

From: Ohio Bureau of Workers' Compensation
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Subject: Provider eNews - April edition

BWC Provider eNews



April 1, 2015

Provider education sessions about BWC's new Enhanced Care Program set for April

We explained in the March edition of BWC's Provider eNews that BWC intends to launch a pilot program – the Enhanced Care Program – this summer in northeastern Ohio.

Eligible workers, counties

To be eligible, injured workers must have had a knee injury. They must also reside in one of these 16 counties: Ashtabula, Carroll, Columbiana, Cuyahoga, Geauga, Holmes, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit, Trumbull, Tuscarawas or Wayne.

To help make this program successful, BWC is actively recruiting physicians of record (PORs) from these and surrounding counties to participate in the program.

Benefits for participating PORs

For eligible claims, PORs who participate in the program will have:

- Greater treatment latitude for the first 60 days of the claim;
- A reduction in administrative burden;
- Enhanced reimbursement for care rendered.

However, BWC will require participating PORs to take a more active role in managing these claims.

Schedule for educational sessions

BWC's Chief Medical Officer, Dr. Stephen Woods, will host four educational sessions for providers throughout April. At these sessions, Dr. Woods and BWC staff members will explain how the Enhanced Care Program will work from the physician's perspective and answer attendees' questions.

BWC will also have staff members on-site to help interested PORs enroll in the program. The sessions begin at **6 p.m.** Dates and locations are:

- Tuesday, April 7 – BWC’s Garfield Heights Customer Service Office;
- Thursday, April 9 – BWC’s Youngstown Customer Service Office;
- Tuesday, April 14 – BWC’s Canton Customer Service Office;
- Thursday, April 23 – Ocasek Building in Akron.

If you would like to attend, email Janice.H.1@bwc.state.oh.us indicating:

- Which session you plan to attend;
- The names of any additional staff members attending from your practice.

Help us educate injured workers: share these new materials

In coordination with managed care organizations, BWC is providing injured workers with new, updated materials. Written in plainly spoken language, injured workers can easily understand the content. We recommend you share these materials with the injured workers you treat.

Tip sheets

For example, we developed the two tip sheets described below in a proof of concept pilot program. They may assist your injured workers and their supervisors in better understanding their role in recovery and the return-to-work process. Working with you, our goal is to help them get back to work and life.

These handouts are [Helpful Tips for Injured Workers: How to Minimize Life and Work Disruption](#) and [Tips for Supervisors: Managing Your Employee’s Health-Related Employment Disruption](#). We send these tip sheets to injured workers after they have been off work for about eight calendar days. We have sent more than 12,178 tip sheets out since the middle of February 2014.

Back to Work, Back to Life folder, claim log

We send a specially designed Back to Work, Back to Life folder to injured workers who indicate their injuries have resulted in a high-life impact or moderate-life impact with high dissatisfaction with the workers’ compensation process. Since August, we have sent about 698 folders to these more seriously injured workers.

In addition, we include in the folder a [Workers’ Compensation Claim Log \(C-261\)](#) that helps the injured worker keep track of his or her injury/accident, claim, medical care and return-to-work information. The C-261 helps injured workers record events such as doctor appointments, phone calls and to-do items.

BWC Basics for Injured Workers

We also include an updated [BWC Basics for Injured Workers](#) in the folder that explains the workers’ compensation process from injury to getting the worker back to work, back to life. It gives injured workers the information they need to know for a safer, better recovery.

You may want to print these materials for your injured workers from BWC’s website, www.bwc.ohio.gov, and have them available in your office. For more information, email BWC’s Manager of Field Operations Steve Dyer at Ronald.D.1@bwc.state.oh.us.

Coming in 2015 – Website to replace the EDA service

BWC is in the process of upgrading our internal claims and employer management systems as well as making enhancements to our website, www.bwc.ohio.gov. The plan is for the website to ultimately serve as one of the main replacements to the Electronic Data Access (EDA) service.

Updates complete, retire EDA service this fall

Please know that after the updates are complete, we will retire the EDA service. The transition is slated to take place this fall. We will announce an effective date soon. An email address will be shared at that time where you can send your questions and concerns. BWC wants to ensure you experience a smooth transition once EDA is no longer available.

BWC's website will be your go-to-place for claim and employer information. Keep in mind that BWC evaluates what may be available and cross references it against what is legally permitted to be viewed by certain parties.

We base viewing privileges on the type of relationship you have in the BWC claim – be it injured worker, provider, employer, representative, etc. If you are a provider and an employer, you should set up two separate accounts and use them for the role you hold when accessing a specific claim. Injured workers and employers may see all the information in their respective claims, but providers have limited access unless they are attached by the MCO as a treating provider or a physician of record.

Create a BWC e-account

For those unfamiliar with the website, click www.bwc.ohio.gov, and click [create e-account](#) from the home page. What you see today will continue to improve as we perform more website enhancements.

For additional updates, read Provider eNews for the transition's effective date.

BWC and MCOs are ready for ICD-10

BWC, along with its managed care organizations, will implement the International Classification of Diseases (ICD-10) so Health Insurance Portability Accountability Act (HIPAA)-compliant providers do not need to make special accommodations. Because BWC is not a HIPAA-covered entity, we can be more flexible than other payers.

To facilitate a smooth transition to ICD-10, BWC and MCOs are implementing measures that will allow us to continue to process claims and bills using ICD-9 codes, if necessary, for 90 days past the Oct. 1, 2015, effective date. See upcoming Provider eNews issues for frequently asked ICD-10 workers' compensation questions and answers.

Ohio

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