

PRACTICE DIRECTIVE

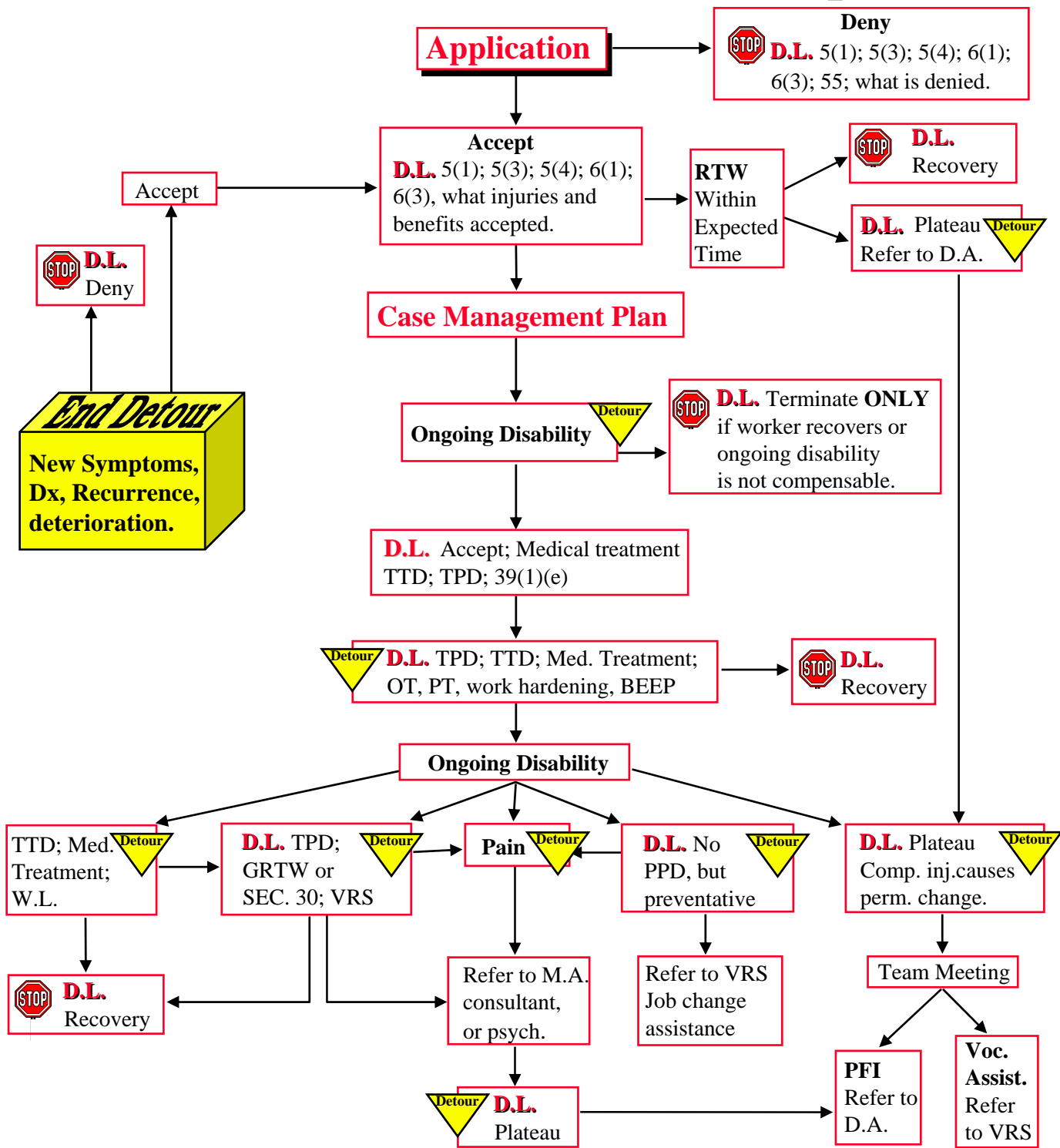
DECISIONAL MILESTONES - CLAIMS DEPARTMENT

The attached Flowchart is a schematic representation of the adjudication process within the Claims Department. It is designed to accomplish four goals:

1. For the most part, the adjudication process flows in one direction. The Flowchart is designed to reflect that process. Pictorially, the "flow" is essentially vertical. The Flowchart is designed to alert adjudicators to the decisions which must be made in the process.
2. The "stop" signs occur whenever a decision must be made which terminates benefits. When such decisions are made, adjudicators will not refer the claim file to the rehabilitation Disability Awards, or medical departments.
3. It frequently happens that, in the course of adjudicating a claim, a worker experiences new symptoms or deterioration in existing symptoms. Sometimes doctors provide a new diagnosis. In other cases, the worker appears to have recovered, but then states that the disability has recurred. The "detour" signs alert adjudicators to the requirement that the new symptoms, diagnoses, recurrences, or deteriorations must be adjudicated separately. If denied, a decision must be sent to that effect. If accepted, adjudication will proceed in accordance with the requirements of the Flowchart.
4. The Flowchart should assist adjudicators in determining where, in the life of a claim, a particular issue has arisen. This will assist adjudicators in making decisions consistent with the principles which underlie the *Workers Compensation Act* and the *Rehabilitation Services & Claims Manual*.

This Flowchart is not intended to be a mere guideline. Adjudicators are expected to follow both the sequences described in the Flowchart and the decisions required by the Flowchart. For the time being, adjudicators will implement the Flowchart only in those cases where a worker claims that the compensable injury has caused a disability which prevents a return to regular employment. Adjudicators need not adhere to the Flowchart in medical aid only cases. After a suitable period, and after making the appropriate adjustments and corrections, the Flowchart will apply to all cases. Disability Awards adjudicators, Rehabilitation Consultants, and Board medical officers, will be asked to return cases forwarded to them by adjudicators in the claims department where the appropriate decisions have not been made.

Decisional Milestones - Claims Department



LEGEND

D.L. Must send D.L. before proceeding.

Detour New Symptoms, Dx, recurrence or deterioration: go to "End Detour"

STOP No Further Benefits

D.A. Disability Awards

D.L. Decision Letter

Dx Diagnosis

M.A. Medical Advisor

PFI Perm. Func. Impairment

PPD Perm. Part. Disability

(G)RTW (grad.) return to work

TPD Temp. Partial Disability

TTD Temp. Total Disability

VRS Voc. Rehab. Services

W.L. Wage Loss Benefits