

## Best Practice Programs

### Glossary of Terms

*APF (Activity Prescription Form):* a [form](#) completed by the provider and given to the worker, to share with their employer. Sent to the claim file to summarize the worker's Work Status, Capacities, Plan, and Progress. Billing code: 1073M.

*CAC (Claim and Account Center):* Part of the [My L&I online portal](#) that allows attending providers to view claim information, submit electronic forms, and send secure messages to assigned L&I claim managers.

*CM (Claim Manager):* The adjudicative authority on a claim. Making decisions concerning claim acceptance, time-loss payment, and ongoing claim monitoring until resolution.

*COHE (Center of Occupational Health & Education):* Contracted health care partners with L&I to train and support attending providers with the goal of reducing work disability for workers. [lmi.wa.gov/COHE](http://lmi.wa.gov/COHE)

*FAD (Find A Doctor):* An [online portal](#) that allows workers, referring providers, and employers to see all providers with active L&I provider accounts.

*FRQ (Functional Recovery Questionnaire):* a six question assessment, developed in collaboration with University of Washington Occupational Environmental and Occupational Health Services, that when administered in the first six weeks of injury helps identify workers who are at risk of being disabled one year after injury. The timely administration of this tool by an HSC is the COHE's forth best practice.

*HIE (Health Information Exchange):* A form of data exchange that allows health care organizations to embed workers' compensation information into their electronic medical records and then securely send them to L&I through OneHealthPort. [lmi.wa.gov/HIE](http://lmi.wa.gov/HIE)

*HSC (Health Services Coordinator):* A [resource](#) dedicated to working with attending providers and their staff to ensure better communication, implementation of best practices, and coordination with L&I. Part of the [Centers of Occupational Health & Education](#) best practice program. These resources are billable to L&I state-fund claims, have minimum qualifications, standard work, and standard qualitative and quantitative measures.

*MARFS (Medical Aid Rules and Fee Schedule):* the [L&I documentation](#) of applicable billing codes for workers' compensation care.

*MAVEN:* Part of the Occupational Health Management System (OHMS) which handles health services coordination work flow and documentation, activity coaching, and catastrophic claim care. Access through My L&I online portal.

*OHMS (Occupational Health Management System):* A best of breed system that supports best practice program/project implementation, testing, and continuous improvement.

*Ortho-Neuro (Orthopedic and Neurological Quality Care Project):* a [best practices project](#) begun in 2007 to improve surgical outcomes within a workers' compensation claim. This project is scheduled to transition to SQCP by 2024.

*PMPR (Physical Medicine Progress Report):* a [form](#) that L&I requires of physical and occupational therapists during the course of treatment. Also part of the [sixth best practice](#) for SQCP surgeons.

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*ROA (Report of Accident):* the [initial report](#) of injury or illness for state-fund workers' compensation claims. Can be electronically submitted through [FileFast](#) or HIE. For self-insurance claims, this is called a [PIR \(Provider's Initial Report\)](#). Billing code: 1040M.

*SAW (Secure Access Washington):* A security protocol for all Washington State government websites. Used as part of the My L&I portal.

*SBBP (Surgical Best Practices Pilot):* a seven year pilot project (2014 – 2021), which tested updated best practices and the integration of surgical health services coordination in a surgical clinic setting. Results were integrated into SQCP.

*SHSC (Surgical Health Services Coordinator):* A [resource](#) dedicated to working with the surgical clinic providers and staff to ensure better communication, implementation of best practices, and coordination with L&I. Can be a direct hire for a SQCP participating clinic, or a contracted resource through a community provider. These resources are billable to L&I state-fund claims, have minimum qualifications, standard work, and standard qualitative and quantitative measures.

*SQCP (Surgical Quality Care Program):* Also referred to as the [SQC Program](#). An update of the Ortho-Neuro Project and the Surgical Best Practices Pilot with six best practices, updated financial and non-financial incentives, and health services coordination.

*VRC (Vocational Rehabilitation Counselor):* a licensed [professional](#), assigned by an L&I claim manager, to assist workers with employment barriers.

*WSAW (Washington Stay at Work):* A [program](#) for state-fund claims that pays an employer to implement modified duty for a worker (paying for tools, clothes, and salary).