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Bureau of Workers' Compensation [donotreply@bwc.state.oh.us]
Sent: Monday, May 06, 2013 3:00 PM
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Subject: Provider eNews - May 2013



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Provider eNews - May 2013

BWC's provider resource report helps providers see their impacts

A key objective for BWC is to ensure our injured workers have access to quality care, which begins by having access to a quality provider network. Therefore, maintaining a quality BWC medical-provider panel is critical to meeting the medical needs of Ohio's injured workers.

In addition, a quality provider panel directly supports Ohio businesses in appropriately addressing workplace injuries, resolving the results and mitigating the impacts. To begin focusing more attention on this impact, BWC is beginning to implement a full education strategy with our certified providers. This is one of those strategic steps.

We recently developed and released a Provider Resource Report to a select number of BWC-certified providers. We designed this report so providers can see the effect they are having in helping Ohio's injured workers return to work.

The report collates select relevant and related data points to provide a small but focused picture of the provider's workers' compensation claims activity. The report also includes aggregate data for the same data points for the provider's peer group.

It's important to note that the report is not a scorecard, and it has no grading attached to it. Rather the report is a resource for providers to increase their understanding of how they individually impact the system. We believe the report will generate increased awareness and help providers discover opportunities to improve their impacts on the workers' compensation system.

How did we develop this report?

We surveyed internal committees and system stakeholders to vet the data points reflected on the report and to finalize its look and feel. We then mailed approximately

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8,350 reports to individual providers – including practitioners, therapists, and rehabilitation and case managers – that met the following criteria:

- Billing of at least 10 claims during 2012;
- A peer group of 20 providers.

We did not send the report to institutions or facilities. In addition, we plan to share this report annually in the spring. If we do not have your correct board specialty, please fax it to us at 614-621-1333. This will allow us to list the correct board specialty if you are a medical or osteopathic physician.

You can send questions about this report to Operational Policy, Compliance & Analytics' [Arnold Haas](#).

BWC to share updates and key initiatives at May 8 meeting

Attendees to BWC's biannual Stakeholder and Interested Party Meeting will learn about key initiatives that have a direct impact on providers.

In addition, department leaders will provide a brief, focused educational presentation and an activity update on selected BWC areas of focus and medication-therapy activities.

The meeting is from 1:30 to 3:30 p.m. in the William Green Building, 30 W. Spring St., Columbus. We encourage everyone to attend.

BWC will not tolerate record mishandling

BWC has validated reports of instances of providers throwing injured workers' medical records and other sensitive data in the public trash. We will not tolerate this type of record mishandling disposal and will deal with these violations accordingly. Action could include administrative action against a provider's BWC certification.

These actions violate BWC's Ohio Administrative Code (OAC) 4123-6-15 Confidentiality of Records. In some cases, it may also violate the Health Insurance Portability and Accountability Act (HIPAA).

The Rule* also dictates the provider must retain records generally three years from the payment date.

In addition, BWC's policy for handling sensitive data includes how to transmit such data. This includes the injured worker's claim number and name.

When you communicate about a BWC injured worker, mask this data, or send the identifying information in a password protected document. Communicate the password by phone or by another email, encryption, fax or other secure methods. (Example: John Smith, BWC claim 13-123456, would be John S., 13-xxx123.) BWC's Social Security or federal tax ID provider issued numbers (not NPIs) are also sensitive data. We do not

share them externally.

*OAC 4123-6-45.1, Records to be retained by provider**

Please take a moment to [forward this email](#) to other managers in your organization and to your colleagues who may find it of value.

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