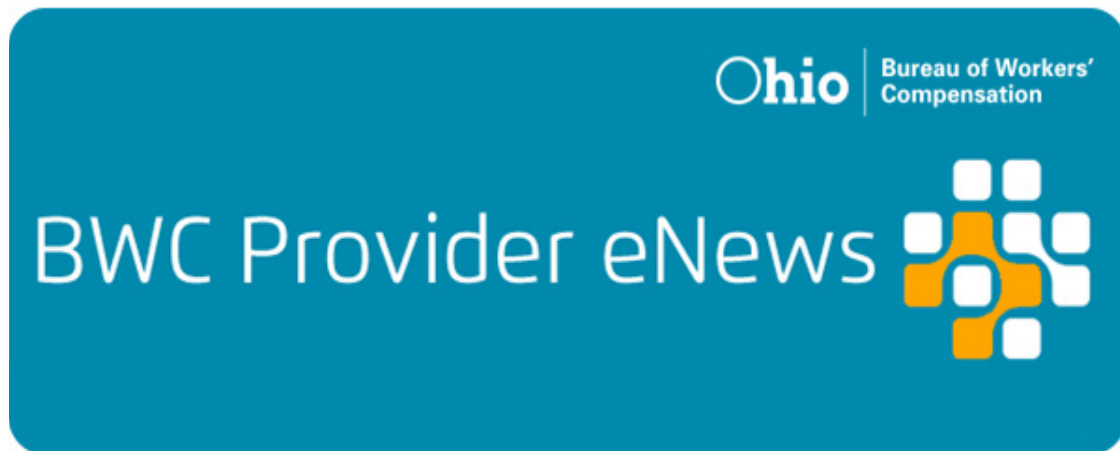


**From:** Ohio Bureau of Workers' Compensation  
**Sent:** Monday, June 18, 2018  
**Subject:** Provider eNews - June 2018

June 2018



## By following the rules, you avoid non-compliance notices

BWC adopted two Ohio Administrative Code (OAC) Rules [4123-6-02.7](#) and [4123-6-16.3](#), that allow us to monitor certified providers for non-compliance. These rules became effective Jan. 1, 2013.

### Most frequent infractions

The top infraction is failure to follow the prior authorization requirement. The rule indicates a request for treatment is not considered a retrospective request until it's seven days **after** the date of service, or next visit, whichever comes first. Providers submit a request for treatment on the [Completing the Request for Medical Service Reimbursement or Recommendation for Additional Conditions for Industrial Injury or Occupational Disease \(C-9\)](#).

The second most common infraction reported is failing to respond to a written request for additional information. If you receive a [Request for Additional Medical Documentation for C-9 \(C-9-A\)](#), you must respond in writing to the managed care organization (MCO) within 10 business days. A response is needed even if it's only to indicate you do not have additional information to provide.

If an infraction occurs, the MCO must notify you of which rule you violated. The MCO must also report the infraction to us.

### **Progressive compliance monitoring – how it works**

A BWC committee meets monthly to review the infractions reported. The committee determines when a written infraction notice should be sent to the provider. We send a:

- **First-level provider compliance notice** when three or more of the same, or five differing violations occur over a six-month period. This letter notifies the provider that he or she is in the progressive compliance monitoring track. A 30-day grace period follows each letter to allow the provider to take corrective action.
- **Second-level provider compliance notice** when two or more subsequent violations of the same infraction occur over the next 12 months. This letter notifies the provider that we require a written corrective action plan. The provider must return the written corrective action plan to us within 30 days.
- **Third-level provider decertification/termination notice** when a provider receives two or more subsequent violations of the same infraction within the next 12 months. This notice informs the provider that we are removing them from the network for two years.
- **Notice to decertify/terminate for multiple first-level provider compliance notice** when a provider receives three first-level provider compliance notices, but did not progress to the second-level provider compliance notice within three years. This notice informs the provider that we are removing them from the network for two years.

### **Reimbursement discounting for retrospective requests**

An MCO has authority via [OAC 4123-6-16.3](#) to reduce a provider's reimbursement to 75 percent of the usual reimbursement for treatment requests that do not follow prior authorization policies. The rule lists reasons when retrospective treatment requests can occur. These treatment requests are paid at 100 percent. Only individual practitioners can receive this penalty as they manage their own treatment requests.

If a provider feels he or she received a reimbursement penalty erroneously, contact the MCO. Appeals for this payment reduction do not go through the alternative dispute resolution grievance process. Instead, it's a billing grievance directly to the MCO.

### **Compliance monitoring success**

We have not removed providers from our network under this rule and monthly monitoring. We sent hundreds of first-letter notices, and even less second-notices – proving awareness works.

The monitoring program's goal is to educate providers when office practices fall outside the protocols for treatment requests.

If you have questions about the compliance monitoring process, email us at [feedback.medical@bwc.state.oh.us](mailto:feedback.medical@bwc.state.oh.us).

## Vocational rehabilitation programs: Options for early intervention

Here are some quick tips for you to help injured workers get back to work and back to life as safely and quickly as possible.

- As soon as a claim is in an allowed status, you may request vocational rehabilitation services for your patient.
- Your patients may take advantage of vocational rehabilitation services in medical-only (seven or fewer days of missed work) claims.
- Do not wait until your patient reaches maximum medical improvement to refer him or her for vocational rehabilitation services.

### Many options to consider for the provider, injured worker

Our [remain at work \(RAW\) program](#) keeps injured workers on the job. This program is for injured workers with medical-only or lost-time claims (eight or more days of missed work) who are not receiving salary continuation or temporary total compensation payments.

The RAW program is for injured workers remaining at work or returning to work who are experiencing difficulties and may be in jeopardy of going off work again. We charge RAW services to the employer's policy. Services can include but are not limited to:

- Ergonomic study.
- Job analysis.
- Transitional work.
- Physical or occupational therapy offered on-site.
- Job modifications.
- Tools and equipment.
- Vocational rehabilitation case management.
- Gradual return to work.
- On-the job training.

### **Requesting vocational rehabilitation services**

In addition, we offer specialized [vocational rehabilitation options](#) for injured workers with lost-time claims that also include job retention and return-to-work services. As soon as you know the worker needs help in returning to work, and the worker is medically stable, request vocational rehabilitation services. Vocational services can help ensure a safe return to work for your patient.

You can access vocational rehabilitation services by making a referral to the worker's managed care organization. To make the referral, use the [Physician's Report of Work Ability \(MEDCO-14\)](#) or the [Request for Medical Service Reimbursement or Recommendation for Additional Conditions for Industrial Injury or Occupational Disease \(C-9\)](#).

### **Additional info**

If you have questions, visit [www.bwc.ohio.gov](http://www.bwc.ohio.gov), and select [Vocational rehabilitation](#). You may also call 1-800-644-6292, option 0-3-0, and ask for the rehab policy department or email [rehabpolicy@bwc.state.oh.us](mailto:rehabpolicy@bwc.state.oh.us).

## **Better You, Better Ohio! health and wellness program benefits health care industry**

One of BWC's latest innovative initiatives, Better You, Better Ohio!™ is a free health and wellness program designed for Ohio's workforce.

### **Workforce criteria**

If you are in a smaller health-care practice, group or clinic, you and your employees may qualify for this program. The criteria for Ohio's workforce eligibility include employees who:

- Work for an Ohio employer with 50 or fewer employees.
- Do not offer a health and wellness program.
- Fall into high-risk industries, such as health care.

Eligible participants can earn \$75 by enrolling in the program and completing a health assessment and biometric screening. Better You, Better Ohio! gives workers a wealth of resources to help them take ownership of their health and well-being, including:

- Health and wellness awareness, education and training.
- Health assessments and biometric screenings for better understanding of their health and well-being.

- A member engagement website that allows them to develop health plans and track their progress to achieve their health goals.
- A state-of-the art mobile app for creating weekly action plans and getting health tips.
- Digital coaching to help them on their journey to better health.

### **Injured worker referrals**

If you believe this program may be helpful to your patients who have workplace injuries, contact their managed care organization.

To learn more about the program, visit our [Better You, Better Ohio! info page](#). Send questions about the program to our [email box](#).



Ohio Bureau of Workers' Compensation  
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Questions? Call 1-800-644-6292  
or visit us on the web [www.bwc.ohio.gov](http://www.bwc.ohio.gov)



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