

## **AGENCY/DEPARTMENT WORKERS' COMPENSATION LIAISON ROLE**

### **ROLE:**

- Serve as first contact for all vendors, supervisors, and employees for department regarding workers' compensation issues and County benefits for injured employees.
- Educate departmental supervisors regarding workers' compensation and return to work (RTW) processes, i.e., timeframes, forms, and designated doctors.
- Ensure all posters, notices, and forms are current and posted (Notice to employee and Designated Medical Facilities).
- Advise departmental managers of workers' compensation timekeeping procedures and codes.

### **INVESTIGATION/DOCUMENTATION:**

- Forward personnel file to TPA when requested by claims examiner. Use special release form for public safety employees.
- Notify supervisors and employees of investigator assignments and assist in setting up interviews for investigators to evaluate job-relatedness of industrial injury claims. Also, assist defense attorneys with locating and interviewing witnesses for trials.
- Ensure that County form letters are sent to employees, i.e., notification of temporary modified duty, resignation request letter when QIW or unable to be accommodated permanently, job offer when placed in permanent modified or alternate position, confirmation of search efforts for alternative/modified jobs, notice of ADA rights and retirement options, etc. Refer to letters on Human Resource Services website, Disability Programs.

### **CLAIM MANAGEMENT:**

- Submit names for claim status review to TPA and RMU for case updates on injured workers in your department. Expect a written response within two weeks from TPA or obtain copies of status reports at quarterly claims review meetings.
- Copy/Inform supervisors of their injured worker's claim status based on documents provided by RMU and TPA.
- Notify RMU of any problems, complaints, possible fraud, etc. directed to your attention from employee/supervisor regarding handling of their claims by TPA, vendors, etc. Post fraud hotline number: 1-866-368-3720.

## ERGONOMICS:

- Notify supervisor and employees of ergonomic evaluator appointments, recommendations and orders. Ensure that all ergonomic equipment is timely ordered, delivered, installed, adjusted, that employee is trained in the use of it and that occupational/physical therapist follows up with employee to ensure above after delivery of equipment. Contact RMU if you do not receive evaluations reports, equipment or responses from ergonomist or ErgoLab.
- Maintain inventory of ergonomic equipment and voice activated software that was purchased for injured workers in your department. If the employee changes jobs or departments, the equipment accompanies employee to the new job. If the employee leaves County service, please contact the ErgoLab (510.272.6920).

## RETURN TO WORK – Temporary Modified Work:

- Facilitate return to work process with RMU, supervisors and claims examiners. Notify TPA of return to work dates, prescriptions for ergonomic evaluations and disability days, etc., as soon as received from employee/supervisor.
- It is recommended that departmental policy be established clarifying that employees on temporary modified duty be discontinued from flextime and overtime assignments and that ongoing medical appointments be scheduled at times appropriate to the business needs of the department.
- Notify RMU and TPA by weekly spreadsheet or copy of letters to injured employees of starting and ending of temporary modified duty. Monitor temporary modified duty for 90 days or up to 210 days maximum per County policy. Inform supervisors to use Code MOD on timesheets. If employee has been off work for over 6 months, notify RMU.

## PERMANENT ACCOMMODATION:

- Alternate/Modified Work. After an injured worker is determined P&S/MMI, meet with employee to determine if they can still perform essential functions of job with permanent restrictions. Review possible accommodations in usual job and use your department/agency vacancy list for possible alternate jobs that are physically appropriate. The alternate job should be at equal or less pay level and be a position for which the injured worker is otherwise qualified. Also, notify employee whom to contact for informational interviews. The job search process should be completed within 30-60 days. Complete Modified or Alternate Work form, return to TPA, and copy RMU. Be sure to complete sections justifying search efforts and forward to County ADA Coordinator if you are unable to accommodate in department. Even if retired, indicate if accommodation could have been provided to employee.

#### EFJA/EF5:

- Facilitate timely completion of essential functions job analysis (EFJA/EF5) and Form 5020s by department supervisor/managers.

#### CODING:

- Medical Appointments:
  - Code W57 refer to various Union MOU's for medical appointment time.
- Disability:
  - Code W59 refers to Union MOU's depending on DOI for WC coding and 80% supplement.
  - Code W56 for Safety Members.
  - Code W58 for Group Counselor Intermittent involved in violent altercations.
  - Code W75 refers to various Union MOU's for industrial sick leave supplement at 75% and WC lost time coding.
- It is recommended that departmental policy be established clarifying that employees on temporary modified duty be discontinued from flextime and overtime assignments and that ongoing medical appointments be scheduled at times appropriate to the business needs of the department.