

WCB MANITOBA BEST PRACTICES

> CASE MANAGEMENT LIFECYCLE

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WCB MANITOBA BEST PRACTICE OUTLINE

OUR VERY BEST

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OUR VERY BEST

WCB Manitoba Best Practice is . . .

- > when utilizing VR Services, to ensure a viable alternate employment goal that is grounded in the worker's skills & abilities and cost-effective
- > to continually engage the worker through their vocational rehabilitation and pursuit of an alternate employment goal

OVERVIEW

If the pre-injury employer is unable to accommodate the worker and the worker likely has permanent restrictions resulting in a loss of earning capacity, the Case Manager seeks a viable alternate employment goal for the worker through the utilization of VR Services. While the Case Manager engages VR Services, the Case Manager provides oversight of the delivery of VR services and is responsible for all VR Plan costs and outcomes.

CASE MANAGEMENT LIFECYCLE

ASSESSING	PLANNING	MANAGING	CLOSING
		<u>RTW – Alternate Employment Goal</u> <ul style="list-style-type: none"> – always follows <u>Claim Assessment</u>, <u>Worker Assessment</u> and <u>Employer Assessment</u> and <u>Case Planning</u> and <u>RTW – Pre-Injury Employer</u> – may be addressed in conjunction with <u>Medical Management</u> and <u>Entitlement Expectations</u> 	

KEY CONSIDERATIONS

In addition to the Best Practices outlined above, following are key considerations of this Best Practice:

1. To engage VR Services on a timely basis
2. To ensure the effective delivery of VR Services

KEY DECISIONS SUMMARY

8.D.1	Should the worker be referred for VR Services? When?
8.D.2	Is the worker eligible for VR Services?
8.D.3	Is the VR Plan viable and cost effective?
8.D.4	Has a viable alternate employment goal for the worker been achieved?

PERFORMANCE GUIDELINES

8.P.1	Worker restrictions are documented to the claim file including long term or likelihood of permanent restrictions
8.P.2	Worker discussions regarding their vocational rehabilitation are documented to the claim file including confirmation of VR referral, VR Plan and goals, VR progress, achievement of VR Plan goals, and any resulting entitlement decisions
8.P.3	Any significant changes to the VR Plan goal or costs are approved and documented to the claim file

Note while the following performance guidelines are for the delivery of VR Services, the Case Manager monitors the delivery of VR Services according to these guidelines:

8.P.4	The Initial Assessment is completed within four weeks from the date of referral and documented to the claim file
8.P.5	The VR Plan is completed within 21 weeks from the date of referral and documented to the claim file along with all required documents (e.g. FIR, ECA, TSA 2/3 etc.)
8.P.6	VR goods and services decisions as per the VR Plan are documented to the claim file
8.P.7	VR Progress Reports are completed on a monthly basis and documented to the claim file

KEY DECISIONS & KEY ACTIVITIES

DECISION 1 SHOULD THE WORKER BE REFERRED FOR VR SERVICES? WHEN?

The Case Manager makes this decision when the following three conditions are met:

1. the employer is unable to reemploy the worker (see RTW – Pre-Injury Employer)
2. medical opinion indicates the worker’s restrictions are long term and likely permanent, and
3. there is a loss in the worker’s earning capacity.

The Case Manager refers the worker to VR Services on a timely basis. The Case Manager considers referring the worker for VR Services when medical opinion indicates the worker’s restrictions are long term and likely permanent. The worker’s healthcare provider or WCB Healthcare Services may be reluctant to conclude that the worker’s restrictions are permanent. At the same time, the Case Manager does not necessarily wait for restrictions to become permanent in order to refer the worker to VR Services. Restrictions that are six months or longer with a guarded or poor prognosis for recovery may indicate restrictions are likely permanent.

ACTIVITY 1 VR REFERRAL

With the Employer	With the Worker	With VR Services	The Case Manager
<ul style="list-style-type: none"> – formally advise the employer of the referral to VR Services – During <u>RTW – Pre-Injury Employer</u>, the Case Manager will have met with the employer to exhaust opportunities to reemploy the worker and discuss the cost implications of referring the worker to VR Services 	<ul style="list-style-type: none"> – advise the worker of the referral to VR Services – review VR processes & timelines with the worker – discuss any concerns with the worker – meet with worker if beneficial 	<ul style="list-style-type: none"> – submit request for VR Assessment to VR Services 	<ul style="list-style-type: none"> – obtain approval for referral to VR (see Note 1) – update the Case Plan as required

DECISION 2 IS THE WORKER ELIGIBLE FOR VR SERVICES?

The VR Consultant assesses the eligibility of the worker for VR Services.

- > If the worker is eligible for VR Services, the Case Manager submits a request to VR Services for the development of a VR Plan.
- > If the worker is not eligible for VR Services and the VR recommendation is that the worker is unemployable, the Case Manager proceeds with a deem recommendation and refers the claim to LTWL.
- > If the worker is not eligible for VR Services for any other reason, the Case Manager continues to manage the claim using other applicable Best Practices.

ACTIVITY 2 VR ASSESSMENT

With the VR Consultant	With the Worker	The Case Manager
<ul style="list-style-type: none"> – ensure the VR Consultant has completed the VR Assessment within four weeks from the date of referral – meet with the VR Consultant and the worker – meet with the VR Consultant to review the Initial Assessment as requested or desired 	<ul style="list-style-type: none"> – discuss any concerns with the worker – advise the worker of the Initial Assessment outcome 	<ul style="list-style-type: none"> – review & assess VR Assessment recommendations – if the worker is eligible for VR Services, submit request to VR Services for the development of a VR Plan – if the worker is unemployable, make deem recommendation and refer to LTWL – if the worker is otherwise not eligible, continue to manage using other Best Practices – update Case Plan as required

ACTIVITY 3 VR PLAN – DEVELOPMENT

With the VR Consultant	With the Worker	The Case Manager
<ul style="list-style-type: none"> – ensure the VR Consultant has completed the VR Plan within 21 weeks from the date of referral – meet with the VR Consultant to discuss the development of the VR Plan as requested or desired – meet with the VR Consultant to review the DRAFT VR Plan – follow through with the VR Consultant on any agreed upon revisions to the VR Plan 	<ul style="list-style-type: none"> – discuss any concerns as they arise – advise worker of VR Plan development progress approximately monthly 	<ul style="list-style-type: none"> – review & assess the VR Plan – see VR Plan Assessment Criteria below – update the Case Plan as required

DECISION 3 IS THE VR PLAN VIABLE & COST EFFECTIVE?

WCB Manitoba Best Practice is, when utilizing VR Services, to ensure a viable alternate employment goal that is grounded in the worker’s skills & abilities and cost-effective

The VR Consultant develops a plan providing the worker with a viable alternate employment goal. The Case Manager carefully assesses the VR Plan and as required works together with the VR Consultant to ensure the VR Plan is viable. See VR Plan Assessment Criteria on page 10 below. The Case Manager approves or obtains approval of the VR Plan (see Note 1).

ACTIVITY 4 VR PLAN – APPROVAL

With the VR Consultant	With the Worker	The Case Manager
<ul style="list-style-type: none"> – work with the VR Consultant to make any required revisions required for the VR Plan to be approved 	<ul style="list-style-type: none"> – advise worker of VR Plan approval 	<ul style="list-style-type: none"> – approve or obtain approval of the VR Plan (see Note 1)

ACTIVITY 5 VR PLAN – IMPLEMENTATION

WCB Manitoba Best Practice is to continually engage the worker through their vocational rehabilitation and pursuit of an alternate employment goal

With the VR Consultant	With the Worker	The Case Manager
<ul style="list-style-type: none"> – meet with the VR Consultant and the worker to review the VR Plan in detail – ensure the VR Consultant documents all goods and services entitlement decisions as per the approved VR Plan – ensure receipt of monthly VR Plan progress reports – review VR Plan progress with VR Consultant in person on a quarterly basis – ensure the VR Consultant provides an amendment request for any significant changes to VR Plan goal or costs 	<ul style="list-style-type: none"> – discuss any concerns as they arise – validate progress directly with the worker around any major milestones and at minimum quarterly 	<ul style="list-style-type: none"> – maintain wage loss benefits as per VR Plan – review VR Plan progress and VR goods and services costs monthly – assess for any changes to the VR Plan goal or cost – as requested, approve or obtain approval of any significant changes to the VR Plan goal or cost (see Note 1) – update Case Plan as applicable

DECISION 4 HAS THE WORKER ACHIEVED AN ALTERNATE EMPLOYMENT GOAL?

The Case Manager makes this decision once the VR Plan has been fully executed. Either the worker is employed or is employable.

- > If employed and earnings are equal to the VR Plan goal, the Case Manager refers to LTWL for any ongoing loss of earning capacity entitlement.
- > If employed but earnings are less than the VR Plan goal, or if not employed but employable, the Case Manager proceeds with a recommendation deeming the worker’s earnings. Subsequently, the Case Manager refers to LTWL for any ongoing loss of earning capacity entitlement.
- > If there are no further entitlements the Case Manager closes the claim.

ACTIVITY 6 VR PLAN – CLOSING

With the VR Consultant	With the Worker	The Case Manager
<ul style="list-style-type: none"> – if applicable, request VR Consultant to prepare “VR Deem Recommendation” 	<ul style="list-style-type: none"> – if applicable, review “Deem” process with the worker 	<ul style="list-style-type: none"> – as applicable, make “VR Deem Recommendation” and obtain approval (see Note 1) – as applicable, refer to LTWL for any ongoing loss of earning capacity entitlement – Close claim if no further entitlements (see <u>Claim Closure</u>) – update Case Plan as applicable

VR PLAN ASSESSMENT CRITERIA

The Case Manager evaluates VR Plans based on the following criteria:

1. PHYSICAL ABILITY	Will the worker have the physical ability to perform the job duties of the new occupation?
2. SKILLS & APTITUDE	Does the worker have the skills and aptitude to perform the job duties of the new occupation? Does the worker have the skills and aptitude to undertake the training required to gain the knowledge and skills required by the new occupation?
3. COSTS	Does the VR Plan account for all the VR Plan costs? Wage loss? Goods and services?
4. EARNING CAPACITY	Will the worker be employable? How much are they likely to earn?
5. COST/EARNING CAPACITY ANALYSIS	Does the resulting earning capacity justify the VR Plan cost?
6. MOTIVATION	Is the worker interested in the new occupation? How motivated is the worker to obtain employment in their new occupation?
7. RISK MANAGEMENT	Does the VR Plan anticipate supports that the worker may need to obtain their new occupation? Is there cost contingency to address these supports? Wage loss? Goods and services?
8. ALTERNATIVES	What alternative occupations have been considered? Based on: <ul style="list-style-type: none"> – the worker’s physical abilities, skills and aptitude – employability and earning capacity – VR Plan cost/earning capacity analysis – VR Plan risks

The Case Manager may use any of the following documents to evaluate the VR Plan and answer the above questions:

- VR Initial Assessment
- VR Plan
- Restrictions
- Functional Capacity Exam (FCE)
- Transferable Skills Analysis (TSA 2/3)
- Interest & Aptitude Testing
- Earning Capacity Assessment (ECA)
- Financial Implications Report (FIR)

DOCUMENTATION

The Case Manager ensures the claim file is up to date with the following information:

	Restrictions and supporting medical
	Written confirmation to the employer of their inability to reemploy
	Discussions with employer regarding VR Referral
	Discussions with worker regarding VR Referral
	Initial Assessment
	VR Plan and any subsequent amendments
	Written communication of VR Plan approval to the employer
	Meeting with VR Consultant and worker to implement VR Plan
	VR goods and services entitlement decisions
	VR Progress Reports
	Discussions with worker regarding VR Plan progress
	If applicable, VR Deem Summary, Employment Services Closure Report and the CM's Deem Recommendation
	Updated Case Plan goals, objectives, methods and associated tasks throughout duration of Best Practice

NEXT STEPS

ASSESSING	PLANNING	MANAGING	CLOSING
			<u>RTW – Alternate Employment Goal</u> is followed by <u>Claim Closure</u> or referral to LTWL

NOTES

NOTE 1 VR SERVICES APPROVALS

Following are the VR Service approvals referenced in this Best Practice at the time this document is being written. Please refer to “VR Services Flowchart 2014” under “Comp Services Tools” on the intranet for an up to date and complete list of VR Services approvals.

VR Initial Assessment	The Case Manager seeks approval from their Manager
VR Plan	If less than \$75K the Case Manager can approve the VR Plan
	If greater than \$75K but less than \$150K, the Manager together with the Case Manager seeks a recommendation from the Vocational Rehabilitation Review Committee (VRRRC) with the Manager having final approval of the VR Plan
	If greater than \$150K, the Manager together with the Case Manager seek a recommendation from the Vocational Rehabilitation Review Committee (VRRRC) with the Director having final approval of the VR Plan
VR Plan Amendment	If less than ten percent the Case Manager can approve the amendment
	If greater than ten percent, or if accumulated amendments are greater than ten percent, the Case seeks approval from their Manager
VR Deem Recommendation	The Case Manager first seeks approval from their Manager followed by the Case Manager together with the VR Consultant seeking approval from the Deem Committee