

Stay at Work/Return to Work Assistance Program

Short Version Reference Item for March 13, 2014 LMAC Meeting

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Stay at Work/Return to Work Assistance

To minimize avoidable disruption caused by work-related injury or occupational disease

To assist the injured worker return as soon as possible

- To the same position with same employer
- To modified position with same employer

SAW/RTW Assistance Notice

The Montana Department of Labor and Industry helps injured workers stay at work or return to work quickly to reduce the impact of injury on workers, their families, communities and businesses. To find out more, contact your worker's compensation insurer or the Department of Labor and Industry by phone or email at 406-444-1752 and sawrtwrquest@mt.gov

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Results To Date

Insurer point of contact and SAW/RTW policy submission:

Plan 1 insurers 100% of have submitted policies and contact
Plan 2 insurers 30% of have submitted policies and contact
57 of 193 Plan 2 insurers collecting premium
89% of Plan 2 premium goes to insurers that have submitted policies and contact
Plan 3 MSF policy and point of contact submitted

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Results To Date

37,043 post cards mailed to workers who reported a work place injury over the first 18 months of the program:

- If 15% of FROIs become indemnity claims 5,556 injured workers could have benefited from the program
- 4.47% of post cards are returned for incorrect address or 1,666 since the program began

2012			
Month	Count	Returned	% Returned
July	1337	41	3.07%
August	2146	109	5.08%
September	1855	75	4.04%
October	2206	109	4.94%
November	2060	118	5.73%
December	1866	95	5.09%

2013			
Month	Count	Returned	% Returned
January	2247	66	2.94%
February	2137	79	3.70%
March	2015	79	3.92%
April	2131	97	4.55%
May	1963	92	4.69%
June	2124	87	4.10%
July	2102	113	5.38%
August	2316	118	5.09%
September	2199	123	5.59%
October	2238	110	4.92%
November	2040	70	3.43%
December	2061	85	4.12%

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Results To Date

Calls for SAW/RTW Assistance:

- 293 Injured Workers Respond
- 89 Inquiry Only
- 204 Requests for SAW/RTW assistance
 - » 27 RTW
 - » 5 injured workers quit their job
 - » 2 injured workers were seasonal employees
 - » 11 employers determined they could not provide transitional employment
 - » 1 injured worker could not get released to RTW
 - » 1 claim denied

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Results To Date

Inquiry Only Calls:

- 40 Claim Questions: Claim Number, Insurer
- 12 Checking on Claim, "Is all the paperwork taken care of?"
- 5 MRI authorization
- 4 Fired, "Can they fire me because I was hurt?"
- 4 Not released by provider to return to work
- 4 Travel, "Do I get reimbursed for long distance medical travel?"
- 3 Benefit calculation questions
- 3 Referred to Department Examiner
- 2 Medical Status Form

Others include:

- Claim terminated
- Name change
- Employer investigation

Results To Date

Of the 157 requests with unknown outcomes:

- 16 are more than 1 year old (365 Days)
- 19 are more than 9 months old (275 Days)
- 59 are more than 6 months old (183 Days)
- 31 are more than 3 months old (93 Days)
- 32 are less than 3 months old

Results To Date

Of the 204 workers who requested assistance for SAW/RTW:

2 work for self-insured employers – Plan 1

- Request to Department

7 work for privately insured employers – Plan 2

- Request to Department

195 work for employers insured at the State Fund

- 5 Request to Department
- 190 Requests to Insurer

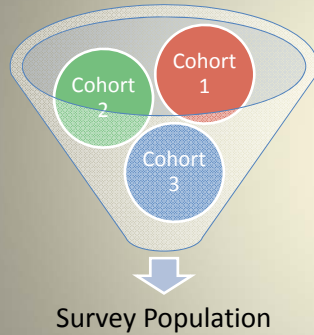
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Results To Date

- Average days from time of injury to request for assistance is 54.9 days
- Average days from time of injury to request for assistance for the 27 requests with RTW outcomes reported is 30.07 days
- Average duration for the 27 requests with outcomes reported is 61.6 days
- Average duration for the requests for assistance with no outcome reported, but has one or more SROI on the claim is 83.28 days

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Survey- Study Population



Cohort 1: utilized the Stay At Work/Return To Work (SAW/RTW) program through their workers' compensation insurer and received assistance

Cohort 2: contacted the Department of Labor and Industry's SAW/RTW program and did not receive assistance

Cohort 3: received indemnity and did not contact the SAW/RTW program

*Restricted to subjects for whom a First Report of Injury form was filed between 7/1/2012 – 7/1/2013

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Survey- Results

- Have you returned to work since your injury?

	% Yes	Yes Ratio
Cohort 1	48.3%	28/58
Cohort 2	61.5%	16/27
Cohort 3	68.9%	73/106

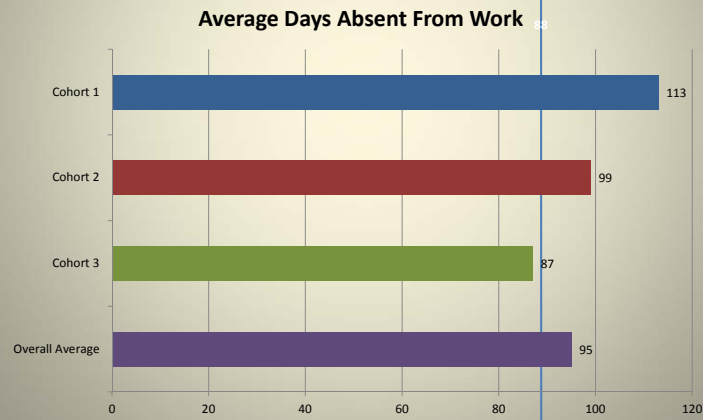
- Was it with the same employer?

	% Yes	Yes Ratio
Cohort 1	82.1%	23/28
Cohort 2	93.8%	15/16
Cohort 3	86.3%	63/73

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Survey- Results

- Have you returned to work since your injury?



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Survey- Results

- [All cohorts, if not back to work] Why aren't you working?

Cohort 1

Cohort 2

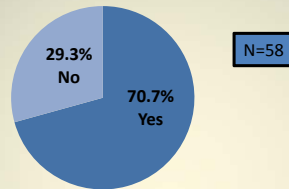
Cohort 3

Response Category	%	Ratio	Response Category	%	Ratio	Response Category	%	Ratio
Not released by doctor	73.3 %	22/30	Not released by doctor	50.0 %	5/10	Not released by doctor	60.6 %	20/33
Released; no light duty avail.	20.0 %	6/30	Terminated; looking for work	30.0 %	3/10	Terminated; looking for work	9.1 %	3/33
Seasonal worker	3.3 %	1/30	Terminated; in vocational rehab	10.0 %	1/10	Released; no light duty available	9.1 %	3/33
Waiting for next step	3.3 %	1/30	Quit	10.0 %	1/10	Waiting for next step	9.1 %	3/33
						Starting work soon	6.1 %	2/33
						Quit	3.0 %	1/33
						Retired	3.0 %	1/33

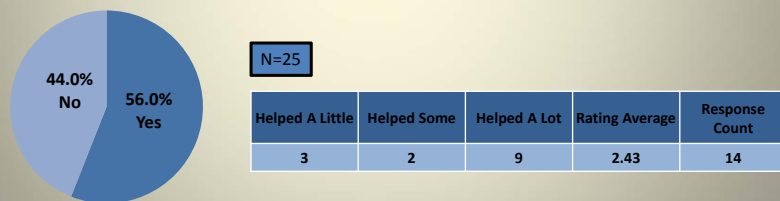
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Survey- Results

- [Cohort 1] Do you feel like the assistance you received helped you return to work?



- [Cohort 2] Did the information we provided influence your return to work?

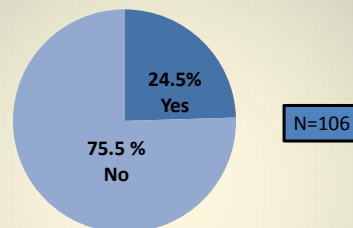


- [Cohort 3] *was not asked because they did not seek or receive assistance

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Survey- Results

- [Cohort 3] Do you recall receiving the SAW/RTW postcard?



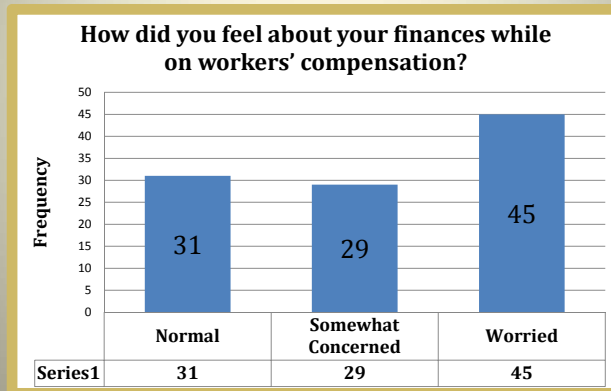
- [Cohort 3, if yes to above]
 - Did you feel like there was a reason not to call?

Response Category	Response %	Response Ratio
Did not need assistance	42.3%	11/26
No	30.8%	8/26
Busy	7.7%	2/26
Did not understand postcard	7.7%	2/26
Confused and overwhelmed about W.C.	7.7%	2/26
Not Medically Released	3.9%	1/26

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Survey- Results

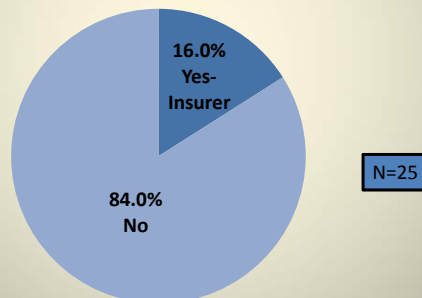
- [Cohort 3] How did you feel about your finances while on workers' compensation, on a scale of 1-3 (1 being normal, 2 being somewhat concerned, and 3 being worried)?



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Survey- Results

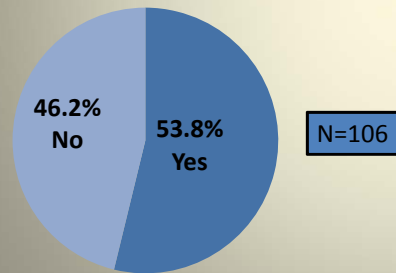
- [Cohort 2] Have you used any other Return to Work services?



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Survey- Results

- [Cohort 3] Has a workers' compensation insurer contacted you about returning to work?



- [Cohort 3] Did your employer contact you about returning to work?

