

## POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Provide timely and accurate income and medical benefits (KRGs)**

**Measure: Carrier's timely payment of initial TIBs**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of timely payments of initial TIBs checks.	Total number of timely initial TIBs checks issued.	Total initial TIBs checks issued in assessment period.	Numerator/ Denominator x 100	Division data via EDI

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1 – (Easy)
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	3 – Due to validation
Does the usefulness of the information justify the cost? (Y/N)	Yes

**\*\*\*\*\*MEASURE USED IN 2007/2009/2010 ASSESSMENTS\*\*\*\*\***

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Provide timely and accurate income and medical benefits (KRGs)**

**Measure: Carrier's timely processing of medical bills**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of timely processing of medical bills.	Total number of timely processed medical bills.	Total number of medical bills received during assessment period.	Numerator/ Denominator x 100	Division data via 837 EDI

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	Yes

\*\*\*\*\*MEASURE USED IN 2007/2009/2010 ASSESSMENTS\*\*\*\*\*

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Provide timely and accurate income and medical benefits (KRGs)**

**Measure: Carrier's timely payment of initial IIBs**

Metric	Numerator	Denominator	Calculation	Data Source
Percentage of timely payments of initial IIBs checks.	Total number of timely initial IIBs checks issued.	Total initial IIBs checks issued in assessment period.	Numerator/ Denominator x 100	Division data via EDI and Division DWC 69 data

Question	Answer
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	7
Does the usefulness of the information justify the difficulty? (Y/N)	?
How costly is this information to gather? (1-10)	2
Does the usefulness of the information justify the cost? (Y/N)	?

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Provide timely and accurate income and medical benefits (KRGs)**

**Measure: Carrier's timely payment of initial SIBs**

Metric	Numerator	Denominator	Calculation	Data Source
Percentage of timely payments of initial SIBs checks.	Total number of timely initial SIBs checks issued.	Total initial SIBs checks issued in assessment period.	Numerator/ Denominator x 100	Division data via EDI

Question	Answer
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	2
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	No - volume

**PROS:**

**CONS:**

**COMMENTS:**

Low Volume

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Increase timely and accurate communications within the system (KRGs)**

**Measure: Timely transmissions of 837 medical data by carrier**

Metric	Numerator	Denominator	Calculation	Data Source
Percentage of timely transmissions to the Division.	Number of timely transmissions.	Number of total transmissions.	Numerator/ Denominator x 100	837 data

Question	Answer
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	Yes

\*\*\*\*\*MEASURE USED IN 2009/2010 ASSESSMENTS\*\*\*\*\*

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Increase timely and accurate communications within the system (KRGs)**

**Measure: Timely transmission of Initial Pay (IP) data by carrier**

Metric	Numerator	Denominator	Calculation	Data Source
Percentage of timely transmissions.	Number of timely transmissions.	Total number of transmissions.	Numerator/ Denominator x 100	EDI data

Question	Answer
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	Yes

\*\*\*\*\*MEASURE USED IN 2009/2010 ASSESSMENTS\*\*\*\*\*

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: Carrier’s denial rate of preauthorized services**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of inappropriate denials of preauthorized services.	Total number of inappropriately denied preauthorized services.	Total number of preauth requests approved in assessment period.	Numerator/ Denominator x 100	Data call and Division 837 data

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	10
Does the usefulness of the information justify the difficulty? (Y/N)	No
How costly is this information to gather? (1-10)	10
Does the usefulness of the information justify the cost? (Y/N)	No

**PROS:**

**CONS:**

**COMMENTS:**

No new data collected for this possible measure.

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: Timeliness of carrier in responding to preauthorization requests**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of timely responses to preauthorization requests.	Number of timely preauthorization responses.	Total number of preauthorization responses.	Numerator/ Denominator x 100	Data call

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	Varies by vendor
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	Varies by vendor
Does the usefulness of the information justify the cost? (Y/N)	Yes

**PROS:**

**CONS:**

**COMMENTS:**

No new data collected for this possible measure.

## POTENTIAL ASSESSMENT MEASURES INSTRUMENT

### Encourage safe and timely return of injured employees to productive roles (KRGs)

#### Measure: Carrier's Return to Work Outcome

Metric	Numerator	Denominator	Calculation	Data Source
Percentage of injured workers whose duration of disability is less than industry baseline	Number of cases with duration of disability < baseline	Total number of lost time cases.	$\frac{\text{Numerator}}{\text{Denominator}} \times 100$	DCI

Question	Answer
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	Yes

#### PROS:

The Division already has the data.

#### CONS:

The RTW date reported is the original RTW date. There are a percentage of cases where the original RTW date is not a substantial RTW and the injured worker subsequently loses time from work again. This measure would capture the majority of cases.

#### COMMENTS:

DCI data is not captured on all carriers.

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Encourage safe and timely return of injured employees to productive roles (KRGs)**

**Measure: Carrier's Return to Work Rate**

Metric	Numerator	Denominator	Calculation	Data Source
Carrier's 12 month Return To Work Rate	Number of injured workers with date of injury 1 <sup>st</sup> Qtr 2008 who were working in 1 Qtr 2009	Total number of injured workers with date of injury in 1 <sup>st</sup> Qtr 2008	Numerator/ Denominator x 100	TWC and DWC data

Question	Answer
Can information be gathered using the above metric? (Y/N)	
How hard is it to collect the metric info (1-10)	
Does the usefulness of the information justify the difficulty? (Y/N)	
How costly is this information to gather? (1-10)	
Does the usefulness of the information justify the cost? (Y/N)	

**PROS:**

Sporadic lost time during the first 12 months doesn't impact. The majority of sporadic lost time occurs in the initial 90 days. At 12 months, the cases with RTW should be substantial RTW.

**CONS:**

The RTW date reported is the original RTW date for DCI data. So might to have data call for some of the data. The rate could be impacted by disproportionate injury mix, age or industry mix.

**COMMENTS:**

This measure is one that California looks at. You could change your age of claim - 6 months, etc.

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Encourage safe and timely return of injured employees to productive roles (KRGs)**

**Measure: Carrier's Self Assessment of RTW activities**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of positive responses to self assessment questionnaire.	Number of positive responses.	Total number of questions asked in the self assessment.	Numerator/ Denominator x 100	Data Call

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	
How hard is it to collect the metric info (1-10)	
Does the usefulness of the information justify the difficulty? (Y/N)	
How costly is this information to gather? (1-10)	
Does the usefulness of the information justify the cost? (Y/N)	

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Increase timely and accurate communications within the system (KRGs)**

**Measure: Timely submissions of DWC 73 (Work Status Report) by provider**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of timely filings of the DWC 73.	Number of timely DWC 73 filings.	Total number of DWC 73s filed.	Numerator/ Denominator x 100	Carriers provide to DWC initial DWC 73s filed in a given time period.

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	9
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	8
Does the usefulness of the information justify the cost? (Y/N)	Yes

\*\*\*\*\*MEASURE USED IN 2009 ASSESSMENT\*\*\*\*\*

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Increase timely and accurate communications within the system (KRGs)**

**Measure: Accurate submissions of DWC 73 (Work Status Report) by provider**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of accurate filings of the DWC 73.	Number of accurate DWC 73 filings.	Total number of DWC 73s filed.	Numerator/ Denominator x 100	Carriers provide to DWC initial DWC 73s filed in a given time period.

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	9
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	8
Does the usefulness of the information justify the cost? (Y/N)	Yes

\*\*\*\*\*MEASURE USED IN 2009/2011 ASSESSMENTS\*\*\*\*\*

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Increase timely and accurate communications within the system (KRGs)**

**Measure: Timely filings of the DWC 69 (Report of Medical Evaluation) by provider**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of timely filings to the Division of the DWC 69.	Number of timely filings of DWC 69 to the Division.	Total number of DWC 69s filed with the Division.	Numerator/ Denominator x 100	Division data

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	Yes

\*\*\*\*\*MEASURE USED IN 2007/2009/2011 ASSESSMENTS\*\*\*\*\*

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: Timeliness of provider in rendering preauthorized services**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Average number of days for providers to render treatment after preauthorization has been approved.	Date of treatment rendered minus date preauthorization approval received.	Total number of days between treatment rendered dates and dates of approved preauthorization receipt.	Numerator/Denominator	Data calls as Division only has dates of service information not when preauthorization was approved.

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	10
Does the usefulness of the information justify the difficulty? (Y/N)	No
How costly is this information to gather? (1-10)	10
Does the usefulness of the information justify the cost? (Y/N)	No

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: Timeliness of provider in requesting preauthorized treatment**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Average days from the date of preauthorized request from the date of the initial visit.	Date of preauthorized approval minus date of initial visit.	Total number of days between all preauthorized approval and initial visit date.	Numerator/Denominator	837 data and data call

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	10
Does the usefulness of the information justify the difficulty? (Y/N)	No
How costly is this information to gather? (1-10)	10
Does the usefulness of the information justify the cost? (Y/N)	No

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: MQRP process**

Metric	Numerator	Denominator	Calculation	Data Source
Adverse actions taken during the PBO assessment period.				

Question	Answer
Can information be gathered using the above metric? (Y/N)	
How hard is it to collect the metric info (1-10)	
Does the usefulness of the information justify the difficulty? (Y/N)	
How costly is this information to gather? (1-10)	
Does the usefulness of the information justify the cost? (Y/N)	

**PROS:**

**CONS:**

**COMMENTS:**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: Average number of procedures rendered per office visit**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Average number of procedures per office visit.	Total number of procedures.	Total number office visits.	Numerator/Denominator	837 data

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1 to collect; 10 to analyze
Does the usefulness of the information justify the difficulty? (Y/N)	No
How costly is this information to gather? (1-10)	1
Does the usefulness of the information justify the cost? (Y/N)	No

**PROS:**

**CONS:**

**COMMENTS:**

**Would need a clinical review to determine if number of procedures was appropriate.**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Ensure each injured employee shall have access to prompt, high-quality, cost-effective medical care (KRGs)**

**Measure: : Use of generic prescriptions**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of name brand drugs prescribed	Number of brand name drugs prescribed	Total number of prescription drugs prescribed	Numerator/Denominator	DWC 66 data

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	1 to collect; 10 to analyze
Does the usefulness of the information justify the difficulty? (Y/N)	No
How costly is this information to gather? (1-10)	10
Does the usefulness of the information justify the cost? (Y/N)	No

**PROS:**

**CONS:**

**COMMENTS:**

**Would need a clinical review to determine if use of brand name drug was appropriate**

POTENTIAL ASSESSMENT MEASURES INSTRUMENT

**Limit the number of disputes to those appropriate and necessary (KRGs)**

**Measure: Number of Letter of Clarifications rendered**

<b>Metric</b>	<b>Numerator</b>	<b>Denominator</b>	<b>Calculation</b>	<b>Data Source</b>
Percentage of Letter of Clarifications letters rendered.	Number of designated doctor DWC 69s rendered.	Number of Letter of Clarifications needed.	Numerator/Denominator	DWC Dispute Resolution Information System

<b>Question</b>	<b>Answer</b>
Can information be gathered using the above metric? (Y/N)	Yes
How hard is it to collect the metric info (1-10)	2
Does the usefulness of the information justify the difficulty? (Y/N)	Yes
How costly is this information to gather? (1-10)	2
Does the usefulness of the information justify the cost? (Y/N)	Yes

**PROS:**

**CONS:**

**COMMENTS:**