

BWC prepares to launch new website

Better look and navigation provide better experience

As part of our ongoing efforts to improve the customer experience, BWC will soon launch a new website. We developed the site with input from users, and it promises a better customer experience through better design, easier navigation and more relevant content. It replaces the current bwc.ohio.gov, which dates to 2000. We expect the site, which will remain bwc.ohio.gov, to go live Jan. 28.

Visitors to BWC's new homepage will find the most-requested information right up front, as well as easy pathways based on our main users, including workers, employers and providers. Regardless of which page you're on, the navigation is consistent and easy to follow. You'll always link to the most requested services, commonly asked questions, featured resources, news and events.

One challenge with our existing site has been the sheer volume of information. While virtually everything you might ever want to know was there, it could be difficult to find and sift through. In designing the new site, our philosophy has shifted from more is better to organizing the content to provide the most relevant information upfront. The result is content that is easier to find and understand.

Nearly everything about the site will change eventually, but the first change users will notice will occur in February. That's when we will unveil the new look, along with new content that customers see prior to logging in. Later this year, we'll change the content and services that exist after logging in. Until then, customers will still be able to conduct those transactions on the new site, using the existing service offerings.

The biggest impact on long-time users will be losing their bookmarks. Because the content and navigation are changing significantly, there will be no automatic redirecting or roadmap to



The information you need when you need it

Our portal is designed to show the information you are looking for with a minimum effort. Are you a Worker, or are looking for Safety Training Classes? Are you an Employer or are you looking for Certified Providers? You can start your journey based on the type of information you are looking for.

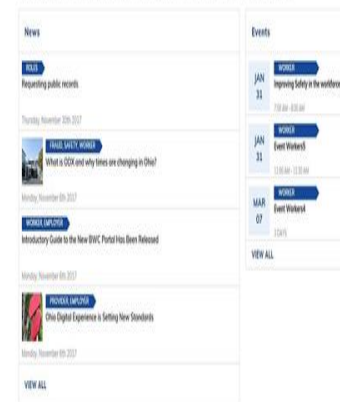


Common Questions

- [What is a BWC-certified provider?](#)
- [How do I find out who my MCO is?](#)
- [How do I know the balance is correct?](#)
- [How do I obtain a certificate or invoice coverage?](#)
- [What are your injured worker rights?](#)
- [Why did I receive this address change notice?](#)
- [What does my MCO do?](#)
- [Why my payment received?](#)
- [Who needs coverage?](#)
- [How do you request IT Compensation benefits?](#)

News & Events

Get to know what's happening with the Bureau, new releases, training events and much more at your fingertips.



the new content. If you do visit our website often, we encourage you to take some time to explore the new site once it goes live. We are also working on a video tour of the new site for when it launches.

While we're still finalizing the new look and content, here's a sneak peek of where we're headed!

Register: Ohio Workers' Compensation Medical & Health Symposium March 8 – 9, *Comprehensive Care for an Injured Worker*

Online registration is now open for this year's annual Ohio Workers' Compensation Medical & Health Symposium, at the **Greater Columbus Convention Center**. It runs in conjunction with the Ohio Safety Congress & Expo.

Two education opportunities available

The [Provider Clinical Education](#) track is an opportunity for health-care professionals to learn about the latest trends and evidence-based medicine. This track features leading state, national and international experts in workers' compensation.

The [Provider Staff Forum](#) is new this year. It offers a full day (Friday, March 9 only) of education designed specifically for provider office staff related to key workers' compensation policies and procedures. We recommend this portion of the symposium for office staff/administrators who are responsible for the day-to-day operations of workers' compensation processes and workflow within a health-care system.

[Register today!](#)

- Registration is free.
- You need a unique email address to register.
- Physicians and physician assistants must provide their National Provider Identifier and specialty.
- Pharmacists must provide their Ohio license number and the National Association of Boards of Pharmacy number.
- Be prepared to select your educational track and each session.
 - Provider clinical education (13 sessions: March 8 – 9)
 - Provider staff forum (Five sessions: March 9)

- Visit bwc.expoplanner.com/medical. for more information and to register.
- Registration is limited.
 - 700 attendees for the Provider Clinical Education track.
 - 125 attendees for the Provider Staff Forum track.

If you have questions, call BWC's provider contact center at 1-800-644-6292, option 0-3-0, or email medsymposium@bwc.state.oh.us. For more information, go to bwc.expoplanner.com/medical.

Exhibitor opportunity

If you or your company provide products or services used in caring for injured workers, please consider exhibiting at the two-day symposium. You may review our exhibitor information found on the website at [Exhibitor Info](#).

Payment options for detoxification services

Ohio Administrative Rule 4123-6-21.7 became effective in October 2016. This rule allows up to 18 months of treatment for detoxification, including up to a maximum of 30 days of inpatient detoxification services over that period for qualified injured workers. The managed care organization must first authorize all services.

Specialized programs

To facilitate payment for specialized programs, BWC is adopting new local level billing codes for outpatient and ambulatory detoxification treatment. In addition, we're adopting an optional per diem rate for inpatient detoxification services. New codes and associated reimbursement rates will be effective with each respective [fee schedule](#) release in 2018.

Hospitals providing inpatient and outpatient detoxification services billable under these codes should consider if they wish to also enroll under the new provider type 35 – Hospital Per Diem services. We will issue hospitals another hospital provider number for billing the two HCPCS local level codes when applicable.

These codes are not payable under any other existing hospital provider numbers you may have. On or after Feb. 1, 2018, you may enroll as a type 35 to bill hospital per diem detoxification services using our [Provider enrollment and certification application](#).

Questions

For more information, email feedback.medical@bwc.state.oh.us.

Ongoing emphasis on safer prescribing practices for older injured workers

In recent years, providers encountered several BWC initiatives aimed at improving the safety of opioid-prescribing practices. Less well known are our recent initiatives focused on the care of older injured workers. It's no secret that our national workforce is aging.

Beers criteria

The [American Geriatrics Society](#) endorsed the *Beers Criteria for Potentially Inappropriate Medication Use in Older Adults*. The criteria rely on systematic reviews of literature about the effectiveness and safety of medications in adults over 65 years old. The most recent review involved more than 6,700 clinical studies and 20,000 articles. These reviews assist health-care professionals in assessing the quality of care provided to older populations.

The most recent (2015) update of the list of Beers criteria medications includes medications that older patients should avoid. However, new to the criteria are medications that prescribers should also review for appropriate dosages. Use of medications on the Beers list is consistently associated with higher rates of adverse drug reactions and poorer health outcomes in patients over 65 years old.

MCOs' roles

We supported efforts to use the Beers criteria in prescribing practices through our managed care organizations (MCOs). We encourage MCOs to review the medications that injured workers receive through BWC. We also ask MCOs to contact physicians who prescribe medications on the Beers list to those injured workers more than 65 years old. This approach is a departure from standard drug utilization reviews that physicians received in the past because the concern is less about relatedness and BWC coverage and more about safety and education.

Physicians can expect to receive letters or phone calls from MCOs about Beers-list medications. Prescribers should use this outreach from the MCOs as an opportunity to consider the risks to their older patients and examine alternative treatments more appropriate for them. The decision on whether an injured worker should remain on a Beers-criteria medication will remain between the prescriber and the injured worker.

Contacts

Please direct questions about the *Beers Criteria* to the MCO managing your patient's care or our [pharmacy](#) unit.

Professional provider fee schedule: Annual update

Beginning Jan. 1, 2018, annual updates to the BWC Medical Services and [Professional Provider Fee Schedule](#) are effective. The updates reflect adoption of Medicare updates as shown in the 2017 final rule. The updates also include relevant Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) code additions and/or deletions as adopted by Medicare for 2018 and include anesthesia, dental services and always therapy.

Final fees: end of February

Although we show new CPT and HCPCS codes on the fee schedule, final 2017 pricing for the new codes is not complete. The incomplete fees are identified as TBD (To Be Determined). Based on BWC's methodology for finalizing and implementing fees for new CPT and HCPCS codes, we will publish final fees for the TBD codes no later than the end of February.

If a provider is considering billing one of the new billing codes with a TBD fee, the provider should contact the injured worker's managed care organization to discuss reimbursement prior to rendering services.

We remind providers = when applicable, that we require submission of modifiers -FX and -CT for use of old technology; or -PO and -PN for excepted and non-excepted provider based clinics.

Telemedicine, detoxification services

We recognize 41 CPT billing codes as eligible for telemedicine. Telemedicine eligible codes include a -95 modifier in the 2018 fee schedule appendix. We limit authorization for telemedicine to these codes.

In addition, we developed two local level HCPCS codes for payment for ambulatory detoxification services and two local codes for the provision of structured outpatient programs for detoxification.

Inpatient hospital fee schedule: Annual update

BWC's annual update to the hospital inpatient reimbursement rule, is effective for injured worker discharges on or after Feb. 1, 2018. As noted in Ohio Administrative Code 4123-6-37.1, we are adopting version 35.0 of the Medicare Severity Diagnosis Related Groups (MS-DRGs) and pricing factors as published in Medicare's 2018 Final IPPS Final Rule.

The BWC payment adjustment factor for MS-DRG and direct graduate medical education (DGME) will be 109.5 percent. The payment adjustment factor for outliers will be 171.5 percent.

To facilitate payment for inpatient detoxification treatment, we created an optional per diem reimbursement rate. The 2018 [fee schedule rule](#) includes details.



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Questions? Call 1-800-644-6292
or visit us on the web www.bwc.ohio.gov



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