

IME Roundtable Virtual Meeting

September 19, 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

9/19/24 IME Roundtable Meeting Agenda

Time	Topic	Presenters
9:30AM	Safety Message, Accountability Log Review	Melissa Dunbar, Troy Parks
9:45AM	Program Updates: <ul style="list-style-type: none"> • Examiner Pool • Complaints • Examiner Exit and Retention Surveys • Quality Trends • MEH Updates 	Troy Parks Tanya Weber Kristen Baldwin-Boe
10:00AM	IME Recording: <ul style="list-style-type: none"> • Co-recording Rulemaking • Third-Party Recording Pilot • Discussion 	Troy Parks
10:30AM	IME Fees <ul style="list-style-type: none"> • Analysis / Update 	Megan Lemon Emily Stinson
10:50AM	Break	
11:00AM	Interpreter Scheduling: <ul style="list-style-type: none"> • Feedback on Rollout • Language Link Update 	Cristy Miller
11:10AM	L&I Unit Updates: <ul style="list-style-type: none"> • Claims • Self-Insurance • Scheduling 	Nancy Adams LaNae Lien Shannon Rushing
11:20AM-12:00PM	Q&A-Open discussion Round Robin <ul style="list-style-type: none"> • IME Provider Topics • Future Topic Suggestions 	All

Safety Topic: Power Outage

Before

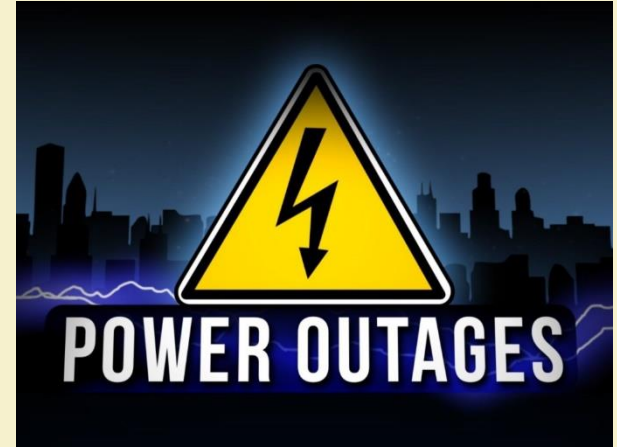
- Register life-sustaining & Medical equipment with your utility company
- Service your generator
- Have a disaster preparedness kit
- Have a corded phone & make sure cell phones & back up power supplies are charged
- Have an alternate heat source

During

- Turn off lights & electrical appliances
- Unplug computers & other sensitive equipment
- Leave a lamp on
- Avoid downed power lines
- Keep food safe

After

- Bring electrical appliances & devices back on line gradually & check for damage
- Reset clocks and alarms
- Restock emergency kit
- Run cold water for about 5 minutes to make sure it's clear

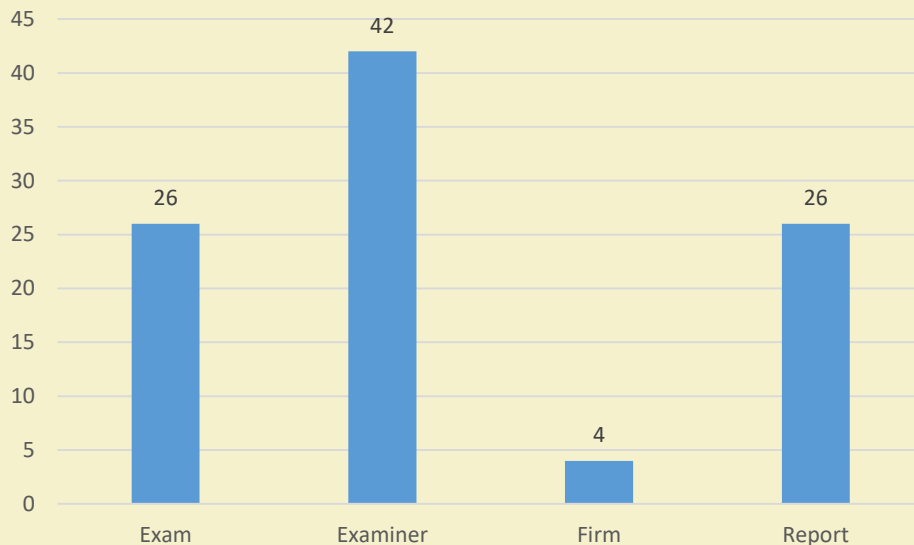


Accountability: Issue Log

Issue:	Department Updates / Outcomes:
Interpreter scheduling issues	6/17/24 Go Live!
Legislative Bill that allowed recording of IMEs	<p>Week of 5/6/24 listening sessions with Business & IME Firms.</p> <p>Held additional listening sessions July and August:</p> <ul style="list-style-type: none"> • Recording Impacts • Forensic IMEs • 3rd Party Recording <p>Updated FAQ document online</p>
Fee Schedule Analysis / Clarification	<p>1/12/23: 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>4/3/23: Updates given at May meeting.</p> <p>9/14/23: Fee increases went into effect 7/1/23. IME Telemed Originating Site Fee presentation and page count analysis presented @ RT.</p> <p>1/11/24: Troy presented department analysis of IME reimbursement since the fee updates in 2022. The data reviewed shows that around 77% of files are 400 pages or less. The total dollars paid for IMEs continues to increase while the number of exams goes down. The data analysis supports maintaining the current policy of 400 pages or less being bundled into the exam fee. May 2024-Last full analysis that showed 6% increase in 2023; new analysis will be provided at Sept 2024 roundtable on 9/19/24.</p>

IME Program Updates

2024 IME Complaints YTD

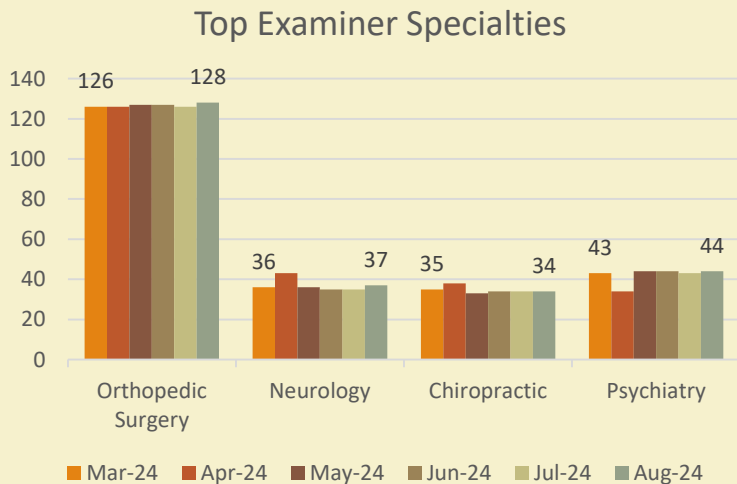


Note: Approx. 14K exams in 2023; complaints comprise <1%

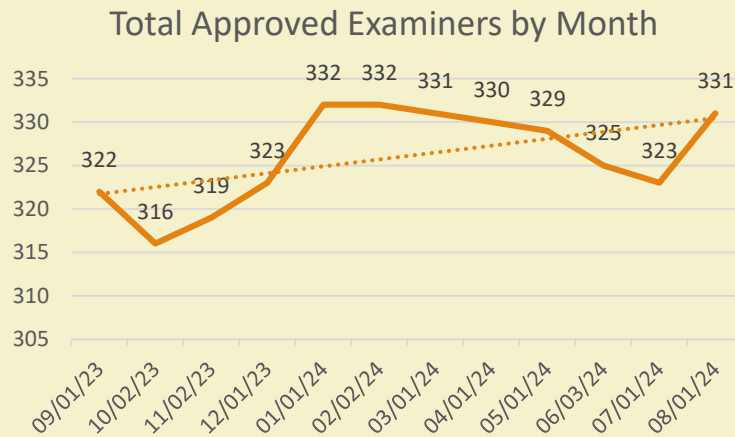
- 98 Complaints
- Top Specialties:
 - Orthopedic Surgeon (39)
 - Neurology (20)
 - Psychiatry (7)
 - Occ Med (5)

IME Examiner Pool

TOP SPECIALTIES

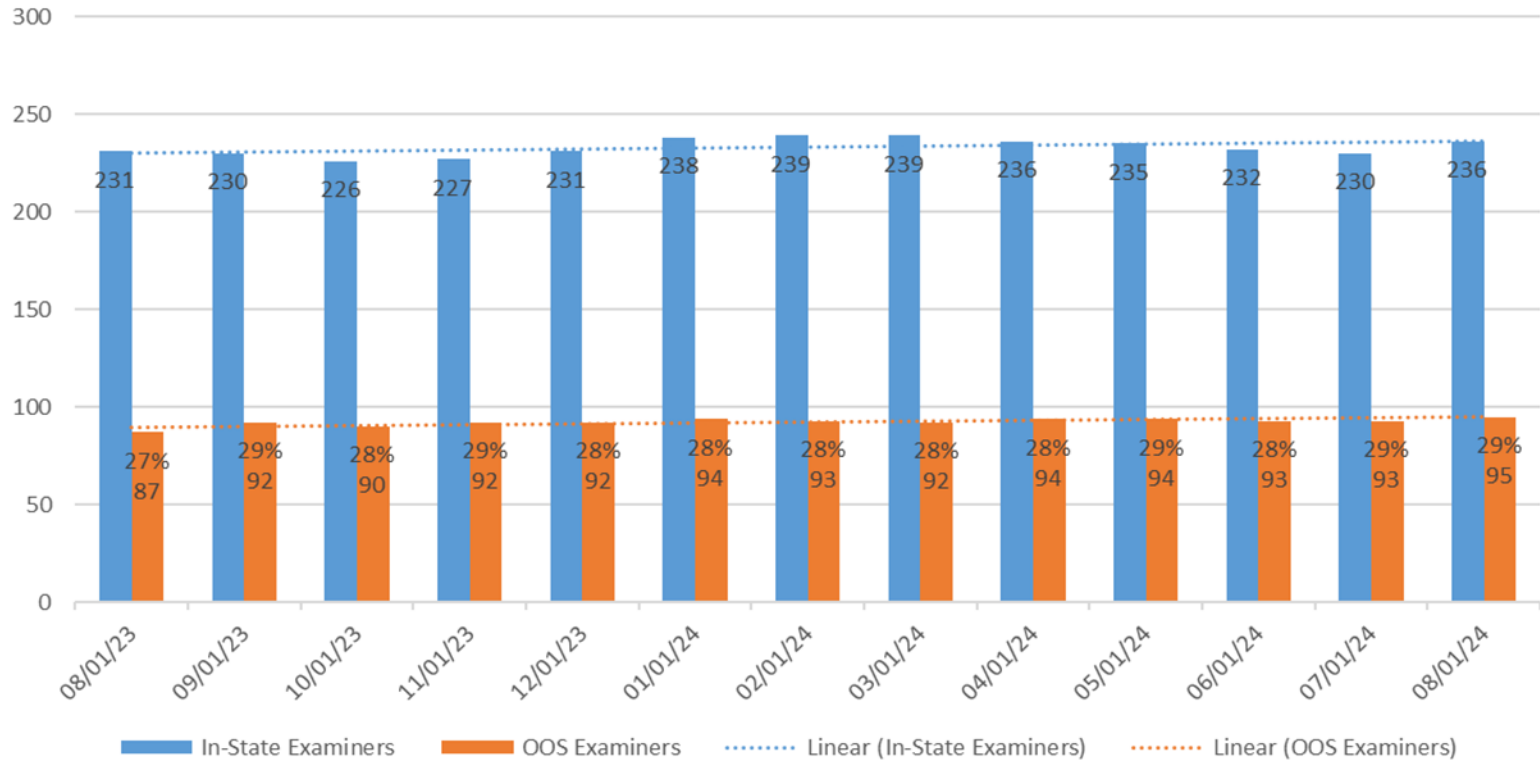


TREND ALL EXAMINERS

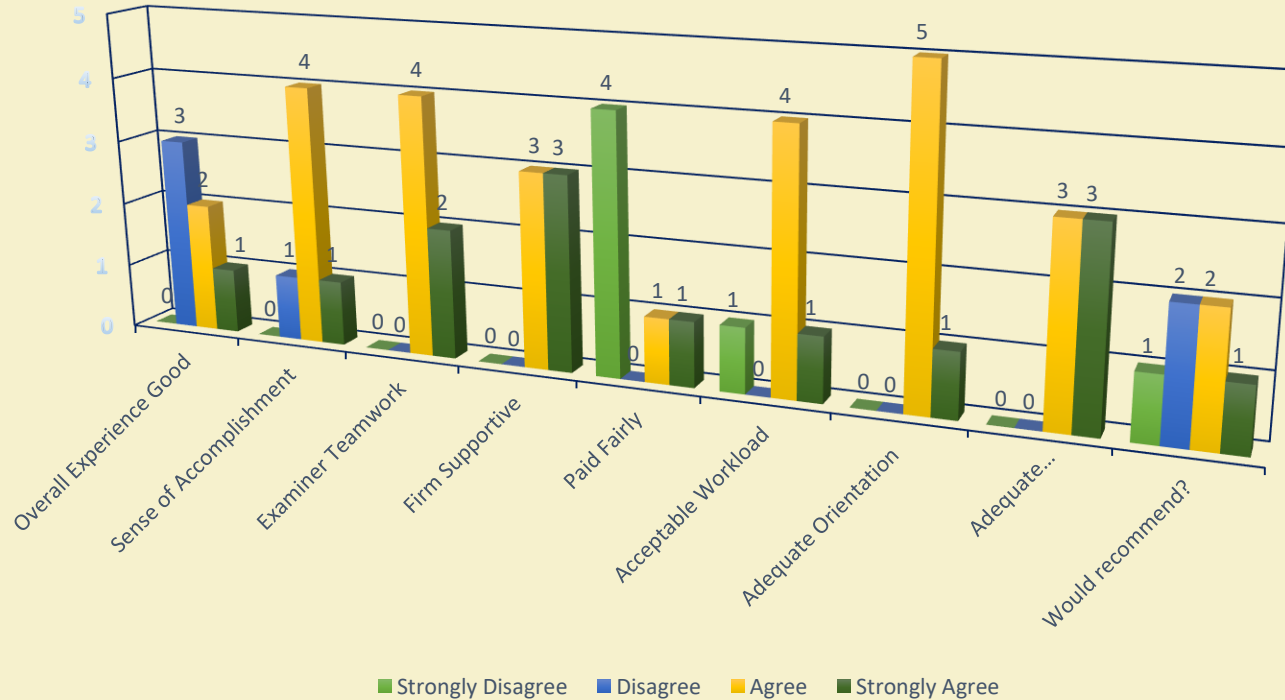


Note: 269 examiners actively associated with SF billed exams (June-August 2024)

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



Examiner Exit Survey (6 Responses YTD)



Questions?



IME Quality Clinical Reviews

Tanya Weber, BSN

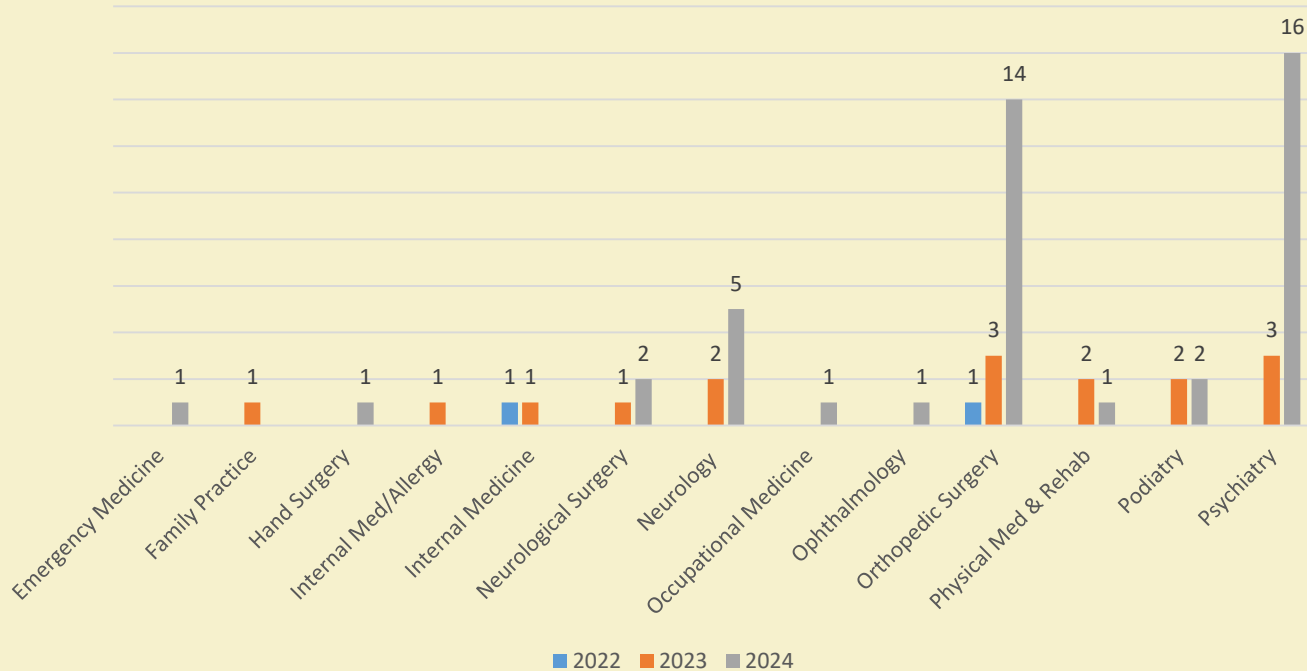
Occupational Nurse Consultant

IME Quality Clinical Reviews 2021-2024 YTD

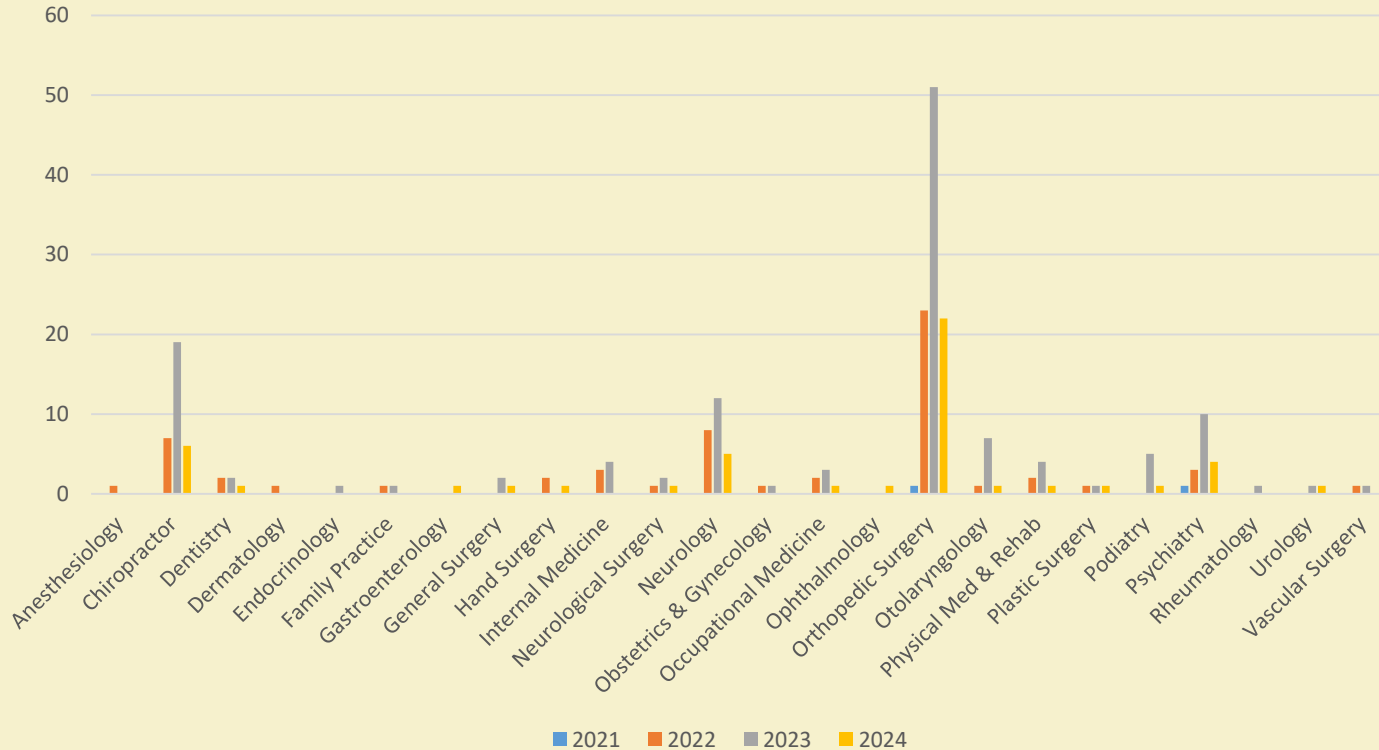
Year	SF	SI	Telehealth	Total:
2021	617	15	144	776
2022	784	14	91	889
2023	418	238	121	777
2024 YTD*	182	169	9	360

*as of 6/30/2024

New IME Examiners with no billable IMEs by Specialty*



Recredentialing IME Examiners with no billable IMEs by Specialty*



Your Input is Valuable & Vital

- *IME educational resources – are there specific areas you'd like to see addressed?*
- *Quality data trends – what would be meaningful?*
- Please email ideas to Tanya.Weber@lni.wa.gov.

Medical Examiners' Handbook (MEH)

Updates – Kristen Baldwin-Boe

- Updated MEH July 1, 2024 for clarification and to update RCWs and WACs that have been revised, repealed, or added since last update.
- Interpreter Services: New Vendor information
- When Examiners Disagree
- Addendum Report Occupational Disease Report: How to Bill
- Providing Testimony

See Updates and Additions Page in the MEH for details

Questions?



IME Recording: Troy Parks

- SHB 1068 effective July 23, 2023, gave workers the right to record independent medical examinations (IMEs).
- Embarking on Phase 2 Department Implementation:
 - Co-Recording Rule
 - 3rd Party Recording Pilot



Rule Writing

- CR101s filed August 21, 2024
 - Co-Recording
 - Third Party Recording Pilot
- Listening sessions to be scheduled in October
 - Draft rules will be provided prior to listening session
- CR 102 anticipated to be filed early December for co-recording WAC



3rd Party Recording Pilot

- Why a pilot? Stakeholder concern with who controls/or owns the recording
 - Offering 3rd party recording option may alleviate concern of recording security
 - Safeguard against manipulation or unauthorized use (chain of custody)
 - Takes the onus of storing recording off of IME firm

What would 6 month pilot entail?



- 3rd party vendor would provide platform for firms to schedule recording (link for examiner to use to start recording)
 - Android/IOS access
 - Laptop, phone, or tablet used to record
- Recording stored by vendor and released gatekeeping by L&I in accordance to draft pilot rules

Pilot-Key Performance Indicators

- Utilization (help inform need for permanent rule)
- Mitigation of scheduling delays
- Inform best practice
 - Camera positioning, etc.

Pilot considerations.....

- Logistics
 - Equipment (firms use their existing equipment)
 - Scheduling procedure
- Need inventory of examiner recording preferences
- Do firms have recording utilization data?
 - Self reporting into scheduling system not fool proof
 - SI utilization

Pilot....what needs to be considered?

- Help inform the pilot-anything we haven't considered?
- Interest in participation?
- Next steps
 - Execute 3rd party recording contract
 - Demo of pilot vendor system

Questions?



Fee Analysis Results – Emily Stinson / Megan Lemon

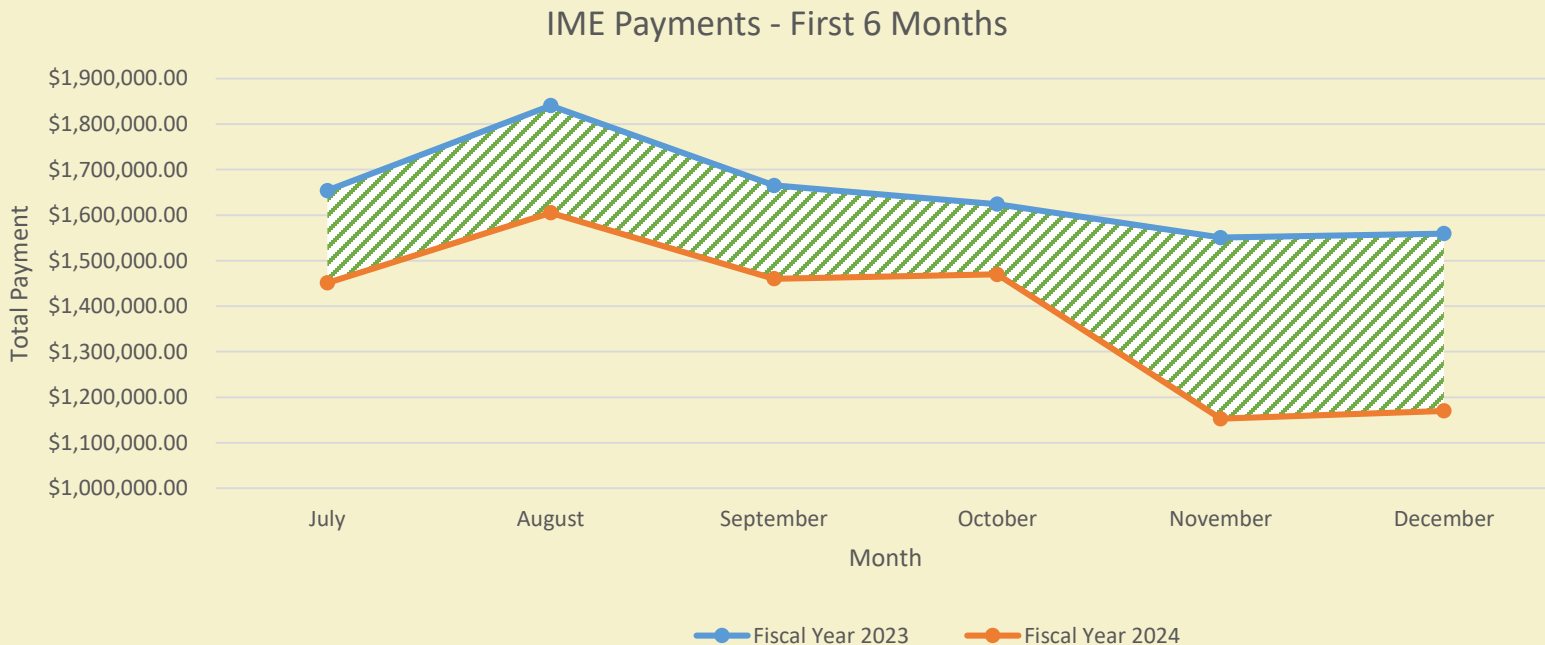
- Review fiscal year billing data (2024 vs 2023)
- Review average exam reimbursement
- Referral counts

Breakdown of Payment by Service Month

Month	Fiscal Year 2023	FY23 Unique Claimants	Fiscal Year 2024	FY24 Unique Claimants	Difference in Payment
July	\$ 1,654,069.35	1,463	\$ 1,451,312.89	1,266	\$ (202,756.46)
August	\$ 1,840,907.90	1,614	\$ 1,605,278.40	1,398	\$ (235,629.50)
September	\$ 1,665,287.24	1,459	\$ 1,460,300.55	1,383	\$ (204,986.69)
October	\$ 1,624,348.95	1,476	\$ 1,470,098.52	1,322	\$ (154,250.43)
November	\$ 1,550,803.34	1,423	\$ 1,153,056.60	1,075	\$ (397,746.74)
December	\$ 1,559,484.08	1,364	\$ 1,169,971.35	1,147	\$ (389,512.73)
Grand Total	\$ 9,894,900.86	8,799	\$ 8,310,018.31	7,591	\$ (1,584,882.55)

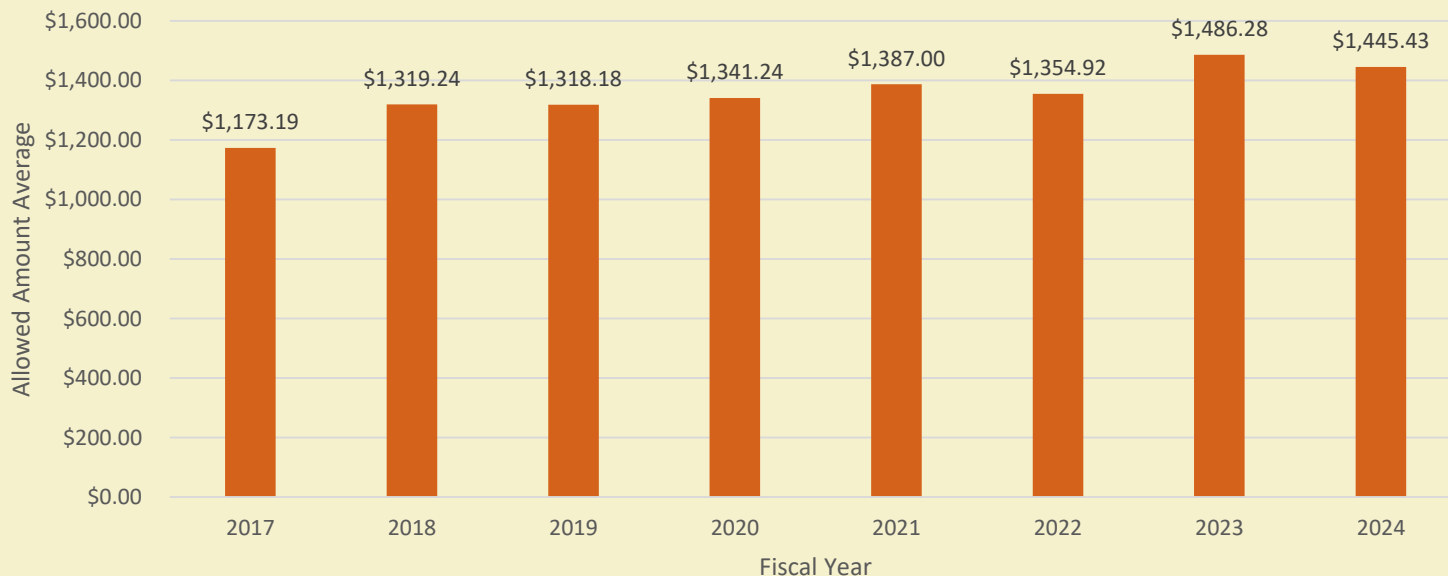
*Note: We're considering there are multiple factors affecting the decrease in payment, including reduced referrals, fewer claimants, and legislative impacts.

Comparison first 6 months year over year



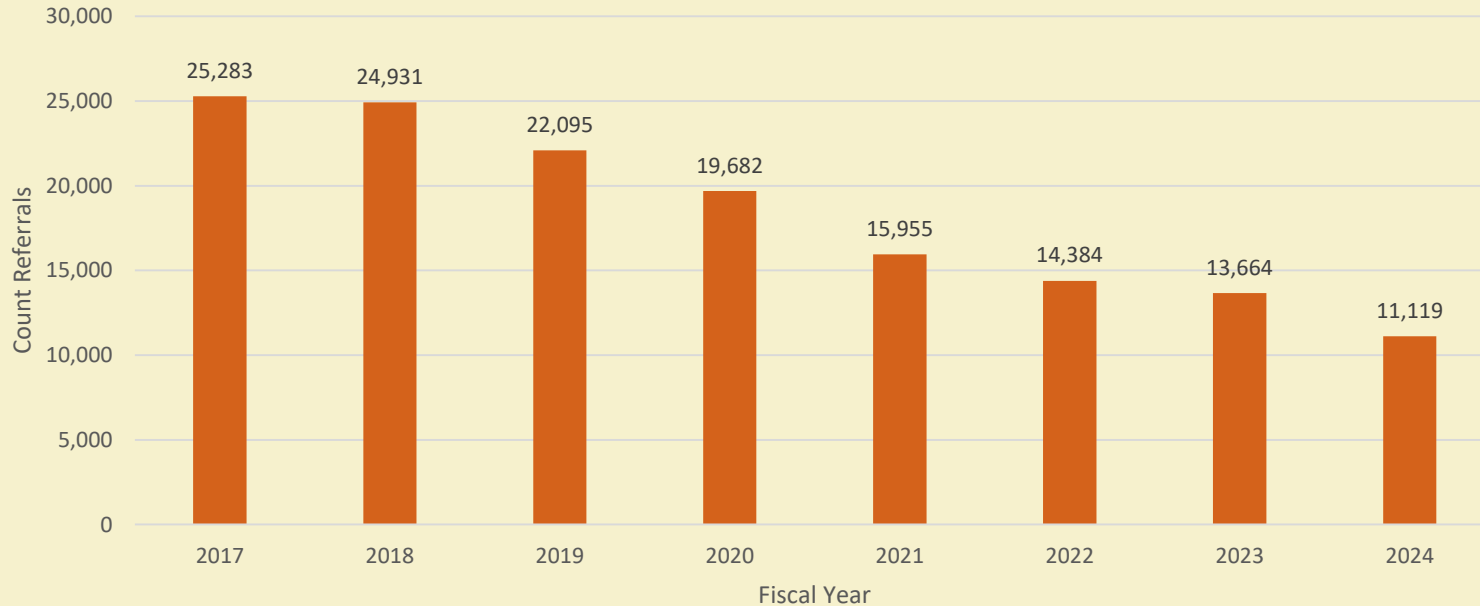
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Average Payment per IME Exam by Year



*Note: This isn't representative of what was paid to an individual examiner; this is derived by the amount paid divided by the number of bills received.

Referrals Since 2017



*Note: This indicates the referrals from 2023 to 2024 dropped by 2,545.

Closing comments

- Overall payments per exam has increased
 - Utilization, referral counts, claim counts have all decreased
- All providers received a 1.5% COLA in 2024
- Upcoming changes:
 - None at this time

Questions?



10 Minute Break...



Interpreter Scheduling

Cristy Miller

WordBridge Interpreter Registration (as of 9/13/24)

- Total Language Access Providers (LAPs) in WordBridge: **582**
- Total LAPs receiving assignments: **431**
- LAPs in the process of completing their registration: **151**

WordBridge Provider Registration (as of 9/13/24)

- Total provider accounts in WordBridge: **1,498**
- Total provider authorized schedulers: **2,245**

Interpreter Services During Implementation of WordBridge

- ❑ All in-person interpreter services and scheduled telephonic and video services must be submitted through WordBridge

- ❑ **CTS Language Link** on-demand, telephonic interpreter services are available through **December 2024**.
 - These services may be used as a backup if an in-person interpreter is not secured by SOSi during the transition.
 - Call **877-626-0678** and have the claim ID and other necessary information ready.
 - Providers may continue to access the on-demand telephonic interpreter services through CTS Language Link

WordBridge Success and Unfulfilled Rates

- Average success rate: 90%
- Average unfulfilled rate: 9%
 - Interpreter feedback regarding IME recordings
 - Interpreter quality assurance plan

Training Opportunities

- Contact SOSi for any training needs or concerns at:
 - Email: Support@wordbridge.io
 - Phone: 1-888-224-0126
 - Interpretation Service Inbox: Interpretation@Lni.wa.gov

Questions?



Claims Department – Nancy Adams

- Claims Questions?

Questions?



Self-Insurance – LaNae Lien

- Self-Insurance Questions?

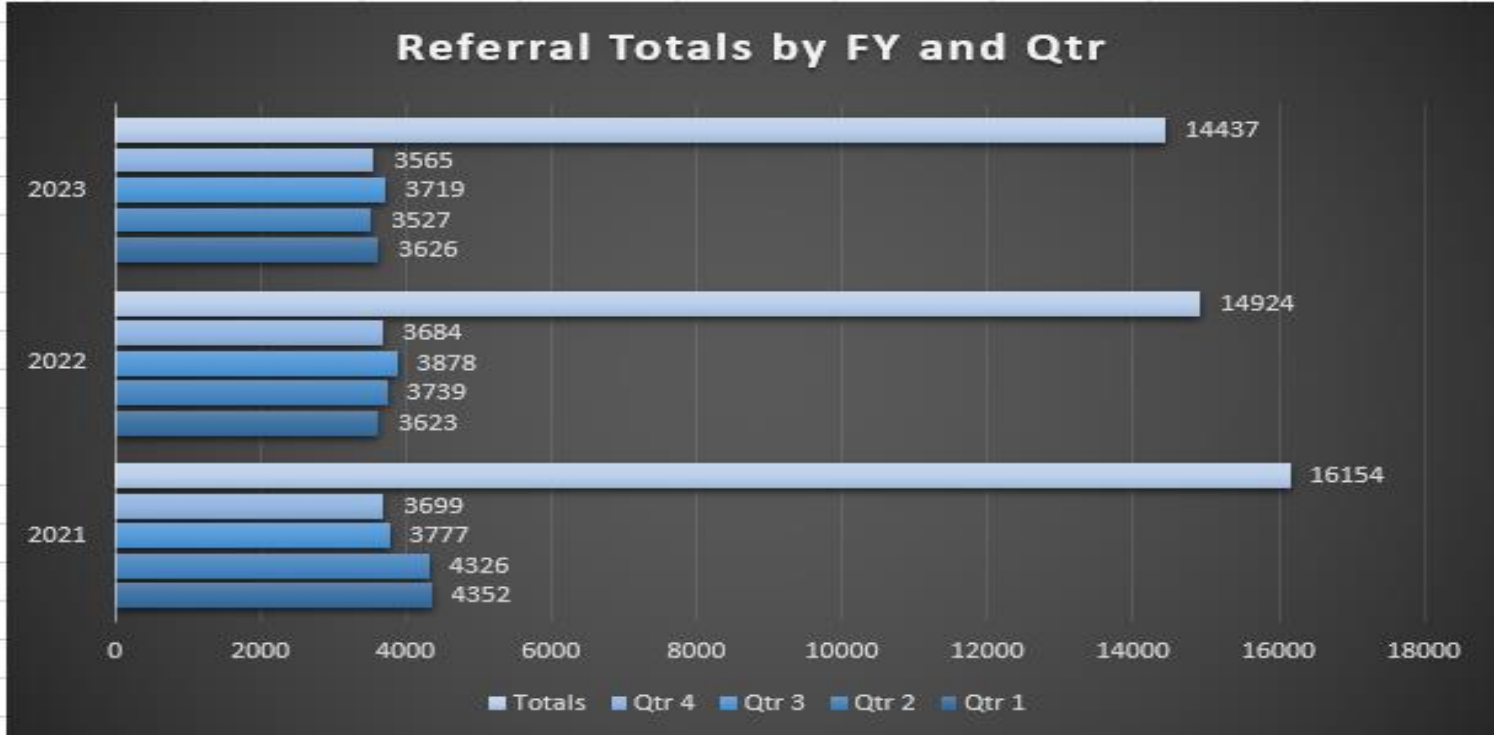
Questions?



IME Scheduling Trends

Shannon Rushing

Referral Trends -Shannon



Referral Trends continued

FY 2022	Qtr 1	3623
	Qtr 2	3739
	Qtr 3	3878
	Qtr 4	3684
		14924
FY 2023	Qtr 1	3626
	Qtr 2	3527
	Qtr 3	3719
	Qtr 4	4583
		15455
FY 2024	Qtr 1	3293
	Qtr 2	2982
	Qtr 3	2923
	Qtr 4	3301
		12499

Questions?



Open Discussion – IME Providers

- **IME Provider** Topics-Policies on Recording outside of exam room, workers rights poster, \$50 cancel fees by worker atty
- **Questions & Comments**
- **Future Topic Suggestions**
- **Next Meeting:**
January 16, 2025