



Best Practice 3 | Employer Contact

Two-way Communication

Best Practice

MEASURE: 25% of all claims have two-way communication in the first 12 weeks from claim established date.

How to Meet this Best Practice

SERVICE OPTIONS*

Attending provider telephone call, secure voice mail, or secure e-mail to any of the following:

- Employer,
- Employer rep,
- VRC, or
- New employer (with worker’s approval).

Must have a 2-way conversation. Documenting a referral or sending a one way email does not apply.

Provider reviews and bills on a Job Analysis (JA) or Job Description (JD).

Claims where stay-at-work benefits were paid to the employer within the first 12 weeks of the claim.

Health Services Coordinator (HSC) communicates with the employer or employer third party rep and captures it in a health services case note.

Notes

- Provider activity is measured through billing codes. Refer to L&I’s Medical Aid Rules and Fee Schedules (MARFS): lni.wa.gov/feeschedules.

Purpose of Two-way Communication:

Setting expectations early in the claim ensures that everyone involved in the claims process understands the worker’s treatment plan, which helps facilitate return to work efforts.

Communication with the employer about restrictions, modified work, and treatment plan is key to helping the worker recover and return to work.

Documentation in Chart Notes Must Include

- The date,
- The participants and their titles,
- The length of the call, and
- The nature of the call.

BILLING & TRACKING

- Telephone call **with modifier 32**:
If completed by a physician: 99441-99444
If completed by a non-physician**: 98966 –98969
- Electronic communication (secure email):
9918M **with modifier 32**
- VRC telephone call **with modifier 32**:
99367 (physician w/o worker)
99368 (non-physician w/o worker)

- Initial: 1038M.
- Subsequent: 1028M.

- Tracked by L&I systems.

- Tracked by L&I systems MAVENS/OHMS.

*Only the first communication for the claim (from any of the service options mentioned above) is counted toward this best practice. Subsequent communications are not counted.

**non-physician = ARNP, PA-C, psychologist

