

Guidelines

- Staff claims with 14 or more days of Temporary Total Disability or light duty restrictions
 - Initial claim staffing to be performed within 14 days
 - Claim will be staffed at minimum every 30 days until a full duty work release is obtained or the claim is resolved
- Claims adjuster will document attendees, general discussion and agreed outcome
 - Indicate who is charged with carrying out each part of the plan

Example 1

Name: R. Smith
DOI: 06/26/2023
Claimant date of birth: 02/11/1979
Jurisdiction: West Virginia
Job Title: Highway Tech
Work status: Off work

Mechanism of injury: Claimant was picking up cones in the rain on highway and slipped on wet pavement and twisted right knee and fell on right foot
Compensable DX: Sprain of right knee and contusion of right foot
Pre-existing conditions/co-morbidities: Right knee surgery 09/01/2022 which was also a workers' compensation claim. Received a 1% award.

Initial staffing date: 07/20/2023

Staffing outcome: Treated on the date of injury at ER and DX with a sprain of right knee and contusion of right foot and referred to follow up with his primary care provider. Was released back to work on modified duty but employer was unable to accommodate modified duty at this time. Claimant is listed as off work. Claimant followed up on 06/30 with his primary care provider who ordered him to start physical therapy (start date 07/17) and have an MRI of right knee (MRI set for 07/28). Placed off work till his follow up on 08/01.

Next staffing: 08/03/2023

Example 1

Interim staffing date 1: 10/24/2023

Staffing outcome: Claimant followed up with primary care provider on 08/01 and the MRI was reviewed. The MRI showed a complex meniscal tear in the right knee and he was referred to an orthopedic for surgery consult. Continued with the same restrictions and employer was unable to accommodate them. Was seen by orthopedic on 09/14 who reviewed the MRI and agreed that he did need surgery. Surgery to repair tear was ordered and approved as well as post op physical therapy. Surgery was completed on 10/18. First post op follow up with orthopedic set for 11/02. Claimant is off work till that appointment

Next staffing: 11/09/2023

Interim staffing date 2: 11/09/2023

Staffing outcome: Claimant followed up with orthopedic on 11/02. He has been attending therapy 3 times a week since surgery. Orthopedic wants him to continue with therapy but did update his restrictions. The new restrictions were able to be accommodated by the employer as of 11/06 and claimant did return under those restrictions. Next appointment date 12/14.

Next staffing: 12/19/2023

Example 1

Closure staffing date: 12/19/2023

Staffing outcome: Claimant followed up with orthopedic and has completed and been discharged from therapy at this time and reports minimal pain. Orthopedic has released him back to work full duty as of 12/20/2023. I have sent a request over for an IME to be scheduled in this claim for any permanent impairment relating. The IME date is set for 02/14/2024. All information about prior right knee surgery (09/2022) and prior impairment rating (1%) has been sent over to the IME doctor to review for this new exam.

At this time no need for further staffing. Claim will be set for closure once IME has been received.

Example 1

Name: J. Jones
DOI: 05/04/2024
Claimant date of birth: 12/23/66
Jurisdiction: WV
Employer: SAWC DOT/DOH
Job title: Full time Equipment Operator
Work status: Light duty –no missed work- working with restrictions
Mechanism of injury: changing a tire in the shop and felt pain in right shoulder
Compensable Dx: right shoulder sprain
Pre-existing conditions/co-morbidities: right rotator cuff tear, chronic low back pain, L4-L5 disc bulge, diabetes with complications
Surgeries and date: has been tentatively set for November 15, 2024

Staffing outcome:

CURRENT STATUS: had an MRI done 8/24/24 and followed up with Ortho 8/30/24. MRI showed a tear and arthroscopic surgery has been requested and tentatively scheduled for 11/15/24 pending authorization. Claims adjuster reviewed with Nurse Case Manager and surgery was approved/authorized. He remains working until surgery.
PLAN: CA will follow up post op with claimant, NCM will follow up with provider and RTW will follow up with PH for light duty availability.
NEXT F/U APT: Ortho post op – unknown. Will get info. from Injured Worker in post op call.
NEXT STAFFING DATE: 11/19/2024

Example 2

Name: G. Weston
DOI: 02/27/2023
Claimant date of birth: 11/22/73
Jurisdiction: WV
Employer: SAWC- DHHR
Job title: Social Worker
Work status: Started new job with different employer
Mechanism of injury: MVA on way back from court. Police report received and subrogation flagged.
Compensable Dx: right shoulder sprain, rotator cuff tear
Pre-existing conditions/co-morbidities: hypertension, arthritis
Surgeries and date: arthroscopy 04/27/2023 and total shoulder replacement 01/01/2024

Staffing outcome:

CURRENT STATUS: IME put him at maximum medical improvement with 22% PPD. He had permanent restrictions of no lifting over 15 lbs with both arms as determined by a Functional Capacity Evaluation. Employer could not accommodate these restrictions on a permanent basis, so he was placed in a rehab plan for job search. New employment at a lesser wage was secured and a rehab plan for TPR (temporary partial rehabilitation) has been done for a period of 52 weeks.

PLAN: Will discuss possible full and final settlement with the injured worker. If not interested, will follow up with RTW for the conclusion of the 52 weeks of TPR.

NEXT F/U APT: N/A

NEXT STAFFING DATE: no further staffing needed.

Example 3

Name: L. Lane
DOI: 09/24/2024
Claimant date of birth: 03/14/1966
Jurisdiction: WV
Employer: DNR
Job title: DNR- Wildlife Police Officer
Work status: off work

Mechanism of injury: MVA with other driver being cited- Police report was requested and received for Subrogation purposes
Compensable Dx: fracture of shaft of right tibia, closed fracture, fracture of left tibia
Pre-existing conditions/co-morbidities: 3 prior WC claims for knee injuries. Prior IME from most recent claim obtained and added to this file to show prior rating.
Surgeries and date: I & D left tibial fracture wound debridement, 09/25/2024
ORIF of right and left tib- 09/30/2024

Staffing outcome:

CURRENT STATUS: This claim was staffed with our Multi Disciplinary Action Committee for the purpose of addressing reserves and expected claim outcome on a large loss claim. He was initially taken to hospital ER and transferred to trauma hospital by ambulance. He was admitted for surgical treatment and follow up and was in the facility for 2 weeks.

Recommendation was for discharge to a SNF but claimant wanted in-home care. Transportation was arranged for him to be taken home by ambulance as both legs were casted straight. Home health needs obtained by NCM and authorized by CA prior to discharge. RTW assigned a QRP to assist us and attend all follow up appointments.

PLAN: will follow up for his progress and next appointment date for ongoing treatment recommendations.

NEXT F/U APT: - not yet scheduled.

NEXT STAFFING DATE:11/8/2024

Example 4

Name: C. Cook
DOI: 08/10/2023
Claimant date of birth: 6/20/1972
Jurisdiction: WV
Employer: DHHR Hospital
Job title: Registered Nurse
Work status: released for full duty by IME but did not return to pre-injury employment- resigned position
Mechanism of injury: struck in head and back during a patient hold
Compensable Dx: lumbar sprain
Pre-existing conditions/co-morbidities: hypertension
Surgeries and date: N/A

Staffing outcome:

CURRENT STATUS: she had an IME with Examworks doctor and was placed at maximum medical improvement with no further treatment needed. She was released to full duty per this report. PPD award was issued lump sum to expedite claim closure. She did not return to work and chose to resign her position.

PLAN: will offer full and final settlement of this claim and all prior claims to permanently bar the claim for future treatment.

NEXT F/U APT: N/A

NEXT STAFFING DATE: N/A