



BWC systems outage this weekend

We are upgrading our systems to better serve you! Due to this maintenance, our website, call center and other systems will be unavailable from Friday, May 3 at 5 p.m. until Monday, May 6 at 7 a.m.

We appreciate your patience as we continue to improve our systems. In the meantime, if you can't wait until May 6 to file a claim, please see our instructions below.

How to file a claim

An injured worker has one year from the date of injury to file a claim. The easiest and most effective way to file a claim is to submit the claim online once our website returns on May 6. If you want to submit a claim now, you have two options.

- File a claim directly with the injured worker's managed care organization (MCO). Here's the [MCOs' contact information](#). Remember this link will be down over the weekend – from 5 p.m., May 3 to 7 a.m., May 6. If you don't know who the injured worker's MCO is, contact their employer to see if he or she can provide contact information.
- Email BWCCOREFROI@bwc.state.oh.us. You'll receive instructions via email on how to file a claim and a form, called First Report of an Injury, Occupational Disease or Death (FROI). After we complete our maintenance on May 6, we'll enter the information into the system and issue a claim number.

Since most of the shutdown occurs over a two-day weekend, we expect it will have minimal impact on our customers, partners and staff. There will be a recorded

message about the outage on our toll-free call center phone line. In addition, our website, bwc.ohio.gov, will display a static page of information explaining the outage.

However, we encourage you to review deadlines and complete any time-sensitive transactions in advance of the shutdown. In addition, we will work with you to ensure everything goes as seamless as possible.

Temporary system constraint, possible service impacts

When you are the physician of record or the treating physician for an injured worker, you are granted web access to the electronic claim file as well as sent claim correspondence. If you experience any difficulty viewing a claim file through your electronic account or are not sent correspondence after May 6, contact the assigned MCO or our provider relations call center at 1-800-644-6292, option 0,3,0 for assistance.

Once again, we thank you for your patience.



Medical & Health Symposium is a success, breaks records

Together, we did it. We appreciate the hundreds of attendees who joined us for our fourth annual Ohio Workers' Compensation Medical & Health Symposium on April 26 – 27 at the Greater Columbus Convention Center.

More than 800 health-care and legal professionals registered to attend our first-ever Friday, Saturday conference. Registration increased more than 350% from

our first symposium that began in 2015 with 177 registrants.

Provider staff forum, provider clinical education

For the second year, the symposium offered two educational tracks – the provider staff forum (Friday) and provider clinical education (Friday and Saturday). Our Administrator/CEO Stephanie McCloud kicked off the forum on Friday and she spoke again at the provider clinical education to an appreciative audience.

In addition, we featured the session *Becoming a World-Class Carrier – BWC Medical Initiatives that will Take Us There* in both tracks.

Continuing education

With the theme, “Comprehensive Care for an Injured Worker,” the event offered learning opportunities on several topics including chemical dependency, chiropractic care, medical marijuana, mild traumatic brain injuries, opioids, pain management and patient collaboration/communication. We also heard from an impressive lineup of [captivating speakers](#).

For our 2019 symposium, we offered continuing education for attorneys, chiropractors, nurses, occupational and physical therapists, rehabilitation counselors (CCM, CDMS and CRC*), physicians and psychologists. Experts nationwide are learning about our innovative approaches and programs in caring for Ohio’s workers.

It’s the first year our entire conference received [continuing education credit](#) for these professions (up to 12 hours).

**Certified case manager, certified disability management specialist, certified rehabilitation counselor.*

Thank you!

A special thanks to the symposium’s exceptional speakers, exhibitors, participants and volunteers as well as our Medical & Health Division for leading this unique, multi-disciplinary event that we offer participants at no cost.

Read the summer editions of Provider eNews to learn the 2020 dates for our symposium. We hope you’ll join us. It

will be a great learning opportunity as we mark our fifth-year annual milestone for our Ohio Workers' Compensation Medical & Health Symposium.

We can't say it enough. Thank you for continuing to provide quality, comprehensive care for Ohio's injured workers – at home and work.

Don't miss our clinical 30-minute webinar at noon, May 28

Our webinar next month features Chief Medical Officer Terry Welsh, M.D., and Interim Pharmacy Director Miranda Williams, PharmD, RPh, discussing best practices for opioid use. They also will review our [opioid rule](#) and how to properly document and monitor the rule's checkpoints.

You may [register here](#). For more information, email [provider relations](#).



Better You, Better Ohio!™ helping thousands stay healthier

Since its launch last year, more than 9,600 Ohioans have enrolled in **Better You, Better Ohio!™** – our FREE health and wellness program for workers who work for smaller employers in high-risk industries*, such as health care.

The program gives employers with 150 or fewer workers the rare opportunity to start a wellness program for their employees with no cost and no paperwork hassles.

Eligible employers can use Better You, Better Ohio! to help manage and reduce their workers' compensation and health-care costs by having a healthier workforce. Healthy employees are less prone to injury. And, if they are injured, their ability to recover is enhanced greatly.

Meanwhile, workers can use the program's wealth of resources to help them take ownership of their health and well-being. They also can earn \$75 for taking steps to improve their health and wellness, such as completing a health assessment and a biometric screening.

For additional eligibility information, visit BWC's [Better You, Better Ohio! webpage](#).

**Agriculture; automotive repair and service; construction; firefighters; health care; manufacturing; police and public safety; public employers; restaurant and food service; transportation and trucking; trash collection; wholesale and retail.*



Ohio Bureau of Workers' Compensation
30 W. Spring St.
Columbus, Oh 43215

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

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