

Transitional Work Program

- What is transitional work?
- Company description
- Employee and/or union buy-in
- Developing a policies and procedures manual
- Mission statement
- Program objectives

Transitional Work

BWC defines transitional work as:

A progressive and individualized program. It is an interim step in the physical conditioning and recovery of a worker with restrictions toward the goal of returning to his/her original job. Transitional work represents an opportunity for the employer to protect the employability of the worker with restrictions, while reducing the employer and employee financial liability associated with work restrictions and lost time.

Transitional work allows an employee to resume work functions and work lifestyles sooner with minimal time off. It allows the worker with restrictions to return to work more quickly and in an environment which allows him/her to gradually transition into performing an expanded range of work tasks.

A transitional work program may include:

- Progressive conditioning and on-site work activities
- Education for safe work practices
- Work re-adjustments
- Job modification

Transitional work: A Win-Win Situation

- A major factor in helping employers to reduce workers compensation and disability cost.
- Reduces and sometimes eliminates lost-time days.
- Decreases the injured worker BWC rating for the employer.
- Worker returns to work at 100% of wage as opposed to % of wage from compensation.
- Physician benefits from experienced therapist on the job site.
- The union benefits from employment of a contributing member.
- The employer will have adequate staff to perform services.
- Lessens retraining and hiring costs.
- Enhances productivity.
- Everyone benefits from safety recommendations.
- Vehicle for ADA Compliance

Transitional work: Can be offered as

- A risk charge to medical only claims
- A risk charge to lost time claims
- A surplus charge to lost time claims within a rehab plan

COMPANY DESCRIPTION

A joint meeting will be held with the Bureau of Workers' Compensation and your managed care organization to discuss your company's workers' compensation program.

What to expect in your discussion with BWC:

- Overview of Bureau of Workers' Compensation services
- How to establish an e-business account
- Current claims information
- Commitment to workers' compensation and injured workers
- Explanation of a transitional work program and financial impact
- BWC's role in your transitional work program
- Access to BWC's accredited Transitional Work Developer list

What to expect in your discussion with MCO:

- MCO's role in transitional work program
- Services and reports that the MCO provides
- Identify contact names and telephone numbers

Partnering with the BWC's customer care team and your MCO will educate you in how a transitional work program can affect your company's risk assessment.

Employee and Union Buy-in

For small, non-union companies, the employer will select a labor representative to provide input and act on behalf of the employee.

Unionized companies should select a representative to obtain buy-in. BWC's small business advocate can assist with the union partnership. A referral to the small business advocate may be made through BWC's Re-employment Advisor.

Partnering with BWC's customer care team and your managed care organization gives you a comprehensive picture of the benefits of transitional work as part of a proactive disability management program.

Mission Statement

It is the mission of our company to make every reasonable effort to provide suitable alternate employment or make reasonable accommodations to an employee who is unable to perform his/her normal job duties as a consequence of accident, injury or illness, whether work related or not.

Ultimately, the goal of the transitional work program is to reduce costs associated with injuries and illnesses, while concurrently promoting the best interests and promoting the employability of our employee.

Program Objective

This transitional work program (TWP) will benefit our employee by providing an opportunity to build strength and stamina needed to return to their regular job duties. Workers in the program will be paid at their regular hourly rates for the hours worked. Workstation accommodations will be provided and occupational/physical therapy will be provided at the work site as needed.

The most important goal is to promote our employee's recovery and return to work. At the same time, the TWP program is intended to reduce costs associated with work-related injuries and illnesses by decreasing the lost time of the injured worker and promoting a speedy recovery to full physical and work capacities. Transitional work allows our employees to continue working in a productive lifestyle, reduce pain focused behavior and receive the support of co-workers and supervisors.

The success of the TWP will depend on the company owner, employee, supervisor, physician of record, union representative, managed care organization, BWC, therapist and case managers.

Developing the Policy and Procedure Manual

The Transitional Work Procedure Manual establishes the guidelines and working format of the program. Generally the transitional work manual explains how the program will operate and defines time frames, eligibility, and discharge. It helps to ensure the programs' success.

Components of the policy and written procedures may be different for each company. Some will be complex and some will be very brief. Below are the policies that must be included:

- Identification of a coordinator
- Identify eligibility for participating in the program
- Entrance requirements
- Time limits in program
- Exit requirements and procedures
- Process of how the program operates
- Define roles and function of participants

Rules of the program that may need to be addressed:

- Where will transitional work activities occur? (Employee's work stations, in the field, etc.)
- How will this program mesh with the union contract?
- Job retention rights (Will the original job be held open until the worker can resume full duty?)
- What if the worker still is unable to perform all essential tasks of the job at the end of the program?
- Other topics to address might include: overtime, incentive work/pay, payment of workers while in program and production standards.

Identification of a coordinator

The coordinator will be responsible for the overall administration of the transitional work program. The coordinator will serve as a liaison to the injured worker, the union representative, the physician of record, the worker's supervisor, managed care organization, Bureau of Workers' Compensation, case manager and therapist and all other persons directly or indirectly involved.

Transitional Work Program Policies and Procedures

- Program Eligibility
- Referral Process
- Entrance Requirement
- Program Time Frame
- Placement of workers in permanent Modified-duty work
- Compensation/Salary Continuation
- Exit Requirement

Program Eligibility

Transitional Work Program participation is voluntary. The benefits of participating actively in transition work program are available to any employee who sustains a work related injury, occupational disease or illness, that is likely to result in lost time. Similarly, employees who sustain non-work related illnesses and injuries that prevent them from engaging in full employment are eligible to participate in all the benefits associated with the program.

Injuries/illnesses which are eligible for transitional work program will be classified as either medical only claims or lost time claims. Each of these classifications will require different entrance criteria into the program and varying levels of service to ensure a successful transition of the employee to full employment.

Should an employee be deemed eligible and feasible for the transitional work and refuses to participate in the program, a meeting will be scheduled with the employee by the coordinator. The coordinator is to explain that his/her physician has approved the outlined job duties as medically appropriate within his/her limitations. The coordinators should obtain the employee's input and reason for not wanting to return. If appropriate, the coordinator will share the employee's concerns with the physician. If the physician continues to approve the plan, the employee is advised by registered mail that refusal to return to work may jeopardize WC benefits. The employee is referred to the assigned WC claims specialist. The coordinator submits the written plan with the physician's approval to the WC claims specialist and advises BWC that the employee has refused to return to work. The WC specialist will take necessary action.

Referral Process

Referrals into the transitional work program will be initiated by the physician or employer, at any time, provided there is reasonable expectation the worker will return to that job or another job you may identify.

In cases of new injuries the worker will be given an Illness/Accident Report Form to be completed by his/her physician.

Workers who are classified by their physician as having chronic conditions or are currently on lost time status, may be referred to a case manager to develop a rehabilitation plan. This plan may include a functional capacity evaluation and transitional work and on-site therapy services.

Entrance Requirements

Workers referred to the transitional work program will be evaluated to determine their readiness to safely and productively participate in the program.

All workers participating in the program must have the consent and approval from their physician.

When appropriate the injured worker will participate in a physical capacity evaluation under the prescription of the physician, conducted by a licensed therapist, in order to determine his/her physical restrictions, work capacities and readiness to enter the transitional work program.

Time limits in program

The expected duration of the transitional work program is ninety (90) working days. Under extenuating circumstances, the program may be extended to a maximum of one hundred and twenty (120) working days, pending review with the physician. In considering a program extension, the physician may consider information obtained from the coordinator, on-site therapist, work supervisor, and case manager.

Criteria for program extension beyond ninety (90) days may include the following:

The worker has demonstrated significant progress with respect to strength and endurance, and is expected to make a successful transition to work within the additional thirty (30) days.

The nature and severity of the worker's disability requires a maximum transitional period that is expected to exceed sixty (90) days, but no longer than the maximum ninety (120) day period.

Due to an aggravation of the worker's impairment, the worker's involvement in the program is temporarily disrupted, limited or modified.

Workers must be able to participate in the program a minimum of 12 hours per week, but not less than 3 hours per day.

Placement of Workers in Permanent Modified Duty Work

In the event the worker is unable to return to the original job (full-duty) after completion of ninety (90) days in the transitional work program, the employee may be offered permanent modified duty work.

During a worker's participation in a transitional work program, vacations and other non-emergency days off must be minimized to facilitate the success of the program.

Compensation

All workers who participate in the transitional work return program will be compensated at the hourly rate of their primary job prior to injury and will accrue full benefits to which they are entitled.

Exit requirements

The transitional work program is not a permanent reassignment of job duties. An employee is no longer eligible for transitional work if:

The worker no longer has work restrictions and is he/she is able to perform job duties full-time.

The nature and severity of the worker's injury indicates the worker will never be able to return to regular work duties or will not be able to return to regular job duties within 90 days.

Due to aggravation of the worker's symptoms, involvement in the program is temporarily disrupted or limited.

The worker is not making progress towards resuming regular job duties.

In the above circumstances the worker will be discharged from the transitional work program.

Program Operations

- Work-site options
- Criteria for assigning work
- Alternate work options
- Non-profit agency
- Flow chart for medical-only claims
- Flow chart for lost-time claims
- Transitional work program step chart

Program Operation

Work Site Options

The program should occur at the work site as much as possible. A major benefit to transitional work is that the worker is back in his or her work environment. Use of the work site and equipment is available to the therapist to incorporate in the injured worker's therapy program. If it is not feasible for on-site therapy to occur at the work site, it may still occur at a therapy clinic.

Ideally, the employer will establish an on-site transitional work therapy program. This program might contain components of a work conditioning/work simulation program, physical or occupational therapy and physical reconditioning. While on-site is the preferred method, off-site services can be included as necessary.

Criteria for Assigning Work

This can be accomplished in a number of ways:

Modify the worksite in a manner that reduces the impact of the impairment. This may involve purchase of equipment or modification of work area. Modification may also include more frequent change of position, or reducing the amount of walking, lifting or bending.

Modify the work schedule to allow the worker to work and to participate in rehabilitation services. The worker may also return to work in a Gradual Return to Work Program which is on

a graduated basis building up from 4 hours per day to full time work status within 13 weeks. If this is a lost time claim, this may occur in a vocational rehabilitation plan and may be included in an Employer Incentive Contract.

Modified duty

Establish the work tasks that are within the functional capacities of the worker.

The job demands and the worker's capacities can be reviewed to determine the elements of the job that can be performed during the transitional work period.

Regular job duties can be intermixed with transitional work duties.

Increases in work tasks occur as the worker's restrictions decrease. These increases may include doing a task more often or for a longer period of time, increasing work intensity or adding work tasks.

Alternative Work Options

Return the employee to alternative work which may or may not be considered "regular work" and is within the scope of the specified limitations. These tasks will exist for a defined period of time.

Alternative work options to consider:

The worker may be transferred to another job which he/she may be able to perform without restrictions.

The worker may be transferred to another job which he/she may be able to perform with restrictions, or with assistance. This may involve assistance from another employee in lifting, tightening, carrying, etc...

Employers with several related small businesses with different policy numbers may send their workers out to perform a temporary job at a related business.

Similar businesses or groups (related or unrelated companies) form an association or group and share transitional work tasks.

Helper jobs/apprentice jobs should be considered. Example, a plumber on work restrictions can be a helper to a plumber on a temporary basis.

Non-Profit Agencies

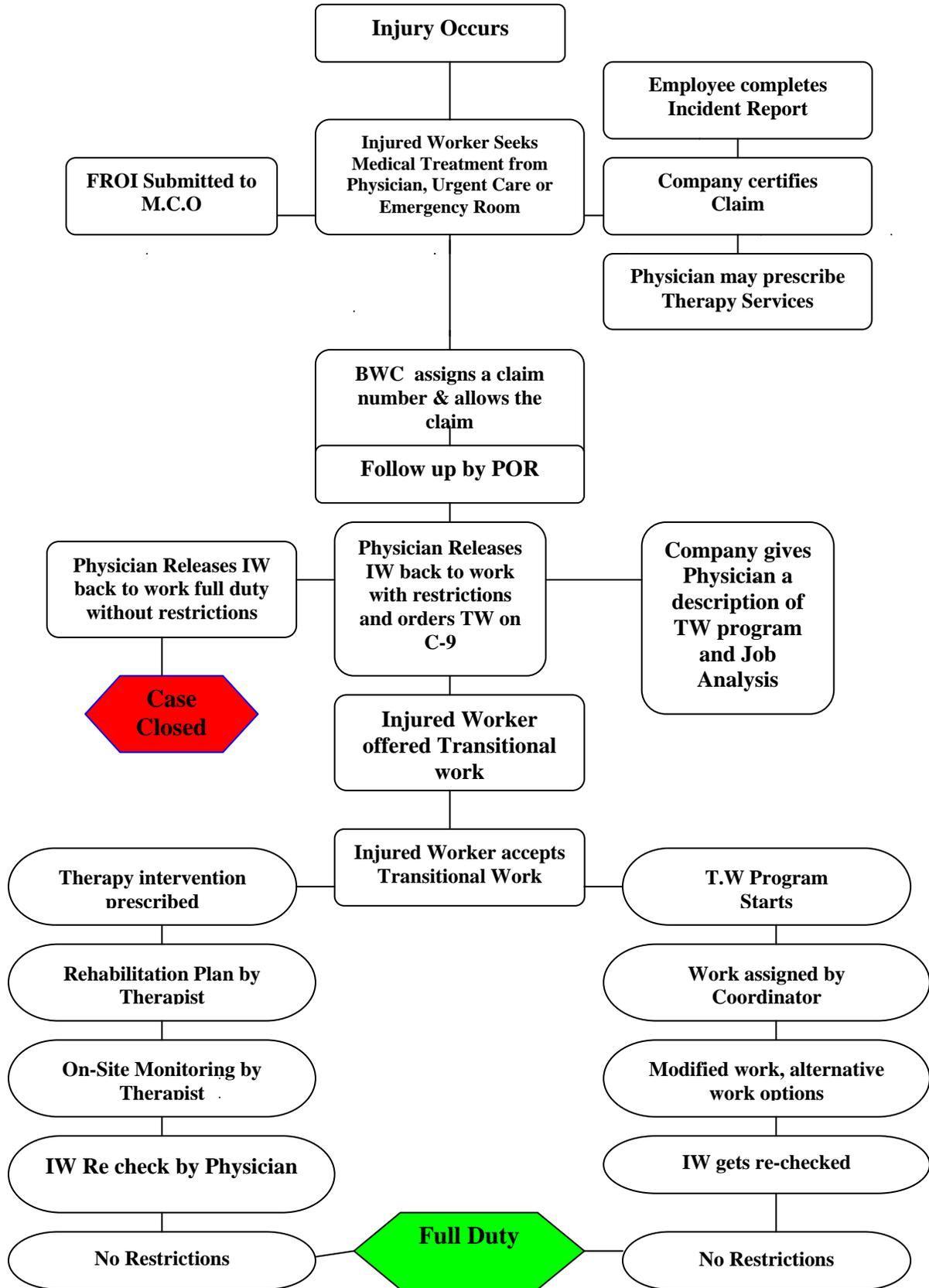
Send your employee to a non-profit agency for a temporary work assignment that is within the worker's capabilities

Job Bank

Some companies set up 'job banks' which list possible transitional work job options in each department.

For example, this situation could be used as an opportunity to train the injured worker in another skill area that is appropriate or the injured individual could train other employees in an appropriate skill area.

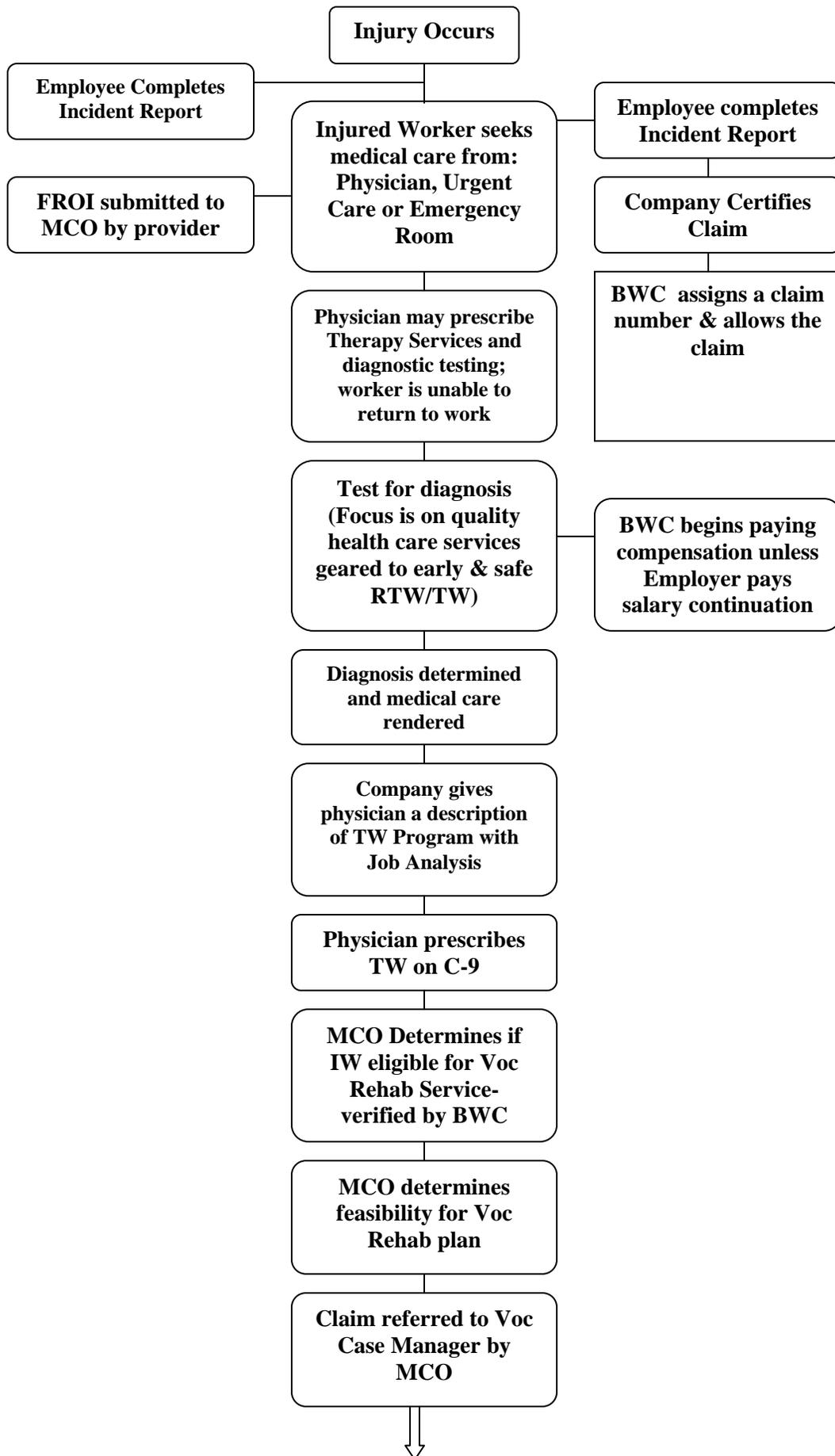
Transitional Work Flow Chart
Medical Only Claims
Remain at Work Services

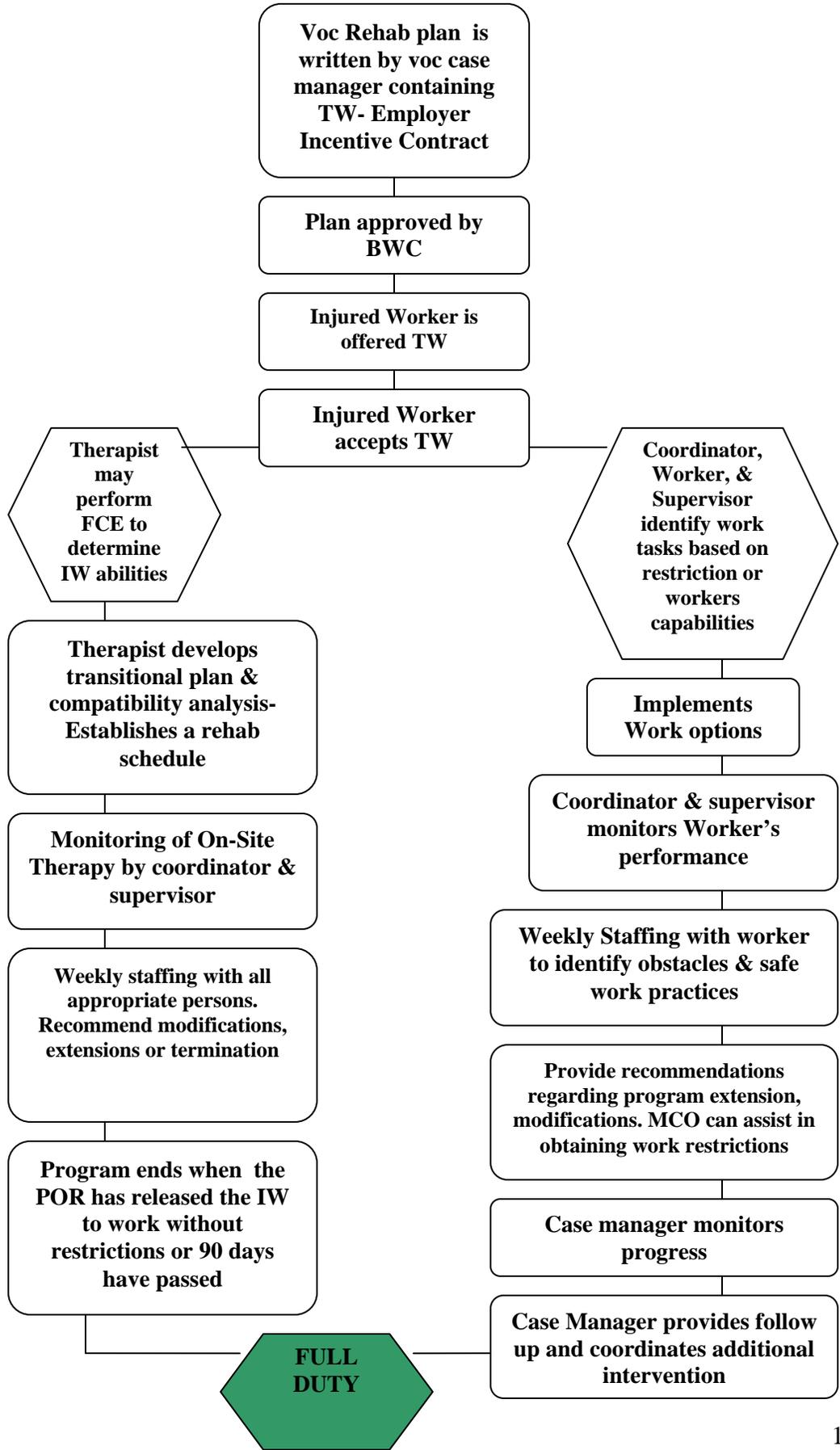


TRANSITIONAL WORK FLOW CHART

Lost Time Claim

Return to Work





Transitional Work Program Process Flow

Injury Mgmt Steps	Tasks
Note:	<i>Items in bold and underline represent forms to be used in the TWP</i>
Step 1: Injury occurs, Urgent care or emergency room	<ol style="list-style-type: none"> 1. Injured employee is taken to the nearest urgent care center or emergency room. (<u>Employee Injury Package is sent if possible</u>) The injured worker may be accompanied by the company's coordinator or supervisor. -or- 2. Injured employee may take the <u>Employee Injury Package</u> to his/her preferred medical provider. 3. The <u>FROI</u> is completed and submitted by the medical provider. 4. Injured employee informs the medical provider that his/her company offers transitional work and requires a release to return to work and physical restrictions (if medically stable) – physical restrictions may be listed on the <u>MEDCO 14</u>. It is key to develop and maintain a good relationship with medical provider. 5. Injured employee brings the <u>MEDCO 14 or restrictions</u> back to their coordinator or supervisor. 6. TWP Coordinator contacts their Managed Care Organization
Step 2: Accident investigation	<ol style="list-style-type: none"> 1. Supervisor completes <u>Accident investigation/reporting Forms</u>. <ol style="list-style-type: none"> a. all injuries and accidents require documentation b. provide to TWP Coordinator
<p>One of four scenarios will occur:</p> <ol style="list-style-type: none"> 1. Not medically stable to return to work at this time – TWP coordinator will maintain weekly contact with injured employee to keep connected with the worksite and identify early, safe return to work opportunities – the injured employee may be invited back to visit the worksite by the TWP coordinator. 2. Medical only claim (returns to work within 7 days) – Injured employee either stays at work or returns to work early. Transitional work tasks are identified to accommodate the injured employee's physical restrictions and keep a medical only claim from becoming a lost time claim. Services would be coordinated between the worker, supervisor and TWP coordinator. A therapy provider and/ or MCO nurse case manager may be requested. 3. Time loss claim (more than 8 days lost from work) – If injured worker is eligible and feasible for rehabilitation a referral to vocational rehabilitation services should be made. A vocational rehabilitation case manager will coordinate a plan for service and work in close collaboration with the physician, worker, and therapist, TWP Coordinator, BWC and MCO. 4. Physician releases injured employee back to work without restrictions – full duty 	
Step 3: Communication	<ol style="list-style-type: none"> 1. Supervisor and TWP Coordinator discuss outcome of the medical care and opportunities for transitional work (early, safe return to work) 2. Appropriate paperwork is forwarded to TWP Coordinator within <i>24 hours</i> which includes <u>Accident Investigation forms, copy of FROI and MEDCO 14</u>. 3. Coordinator ensures that injured employee is aware the employer offers transitional work as a benefit to the worker. The TWP Coordinator may provide the worker with the <u>Training Handout on Transitional Work</u>. 4. The TWP Coordinator ensures the worker's physician of record is aware of the company's transitional work program. The physician is sent the <u>Letter to Physician</u>

Injury Mgmt Steps	Tasks
	<u>Provider.</u>
Step 4: Documentation	1. TWP Coordinator creates file for the injured employee, which contain accident investigation/reporting forms and any injury documentation (keep file separate from the injured employee's personnel file)
Step 5: TWP Referral Participation Criteria	1. Employee is medically stable to participate in the Transitional Work Program and has met at least one of the following criteria: <input type="checkbox"/> Employee is restricted from performing some or any of his/her job tasks. <input type="checkbox"/> Worker's job may be at risk due to difficulties in performing job functions caused by an injury, accident or illness. <input type="checkbox"/> Therapy has been requested by physician
Step 6: TWP Plan Worker is medically stable to participate in TWP.	1. TWP Coordinator, supervisor and therapist if needed compare the MEDCO 14 (physical capabilities) to the job tasks available to identify appropriate transitional work tasks. Use of the job analyses is an important tool. 2. TWP Coordinator sends out a Registered Letter Offering Transitional Work to the injured employee using the Work Assignment Form . 3. If appropriate, case management may be requested (i.e. MCO nurse case manager or vocational rehabilitation case manager). 4. Initial TWP meeting is held with the case manager (MCO nurse case manager may teleconference), TWP Coordinator, therapist if needed, supervisor and injured worker. <ol style="list-style-type: none"> a. TWP Coordinator or supervisor facilitates the first meeting. b. TWP Coordinator and/or supervisor discuss transitional tasks with injured employee. c. The TWP Coordinator reviews the worker's responsibilities and the worker signs the TW Agreement. d. TWP Coordinator and/or supervisor discuss all parties role in TWP Plan.
Step 7: TWP Daily Monitoring	1. Supervisor ensures that injured employee is working safely and productively within his/her restrictions by monitoring the worker daily. 2. Supervisor and injured employee identify any barriers 3. Supervisor communicates to TWP Coordinator on a regular basis 4. Supervisor communicates with onsite therapist on a regular basis
Step 8: In advance of the weekly or bi-monthly meetings	1. TWP Coordinator ensures the therapy provider (i.e. physical or occupational therapist) have provided progress notes to the physician prior to injured employee's scheduled visit <ol style="list-style-type: none"> a. Remind the therapist by telephone or when the therapist is onsite. 2. TWP Coordinator provides a MEDCO 14 for the injured worker to take to the physician visit or reminds the case manager to obtain a new MEDCO 14 from physician every two weeks <ol style="list-style-type: none"> a. Reminders may occur at initial TWP meeting and/or review meetings 3. TWP Coordinator invites the case manager to participate in review meetings

Injury Mgmt Steps	Tasks
	<p>a. MCO nurse case manager may attend by teleconference; vocational rehabilitation case manager should attend onsite</p>
<p>Step 9: Weekly or bi-monthly staffing meetings</p>	<ol style="list-style-type: none"> 1. The TWP Coordinator organizes a weekly or bi-monthly meeting that includes a report from the physician, case manager, therapist, MCO, worker and supervisor to review and update restrictions, evaluate the worker's progress and identify additional work tasks. The meeting is documented using the <u>Communication Plan Form</u>. 2. Forward <u>Communications Plan Form</u> to all stakeholders by fax or in person (this task may be delegated to the vocational rehabilitation case manager onsite): <ul style="list-style-type: none"> <input type="checkbox"/> Injured employee <input type="checkbox"/> Supervisor <input type="checkbox"/> TWP Coordinator <input type="checkbox"/> Physician of record <input type="checkbox"/> Case Manager (MCO or voc rehab case manager) <input type="checkbox"/> Therapist
<p>Step 10: Program Evaluation</p>	<p>Once the TWP is completed and the injured employee has returned to his/her targeted job, the TWP Coordinator completes the <u>Letter of Program Completion, Data Collection Form, Employee Surveys and Supervisor Surveys</u></p>

Transitional Work On-site Therapy

- Rehabilitation planning process
- On-site monitoring of workers

Transitional Work On-Site Therapy

Workers referred to the transitional work on-site therapy will be properly evaluated to determine their readiness to safely and productively participate in the program. The following procedures will be used for all workers participating in the transitional work program.

All workers participating in the transitional work on-site therapy must have a prescription from their respective physician of record.

When appropriate, the injured worker will participate in a functional capacity evaluation (under the prescription of the attending physician), conducted by a licensed physical therapist or occupational therapist, in order to determine his/her physical restrictions, work capacities, and readiness to enter the transitional work program.

Rehabilitation Planning Process

An evaluation will be completed by the therapist, indicating the relationship between the worker's job demands and his/her functional capacity to perform the essential job duties.

The therapist will develop a written transitional work plan, outlining conditioning activities, safe work practices education for the worker, program objectives, and timeframes for making a transition to full employment.

The transitional work plan will be reviewed by the worker, therapist, the treating physician and the employer.

On-Site Monitoring of Workers

The therapist will establish a schedule of on-site sessions to provide therapeutic conditioning, injured worker education, and ongoing evaluation services to the injured worker in the transitional work program.

The therapist will provide instructions and supervision to the employer to ensure safe work practices that are consistent with the worker's functional capacities.

The employer's coordinator will monitor services performed by the on-site therapist that should include date of service, duration of service and progress.

Participants' Roles and Responsibilities

- Coordinator
- Worker
- Physician
- On-site Therapist
- Case Manager
- BWC
- Managed Care Organization
- Third Party Administrators
- Supervisor
- Labor Representative

Roles and functions of participants

Coordinator

The coordinator will be responsible for the overall administration of the transitional work program. The coordinator will be responsible for the following:

- The coordinator will serve as a liaison with the physician, supervisor, union representative, therapist, case manager, managed care organization and BWC, and all other persons directly or indirectly involved in the administration of the transitional work program.
- Identify work tasks using the job analysis.
- Participate in implementing work assignments.
- Monitor performance of employees performing work tasks in terms of the appropriateness of such assignments, need for additional training, safety, and changes in productivity.
- Monitor services performed by the on-site therapist that should include date of service, duration of service and progress.
- Schedule weekly case staffing with the worker and all other appropriate persons.
- Educate co-workers about the reasons for work assignments and how these accommodations may impact their jobs.
- Provide recommendations regarding program extensions, modifications, or exit.

Worker

The worker participating in the transitional work program will be responsible for the following:

- Maintaining regular attendance in the program.
- Performing only those work tasks recommended by the physician, coordinator, or physical therapists, while observing safe work practices.
- Workers experiencing acute pain or discomfort should immediately notify the coordinator, supervisor, physician and/or therapist so that appropriate modifications or accommodations can be made.
- Providing input and actively participating in the design of their individualized transitional work program.
- Facilitating the identification of accommodated work tasks.

Physician

The physician participating in the transitional work program will be responsible for the following:

- Approving all participants for transitional work in accordance with policies governing workers who return to work following illnesses or accidents.
- Indicating whether the employee can realistically expect to return to the original job within 90 days.
- Consulting with the worker regarding medical management issues.
- Consulting with the coordinator, work supervisor, and therapist regarding the assignment of appropriate accommodated work tasks.
- Identifying restrictions for work.
- Making decisions regarding program extensions, terminations or interruptions.

On-site therapist

The on-site therapist participating in the transitional work program will be responsible for the following:

- Performs functional capacity evaluations as requested by the physician to determine readiness to participate in the transitional work program.
- Completes a compatibility analysis form indicating the relationship between the worker's job demands and his/her functional capacity to perform the essential job duties.
- Develops a written transitional work plan outlining an appropriate progression of tasks, conditioning activities, safe work practices education for the worker, program objectives, and timeframes for making a transition to full employment.
- Establishes a schedule of on-site sessions to provide therapeutic conditioning, worker education, and ongoing evaluation services to the injured worker in the transitional work program.
- Provides instructions and supervision to the employer to ensure safe work practices that are consistent with the worker's functional capacities.
- Communicates weekly progress to the worker, employer, physician of record and any person directly involved with the administration for the transitional work program.
- Develops a home program appropriate for the injured worker to utilize to expedite recovery and pain management.

Case Manager

The vocational case manager participating in the transitional work program will be responsible for the following:

- Writes vocational rehabilitation plans to be submitted to the Ohio Bureau of Workers' Compensation for approval of services.
- Establishes communication among key program participants, including the injured worker, the coordinator, the physician, the supervisor, managed care organization, BWC and union representatives.
- Assists in obtaining prescriptions and restrictions from the physician
- Meets with the injured worker to explain program activities and to help identify work tasks.
- Monitors the progress of the injured worker and provide details of program outcomes to the employer and the physician of record.
- Coordinates the worker's discharge from the transitional work program.
- Provides follow-up on the injured worker's adjustment to the original job or non-traditional job and coordinating additional interventions, as needed.

Bureau of Workers' Compensation

BWC staff that is participating in the transitional work program will be responsible for the following:

- Designates important contact persons for risk management and injury management.
- Educates the employer in worker compensation strategies to reduce claims, reduce the severity of their claims and control premium cost.
- Determines the allowance of the initial claim, processes claims and make referrals to the Industrial Commission.
- Staffs the claim after the worker has received 45 days of Remain at Work services to assure appropriateness of case direction.
- Verifies the MCO's initial identification of an injured worker's eligibility for vocational rehabilitation services in a lost time claim.
- Determines and issue compensation payments, such as living maintenance and living maintenance wage loss.
- Disability Management Coordinator monitors and reviews the appropriateness of rehabilitation and makes recommendations to the MCO.
- Staffs claims with the MCO and other parties as needed 30 days after optimal RTW date.
- Provides Safety and Hygiene program to educate the employer in injury prevention and creation of a safe work environment.

Managed care organization

The managed care organization participating in the transitional work program will be responsible for the following:

- Designate an employer contact person for transitional work.
- Help to identify and determine the need for Remain at Work Services.
- Manage the medical portion of the claim, including vocational rehabilitation case management, services, cost and timeframe. Assist in obtaining prescriptions and restrictions from the physician. Authorize services ordered by the physician.
- Develop a case management plan for workers participating in Remain at Work.
- Document and implement a case management plan which addresses Return to Work planning on all lost-time claims where the worker has not returned to work.
- Determine injured worker's initial eligibility for vocational rehabilitation services and notify BWC so the bureau can verify eligibility.
- Determine injured worker's feasibility for vocational rehabilitation services.
- Submit a First Report of Injury (FROI) to BWC if a worker is injured while participating in rehabilitation.
- Identify safety/injury concerns based on types and frequency of injuries and communicates with the employer.
- Notify BWC's Safety and Hygiene of employer's need for safety and injury prevention.

Third Party Administrator

The third party administrator (TPA) participating in the transitional work program will be responsible for the following:

- Oversees claims as soon as they are sent to the MCO.
- Reviews claims to determine certification.
- Reviews claims to determine allowances
- Represents employers at Industrial Commission hearings.
- Assists employers with their transitional work program.
- Works with BWC to manage the claims and bring them to resolution.
- Schedules independent medical evaluations.
- Works with employer service specialists to determine appropriate settlement.

Supervisor

The supervisor participating in the transitional work program will be responsible for the following:

- Take an active role by identifying transitional job tasks and non-traditional work options.
- Inform the employer of progress as well as potential obstacles to the successful operation of the program.

- Monitor the safe work practices of workers participating in the program.
- Ensure that the worker is utilizing safe work practices and is performing only those tasks allowed in the TWP.
- Meet with the on-site therapist on a weekly basis to identify potential obstacles and successes of the program.

Labor representative

The labor or union representative participating in the transitional work program will be responsible for the following:

- Assist in the communication of the goals, benefits and objectives of the transitional work program to the employee of the collective bargaining unit.
- Inform workers of their rights and responsibilities associated with voluntary participation in the program.
- Inform workers of any adverse consequences of non-participation in the program.
- Notify the employer any unresolved issues or problems associated with worker concerns or worker resistance to program participation.