

AWA Referrals Nearing Fee Cap – Pilot Process

Effective March 2, 2016

After the 812 AWA fee cap exception code has been granted and the assigned VRC is within 2 professional hours of reaching the fee cap, please send the unit VSS an EVOC with “**ADMX REQUEST**” at the top of the page. The message needs to address:

- A detailed account of the barriers to completion of the referral.
- Steps taken toward resolution of those barriers.
- An action plan and expected completion time-frame to overcome the barriers.

The VSS will call and collaborate with the assigned VRC to obtain commitment for a plan to move the referral towards resolution. The assigned VRC will then submit an EVOC message documenting the plan for the claim file. If the VSS and assigned VRC agree on a plan that is different from the original EVOC, the VSS will request that the assigned VRC submit an EVOC message documenting the plan for the claim file.

The VSS will then:

- RLOG their commitment to assist with the plan when needed.
- Close the current AWA referral with the ADMX code and make a new AWA referral to the same VRC. (As this is a continuation of the original referral, the AWA Standard Work referral text does not apply.)
- Monitor progress towards resolving the referral. This may require an adjustment of the original plan.

If there is no evidence of VRC progress, the VSS will staff with a VSS supervisor and a determination will be made to close the referral ADM5 “lack of VRC progress”, if appropriate.

If closed “lack of VRC progress”, the VSS will document the file, notify the CM, and the VSS will make a new AWA referral immediately.

The VSS will staff the new referral with the new VRC.

If you have questions, contact the unit VSS.