

# Best Practice 1 - Report of Accident (ROA)

## Completeness and Timeliness

---

### **Best Practice:**

**Measure:** 80% of ROAs are complete and timely.

- **Completeness:** All of the **provider section** and, at minimum, the following fields in the **worker section**\*
  - Claim ID (top box)
  - Language preference (top box)
  - Worker name (First-Middle-Last) (box 1)
  - Worker gender (box 2)
  - Worker home phone (box 4)
  - Worker birth date (box 5)
  - Worker address (box 6)
  - Date of injury (box 14)
  - Description of injury/exposure (19b)
  - Job title and job duties (box 35)
  - Employer Name (box 30)
  - Worker signatures (box 42 and 43)

\*These are the required fields. But, completing the entire section at the start saves time and reduces future delays.

- **Timeliness:** 2 L&I business days, excluding weekends and state holidays.
  - L&I received date subtracted from the ROA Exam Date (box 15b).
  - If the Exam Date is blank, reference Date of First Treatment (Box 3, provider section).
  - If Exam Date and Box 3 is blank, reference Provider Signature Date (Box 16, provider section).

### **Purpose of the ROA:**

Providers have key information to get a worker's compensation claim started. Evidence shows that timely completion of the ROA results in better outcomes for workers.

### **Completing and submitting:**

**Complete and file electronically:**

- FileFast (includes \$10 incentive): [www.lni.wa.gov/FileFast](http://www.lni.wa.gov/FileFast).
- Health Information Exchange (HIE): [www.lni.wa.gov/HIE](http://www.lni.wa.gov/HIE).
- Order ROA (Form F242-130-000) by mail

**Fill out and Fax to L&I:** 360-902-6690 or 1-800-941-2976 (Fax numbers are for ROAs only).

### **Common issues:**

- Using an outdated version of the ROA (the current ROA is dated 12-17).
- Checking multiple boxes in box 7 (causality) of the provider section. Please check the 1 box you think is the most likely.
- Answering Yes/No questions, but not completing the follow-up questions (box 9 in the provider section).
- Putting the wrong L&I Provider ID on the ROA.
- Not including both the ICD-10 code and text for the diagnosis (boxes 1 and 2).

### **Billing:**

- Submitting timely and complete can qualify you for an additional financial incentive.
- COHE providers receive a ROA financial incentive: [COHE Fee Schedule](#).
- L&I's Medical Aid Rules and Fee Schedules (MARFS): [lni.wa.gov/feeschedules](http://lni.wa.gov/feeschedules).