

Return to work services fee schedule

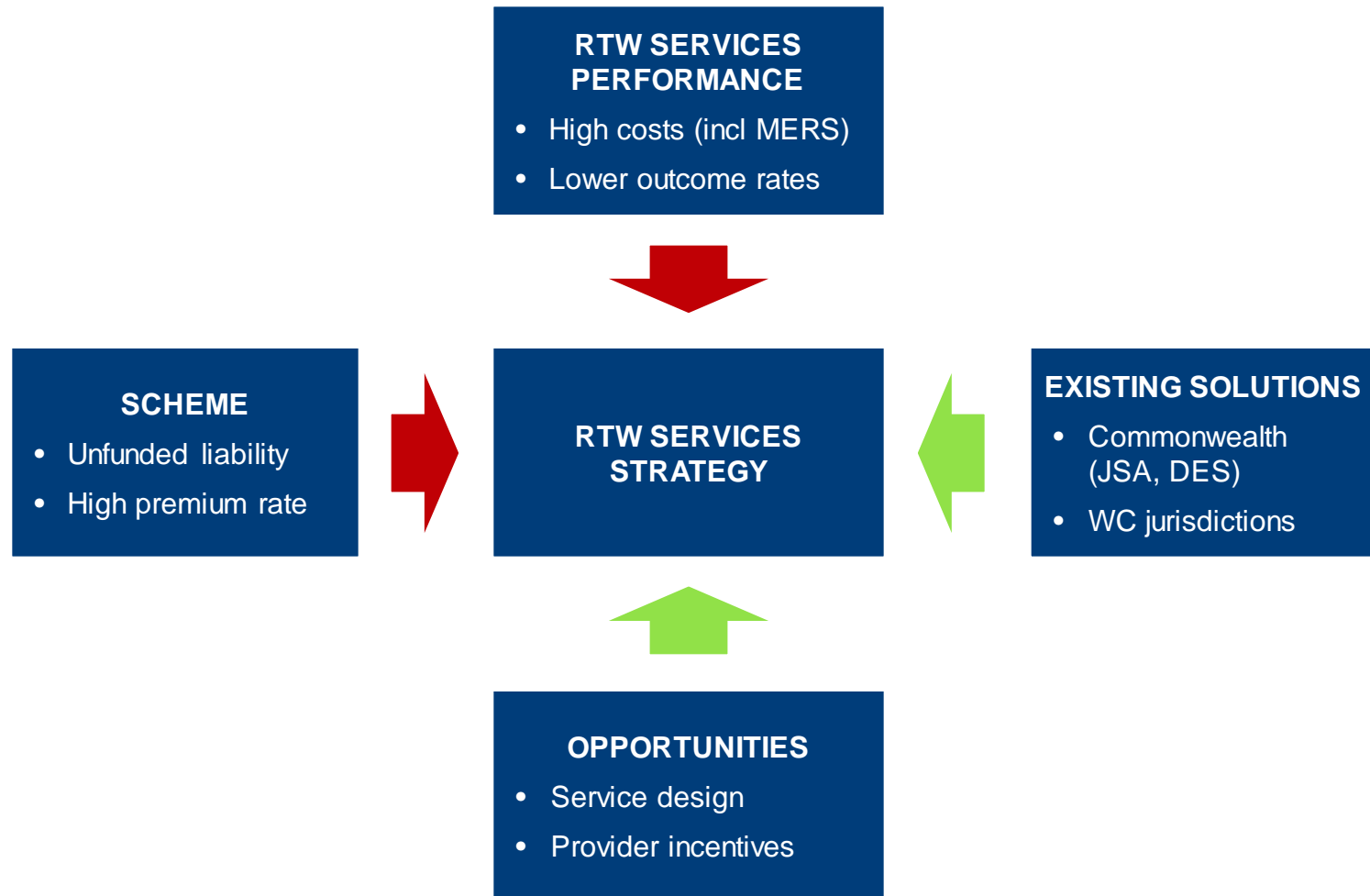
RTW Services Provider briefing
29 November 2013

Purpose of today

1. Brief you on the proposed return to work services fee schedule commencing 1 July 2014
2. Request written feedback to WorkCoverSA by 20 December 2013
3. Identify the areas for feedback

Scheme context

Scheme context



Return to work services strategy

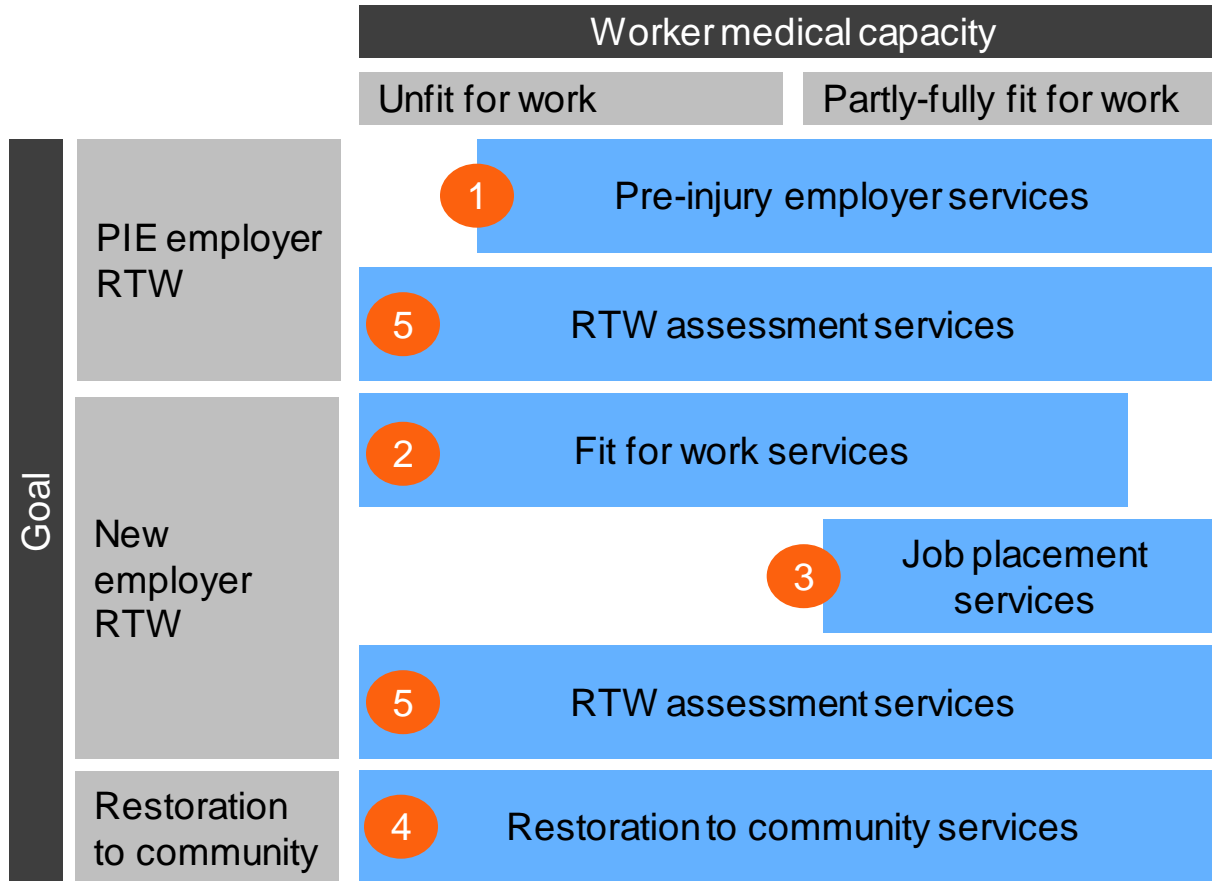
Dark blue = workstream

Light blue = strategies

	Service design and pricing structure	Attract and appoint service providers	RTW services performance management framework	Targeted/effective claims agent RTW services management	RTW services provider exception management
Performance levels	RTW services fee schedule	Service-specific appointment	Star ratings (PIE, FFW)	Referral and extension approval criteria	Invoicing compliance to fee schedule
		Attract service providers	Star ratings influence referral volume and future appointments	Barriers to outsourcing claims management activity	Quality/service audits linked to the appointment framework
		Ultimately, strengthen threshold capability and performance reqts.	Target setting to drive continuous improvement	Align claims practices (eg. training)	Exception reporting and management
				Continuous improvement	
Communications and change management					
Align WorkCover/Agents to RTW services strategy (sustainability)					

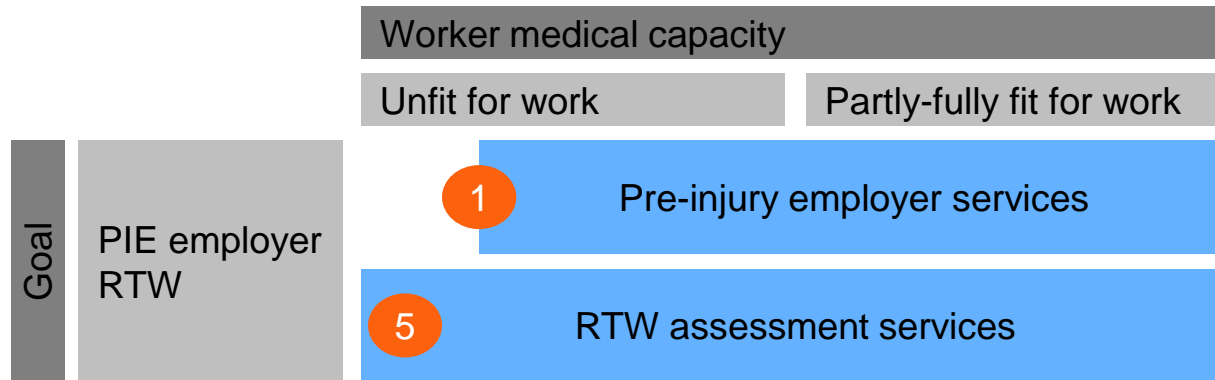
RTW services fee schedule

Return to work services fee schedule components



- Specialised categories of service
- More worker assistance, less planning-reporting, no claims management
- Flexibility-tailoring of approach
- Increased provider control
- Outcome incentives /accountability – fees, performance influencing referral volume

PIE Services



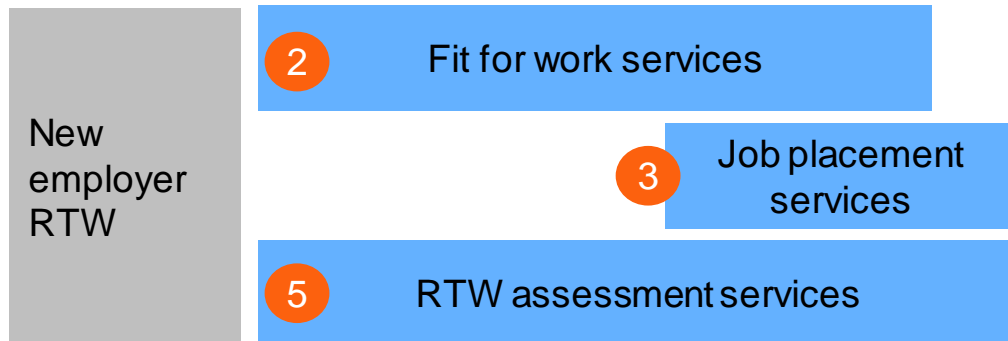
Same PIE fee schedule structure and pricing

New opportunity
RTW services provider can use medical rehabilitation consultants within the service hours at MERS rates

New option
Level 2 extension available when return to work status of a worker deteriorates post outcome

New service
Pre-injury hrs to Pre-injury duties

New employer services



Categories

- Separation of fit for work and job placement services
- Services can be concurrent

Approach

- Focus on worker assistance
- Provider control and flexible approach
- Provider performance influences referral volume

Assessments

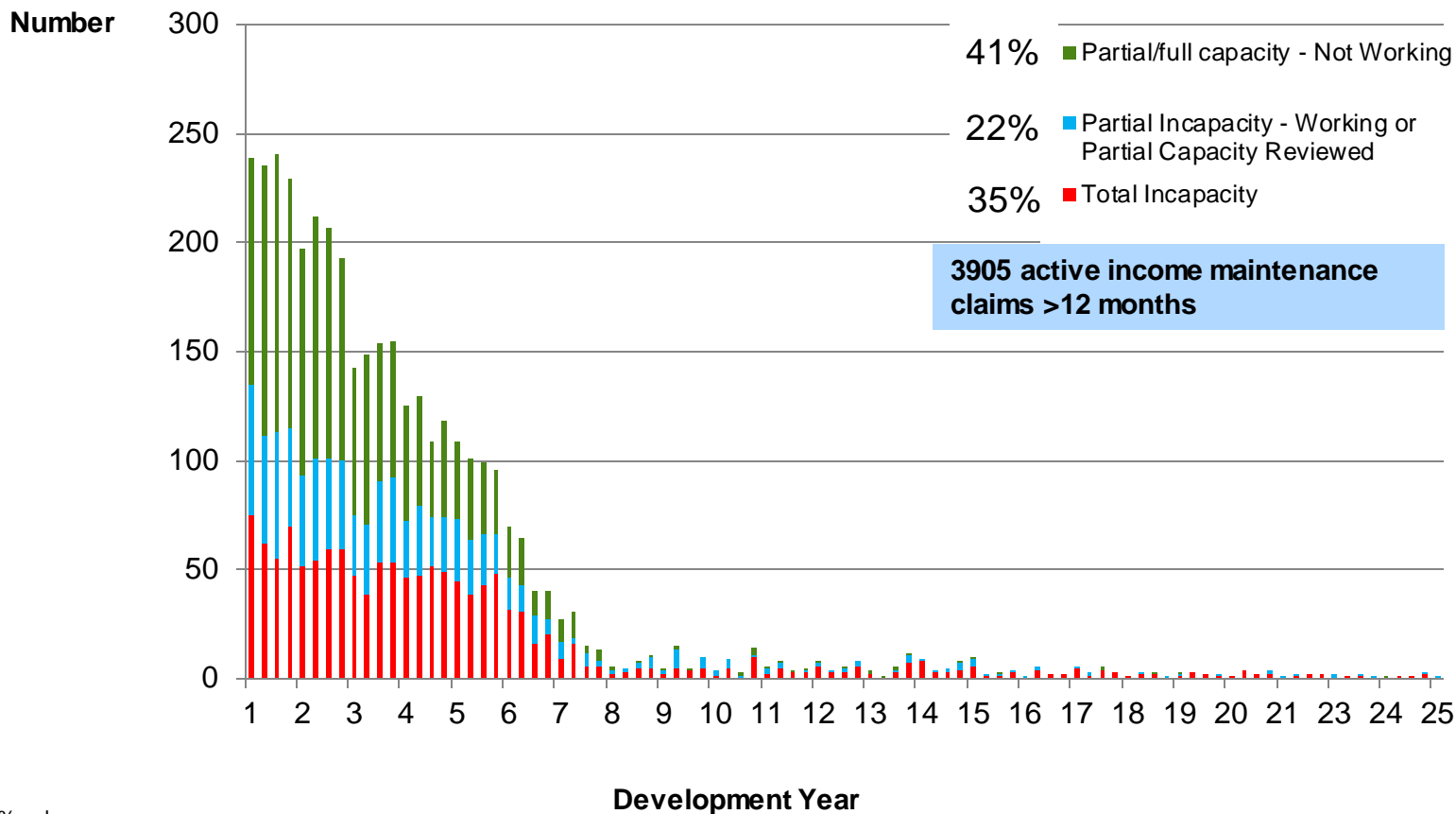
- Integrated - Faster, less reports, integrated recommendations
- Include consultation
- Referral criteria guide when necessary

Fit for work services

The problem ~200 people per annum unfit for work and transition rate to fit for work is very low and slow

Medical Status of Income Maintenance Claims*

As at 31 December 2012; Development Quarters 5 and above

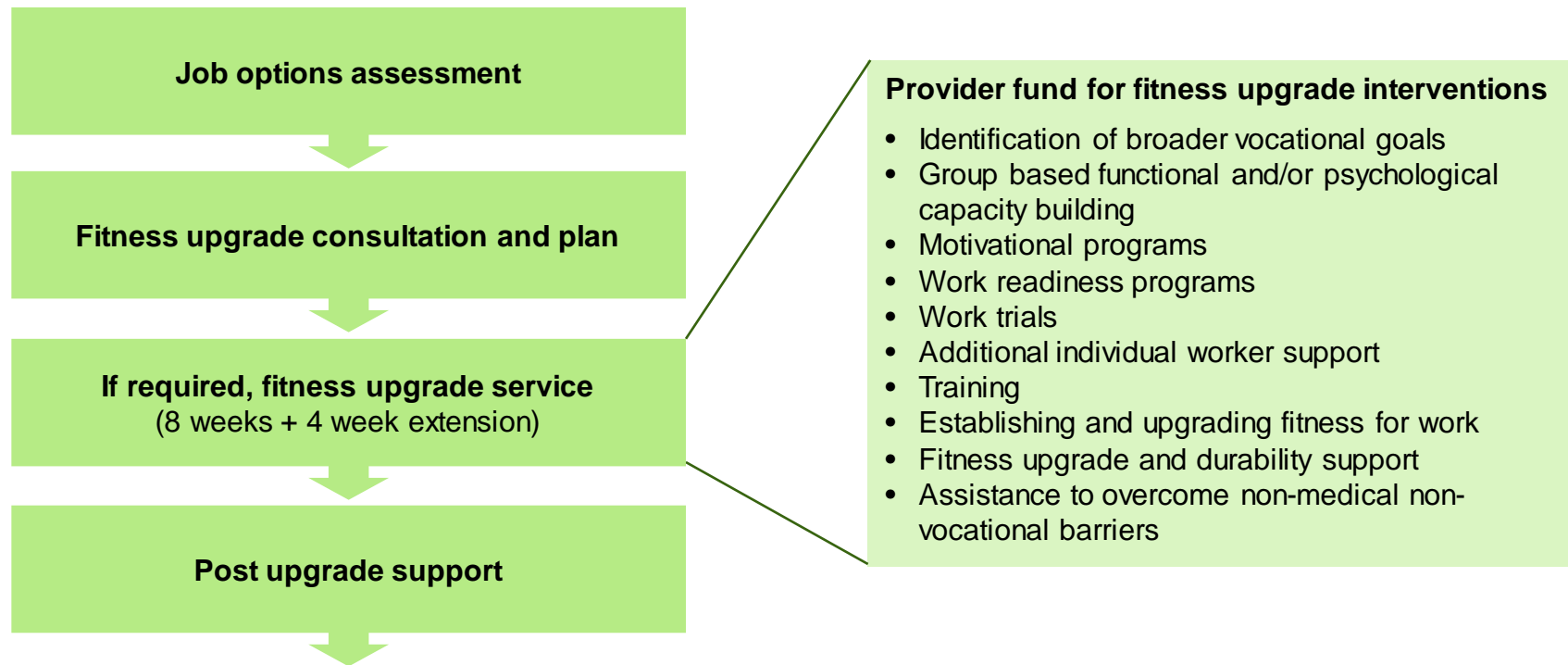


* 2% unknown n

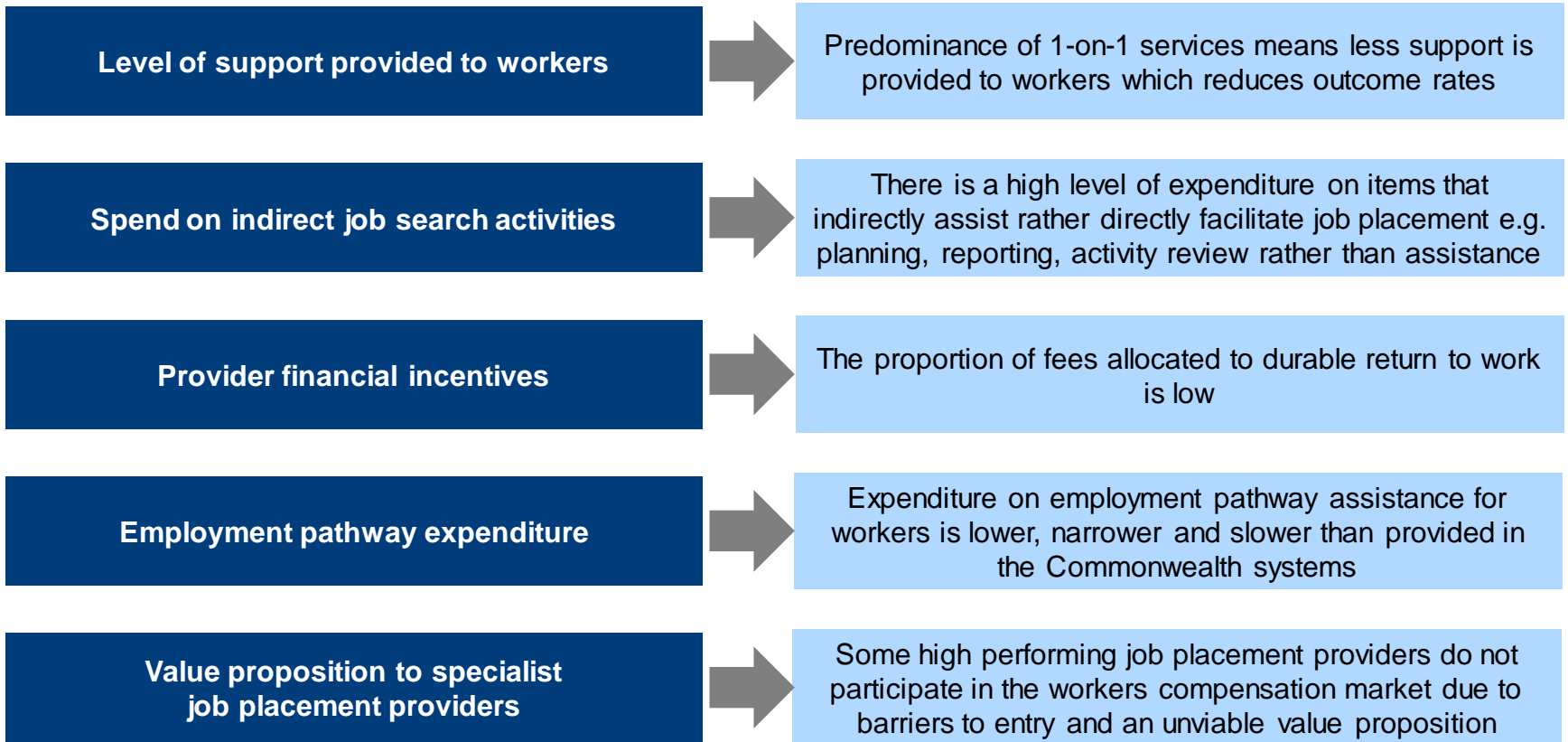
Fit for work services

Referral criteria

- Income maintenance with RTW goal = new employer
- Unfit for work OR fit for work for less than full hours
- Medically able to travel



Job placement services



Job placement services

Referral criteria

- Income maintenance with RTW goal = new employer
- Fit for work for more than 15 hours per week
- Medically able to travel

Initial assessment

Job placement services

(26 weeks and ongoing supported independent job seeking)

Post placement support

Provider fund for employment pathway interventions

- Identification of broader vocational goals
- Employment-related skills and qualifications
- Job search skills training
- Group based job-search activities
- Individual job seeking support
- Reverse marketing and job carving
- Work trials
- Direct interview support
- Preparing worker for prospective employment
- Aids, assistance and modifications
- Post placement support
- Assistance to overcome non-vocational barriers

Restoration to the community

Referral criteria

- Income maintenance with goal = restoration to the community



RH301	Restoration to community initial assessment (including travel)	\$947.10
RH307	Restoration to the community coordination	\$135.30 per hour

Changes

- Aligned assessment with PIE initial assessment approach and fees
- Coordination approved in blocks of *up to 20* hours and 6 months of service

RTW assessment services

	WHAT	WHEN
Job suitability evaluation	Evaluation of worksite and job tasks verifying suitability of proposed job and other potential suitable duties. Propose task or workplace modifications	Where a PIE or New Employer job may have a risk of aggravation to the worker's injury, that requires formal evaluation and PIE Services not active
Medical capacity evaluation	An evaluation of the worker's medical capacity to work and consultation with treating doctor	Where need for evidence based assessment of physical capacity (eg. Treating doctor request) and PIE services not active
RTW goal verification	Integrated and time bound approach to verify RTW goal in consultation with all stakeholders	No PIE RTW within 5 months from DOI or (if earlier) where necessary
Work capacity evaluation	Suitable employment evaluation based on local labour market expertise and functional assessment if required	>100 weeks post DOI or If Fit for Work services have been unsuccessful

RTW services strategy alignment

Integrated approach

Performance management framework

- ✓ Star ratings for pre-injury employer services during 2014
- ✓ Same methodology for measurement of Fit for Work / Job Placement Services
- ✓ Fit for Work star ratings in 2015

RTW services provider management

- ✓ Invoicing and appointment audits to continue (where applicable)
- ✓ Audits to include accuracy of performance measurement data

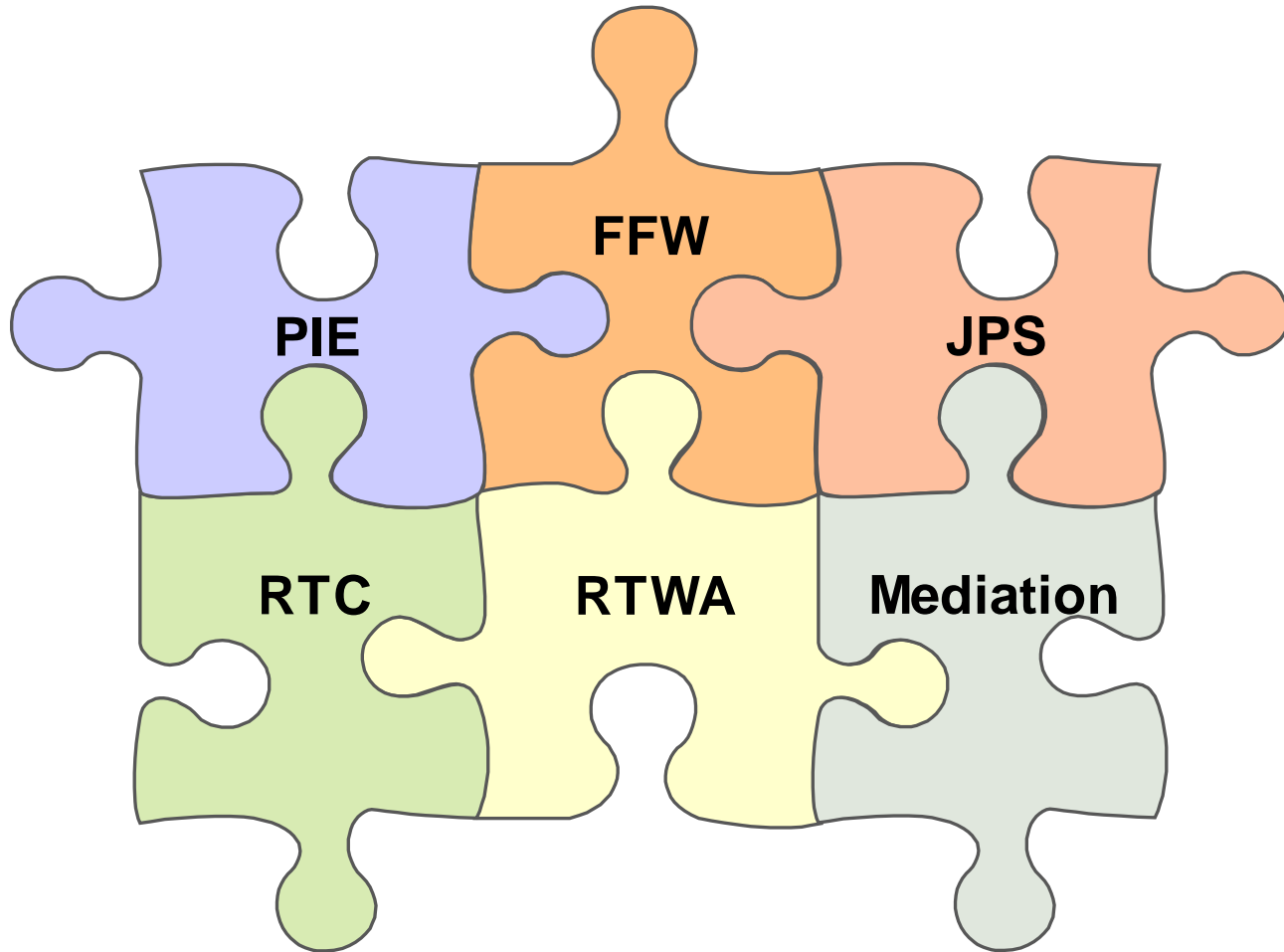
Targeted/effective claims agent RTW services management

- ✓ Referral/extension criteria
- ✓ Allocation of referrals (performance, preferences, needs)
- ✓ Timely / efficient change of goal
- ✓ Initiation of assessment services

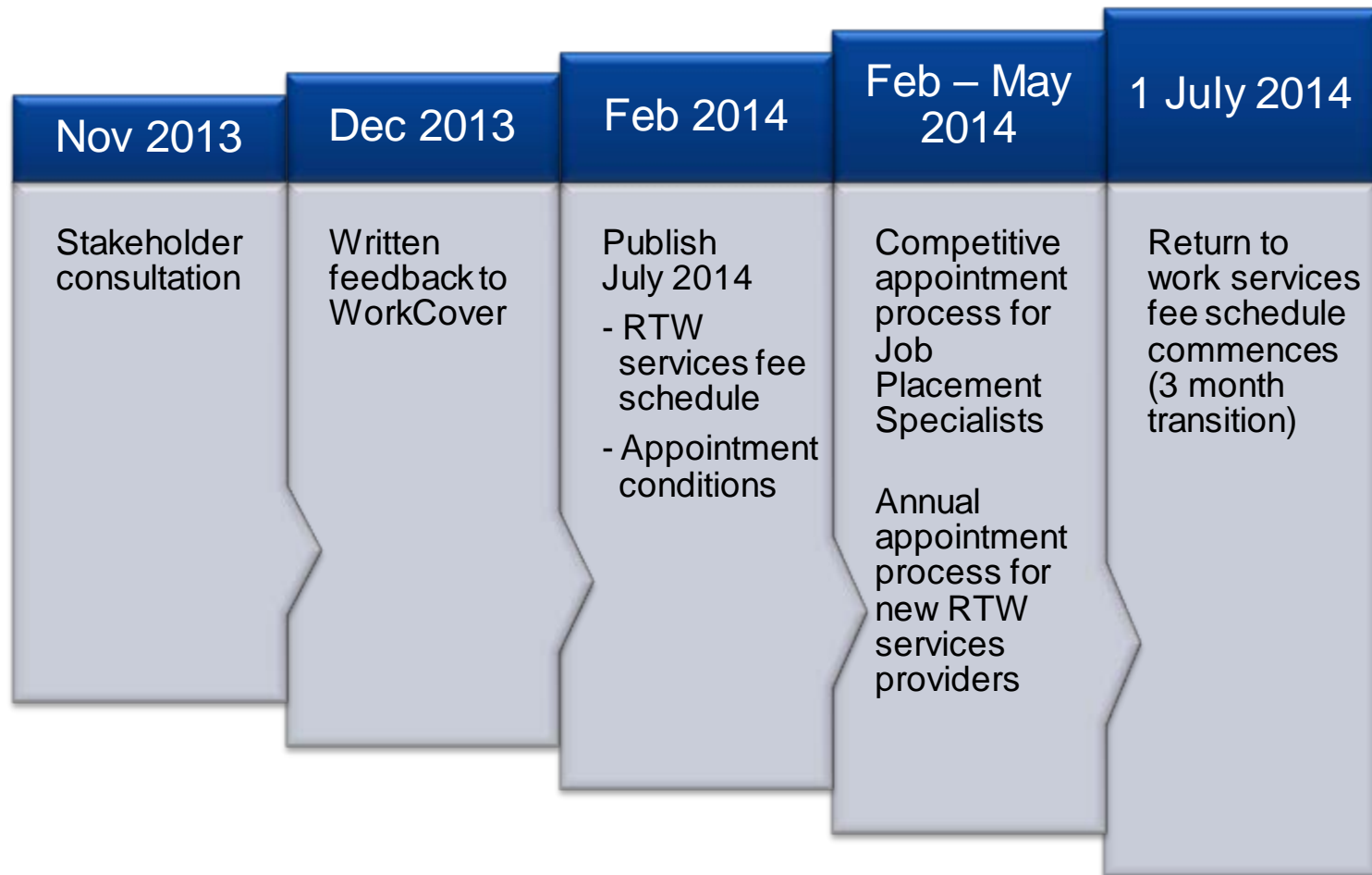
Attract / appoint service providers

- ✓ Job Placement Services competitive appointment (Feb-May 2014)
- ✓ New employer WRPs to provide fit for work services
- ✓ WRP appointment/HWCA process open to new providers

Return to Work Services



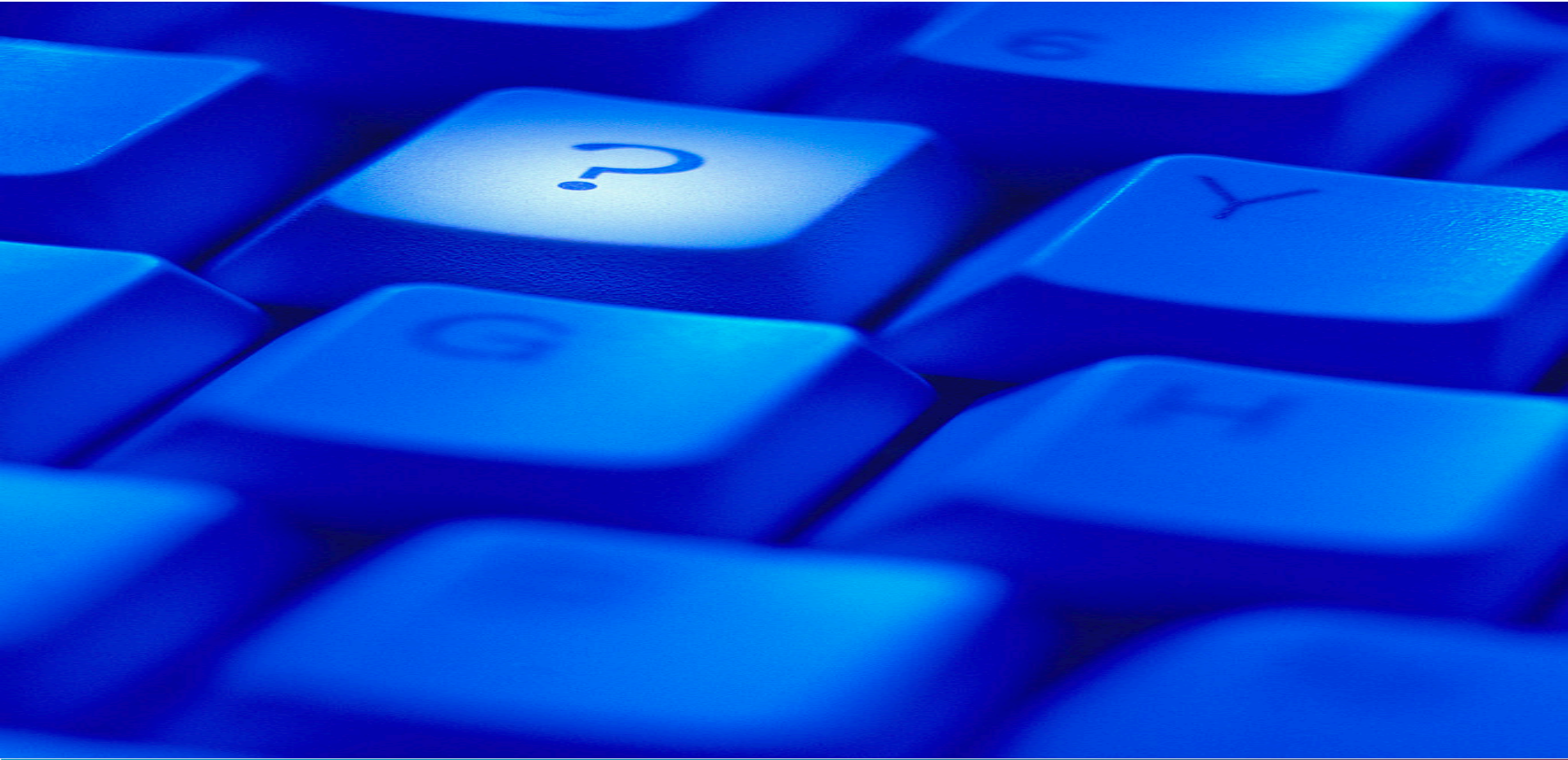
Timeline



Next steps

1. WorkCoverSA to circulate presentation and RTW services fee schedule
2. Feedback is sought on the details of the service items and policies
3. Written feedback to WorkCoverSA by 20 December

Questions



WorkCover ASSIST
www.workcover.com