladder.
- **Watch your children & pets** - Children and pets can be injured by lawn-care tools. If possible keep them inside while you're mowing or trimming.
- **Check your extension cords** - Check extension cords for cracks and seal them with electrical tape. Never run extension cords through puddles.
- **Protect your body** - Wear protective gear; long pants, and non-slip, closed toe shoes. Don't forget your eyes and ears.
- **Know where you're digging** - Check with your local utility companies before you dig trenches, or holes in your yard to avoid accidentally hitting gas, electrical or sewer lines.

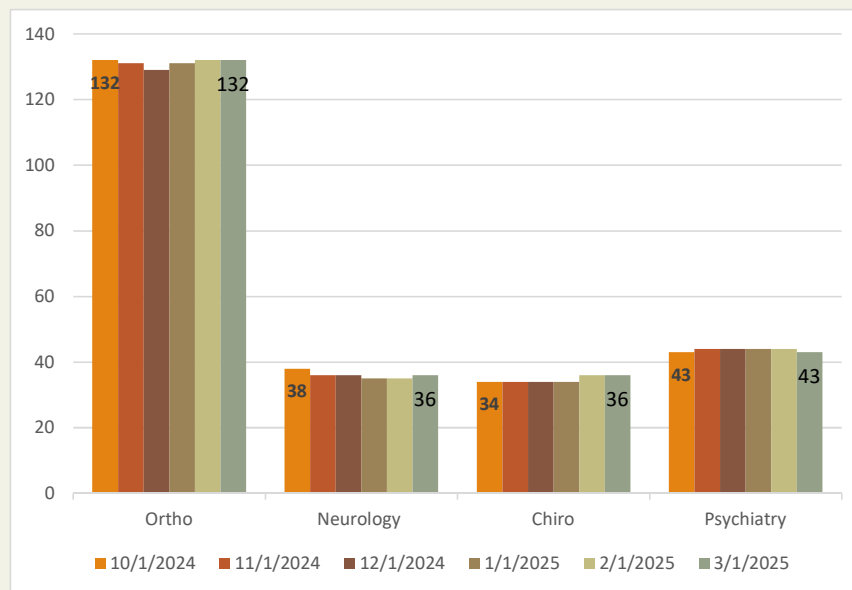
IME Program Updates

Examiner Exit Survey (6 Responses CY 2024)

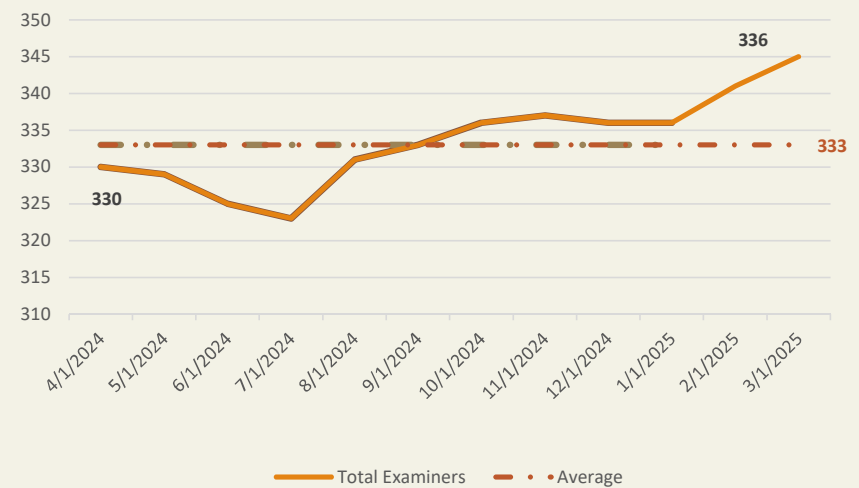


IME Examiner Pool

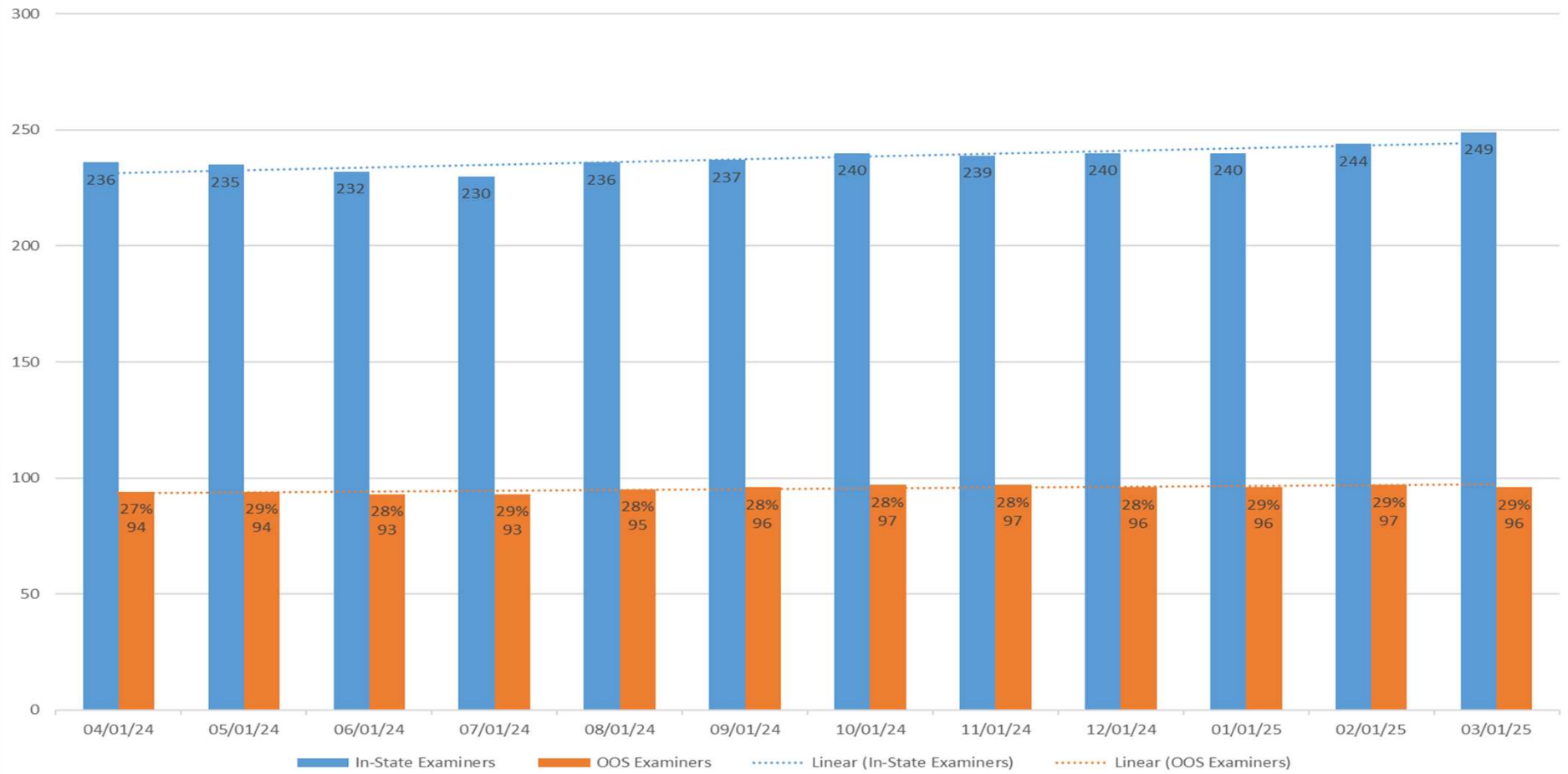
TOP EXAMINER SPECIALTIES



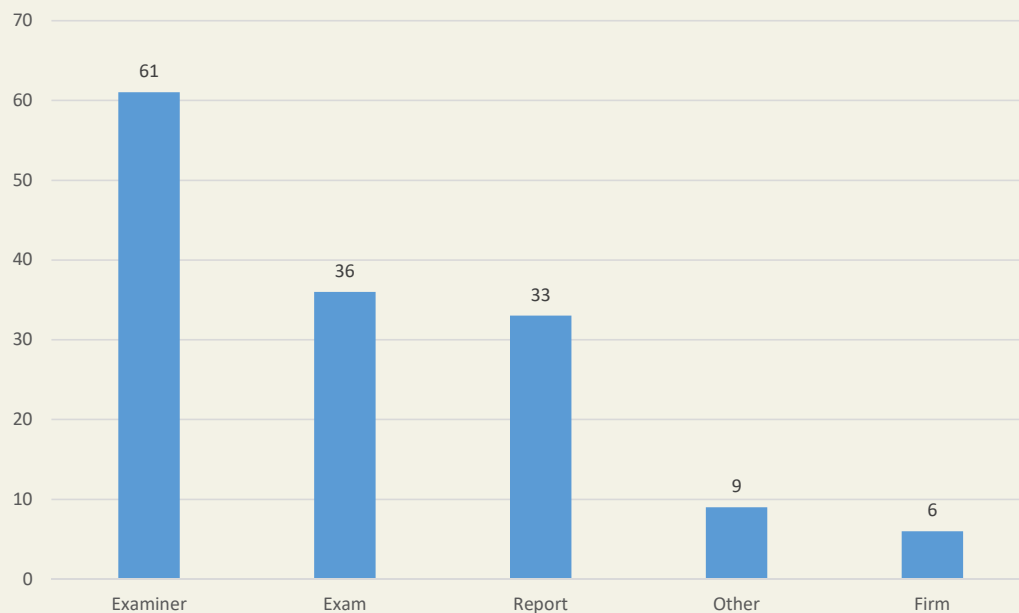
TREND ALL EXAMINERS



In-State vs Out-of-State Examiners



CY 2024 IME Complaints Summary



Note: Approx. 12,600 exams in 2024; complaints comprise <1%

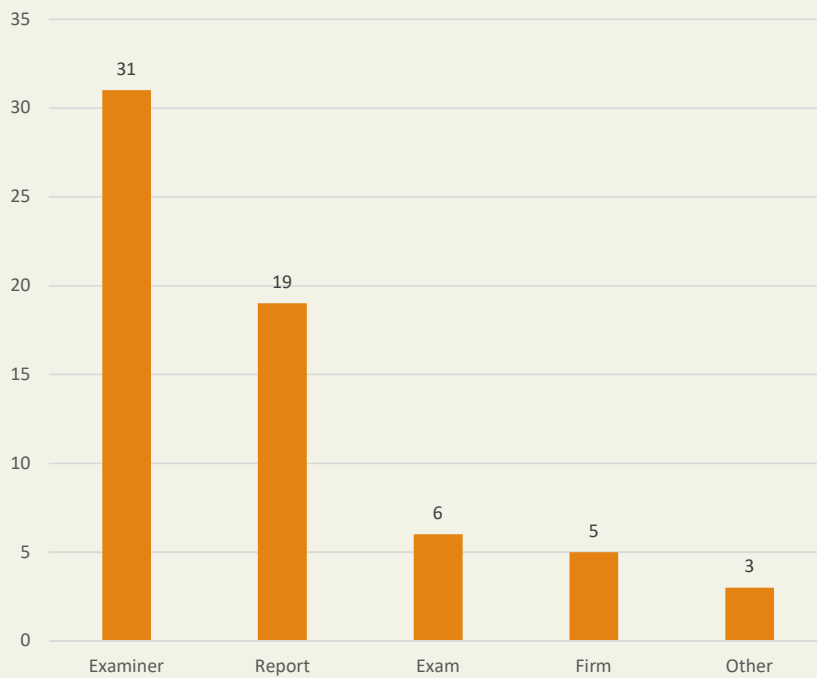
145 Complaints

Top Specialties:

- Orthopedic Surgeon (60)
- Neurology (24)
- Psychiatry (13)
- Occ Med (6)

25 involved recorded exams

2025 Complaints-1st Quarter



64 Complaints YTD

Top Specialties:

- Orthopedic Surgery(30)
- Neurology (9)
- Psychiatry (7)
- Pulmonology (4)

5 were recorded exams

Note: Approx. 12,600 exams in 2024; complaints comprise <1%

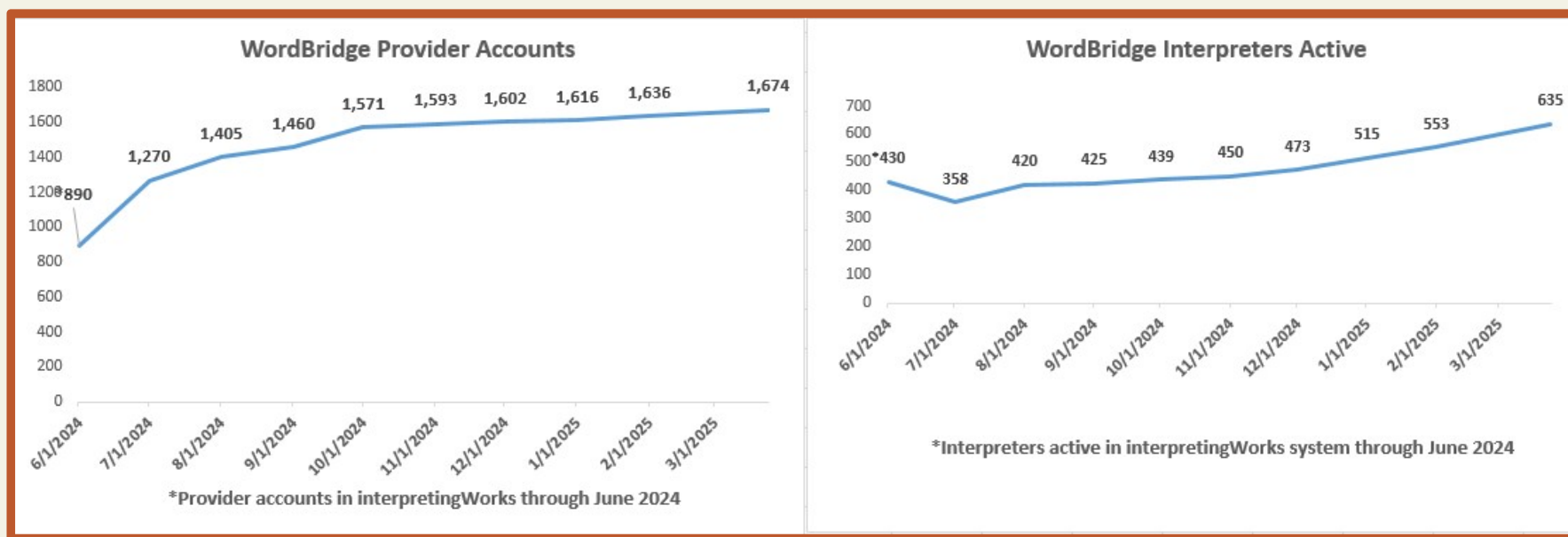
Questions?



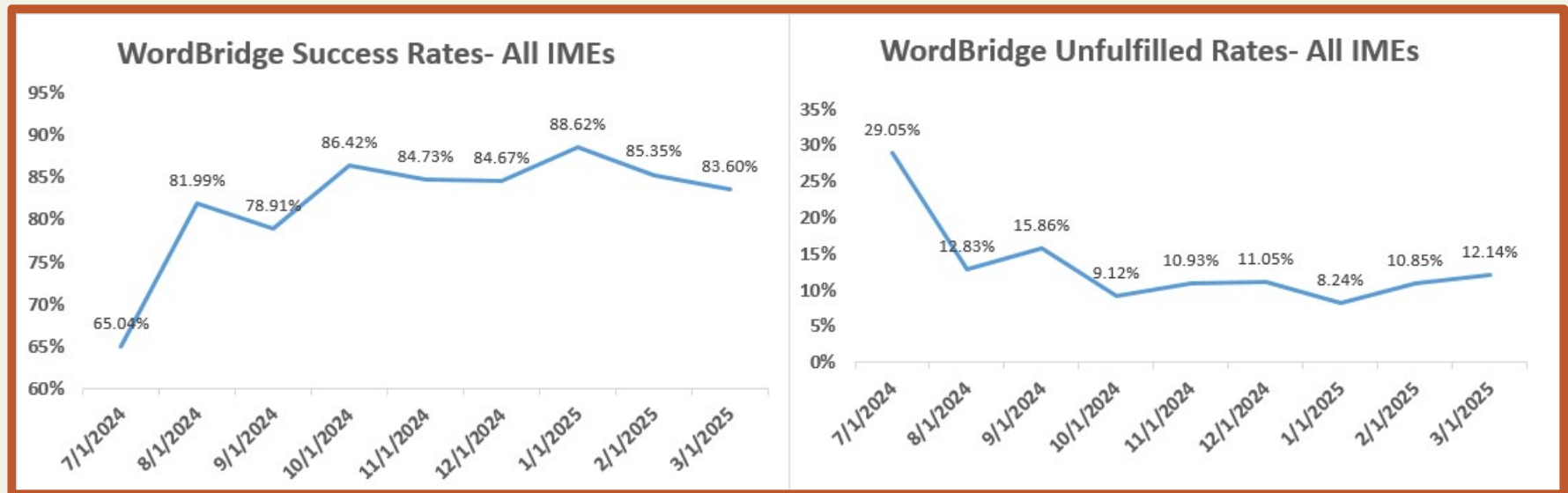
WordBridge Interpretation Services

- All in-person interpreter services and scheduled telephonic and video services via Zoom must be submitted through WordBridge
- SOSi's phone line for on-demand telephonic interpretation services rolled out January 2nd.
- If SOSi cannot secure an interpreter for on-demand telephonic services, they will transfer the call to **CTS Language Link**.

Onboarding of Providers and LAPs



IME Success and Unfulfilled Rates



Contact Information

Email SOSi: Support@wordbridge.io

Phone: 1-888-224-0126

L&I Interpretation Services: Interpretation@Lni.wa.gov

Questions?



IME Recording Update



IME Recording Implementation Update

- RCW 51.36.070 effective 7/1/23, giving workers the right to record IMEs
- External partners disagree on examiner ability to co-record resulting in delays and/or inability to schedule exams
- Department proposed rules to address concerns around co-recording
- External feedback did not support moving forward with co-recording rule

Next steps...

- Department is conducting a Third Party Recording Pilot to explore whether offering a secure third party recording service reduces the delays resulting from cancelation and rescheduling of IMEs when a worker chooses to record.

Note:

- ☐ Workers may opt to use this service in lieu of using their own device to record
 - ☐ Examiners may use service if a worker affirmatively agrees to co-recording
- Pilot will help inform any future rulemaking efforts or changes to IME policies.

IME Third Party Recording Pilot

- L&I has contracted with a vendor to provide a 3rd party recording service (Medical Memory).
- We will assess if both parties are willing to use a 3rd party recording service.
- 6 months: **3/1/25 through 8/31/25**
- Any worker wishing to record can use the service
- Available for co-recording (for those instances when worker still would like to do their own recording)

Desired Outcomes...

- Reduction in the delays resulting from cancellation and rescheduling of IMEs when a worker chooses to record.
- Less risk and administrative burden associated with maintaining multiple recordings of same exam.
- Workers may opt to use this service in lieu of using their own device to record and make examiner co-recording unnecessary.
- Mitigates concerns around chain of custody, storage security, and misuse of recordings.
- Inform any future rulemaking efforts or changes to IME policies.

3rd Party Recording Flow

Worker notifies firm
of intent to record

- No fewer than 7 days prior to the exam
- Worker asked by firm if interested in using 3rd Party Recording Service

Exam Recorded
using The Medical
Memory

- Worker and examiner both agree to use of 3rd party recording
- Verbal consent obtained at start of exam recording

Worker Provided
information sheet on
obtaining access to
view recording



Your IME is recorded with Medical Memory

- 1 Request access to your video by emailing IMETHirdPartyRecording@lni.wa.gov
- 2 Include your Name, Phone Number & Email
- 3 You'll receive an Invitation to create an account via email with Medical Memory. Learn more about Medical Memory



SCAN ME

Clinic Workflow



1

The IME Staff rooms the worker and inputs the worker's information.



2

**Examiners
Record IME**



3

**The Department can
decide who can view the
video**



4

**The Department can
provide remote access
to the video.**



WSDLI IME EXAMINERS: DOWNLOAD & SET UP

Need Support?
1-855-500-0051
Support@TheMedicalMemory.com

Link to Washington State
IME Program

Enter the **unique 12 digit code**
provided by IME Program Specialist.

Medical Memory
Provider BAA

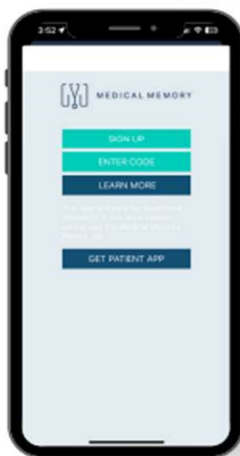


In your App Store
search

**Medical Memory
Provider**

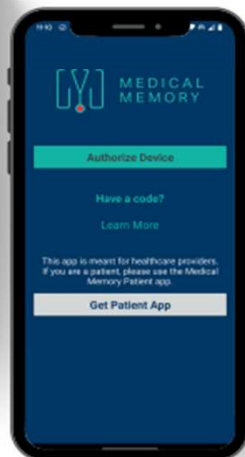
You will be asked to
authorize access to
use your
Microphone and
Camera

*No Worker Information
can be accessed from
the App and videos are
not stored nor
accessible on the device.



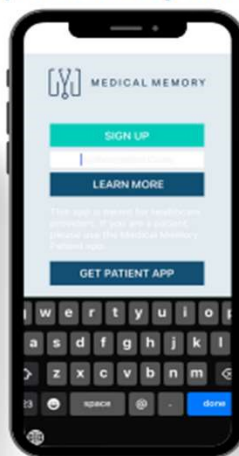
Tap

ENTER CODE



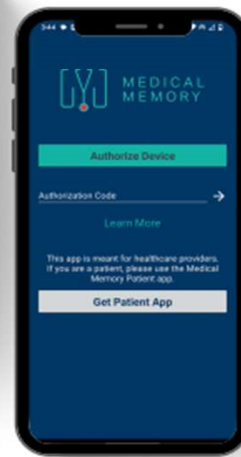
Tap

Have a code?



Enter capital
characters
and dashes.
Then tap

done



Tap the arrow
when finished

Authorization Code →



Accept



I AGREE

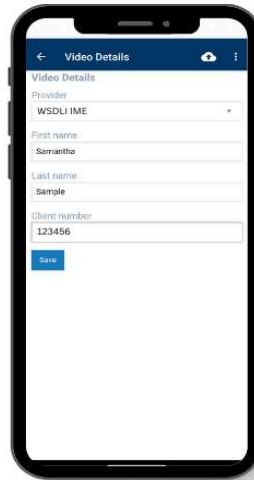
Ready to begin recording!



Examiner Recording IME



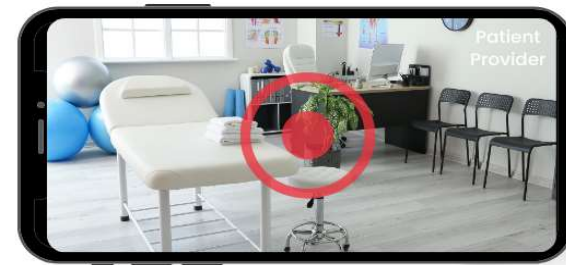
Once linked to the App
Tap




In the Provider
dropdown select
Washington State IME


Enter Worker First & Last
Name, then enter the
Claim ID in the
Client Number field
and tap

Save



Rotate device to landscape.
Tap  icon to start recording.
Bring the worker into the room and
have your appointment as usual.

 Pause & resume the video if needed.

Tap  to delete & re-record.
Once your patient leaves the room
return to the device
Save the recording:

 Tap  when done.

Video instantly begins to uploaded.

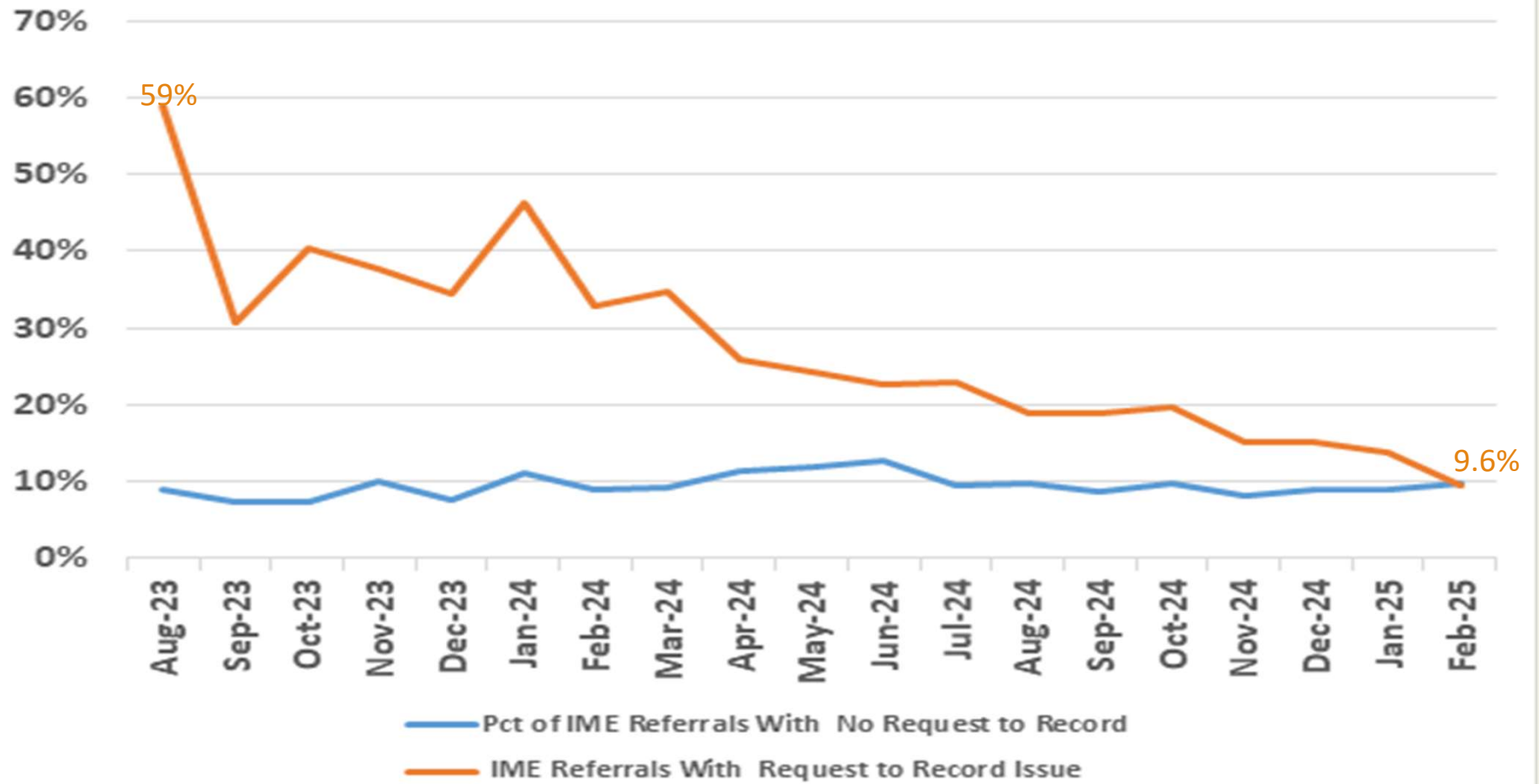
 Tap  then Send

Measuring Impact

- Utilization: Did access to third party recording improve access to IME providers?
 - Completion rate
 - Referral success rate
- Timeliness:
 - Duration of IME referrals when recording requested



Percentage of IME Referrals Canceled



Utilization 1 month in....

- 28 recordings using 3rd party Medical Memory service
- 3 firms currently using (CSP, ExamWorks, MES)
- Authenticated 46 devices
- Onboarding of examiners/firms continues
- Outreach to broaden awareness of pilot



Discussion – Feedback on Pilot



Questions?



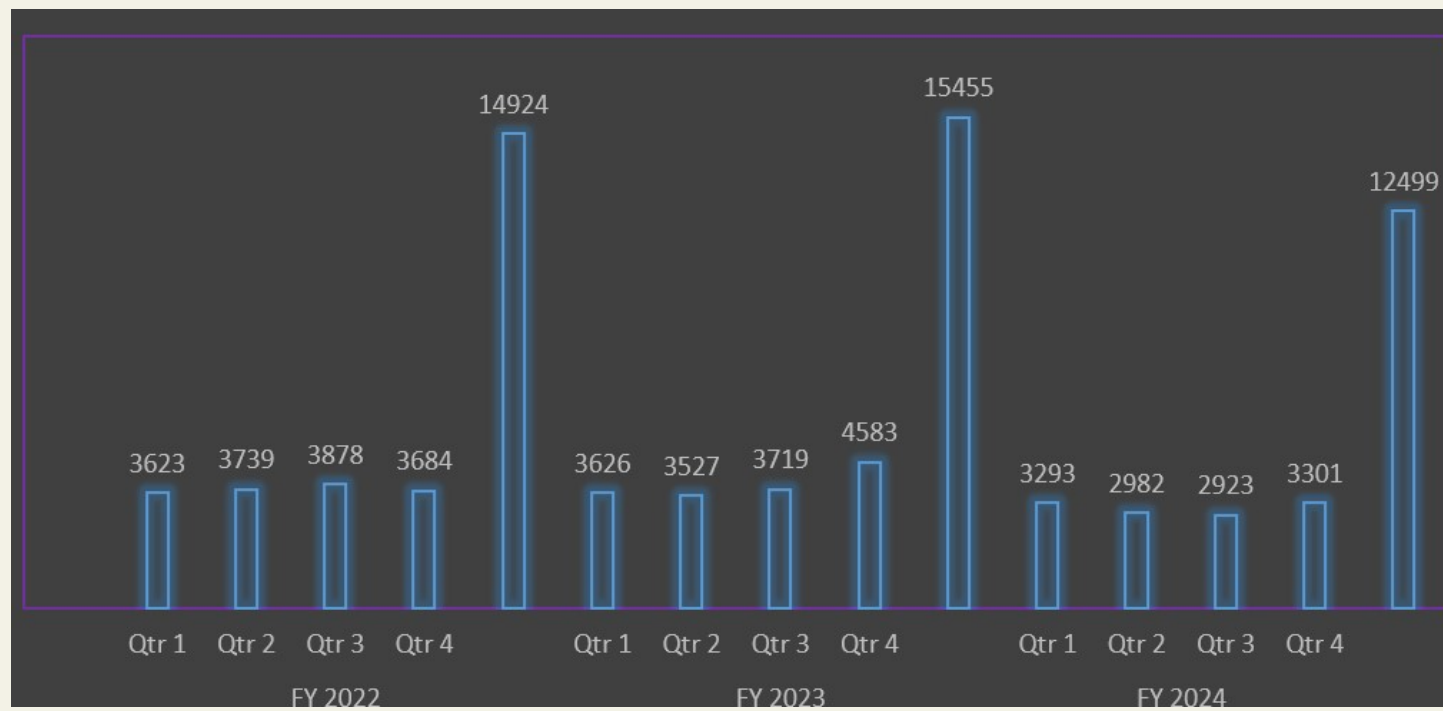
Claims Updates – Nancy Adams

Questions?

IME Scheduling Trends

Shannon Rushing

There were a total of 2103 referrals created in FY QTR 1 2025



New Data on Reschedules

Intent To Record Report

Questions?



Self-Insurance – LaNae Lien

Questions?

Open Discussion

- Questions & Comments
- Future Topic Suggestions
- Public Comments
- Next Meeting
 - ***August 8, 2025***