

Checklist for timely initial statutory rehabilitation services

- 1. **For referrals:** Obtain from the insurer a copy of the First Report of Injury (FROI) form, Disability Status Report (DSR) form, treating doctor's Report of Work Ability form, examination notes and the employee's job description. Do not call the employee's doctor's office or health care provider without a signed medical release.
- 2. Meet with the employee in person (or do this by phone if the employee lives more than 50 miles from the qualified rehabilitation consultant's (QRC's) location) within 15 days of the request for rehabilitation consultation.
- 3. Explain and sign the Rehabilitation Rights and Responsibilities form, including disclosure (see #4) at the first meeting. Only two of the three boxes should be checked. If the employee does not want to sign the form, write "employee declined to sign" on the employee signature line.
- 4. Disclose, in writing, any ownership interest, affiliation or business referral arrangement you or your company may have with any of the parties to the claim at the first meeting with the employee.
- 5. Discuss and have the employee sign the HIPAA-compliant medical release of information form(s) at the first meeting with the employee for all their health care providers. Do not contact the health care provider's office without first obtaining a signed release of information.
- 6. Contact the employer regarding return-to-work options before or soon after the first meeting with the employee. Do this even if the employee was recently terminated.
- 7. Contact the insurer to review background information and the tentative rehabilitation plan soon after the first meeting with the employer. Also, see if the insurer has any preferences regarding rehabilitation services to be provided.
- 8. Data enter the Rehabilitation Consultation Report (RCR) form into Work Comp Campus and upload both the rehabilitation consultation narrative report (explaining the basis of the determination) and the Rehabilitation Rights and Responsibilities of the Injured Worker form. Download and print copies to circulate to the parties for their review. Then file or submit the RCR form and attachments, through Campus, within 14 days of the first in-person meeting with the employee.
- 9. Complete the R-2 Rehabilitation Plan form and initial the evaluation narrative report right away if you determine the injured worker is a "qualified employee." Then forward both the R-2 Rehabilitation Plan form with the initial evaluation report to the parties for their review, signature and return. The R-2 Rehabilitation Plan form and initial evaluation report must be filed through Campus, with the Department of Labor and Industry (DLI), within 45 days of the first RCR in-person meeting with the employee.

Note: The initial evaluation report must cover eight points of information, including the employee's medical status, vocational history, educational history, social history, relevant economic factors, transferrable skills, employment barriers and plan recommendations. It is suggested each area be set up as its own category within the narrative report.

- 10. Best-practice recommendation: Set a reminder to file the R-2 Rehabilitation Plan form and narrative report with DLI, plus evidence they were sent to any non-signing party to review, after allowing each of the parties (employer and insurer) 15 days to review them.
- 11. Best-practice recommendation: Set a reminder for when to prepare and distribute an R-3 Rehabilitation Plan Amendment form just before the projected completion date specified on the R-2 Rehabilitation Plan form. List the R-3 Rehabilitation Plan Amendment form completion date on your monthly progress reports as a constant reminder for when the next R-3 Rehabilitation Plan Amendment form must be filed.
- 12. Best-practice recommendation: Set a reminder for six months after the filing of the R-2 Rehabilitation Plan form to complete and file a Plan Progress Report form *or* coordinate the timing with the R-3 Rehabilitation Plan Amendment form mentioned above, being sure to complete the Plan Progress Report form section of the R-3 Rehabilitation Plan Amendment form.

Note: For the Plan Progress Report form, if you determine barriers exist to the successful completion of the plan, list the barriers on a separate sheet of paper with the measures to be taken to overcome them.

- 13. Best-practice recommendation: **For a change of QRC, the newly assigned QRC should take the following steps.**
 - a) Obtain a copy of the cost breakdown letter from the previous QRC, plus a copy of that QRC's file (medical related records, R-forms, reports, email messages and other correspondence).
 - b) Have the employee sign an authorization for file review or release of copies of workers' compensation claim file form.

Form: [Authorization for File Review or Release of Copies of Workers' Compensation Claim File](#).
 - c) At same time, when reviewing the authorization form with the employee, the QRC should review the Rehabilitation Rights and Responsibilities of the Injured Worker form, including completion of a disclosure form to later be attached to the R-3 form to change QRC.
 - d) From your Campus dashboard, click "Submit a Filing," then "Access a Case or Claim," then "Submit an Authorization" in the drop-down menu and upload the authorization form. Wait for approval of the form. If it is denied, then email Tony Galvan at tony.galvan@state.mn.us to determine why and what must be done to correct it.
 - e) Upon DLI approval of the authorization, go to your Campus dashboard and click on "My Claims." Scroll to the bottom of the "Claim Details" page, choose "Related Cases and Claims" and then choose the rehabilitation transaction (RT) file. In the RT, look at the Campus dashboard and click on "R-forms Details" where the R-3 can be accessed and completed.