

Random QA Review

General File Information

If worker is seasonal, is there a stage 2 wage calc on file?
Was the worker's daily rate updated at end of term if applicable? Is calculation correct?
Is the file type, status and location correct?
Has late reporting penalty been entered if applicable?
Has the RTW/Rehab tab been filled out?

Medical

Is there a confirmed diagnosis?
Are all appropriate reports on file or requested?
Has the file been referred to MA at appropriate times?
Is there current objective medical to support time loss?
Have appropriate referrals been made to Health Care Providers?
If surgery done, is the operative report on file?
Is there a continuous Prescription Log on file?
If worker is taking opioids is there an opioid contract in place?
If surgery performed was second opinion sought according to policy?
Are there ongoing functional abilities on file?
Is the file in order/clean (no duplicates, etc)?
Is there a monthly current abilities form?
If medical report not received within 3 working days was reporting fee reduced?

Letters and notes to file

Is the case management letter signed and on file?
Are the ntf written in a professional and objective manner? – no abbreviations?
Are the relevant ntf entered?
Was the worker called to tell him/her of any negative decision prior to letter?
Are the ntf up to date?
Are authorizations for treatment clear in frequency and duration?
Are all letters copied into ntf?
Are there notes to file on all file movements?
Are all ntf in English?
Are all translations completed properly?

Bring Forwards

Is there a bi-weekly BF to contact worker?
Is there a bi-weekly BF for TTD?
Is there a monthly BF to contact employer (if applicable)?
Is there a bf to indicate term end date (if applicable)?
Is there a bf for disability duration/MMR date?

Contacts

Is CM maintaining regular phone contact with worker (biweekly) ?
Is CM maintaining phone contact with employer (monthly)?
Has CM made phone contact with family physician?

Travel and Payments

Are there google maps on file for mileage claims by worker?
Is there evidence of appointment attended prior to reimbursements?
Were timely reimbursements made to the worker?
Have overpayments been noted, recovered and reported?
Are there reports on file for invoices authorized?

Red Flags

Are there any psychological issues being identified as secondary diagnosis?
Are there any indications of psychological issues from discussions with worker (NTF's)
Has file been reviewed by Psychological MA?
Is worker displaying pain symptoms longer than expected? has file been sent to MA for review and possible referral for pain management?