

## MEMORANDUM

To: CATASTROPHIC REHABILITATION SUPPLIERS (via email)

From: Deborah G. Krotenberg, Esq.  
Division Director, Managed Care & Rehabilitation

Re: **CURRENT DELINQUENCY PROCESS**

Date: July 17, 2009

As you are aware, an automatic email is being sent through ICMS 15 days before a report is due. This was built into the system to serve as a *friendly* reminder.

When the delinquency [R2 or R2A] comes to the attention on a caseload through our system, it is manually confirmed by the secretary and she is then sending an email to the supplier requesting the missing documentation to be sent. My expectation is this should be done as soon as possible. I would also recommend communicating with that secretary/coordinator affirming when it is sent, or, in the alternative, what the obstacle is for accomplishing the task.

- If you are aware a R2A will be delayed, be proactive and file a R2 which indicates when we should expect the plan and the reason for the delay on the form. This will pre-empt the delinquency process for a delayed R2A!
- Remember, a R2 is due every 90 days, independent of a R2A filing.

The secretary is following up on her review. If it is still delinquent and there has been no communication, it is referred to me to handle. I would expect there to be very few of these. Unfortunately, the numbers have been high, which leads me to the purpose of this memo:

The initial email from the secretary **should not** be ignored. It **requires** a response from you. The majority of you *have* been timely filing your forms. It is very much appreciated. And for those of you who are behind and communicate with us, we are equally appreciative.

I recognize you *all* work very hard and I, on behalf of my division, express my gratitude for the work being performed. Our primary concern, of course, is ensuring our injured workers get the rehabilitation services they need. However, to properly perform *our* jobs of oversight, we need effective communication with all of you. Remember, your reporting is the main source of our ongoing communication regarding your caseloads. As always, we stand ready to help you in any way we can. Let us know!

I thank you in advance for your cooperation with the above-mentioned procedures. Should you have any questions, feel free to contact me at [krotenbergd@sbwc.ga.gov](mailto:krotenbergd@sbwc.ga.gov) or 404-651-7831.