

**From:** Ohio Bureau of Workers' Compensation  
**Sent:** Dec. 08, 2016  
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# BWC Provider eNews



Dec. 8, 2016

## **BWC's Lima office partners' round table discussion: 9 to 11:30 a.m., Dec. 14**

Our Lima Customer Service Office invites area representatives of your front-line staff to participate in a round-table discussion with your workers' compensation peers and partners from 9 to 11:30 a.m., Wednesday, Dec. 14, at the Lima office, 2025 E. Fourth St., Lima. The meeting's purpose is to:

- Introduce you to our Lima office staff members;
- Discuss the functions and challenges of each partner;
- Discover ways to improve the services we provide.

The discussion topics include:

- Filing claims' challenges and barriers;
- Ongoing treatment or subsequent requests;
- Required information, duplication areas for managed care organizations;
- Important customer contacts;
- The Enhanced Care Program;
- The [Ohio Workers' Compensation Medical & Health Symposium](#).

For more information, here is a [collaboration meeting flyer](#).

To register, email [Grace Gonzales](#) or call 419-227-4006. Please provide her with the name, title and contact information for your attending representative. We look forward to meeting you at BWC's Lima office!

## **Registration opens Jan. 3 for the Ohio Workers' Compensation Medical & Health Symposium**

It's almost time to register for our free, two-day [Ohio Workers' Compensation Medical & Health Symposium](#) about comprehensive care for an injured worker that will be held March 9 – 10, 2017, at the

Hyatt Regency Columbus, 350 N. High St., Columbus. You may attend any of the sessions about “Comprehensive Care for an Injured Worker” during the two days.

The symposium features **nationally recognized experts** in pain management, physical medicine and rehabilitation, neurology, orthopedic surgery, chiropractic and alternative medicine. You may read about the **presenters** and the **sessions** here as we will continue to highlight the sessions in upcoming editions of Provider eNews.

### Topics

Nicholas U. Ahn, M.D., will be speaking on “Lumbar Discography and Failed Back Surgery Syndrome in Workers’ Compensation Patients.” James W. Atchison, DO, will be addressing “Managing Pain and Return to Work Early: Before it’s too Late.”

“The Perfect Storm: Pathophysiology of Controlled Substance Misuse and Addiction” is Dr. Susan K. Blank’s session topic. Dr. Michael Coupland will present “The Psycho Neurobiology of Pain: Up Pain, Down Pain, Good Brain, Bad Brain.”

### Professional education

Continuing education credits are requested for these licensed health-care professionals:

- Chiropractors;
- Nurses;
- Occupational and physical therapists;
- Pharmacists;
- Psychologists;
- Physicians;
- Vocational rehabilitation (CRC, CCM and CDMS).

### Register soon

Register early because seating is limited. For more information, call BWC’s provider contact center at 1-800-644-6292, options, 0, 3, 0, or send an **email**. You may link to the symposium website from BWC’s **Medical Providers page**.

## Provider impacts of a successfully implemented system upgrade

We appreciate BWC’s health-care providers’ patience during our internal systems upgrade. We completed the upgrade over the Veterans Day weekend.

### E-accounts

Providers using electronic account access to our website should note that on our new system, provider numbers may become inactive when:

- The tax identification number changes;
- A business closes;
- There’s been no billing activity for 18 consecutive months.

If you use an electronic account to review claims data and you established that account under an inactive

provider number or your provider number becomes inactive, you will not be able to view claims information. You will need to set up an electronic account under your active provider number that's in our system.

**For questions**

If you experience issues and need assistance, contact us at 1-800-644-6292, options 0, 3, 0.

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