

Orientation training learning objectives

Workers' Comp 101

Minnesota workers' compensation law states that all employers, with few exceptions, are required to purchase workers' compensation insurance or to be self-insured. Workers' compensation provides benefits to employees who become injured or ill from their job. Benefits are paid regardless of fault by either the employer or employee. Workers' compensation insurance provides injured workers with various benefits, including payment for lost wages, payment for medical treatment and vocational rehabilitation services. Participants will leave being able to identify and discuss the different types of workers' compensation benefits and where to refer stakeholder questions.

Work as a Provider and Documentation

Qualified rehabilitation consultants (QRCs) are charged with determining injured worker eligibility for services, communicating with the parties, and completing required rehabilitation forms (R-forms) and reports. Unfortunately, while completion of R-forms takes less than 1% of a rehabilitation provider's time, it seems to cause 99% of their headaches. At the end of the session, participants will be able to demonstrate how to complete R-forms correctly and what should be included in their narrative reports.

Medical Aspects

The Minnesota workers' compensation system exempts injured workers, employers and insurance companies from needing a medical release to obtain certain medical information about the injured worker. Rehabilitation providers will be able to explain the use of HIPAA-compliant medical releases of information and discuss health-care-related issues that apply to the rehabilitation plan and their work as a QRC.

Rehabilitation Consultation Practice and Ethics

The rehabilitation process begins with meeting the injured worker and determining if they are qualified to receive rehabilitations services. Through a series of exercises, rehabilitation providers will be able to discuss if and why an injured worker is qualified to receive rehabilitation services. Additionally, rehabilitation providers are frequently asked by insurers, attorneys, employers, health care providers and injured workers for their opinions and to do tasks on their behalf. Through this exercise, the participant will be able to explain the difference between an ethical and unethical request, preparing them to act ethically and within the law.

A Vendor's Perspective

Registered job-placement vendors facilitate returning injured workers to employment that is physically appropriate and at or near their date of injury wage. In conjunction with this, qualified rehabilitation consultants (QRCs) and injured workers develop a job-search plan that may include job-seeking-skills training, job placement, job development, labor market surveys, job analysis and identification of job goals. Participants will be able to discuss ways in which a QRC and vendor can better work together on behalf of the injured worker.

Registration, Renewal and Completion of Internship

Rehabilitation providers, including qualified rehabilitation consultant interns, intern supervisors, new placement vendors and rehabilitation providers returning to the field after a period of inactivity, will be able demonstrate how to renew their registration with the Department of Labor and Industry using the Work Comp Campus platform, including what documents need to be submitted prior to changing their status from intern to a full qualified rehabilitation consultant.

Intern Qualifying Criteria

Before a qualified rehabilitation consultant (QRC) intern can transition to the status of a registered QRC, they must demonstrate a basic understanding of common vocational rehabilitation practices, including conducting labor market surveys, facilitating a transferable skills analysis, and vocational testing and evaluation. The rehabilitation provider will be able to explain what should be included in a labor market survey, what is required to conduct a transferable skills analysis and how to use vocational test results to identify suitable job goals.

How do I Work With an Interpreter?

As Minnesota becomes more diverse, there is an increasing probability rehabilitation providers will need to work with a language interpreter when a common language between the client and provider is not shared. For those not accustomed to working with language interpreters in clinical, work and professional settings, a number of important factors must be considered to work most effectively with the interpreter, client and other parties. Participants will be able to identify best practices when using an interpreter and how cultural considerations, body positioning and eye contact may affect communications.

Litigation Procedures at DLI

The Department of Labor and Industry's Alternative Dispute Resolution unit provides services to stakeholders, including customer assistance, data privacy, administrative conferences, and resolution of common issues and disputes. Services also include an ombudsman and response to questions related to workers' compensation cases and how the dispute process works. Rehabilitation providers will be able to discuss how to initiate a dispute and their role in administrative conferences.