

Timely service reminder

- 1. **For referrals:** Obtain a copy of the First Report of Injury (FROI) form, Disability Status Report (DSR) form, treating doctor's Report of Work Ability form, examination notes and the employee's job description from the insurer. **Note:** Even if the insurer requests a 24-hour turnaround, *do not call* the employee's doctor's office or health care provider without having a signed medical release from the injured worker.
- 2. For the rehabilitation consultation, when the employee lives in Minnesota or a border community, the qualified rehabilitation consultant (QRC) is required to provide the consultation in person, within 50 miles of the employee's home. Essentially, you must travel to meet the employee in their community or a nearby community. If the employee lives beyond 50 miles over the Minnesota border, the QRC may conduct the consultation by phone. See [Minnesota Rules 5220.0130, subpart 2](#).
- 3. Disclose, in writing, any ownership interest, affiliation or business referral arrangement you or your QRC firm may have with any of the parties to the claim, either written or verbal, at the first meeting with the employee. See the preferred example, [Disclosure of Affiliations and/or Relationships](#) on the [Work comp: Forms webpage](#).
- 4. Read aloud and explain to the employee their rehabilitation rights and responsibilities, including the disclosure form if appropriate, at the first in-person meeting. The employee should check only two of the three boxes on the [Rehabilitation Rights and Responsibilities of the Injured Worker](#) form. If they check more than two boxes, complete a new form and re-explain their rights and your affiliations or business referral arrangements, verbal or written. If the employee does not want to sign the form, write "employee declined to sign" on the employee signature line.
- 5. Discuss and have the employee sign a HIPAA-compliant medical release of information form at the first meeting with the employee for each health care provider. *Do not contact* a health care provider's office, such as to schedule yourself to attend a medical appointment, without first obtaining a signed medical release.
- 6. Contact the employer regarding return-to-work options before or soon after the first meeting with the employee. You should do this even if the employee was recently terminated. Employers have been known to change their minds.
- 7. Within 14 days of the first in-person employee meeting, data enter the Rehabilitation Consultation Report (RCR) form into Work Comp Campus and upload both the rehabilitation consultation narrative report (explaining the specific basis and not vague statements for the determination) and the Rehabilitation Rights and Responsibilities of the Injured Worker form. Download and print copies to circulate to the parties for their review and then submit or file the RCR form, narrative report and attachments with the Department of Labor and Industry (DLI).
- 8. If the injured worker is qualified to receive rehabilitation services, begin developing an R-2 Rehabilitation Plan form. Remember to contact the parties to ask if they have any preferences about what should be included.
 - Best practices hint: Travel and waiting time are part of the professional service (for example, medical management) the QRC provides and are not expenses like mileage and parking.

- 9. Complete the R-2 Rehabilitation Plan form and an initial evaluation narrative report, then forward both to the parties for their review, signature and return. The R-2 Rehabilitation Plan form and initial evaluation report must be filed in Campus, with DLI, within 45 days of the first RCR in-person meeting with the employee.
 - Best practices hint: If the rehabilitation file is created in a “claim shell” set the projected R-2 Rehabilitation Plan form completion date out nine to 12 months, because it may take awhile for the insurer to file the First Report of Injury (FROI) and you won’t be able to file additional R-forms until the FROI is filed.
- 10. **Note:** The R-2 Rehabilitation Plan form initial evaluation narrative report *must cover eight points of information*, including the employee’s medical status, vocational history (all of their jobs), educational history, social history, relevant economic factors, transferrable skills, employment barriers and plan recommendations. It is suggested each area be set up as its own category within the narrative report, so you remember to address each of them.
 - Best practices hint: Set a reminder to file the R-2 Rehabilitation Plan form and narrative report with DLI, plus evidence they were sent to any non-signing party to review, after allowing each of the parties (employer and insurer) 15 days to review them.
 - Best practices hint: Set a reminder date in the upper right corner of your R-2 initial evaluation narrative report and monthly progress reports of when the new R-3 Rehabilitation Plan Amendment form is due.
 - Best practices hint: Also, set a reminder date in the upper right corner of your initial evaluation narrative report and monthly progress reports (six months after R-2 file) for when to file a Plan Progress Report form.
- 11. **Note:** For the Plan Progress Report (PPR) form, if you determine barriers exist to the successful completion of the plan, attach a list of those barriers with the measures to be taken to overcome them on a separate sheet of paper to upload with the PPR in Campus.
- 12. **For a change of QRC, the newly assigned QRC should take the following steps.**
 - a) Obtain a copy of the cost breakdown letter from the previous QRC, plus a copy of the QRC’s file (medical-related records, R-forms, reports, email messages and other correspondence).
 - b) Have the employee sign an [Authorization for File Review or Release of Copies of Workers’ Compensation Claim File](#) form.
 - c) From your Campus dashboard, click “Submit a Filing,” then “Access a Case or Claim,” then “Submit an Authorization” in the drop-down menu and upload the authorization form. Wait for approval of the form. If approval is denied, email Letesha Spencer at letesha.spencer@state.mn.us or the Workers’ Compensation Division Help Desk at helpdesk.dli@state.mn.us to determine why and what steps must be done to correct it.
 - d) At same time, when obtaining the employee’s signature on the authorization form, the QRC (even if from the same firm) should review the Rehabilitation Rights and Responsibilities of the Injured Worker form,

including completion of a disclosure form, and have the employee sign it to attach to the R-3 Rehabilitation Plan Amendment form.

- e) Upon DLI's approval of the authorization form, go to your Campus dashboard and click on "My Claims." Scroll to the bottom of the "Claim Details" page, choose "Related Cases and Claims" and then choose the rehabilitation transaction (RT) file. In the RT, look at the Campus dashboard and click on the gray-colored "R-forms Details" button where the R-3 can be accessed and completed.

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