

ADR Efficiency – Medical Issues

In this session...

Mediators will discuss how the Commission's ADR process can be used to quickly obtain authorization for medical treatment and get outstanding bills paid.

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ADR Quickly Resolves at No Cost

-Injured Worker Change in Condition Claims

- Authorization for Treatment
- Reimbursement for Medical Treatment

-Medical Provider Applications

These claims make up 45% of all ADR referrals over the past 7 months

ADR Services Include

Issue Facilitation

Issue Mediation

Orientation Sessions





Issue Facilitation Resolves Claims in the Early Stages

- ADR Specialist communicates directly with parties
- Gets the dispute to the right people
- Gets the documents to the right people
- Fosters informed decisions to resolve or go to hearing
- By phone - “shuttle” calls and/or teleconference
- Less formal than issue mediation, not confidential

Before You Pick Up the Phone

Preparing for your
issue mediation

- documents
- authority
- review



Call Me Back

Use of Follow Up Mediations

- Check in with clients
- Obtain and review documents
- Pick up where you left off



The End of the Line

When the Mediation is Over

- Mediator's Role
- ADR notifications
- Parties' Responsibilities





Medical Issues

- Payment for specific medical treatment
- Authorization issues
- Medical care provider claims



Deputy Commissioner's Considerations

- Evidentiary Docket/On-the-Record Docket
- Rule 1.9 Mandatory Orientation Session
- Recommendations for voluntary Issue Mediation



Mediator's Considerations

- Documentation
- Communication
- Resolution