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# BWC Provider eNews



March 17, 2014

## Table of contents

- **Notice: Systems outage March 29; click image below for details**
- **New website improvements for our customers**
- **C-19 billing form phase out postponed**
- **BWC will be ICD-10 ready and will meet providers' needs**

## Notice: Systems outage March 29; click image below for details



**Important:** Because of this outage, disability evaluators will not have online access and should plan accordingly. We apologize for any inconvenience this may cause you.

## New website improvements for our customers

BWC continues to work on initiatives that streamline your interactions with us and better serve our customers through our website, [www.bwc.ohio.gov](http://www.bwc.ohio.gov). A first step in this endeavor is to make additional information available to our customers who are searching for providers.

### What's new?

BWC enhanced the information in **Provider look-up** based on your initial or recertification application to show your current board specialty information and self-proclaimed practice specialty.

In addition, we added a new section titled Accepting New Patients, which indicates your availability to see new patients. If you've indicated you only accept current patients and/or do not take new patients, the indicator says "No". If we have no information on file about this question, we've indicated to "contact provider."

#### **Next steps**

Please review the information we have about you in the [Provider look-up](#) and if we need to make changes, contact BWC provider relations at 1-800-644-6292, option 0, 3, 0 or [email](#) us. Please be sure to include your BWC provider ID with your email.

## **C-19 billing form phase out postponed**

We announced in the December 2013 issue of Provider eNews that beginning April 1, 2014, we would no longer accept the [Service Invoice \(C-19\)](#) for provider billing. However, after considering service providers' feedback, we determined that extending the transition period beyond April 1 is appropriate.

The Centers for Medicare & Medicaid Services 1500 Health Insurance Claim Form (CMS-1500) (02/12) is available and supports ICD-10 readiness. Therefore, while we extended the transition period, health-care providers who submit bills to managed care organizations should use the CMS-1500 in place of the C-19.

*Provider eNews* will have more details on the revised plan in upcoming issues.

## **BWC will be ICD-10 ready and will meet providers' needs**

BWC projects are under way to ensure we are ready for the conversion from International Classification of Diseases (ICD) – 9 diagnosis codes to ICD-10 on Oct. 1, 2014. It is BWC's priority to mitigate the impact this conversion could have on providers' services and reimbursements.

#### **ICD-9, ICD-10 codes**

As a part of this effort, we are reviewing claims allowances and bill-review processes so we can accommodate both ICD-9 and ICD-10 codes. BWC will, for a transitional period, continue to accept bills containing ICD-9 codes after Oct. 1, 2014.

However, it's our intent to establish a date when the transition period

will end. After that date, we will no longer accept ICD-9 codes. We will communicate that update on our website, [www.bwc.ohio.gov](http://www.bwc.ohio.gov), and in future *Provider eNews* issues.

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