

## Orientation training learning objectives

### Workers' compensation 101

Minnesota workers' compensation law states that all employers 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 pays for: medical care related to the injury; wage-loss benefits; permanent damage to a body function; benefits to dependents if death occurs; vocational rehabilitation services; travel mileage to obtain medical treatment; and for certain vocational rehabilitation activities. Participants will leave being able to identify and discuss the different types of workers' compensation benefits and where to refer stakeholder questions.

### Ethics

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 discussion and exercise, participants will be able to explain the difference between an ethical and unethical request so they may act ethically and within the law.

### Medical aspects

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

### Registration, renewal and completion of internship

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

## **Working as a rehabilitation provider**

QRCs are charged with determining injured worker eligibility for services, communication with the parties, and completing required rehabilitation forms (R-forms) and reports. 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.

## **Litigation procedures at DLI**

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

## **Rehabilitation resource review**

Participants will be able to identify resource locations and use resources to provide effective services.