

From: Ohio Bureau of Workers' Compensation
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BWC has a new pharmacy benefit manager: Change Healthcare

We selected Change Healthcare as our new pharmacy benefit manager (PBM) for Ohio's injured workers. Change Healthcare took over PBM responsibilities on Oct. 28. Our new PBM does not impact the:

- Prior authorization process.
- Formulary.
- BWC's pharmacy rules.

However, pharmacies must send their prescription-billing information to Change Healthcare and not OptumRx Inc., our former PBM. This change should not alter any processes for providers.

Be ready: BWC browser update on Nov. 27

To improve website security, we're making a change to our website (www.bwc.ohio.gov) on Nov. 27. If you're already using a browser version listed on [BWC's Supported Browser List](#), you shouldn't have any issues.

What's happening

For most of us, all we need to know is we're making changes that will ensure interactions on BWC's website are more secure. Those changes mean that to take full advantage of our site, you'll need to ensure your browser is up to date.

For the technical among us, to comply with industry standards, we will disable Transport Layer Security (TLS) protocol version 1.0 and 1.1 on our website. Transport Layer Security (TLS) is a protocol which encrypts your connection to provide data privacy.

BWC's website uses TLS as a key component of our security. TLS 1.2 is the most current and secure version. TLS 1.0 and 1.1 are earlier, less secure versions.

What you need to do

If you're already using a browser version listed on [BWC's Supported Browser List](#), you don't have to do anything.

If you don't have a compatible browser and operating system, you'll get a connection warning or error when accessing our website. If that's the case, you'll need to verify your browser and operating system support TLS 1.2 and upgrade if necessary.

Note: The operating systems Microsoft XP/Vista and earlier are not compatible. In addition, Internet Explorer versions 9 and 10 are compatible when run on Windows 7 or newer. However, you may need to manually enable them.

To manually enable TLS 1.2 in Internet Explorer:

1. Go to Internet Options under Tools (the gear icon) in the upper right-hand corner of your browser.
2. Click on the Advanced tab and scroll down to a series of check boxes called Use SSL and Use TLS.
3. Make sure you check Use TLS 1.2 and all other Use SSL and Use TLS boxes are unchecked.

To manually enable TLS 1.2 in Chrome:

1. Go to your settings and click Advanced at the bottom.
2. Select Open proxy settings under System and click the Advanced tab.

3. As with Internet Explorer, make sure you check Use TLS 1.2 and all other Use SSL and Use TLS boxes are unchecked.

Safari versions 7.0 and above already have TLS 1.2 enabled. No action is necessary.

Beers List Criteria: What to do when the MCO contacts you

The [American Geriatrics Society](#) endorsed the *Beers Criteria for Potentially Inappropriate Medication Use in Older Adults*. Commonly known as the Beers List, it helps prescribers, pharmacists, and case managers identify drugs, drug combinations and doses that may put elderly patients at risk for harm.

We support efforts to assist prescribers in understanding the American Geriatrics Society's recommendations. In addition, we encourage managed (MCOs) to reach out to prescribers whose patients are more than 65 years old and taking any Beers List medication.

Important tips to remember

If a MCO contacts you, here's what you need to know.

- The contact is to provide you with an opportunity to learn about drugs, drug combinations and doses prescribed for your patients older than 65 years old that might put them at risk for harm.
- The contact may alert you to additional medications other providers are prescribing for your patient. This can assist you in your efforts to provide safe and coordinated care.
- Even if the contact doesn't result in a decision to change your patient's medications, a dialogue about medication choices for your patient can provide valuable information that will assist in your ongoing care management.

This contact may be by letter or phone. Please use their resources in your continuing efforts to best support Ohio's injured workers — no matter their age.

Alternative dispute resolution and providers

BWC's alternative dispute resolution (ADR) department oversees the medical treatment dispute process.

What is ADR?

ADR is the process that initiates a resolution to a [Request for Medical Service Reimbursement or Recommendation for Additional Conditions for Industrial Injury or Occupational Disease \(C-9\)](#) determination disagreement. The intent of ADR is to find an alternative when there is a disagreement in the treatment pathway requested for an injured worker.

When there is a treatment disagreement between the managed care organization (MCO) and the provider, the best alternative is to talk and discuss possible care options. The MCO may reach out to you to discuss alternative treatment options.

For example, this may be a shorter trial of the treatment to measure efficacy before the MCO approves a longer treatment course. Some treatments do not offer such possibilities. If there aren't alternatives, a provider may appeal a C-9 treatment decision.

How does ADR work?

If the provider and the MCO cannot reach an alternative treatment plan, any party to the claim or the provider can appeal a C-9 treatment determination. Keep in mind, only an injured worker and an employer may have legal representation. Filing an ADR appeal must be done in writing or by completing the [Appeal to the MCO Medical Treatment/Services Decision \(C-11\)](#) and faxing it to the appropriate [MCO](#).

What are the ADR time lines?

ADR time frames are an important part of the appeal process. Upon receipt of a timely appeal, the MCO must complete either a file review or an independent medical examination (IME) by an independent peer reviewer. The time frames to issue a decision are different for each.

When the MCO obtains a file review, it must submit its decision to us within 21 days of **receipt of the appeal**. If an IME is necessary, the MCO must submit its recommended decision to us within seven days of **receipt of the IME report**. There are additional time frames for the MCO and IME reviewer to ensure the completion of the IME is timely.

If during the file review or the IME process, the MCO receives information to support a change in its decision, the MCO can reverse the initial C-9 treatment decision.

We will then publish an ADR order within two days of receiving the MCO's decision to the injured worker, employer and all parties to the claim. In addition, you may view the injured worker's ADR documents through your online e-account.

I disagree with the BWC order, now what?

A medical provider isn't eligible to file an appeal to the BWC order. The medical provider should discuss ADR decisions with the injured worker and determine care plan options. Only an injured worker, employer, or their representatives may appeal the BWC order to the [Ohio Industrial Commission \(IC\)](#). They can file an appeal by completing an online [Notice of Appeal \(IC-12\)](#). The IC holds hearings at a local IC office closest to the injured worker's residence.

It's important to remember that medical services become payable, if approved by the second-hearing level known as the staff hearing officer level. Services are payable even if an injured worker, employer or their representatives file additional appeals.

Vocational rehabilitation appeal exception

An exception to this process is a vocational rehabilitation eligibility decision, which a provider may not appeal. As a provider, we may ask you to supply additional documentation. You may email this documentation directly to

ADRQuestion@bwc.state.oh.us or mail it to:

BWC vocational rehabilitation policy unit
30 W. Spring St., 20th floor
Columbus, OH 43215

Need help?

ADR processing can mean several appeals and hearing levels. If you need assistance or have questions, call 1-800-644-6292, option 0-3-0 and ask for the ADR department, or email ADRQuestion@bwc.state.oh.us.



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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