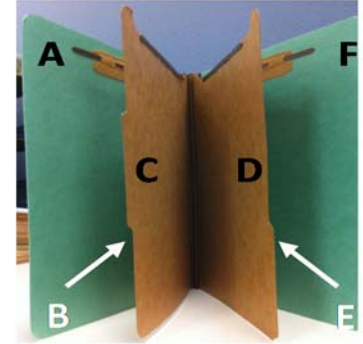


**DEPARTMENT OF HUMAN RESOURCES
RETURN-TO-WORK AND DISABILITY MANAGEMENT PROGRAMS**

Return-To-Work Model File

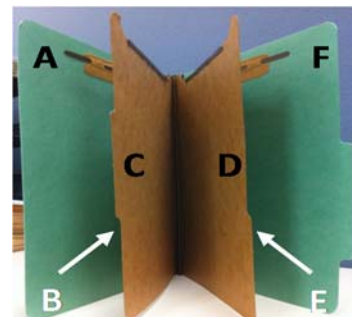
WORKERS' COMPENSATION – INDUSTRIAL ACCIDENT (IA)

Side/Flap	What Should Be Included <i>(Arranged in chronological order)</i>
A	<p>Initial Reporting</p> <ul style="list-style-type: none"> • Employee Profile Sheet (always top sheet) • 5020 • DWC 1 • Employee receipt of packet • Employee's incident report • RU-91 • Police report
B	<p>Logs/Notes</p> <ul style="list-style-type: none"> • Activity Log (always top sheet) • Telephone Logs • Legal Correspondence
C	<p>Employee Communications</p> <ul style="list-style-type: none"> • Benefit notices from Third Party Administrator • ERTW letters sent to doctors • Clarification or Assessment letters sent to doctors • IPM documents including offer letters • ERTW letter • Faxed letters • FMLA notifications and documentations
D	<p>Medical Certifications/Restrictions</p> <ul style="list-style-type: none"> • Medical certifications from physician • Work Restriction Letters from Third Party Administrator • Medical/Psychological Re-evaluations from Occupational Health Program • Authorization for PHI
E	<p>Accommodations and Agreements</p> <ul style="list-style-type: none"> • WHTAA • CAA • Job Offers (State Forms) • Medical Releases (Civil Service Rule 9.08)
F	<p>Miscellaneous (Department Specific)</p> <ul style="list-style-type: none"> • STD/LTD documents • Wage statements • Job skills interview forms • Job placement request forms



WORKERS' COMPENSATION – NON-INDUSTRIAL ACCIDENT (NON-IA)

Side/Flap	What Should Be Included <i>(Arranged in chronological order)</i>
A	<p>Initial Reporting</p> <ul style="list-style-type: none"> Employee Profile Sheet (always top sheet) Employee's incident report Police Report Return-To-Work Timeline checklist
B	<p>Logs/Notes</p> <ul style="list-style-type: none"> Activity Log (always top sheet) Phone Logs Legal Correspondence
C	<p>Employee Communications</p> <ul style="list-style-type: none"> ERTW letters sent to doctors Clarification of Assessment letters sent to doctors IPM documents including offer letters FMLA notifications and documentation
D	<p>Medical Certifications/Restrictions</p> <ul style="list-style-type: none"> Medical certifications from physician Work restriction letters Occupational Health Program documents Medical/Psychological re-evaluations from Occupational Health Program Authorization for PHI
E	<p>Accommodations and Agreements</p> <ul style="list-style-type: none"> CAA Medical Releases (Civil Service Rule 9.08)
F	<p>Miscellaneous (Department Specific)</p> <ul style="list-style-type: none"> STD/LTD documents Job skills interview forms Job placement request forms



Acronyms

5020:	Employer's Report of Occupational Injury or Illness
CAA:	Conditional Assignment Agreement
DWC 1:	Workers' Compensation Claim Form
ERTW:	Early Return to Work
FMLA:	Family Medical Leave Act
IPM:	Interactive Process Meeting
LTD:	Long Term Disability
PHI:	Protected Health Information
RU-91:	Description of Employee's Job Duties
STD	Short Term Disability
WHTAA:	Work Hardening Transitional Assignment Agreement

Return-To-Work Model File Guidelines

These guidelines are written to provide the methodologies to create the optimal file management organization. While each department has different challenges concerning Return-to-Work (RTW), it is imperative from a legal, operational, and financial basis to keep Short-Term Disability, Long-Term Disability, and RTW files organized uniformly across the organization. As lawsuits and claims against the County of Los Angeles mount from department to department, CEO Risk Management Branch, DHR Return-to-Work and Disability Management Programs and County Counsel need to be able to have files consistently maintained to better provide a cohesive defense. Consequently, the following minimum requirements are expected to be followed for all new claims filed after July 1, 2013.

Case File Management

- Folder type – the 2-divider (6 section) folder should be used for all RTW files, including both Industrial and Non-Industrial Injury/Illness.
- IA and Non-IA claim files should be formatted the same.
- Chronological order is from oldest at the bottom, to the newest on top.
- The file should tell a story that anyone can figure out and understand.
- A case file must be set up within 3 days of notification of a claim.

Employee Profile Sheet (Required)

- Must be placed on top of Section A.
- Must be completed and updated, as necessary.

Activity Log (Required)

- Must be placed on top of Section B.
- If you physically open the file you should make a notation about your activity.
- Even if you keep a log electronically, you must keep a hard copy of the activity log in the file.
- Must make notation of prior claims and prior accommodations at the top of each Activity Log. If none, write “none.”

Documentation

- All medical certifications must be kept current.
- Must memorialize all IPM's including telephonic IPM's with a follow-up letter.
- Ensure all entries made in Activity Log have a plan of action identified.
- Document any personnel decision that has been made.

Agreements

- Must be completed and signed by all parties. If an employee refuses to sign, the RTW Coordinator shall indicate such on the signature line of the document.
- All agreements must be kept current.