

Each Step in the Exam Scheduling Process leads V3 to create diaries to the claim. Each diary has a specific purpose and is geared to a particular job classification. The following is a chart of the exam scheduling diary process. The arrows in the chart indicate the order of the steps involved in the exam scheduling process.

CCT - Exam Referral Diary and Reminder Diary		Exam Scheduler - Schedule Exam Diary		Exam Scheduler - Reminder Diary		Exam Scheduler - look for report diary		CCT - exam process is now complete diary	
- Added to the claim by the CCT when an exam is necessary. - Populates on CCT Work List 60 days after it was added to the claim. - CCT Reminder diary ensuring the exam process is complete. - When the exam report is back for review, the CCT completes this diary		- Created by V3 when the exam referral diary is added to the claim. - Displays immediately on the exam schedulers Work List instructing them what to do. - Completed by the Exam Scheduler when the exam is scheduled and added to the V3 exam scheduling window.		- Referral diary generates this diary - Populates on Exam Scheduler Work List 60 days after the referral diary is added to claim. - Reminder diary to the Exam Scheduler ensuring the exam process is complete. - Completed when the exam report is received by the Exam Scheduler.		- Diary populates to the claim when the scheduled exam is added to the exam scheduling window and is modified to 14 days by the Exam Scheduler. - It reminds the Exam Scheduler to look for the exam report.		- Diary populates to CCT Work List when exam scheduler reminder diary is completed by exam scheduler. - Diary indicates the exam referral is complete. All existing exam referral diaries may now be completed.	
Exam Referral Type Diary	Diary No.	Scheduling Diary	Diary No.	Exam Scheduler Reminder Diary	Diary No.	Report Follow Up Diary	Diary No.	Exam Complete Notification Diary	Diary No.
Claim Compensability Exam Referral	431	Schedule Claim Compensability Exam	134	Scheduler Claim Comp Exam Referral	097	Receipt of Medical Report Follow Up * * Note: This diary applies to all exams once the exam is scheduled in V3. If an out of state exam is scheduled, the diary listed below will populate prior to the 238 diary.	238	Claim Compensability Exam Referral Complete	084
Orig Allow Stat OD Referral	434	Schedule Orig Allow Stat OD Exam	137	Scheduler Orig Allow Stat OD Referral	090			Orig Allow OD Referral Complete	089
Extent of Dis(Physical) Exam Referral	416	Schedule Ext of Dis(Physical) Exam	123	Scheduler Ext of Dis(Physical) Exam Ref	060			Extent of Dis(Physical) Exam Ref Complete	072
Extent of Dis(Psych) Exam Referral	430	Schedule Ext of Dis(Psych) Exam	136	Scheduler Ext of Dis(Psych) Exam Referral	099			Extent of Dis(Psych) Exam Ref Complete	085
90-Day Exam Referral	417	Schedule 90-Day Exam	121	Scheduler 90-Day Exam Referral	058			90-Day Exam Referral Complete	071
Adtnl Allowance (Physical) Exam Referral	432	Schedule Add Allow(Physical) Exam	122	Scheduler Add Allow(Physical) Exam Ref	059			Adtnl Allowance(Phys) Exam Ref Complete	073
Additional Allowance (Psych) Exam Referral	433	Schedule Add Allow(Psych) Exam	135	Scheduler Add Allow(Psych) Exam Referral	098			Adtnl Allowance(Psych) Exam Ref Complete	086
Loss of Use Exam Referral	420	Schedule Loss of Use Exam	124	Scheduler Loss of Use Exam Referral	061			Loss of Use Exam Referral Complete	074
Loss of Vision Exam Referral	421	Schedule Loss of Vision Exam	125	Scheduler Loss of Vision Exam Referral	062			Loss of Vision Exam Referral Complete	075
Loss of Hearing Exam Referral	422	Schedule Loss of Hearing Exam	126	Scheduler Loss of Hearing Exam Referral	063			Loss of Hearing Exam Referral Complete	076
C92 Exam Referral	419	Schedule C92 Exam	127	Scheduler C92 Exam Referral	064	Exam Date from Vendor Follow Up	239	C92 Exam Referral Complete	077
IME Exam Referral	424	Schedule IME Exam	128	Scheduler IME Exam Referral	065			IME Exam Referral Complete	078

- The gray highlighted sections are diaries that are completed by the Customer Care Team. The white sections are diaries that are only to be completed by the Exam Schedulers.
- Multiple Exam Referral 087- populates to the Exam Scheduler's Work List at time of multiple referrals indicating to the Scheduler they will need to schedule more than one exam. It is completed by the Exam Scheduler only when the multiple exams are scheduled and added to V3.
- There are 5 rehab diaries (REH) contained in V3 that are no longer in use and are not captured in this table.