




**Final Medical Reports and
Tips for Closing Claims**

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FMR - Necessary Elements

- Date of injury
- Percentage of PPD
- Has reached EOH and discharged
- Signed and dated by MD, DO, DC, or PsyD
 - APNP, PA-C are not certified reporters
 - Supervising physician can cosign their report
- Clinic notes with the above elements are also acceptable!




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FMR – Necessary Details

- For surgery
 - Send operative report
 - Pay what you know
- For fingers
 - Range of motion*
 - CD/DVD or USB stick of x-rays if amputation greater than 2/3 of the distal phalanx
 - Hand dominance required
- No AMA Guidelines for scheduled injuries



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Commonly Sent Letters

- Missing from the report:
 - Specific PPD percentage
 - Operative notes for stat min surgeries
 - TTD paid for surgery outside 3-day waiting period
 - Hand dominance and/or x-rays for finger amps
 - Statutory range of motion measurements
- Missing signature title or APNP/PA-C signature
- IME sent without final medical report
- No response to previous correspondence



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Avoiding DWD Letters

- **IMEs are not* final medical reports**
 - Forward us your position letter
 - Pay the average PPD if a letter isn't sent
- Let us know the anticipated FMR date
 - Do not tell us via WKC-13 notes
- Review the medical sent for the necessary elements needed to close a claim
- Timely issue PPD payments to avoid surcharges and/or a delay audit



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Lingering Open Claims

- The ideal turnaround time for claims is about 30 days after FMR is faxed
- The realistic turnaround time is based on:
 - Imaging the fax
 - Claims services processing
 - Length of DRS queues
- Check Pending Reports for Claims Services' processing date before re-faxing
- Call to see if we have the document in our claim



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Common Procurement Problems

- MD non-responsive
- MD won't complete
 - Injured worker lost to follow-up
 - Injured worker still treating
 - Deferred opinion
 - No longer practicing
 - Refusal to complete WKC-16
- Employee does not attend final evaluation (most common after IME denials)



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Forms GL-15 and GL-10

- GL-15
 - Sent when the insurer provides DWD with three or more written attempts to the treating provider to get a final medical after EOH is reached with them. **We require treating provider's name and address to send this form.**
- GL-10
 - Sent when the provider doesn't respond to DWD or when claimant is lost to follow-up
- 60-day internal follow-up for both forms



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Uncommon Procurement Issues

- Refusal to attend IME
- Out of state treatment
- Treatment for injuries not work-related
- Incarceration
- Missing claimants



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Refusal to Attend IME

- Immediately let us know after the first no-show
- If a no-show for the second, contact us and ask an ALJ to compel attendance
- Benefits cannot be suspended until an ALJ approves



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Out of State Treatment

- Claimant and MD must be educated on basics of WI worker's compensation
- If you will not authorize care, help the claimant secure a referral from their WI MD
- MD may not understand claim jurisdiction
- We will not close an out-of-state claim without a remarkable effort to secure FMR
- Out of country: call for immediate help!



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Treating for Other Injuries

- Injuries not work-related may keep MD from declaring EOH for work injury
- These claims cannot be closed and reopened later
- Keep us informed of treatment progress so we have something on file
- Dates will always be pushed out if we have proof of ongoing treatment



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Incarceration

- Approached the same way as if treating for another injury
- Tell us immediately so we can push the date out
- Mail the claimant a letter saying the follow-up visit and mileage will be paid
- Staff of correctional facility not accepted for final medical report



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Missing Claimants

- When PPD is known, these funds must still be paid; insurers cannot hold it
- Inform us immediately, and
 - Mail a letter to the last known address asking for contact
 - Mail a letter to any known dependents/employer asking for contact
 - CC all letters to us
- If still unknown, contact Dept of Revenue to pay the Unclaimed Property Fund
- Submit a WKC-13 to show payment



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