Washington State Department of
Labor & Industries

AWA Expectations

New Referrals:

Claim Manager: 4 point calls made to injured worker/attorney, employer, VRC and provider.

VRC: Confirm with claims manager if the referral will be accepted within 48 hours.

15 Days:

Claim Manger: Was intake completed? Are there non-cooperation issues with scheduling?

VRC: Intake completed. EVOC to CM with findings and possible barriers. Will JOI or Transferable skills be pursued?

30 Days:

Claim Manager: Verify intake completed, work hx and clean JA's in file. JA's have been sent to the provider.

VRC: Send work history, intake paperwork and clean JA's to the file. Sent the JA's to the appropriate provider.

42 Days:

Claim Manager: Note if the provider responded to job analysis(es). Consider a claim staffing if 90 target will not be met.

VRC: Notify CM of the date the provider reviewed and the VRC next steps.

60 Days:

Claim Manager: Ensure there are no barriers or outstanding requests from VRC.

VRC: If not done yet, complete LMS for any transferable skills or vocational testing needed. Provide information as to how soon the referral will likely be closed.

77 Days:

Claim Manager: Communicate with the VRC if the referral will not close on time. What action can be taken?

VRC: Continue to communicate barriers and assistance needed to complete AWA.

90 Days:

Claim Manager: Close the referral with the appropriate closing outcome.

VRC: If the referral is not set to close on the 90 day target, give the Claim Manager a clear plan of action and timeline for completion.

All VOC Closures

Claim Manager: Close the referral with the appropriate closing outcome.

VRC: Complete Closing report with accurate closing outcome. EVOC CM to advise of closure.

May 2013