

# IME Business & Labor Advisory Team Virtual Meeting

*April 2, 2024*



# Announcements & Introductions – Troy Parks

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## **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

## 4/2/2024 Business & Labor IME Meeting Agenda

Time	Topic	Presenters
9:30AM	<b>Introductions, Announcements, Review of Previous Agenda Minutes, Safety Message</b>	Troy Parks Melissa Dunbar
9:45AM	<b>Program Updates:</b> <ul style="list-style-type: none"> <li>• Complaints YTD</li> <li>• Examiner Pool Update</li> <li>• Interpreter Svcs Update</li>   <li>• Report and Addendum Data</li> </ul>	Troy Parks  Tanya Weber
10:15AM	<b>SHB 1068 IME Recording Implementation:</b> <ul style="list-style-type: none"> <li>• Rulemaking Update</li> <li>• Scheduling Impacts</li> <li>• Training Updates &amp; Refresher Training</li> <li>• Communications</li> <li>• What are you Seeing?</li> </ul>	Jen Lybbert Karen Jost Nancy Adams Kristen Baldwin-Boe All
10:45AM	<b>Updates:</b> <ul style="list-style-type: none"> <li>• Claims / Addendum Criteria</li> <li>• Scheduling Trends</li> <li>• Self-Insurance</li> </ul>	Nancy Adams Shannon Rushing/Gary Kolanja LaNae Lien
11:05-11:30AM	<b>Q&amp;A-Open discussion Round Robin</b>	All

# Safety Message - Melissa Dunbar

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## Candle Safety

- Before Lighting
  - Trim the wick to  $\frac{1}{4}$  inch
  - Always use a candle holder – heat resistant, sturdy, and large enough to contain any drips of melted wax
- Burning the Candle
  - Burn in a well ventilated room - Avoid draft, vents, and air currents
  - Follow the manufacturer's recommendation on burn time
  - Use long matches or a long reach lighter
  - Keep hair and loose clothing away from the flame
  - Never leave unattended
  - Keep out of reach of children and pets
- When extinguishing
  - Never use water
  - Make sure the candle is completely out before leaving the room
  - Don't touch or move the candle until completely cooled



# IME Program Updates

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# Quarterly IME Examiner Updates

The screenshot shows a navigation menu on the left with categories like 'Diseases', 'Drugs and Prescriptions', 'By Specialty', 'Helping Workers Get Back to Work', and 'Independent Medical Exams and Impairment Rating Information'. The main content area is titled 'GENERAL INFORMATION FOR APPROVED IME PROVIDERS' and includes links for 'BECOMING AN IME PROVIDER', 'MEDICAL EXAMINERS' HANDBOOK & IMPAIRMENT RATING INFO', 'ADDITIONAL RESOURCES', and 'MEETINGS'. Below this, there is a section titled 'Find a Medical Examiner' with instructions on how to use the search tool and a 'New and Removed Examiners List' for the 3rd Quarter 2023 (July 1 - September 30).

<https://www.lni.wa.gov/patient-care/treating-patients/independent-medical-exams-ime-and-impairment-rating-information/#general-information-for-approved-ime-providers>

## Quarterly IME Examiner Additions and Removals 10/01/23 – 12/31/23

These lists are effective **02/02/24**. For the **most current** list of approved IME examiners, please see [Find a Medical Examiner \(wa.gov\)](#)

New IME examiners **added** to the approved list:

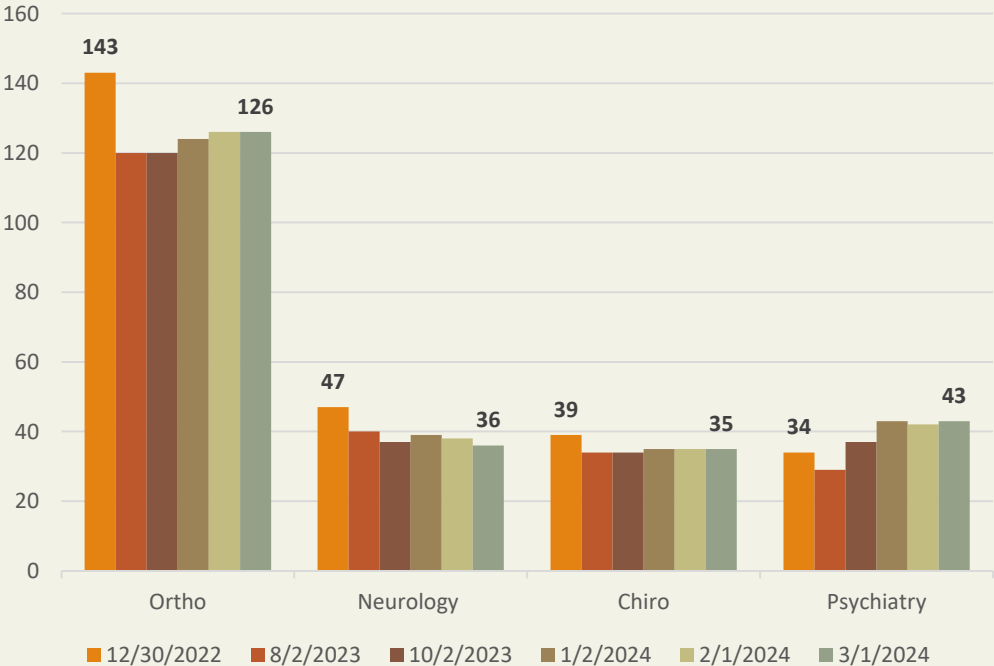
Examiner Name	Specialty	Effective Date
Adams, Jesse MD	Psych	11/27/2023
Aurora, Sheena MD	Neuro	10/20/2023
Beshlian, Sarah MD	Ortho	12/26/2023
Briggs, Kenneth DC	Chiro	11/15/2023
Choiniere, Jake DO	Psych	12/20/2023
Curry, Gabrielle MD	Psych	12/19/2023
Ernst, Andrew MD	Ortho	12/15/2023
Friedman, Jason MD	Neuro	11/28/2023
Gokaldas, Nimisha MD	Psych	10/20/2023
Hsiao, Mark MD	Ortho	12/15/2023
Iyer, Anusha MD	Podiatry	12/11/2023
Kelly, Edward MD	Psych	12/18/2023
Petruk, Lyudmila MD	Neuro	12/26/2023
Saina, Nadia MD	Psych	12/11/2023
Sun, Wensi MD	Ophtha	12/11/2023
Williams, Linda MD	Psych	12/21/2023

IME Examiners **removed** from the approved list:

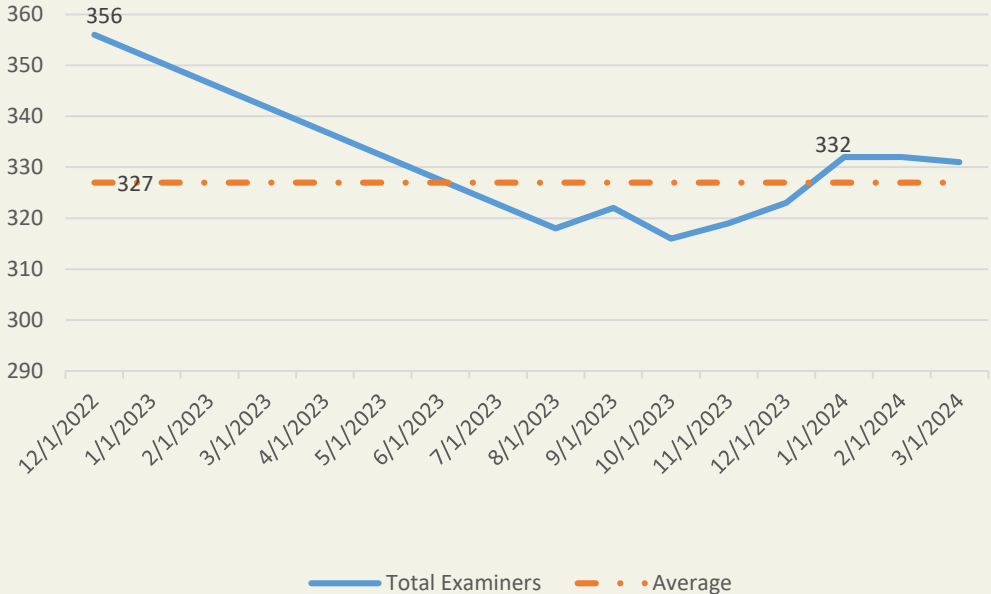
Examiner	Specialty	Effective Date
Coor, Samuel MD	Neuro	12/22/2023

# IME Examiner Pool

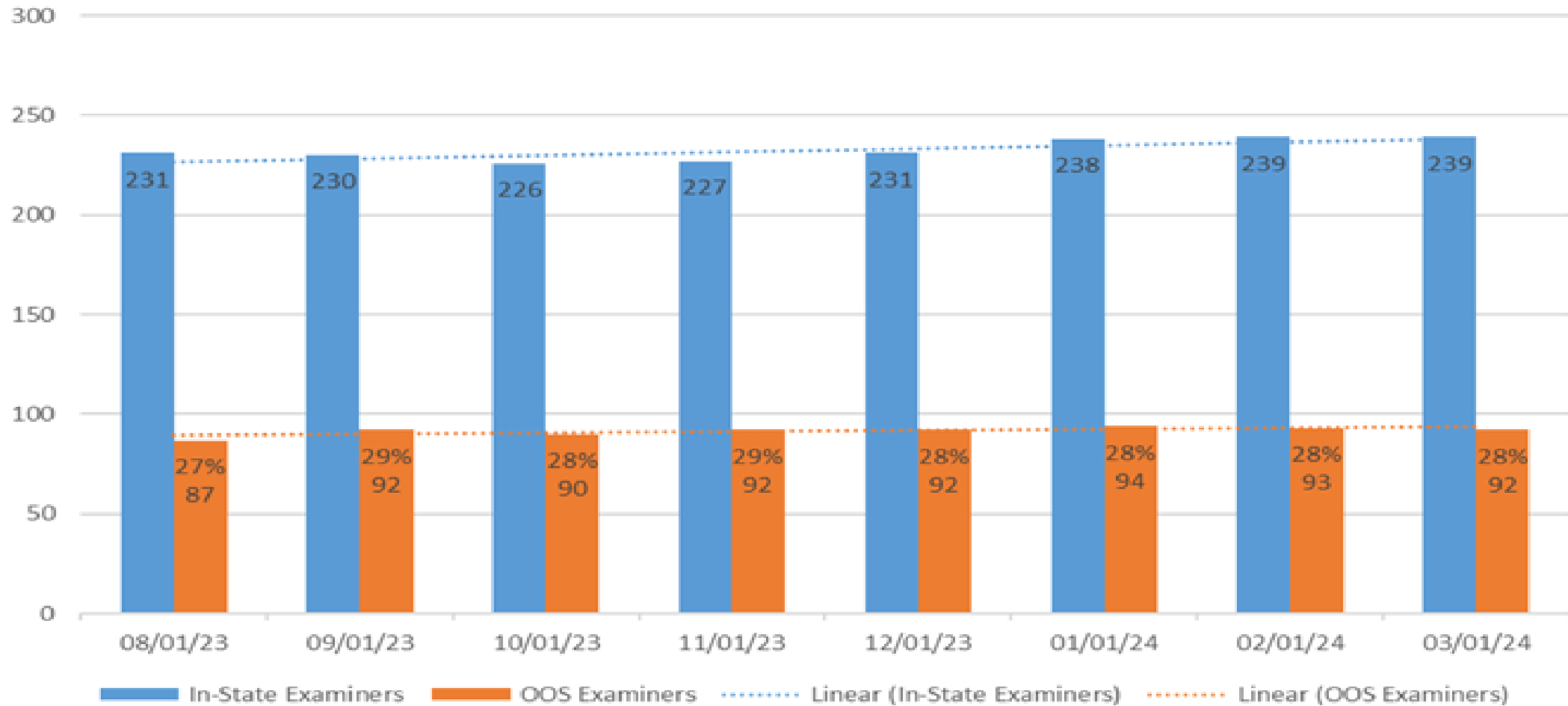
TOP SPECIALTIES



TREND ALL EXAMINERS



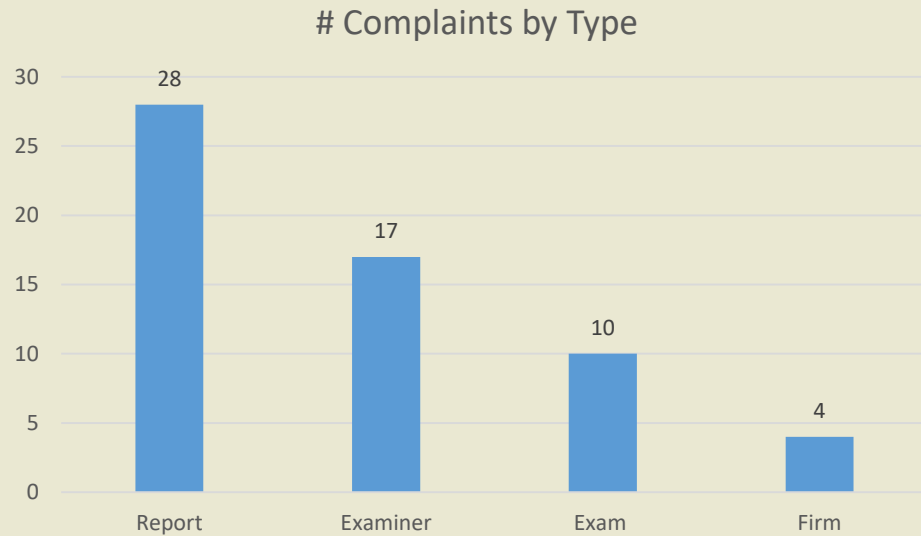
### In-State vs Out-of-State Examiners 08/01/23 - 03/01/24





# 2024 IME Complaints YTD

- 61 Complaints
- Top Specialties:
  - Orthopedic Surgeon (35)
  - Neurology (9)
  - Psychiatry (7)
  - Occ Med (2)



# Interpreter Services – Troy Parks

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## L&I Signed contract with SOS International (SOSi)

Included in Contract:

- Scheduled and on-demand in-person (In state and border Zip Codes)
- Scheduled and on-demand phone and video remote interpretation services nationwide and over-the phone for out of country requests

***Anticipated go live June 2024***



# TENTATIVE IMPLEMENTATION SCHEDULE

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- ❑ Onboarding of providers (medical, vocational, and IME) and Language Access Providers (LAPs) will begin mid-April
- ❑ Training and onboarding instructions will be posted on L&I's website [Interpreter Services website](#) in mid-April
- ❑ Providers will be able to book requests and LAPs will be able to accept assignments ahead of the launch to ensure a smooth transition
- ❑ SOSi's scheduling system will go-live mid-June
- ❑ L&I will conduct a Usability Study and User Acceptance Testing mid-June

# SYSTEM FEATURES

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- A convenient one-stop-shop for providers to request **telephonic, video, and in-person interpreter services**
- High-quality telephonic and video interpretation services via Zoom. Providers can call patients directly from the Zoom call if the patient is not physically present
- Providers can generate booking reports to manage interpretation services easily
- SOSi will take a proactive approach to ensure providers have the interpretation services they require in their preferred method. We go the extra mile to meet your expectations
- If an LAP in the preferred method of interpretation is not secured 48 hours before the appointment, alternative and available methods will be offered automatically

# IME Report & Addendum Data

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Tanya Weber, BSN RN

IME Occupational Nurse Consultant

# IME Billable and Non-Billable Addendums Report 2020-2023

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	2020	2021	2022	2023
Non-Billable	573	368	368	337
	13.40%	11.80%	11.60%	11.90%
Billable	3,693	2,747	2,809	2,490
	86.60%	88.20%	88.40%	88.10%
Totals	4,266	3,115	3,177	2,827

# So What Does this Data Tell Us?

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Examiners have been doing what I think is a solid job overall meeting the required elements for an IME. A few ways to decrease the rate of non-billable addendums include:

- Making sure questions posed by our Claims Manager are addressed with objective findings to support diagnoses
- **Not** answering questions that are **not** posed by the Claims Manager (which can really disrupt claim progress)
- Ordering non-invasive testing at the time of the IME (which helps move the claim forward faster)

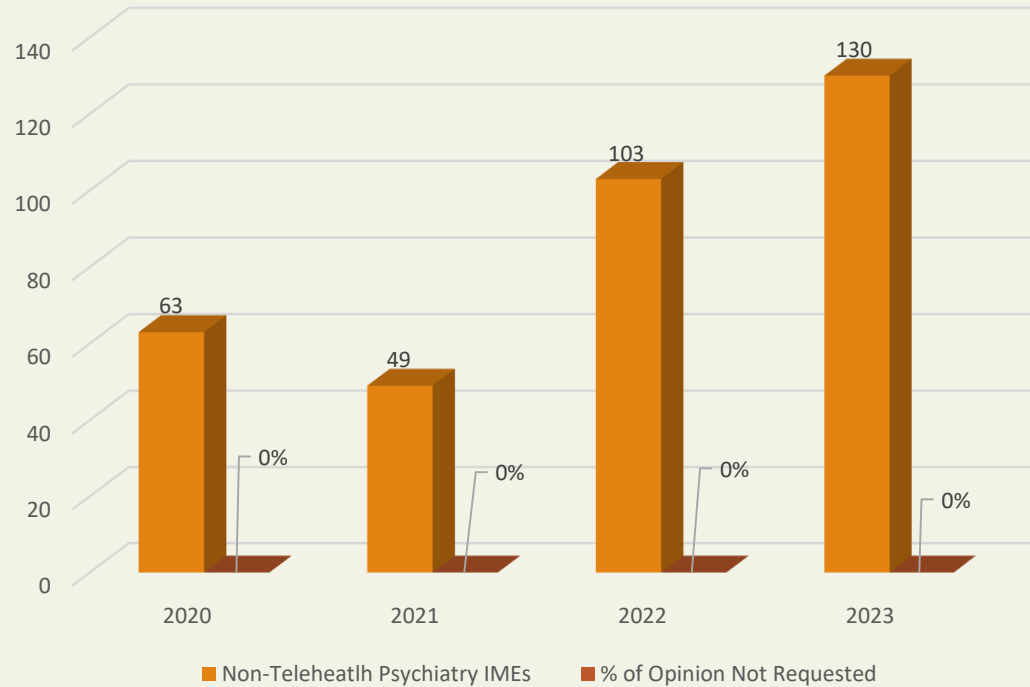
Claims managers are requesting billable addendums for a myriad of reasons including:

- Having invasive test results that were not available at the time of the original IME
- Not asking all the questions they needed to ask when the original IME referral was made
- Asking the Examiner to review an Attending Provider's response to the IME and determine whether the IME should be amended in any way

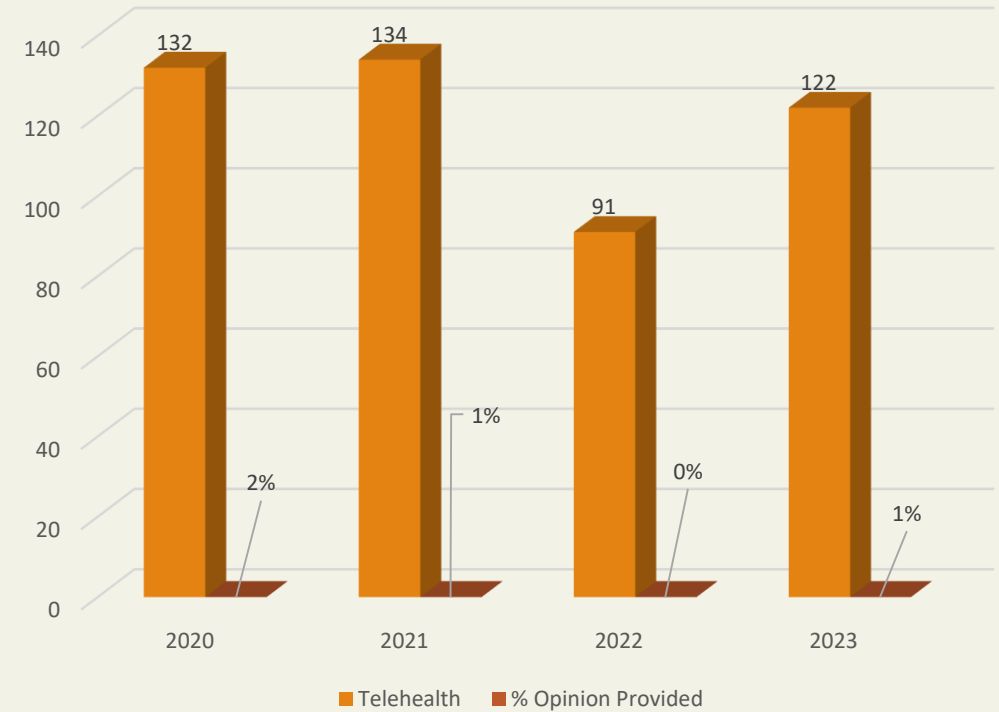
# Opinion Provided on Question/Condition not Requested

## *Non-Telehealth* Psych vs *Telehealth* Psych – Corrected Data

Opinion Provided on Question/Condition not Requested Non-Telehealth Psychiatry



Opinion Provided on Question/Condition not Requested Telehealth Psychiatry





# Questions?

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# Your Input is Valuable & Vital

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*IME trends – are there specific areas you'd like to know more about?*

Please email ideas to [Tanya.Weber@Ini.wa.gov](mailto:Tanya.Weber@Ini.wa.gov).

# SHB 1068:

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# IME Recordings

# Rulemaking Update – Jen

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- **CR-103 Filed (adoption)** **March 26, 2024**
- **Projected Effective** **April 26, 2024**

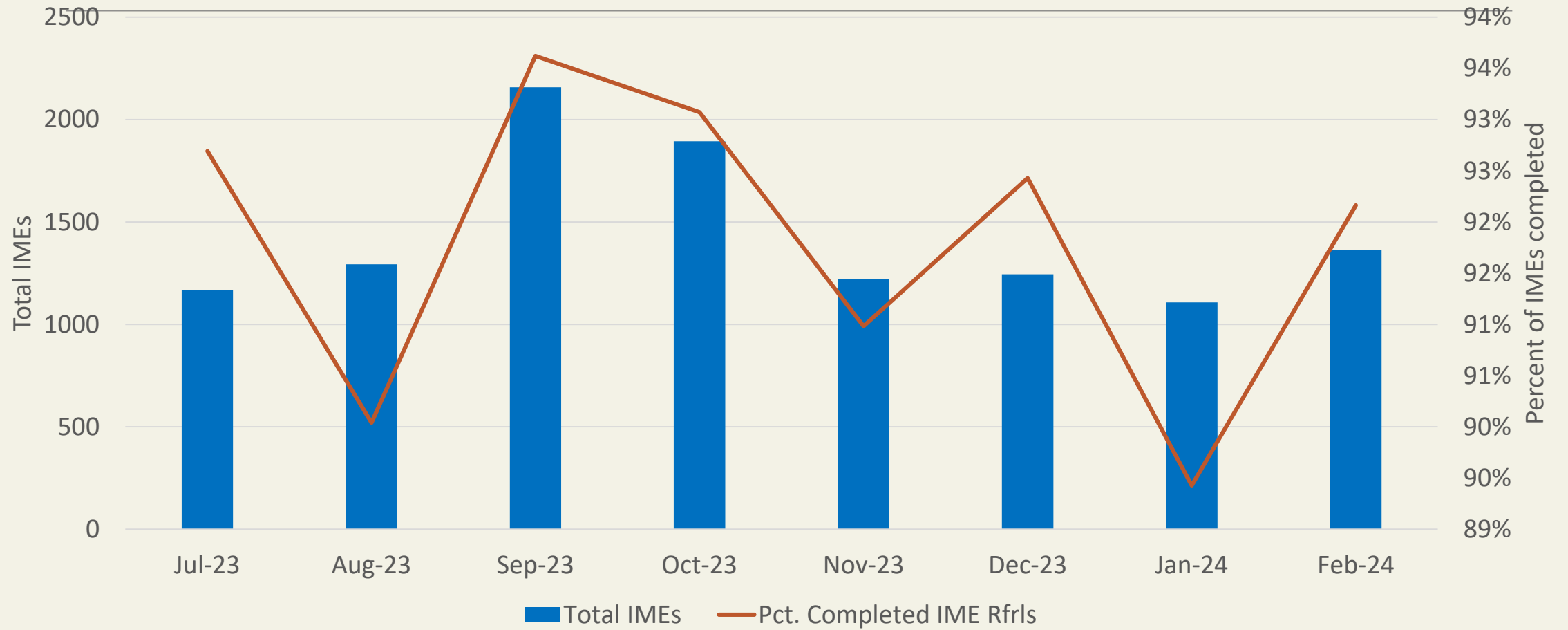
# Substitute House Bill 1068

Karen Jost

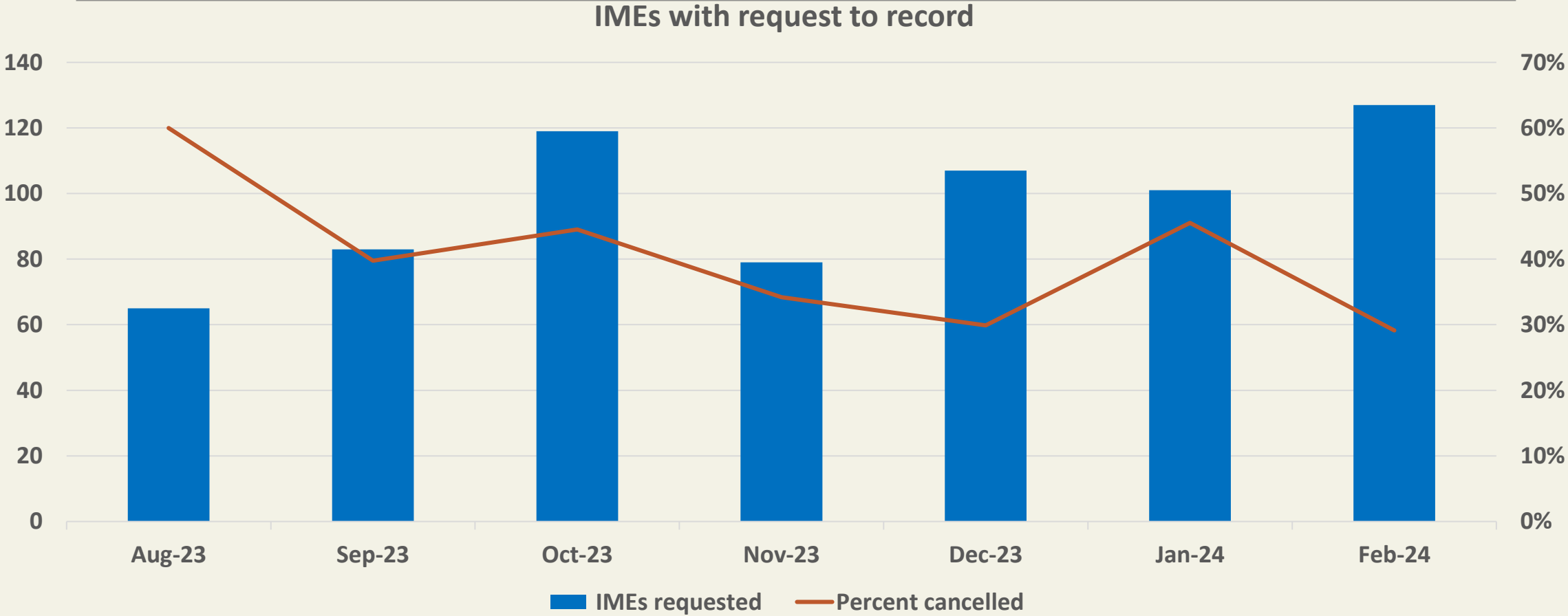
Effective July 23, 2023, giving workers the right to record independent medical examinations (IMEs).



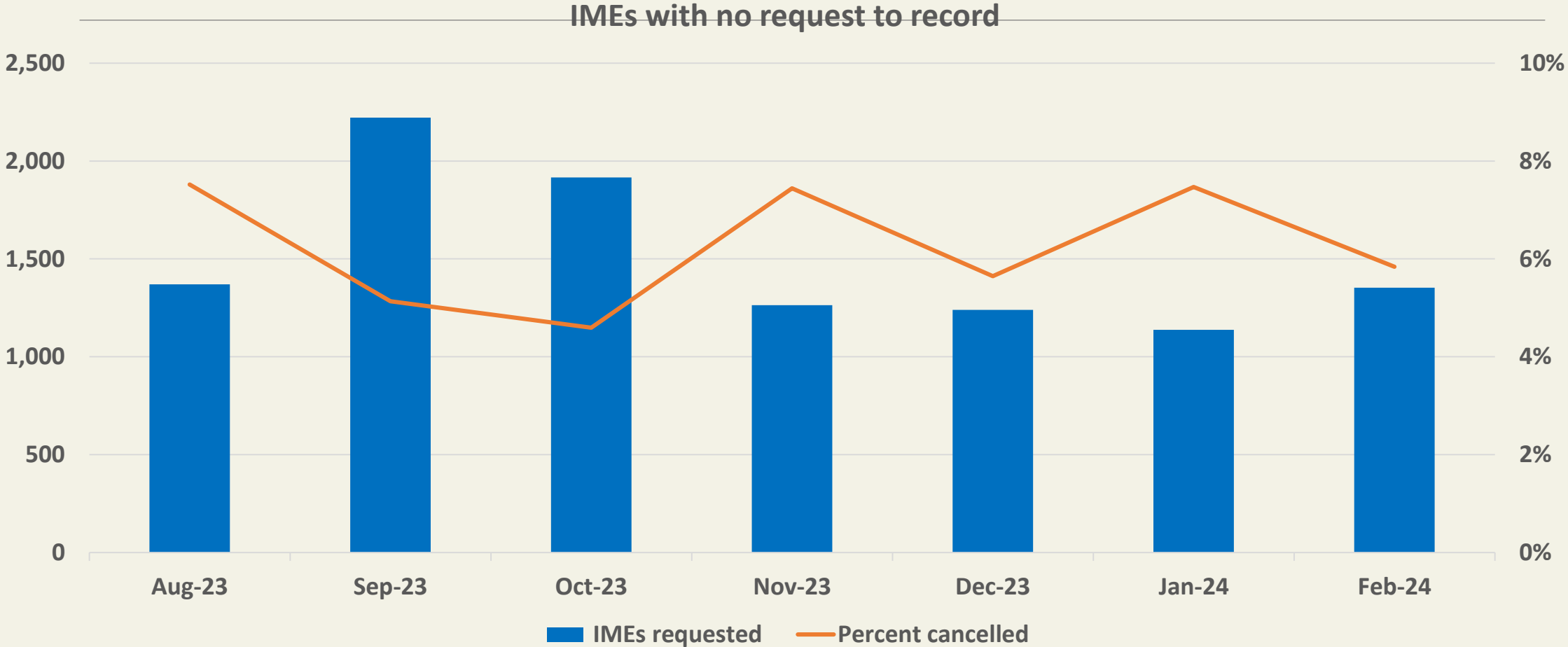
# IME completion rate



# IME Cancellation Rates

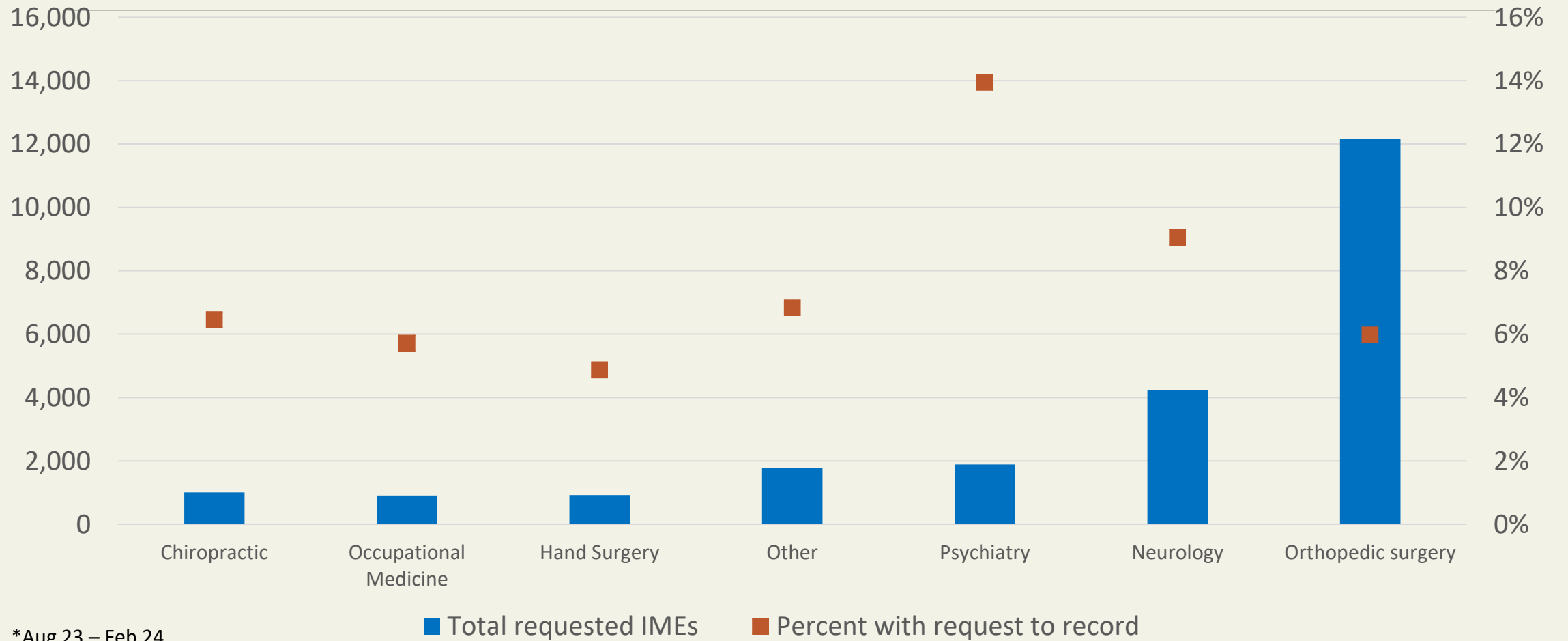


# IME Cancellation Rates



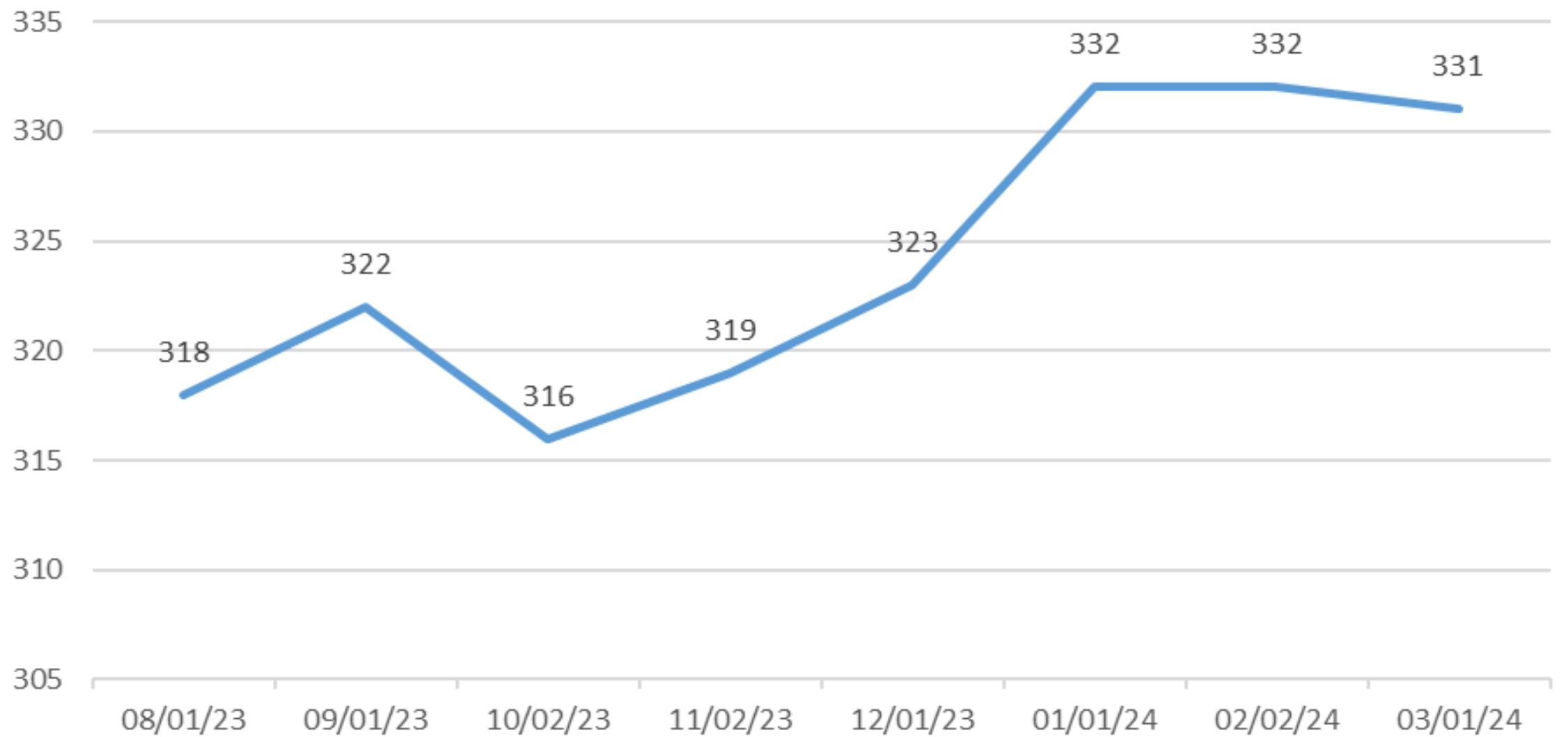


# IMEs with request to record by specialty



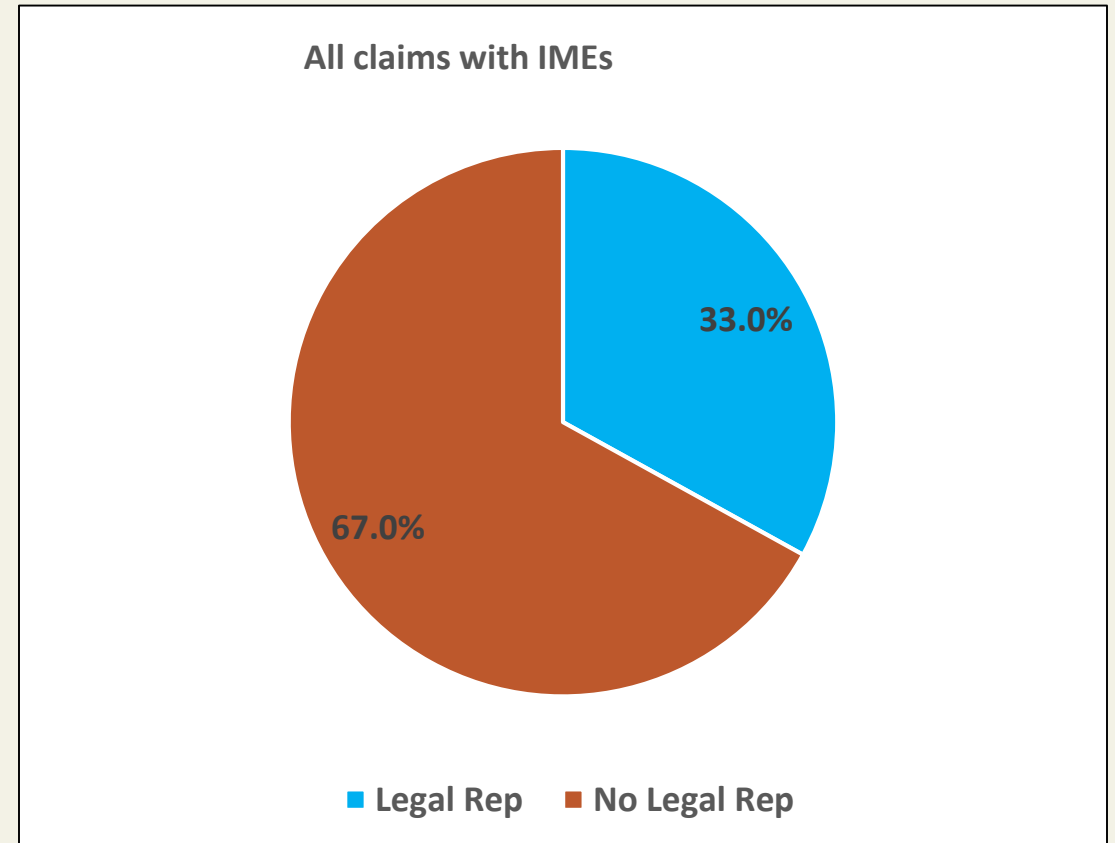
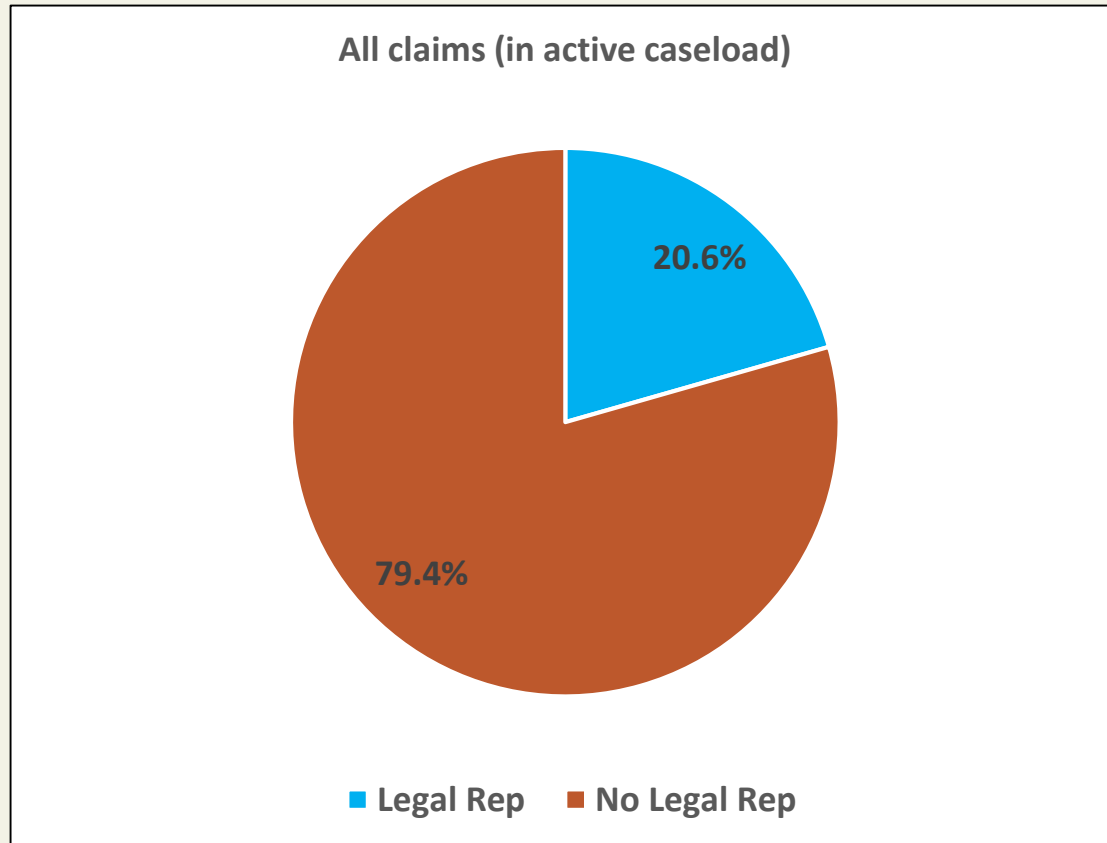
\*Aug 23 – Feb 24

### Total Approved Examiners by Month



# Legal Representation, Recording, & Rescheduling

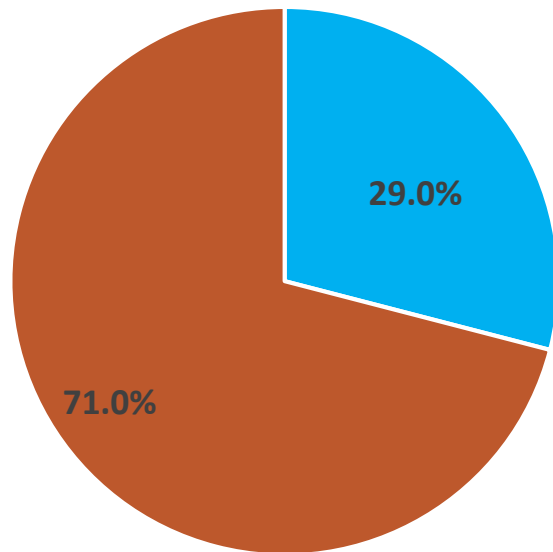
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# Legal Representation, Recording, & Rescheduling

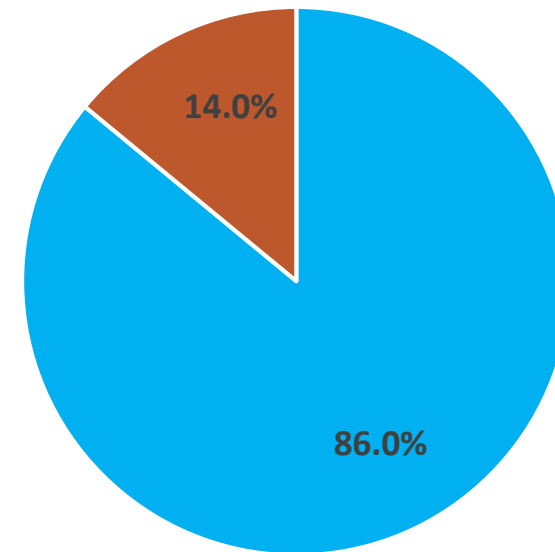
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IMEs rescheduled for non-recording related reasons



■ Legal Rep ■ No Legal Rep

IMEs rescheduled for recording related reasons



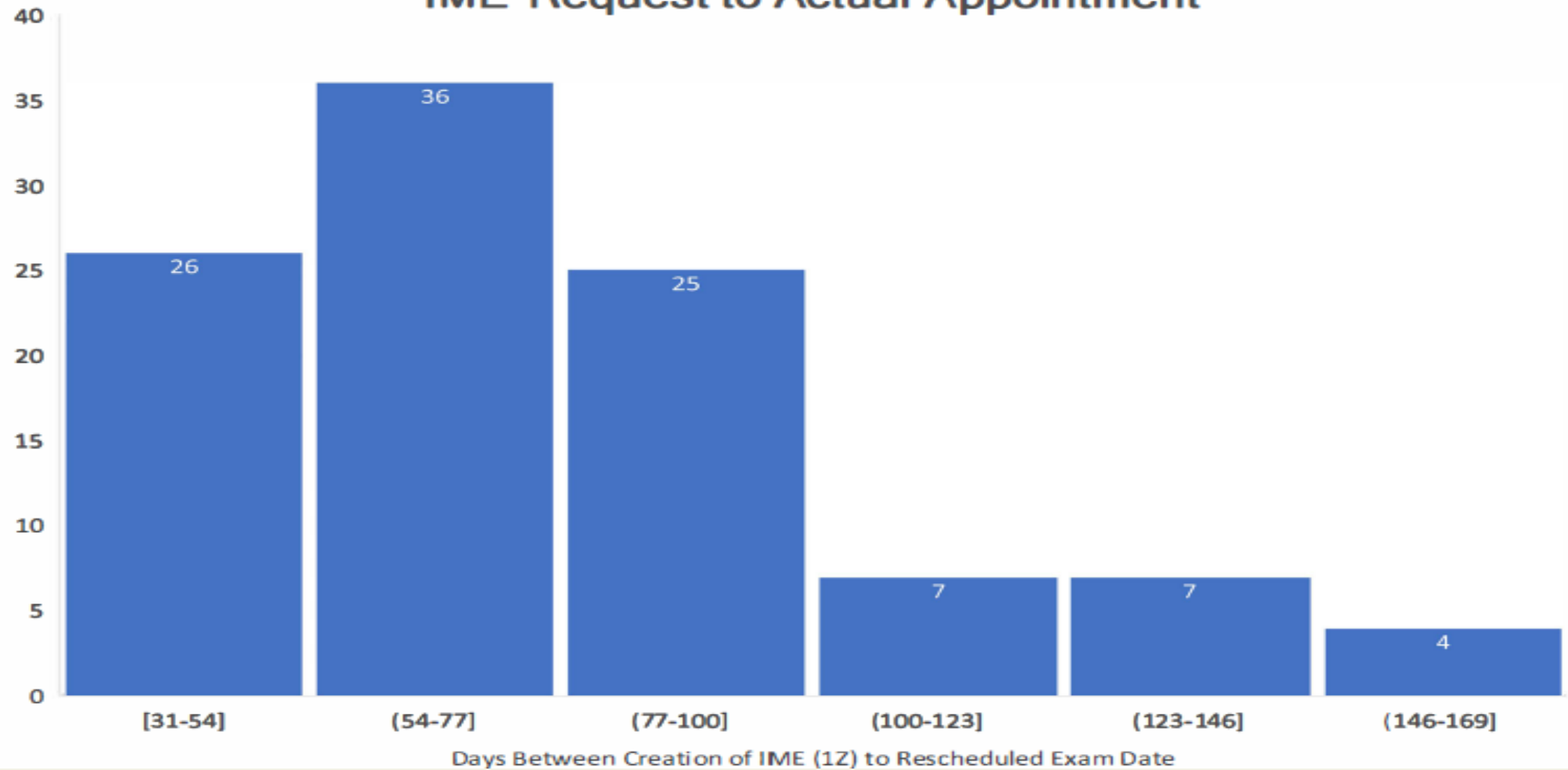
■ Legal Rep ■ No Legal Rep

# QA manual review

527 IME requests (1/21/22 – 11/28/23)

- 194 initiated in 2022 (random selection)
  - 135 (70%) no scheduling issues
  - 34 (17%) rescheduled & not cancelled
  - 4 (2%) rescheduled & then cancelled
  - 21 (11%) cancelled
- 333 initiated in 2023 (claims selected because referral notes included the word “record”)
  - 11 (3%) no scheduling issues
  - 198 (60%) rescheduled & not cancelled
  - 67 (20%) rescheduled & then cancelled
  - \*Most common reason for rescheduling: IME provider declining request to record
  - 57 (17%) cancelled

## Time Delay on IME Referrals with Requests to Record IME Request to Actual Appointment



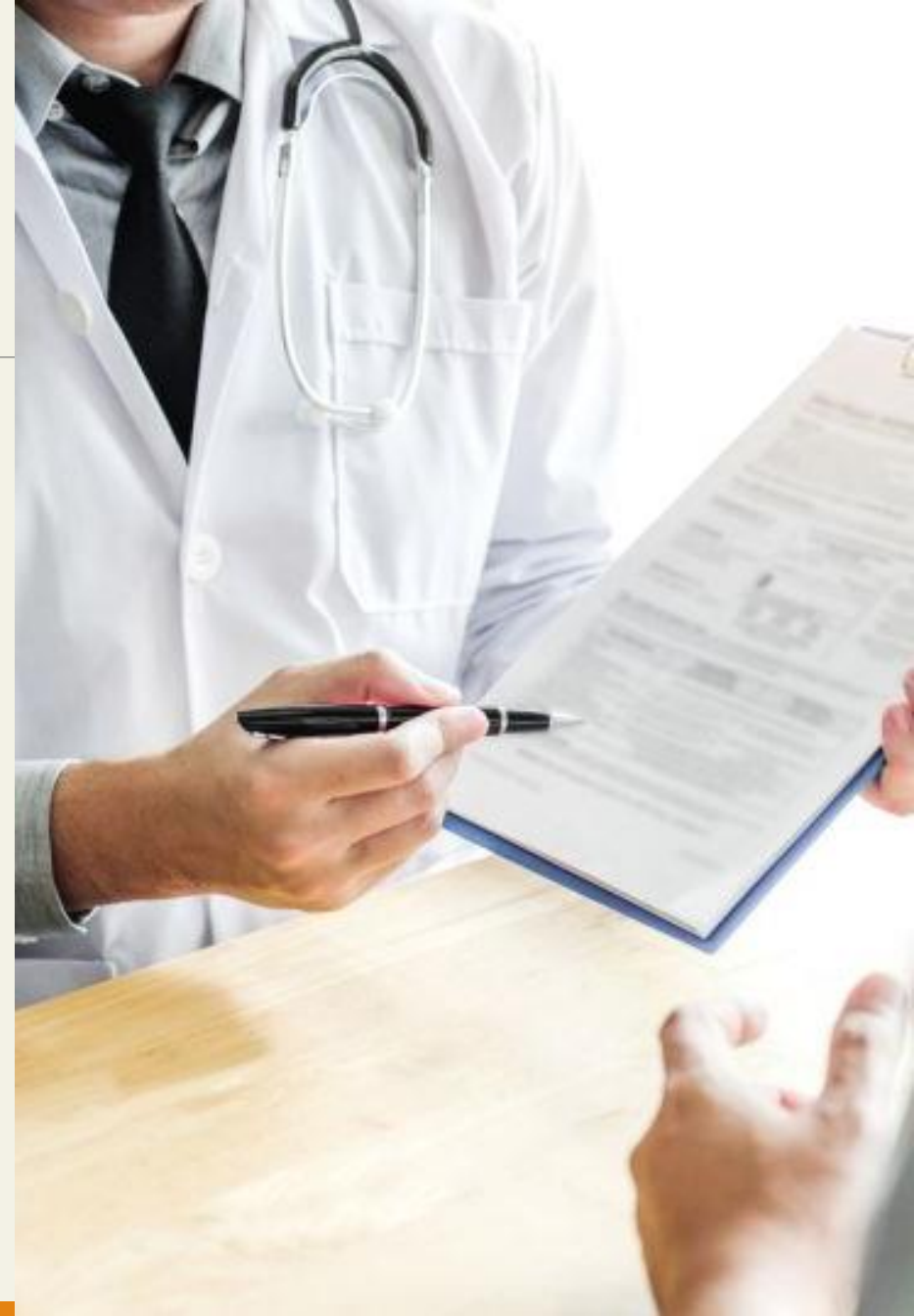
# Improvement Opportunities (Claims Administration)

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## Best Practices for IME panels

Additional Claim Manager training and improved training/reference materials regarding:

- Processes when worker doesn't provide proper notice of intent to record
- Considering non-IME options (i.e. consultations)
- Importance of having a contingency plan for if IME doesn't occur



# Improvements

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Technology enhancement for rescheduled exams

Letter attachment that provides contact information for workers to notify the panels of intent to record





# Questions?

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# Training Updates - Nancy

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Currently working on updates to training materials for the following:

- IME Creation and recording articles
- Consultations

Once material is updated we will be doing refresher / training updates with claims staff, aiming for April 2024.

# Communications – Kristen

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- Working on FAQ update
- Sent Recording Best Practices Update to IME Firms – March 21, 2024
  - Reminders:
    - Document if exam was recorded in the introduction of the IME report
    - Do not accept a rescheduled exam offer that has documented the worker intends to record if the firm cannot accommodate. This will reduce delays.
    - Notify workers of co-recording policy at the time a worker notifies of their intent to record. This will reduce late cancels, further delays in claim resolution, and unnecessary travel costs.
    - Bill late cancel (not a no-show) if the worker arrives for appt. but exam cannot proceed.
    - Late cancel fee is not billable if the worker arrives but will not allow co-recording.

# What Are You Seeing? - All

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- What Impacts Concern You?
- Sharing

# Questions?

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# Claims Department Updates – Nancy Adams

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- Addendum Criteria added to MEH

# Questions?

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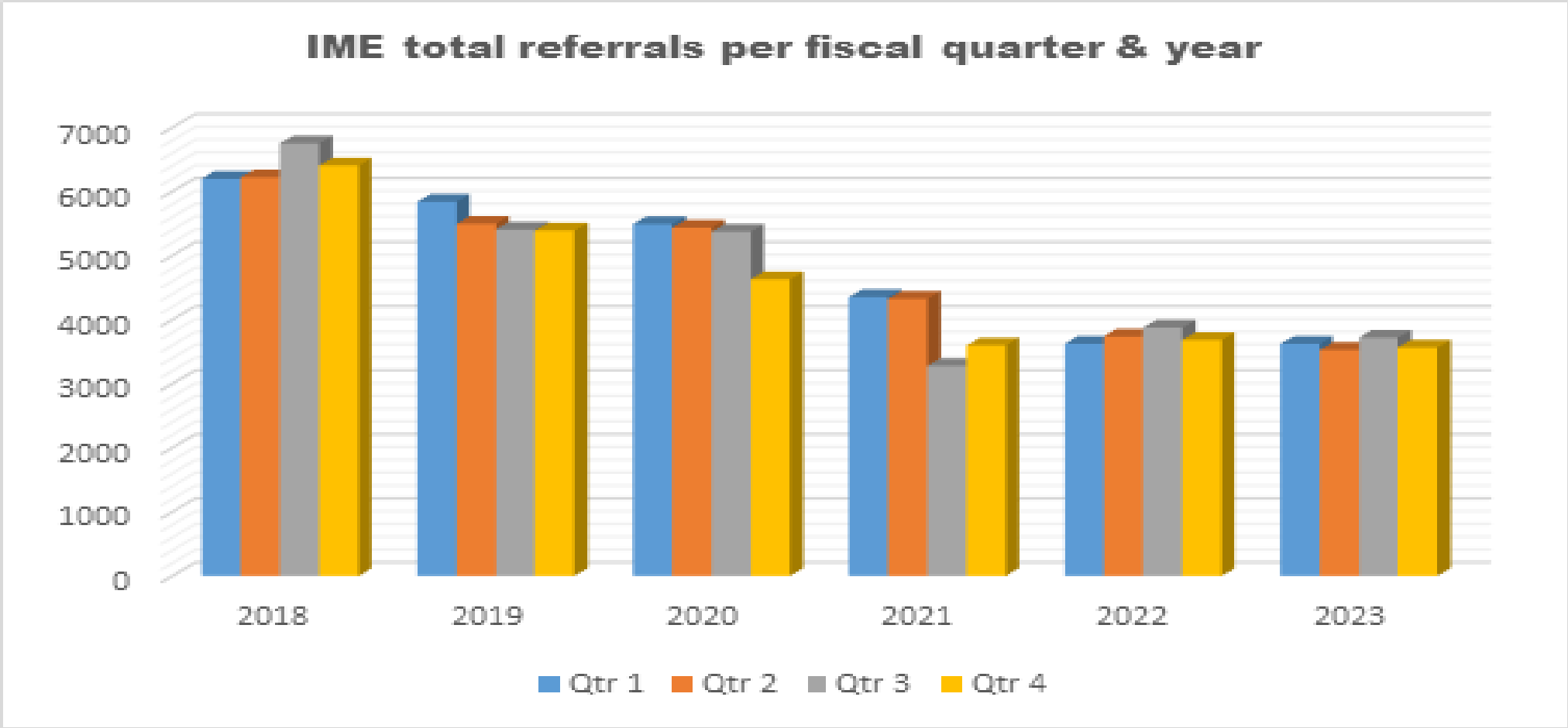
# IME Scheduling Trends

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Shannon Rushing



# Referral Trends -Shannon



# Referral Trends continued

## TOTAL OF SUBMITTED IME REFERRALS PER FISCAL QTR PER YEAR

FISCAL YEAR	QTR 1	QTR 2	QTR 3	QTR 4	TOTALS	AVERAGE PER FISCAL QTR
2018	6199	6222	6752	6409	25582	6396
2019	5842	5497	5407	5392	22138	5535
2020	5493	5439	5375	4629	20936	5234
2021	4352	4326	3777	3699	16154	4039
2022	3623	3739	3878	3684	14924	3731
2023	3626	3527	3719	3565	14437	3609

# Questions?

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# Self-Insurance – LaNae Lien

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Questions?

# Open Discussion

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- Questions & Comments
- Future Topic Suggestions
- Public Comments
- Next Meeting
  - ***August 13, 2024***