

**From:** Ohio Bureau of Workers' Compensation  
**Sent:** Wednesday, Oct. 19, 2016  
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# BWC Provider eNews



Oct. 19, 2016

## Provider stakeholder meeting is coming Nov. 9

Mark your calendars for the fall 2016 Provider Stakeholder meeting. We will hold the meeting from 1:30 to 3:30 p.m., Nov. 9, on the second floor of the William Green Building, 30 W. Spring St., Columbus. We will also broadcast the meeting live via videoconference to BWC's customer service office locations.

Please RSVP by [email](#) if you will attend the meeting at a location other than Columbus. If you have additional questions, call 1-800-644-6292, and press options 0-3-0.

## New BWC claims & policy system coming in November

As we reported in our September issue, to modernize operations and improve customer service, BWC will replace our claims and policy management systems this November. The transition to this new system will occur over the Veterans' Day weekend, Nov. 10 – 14. Beginning the afternoon of Nov. 10, many BWC systems, including web and call center services, will be unavailable. In addition, some employer-related systems will have limited functionality beginning at 5 p.m. on Nov. 9.

Since the majority of the shutdown will occur over a three-day holiday 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, [www.bwc.ohio.gov](http://www.bwc.ohio.gov), will display a static page of information explaining the outage.

We anticipate that normal operations will resume on Tuesday, Nov. 15. However, some users MAY experience slower-than-usual service that Tuesday as we finalize the conversion process.

We encourage you to review deadlines and complete any time-sensitive transactions in advance of the transition. In addition, we will work with you to ensure this transition is as seamless as possible.

## Possible issue with claims files and correspondence

Currently, in our present system, if you are a physician treating an injured worker, you can access that

worker's claim file through [www.bwc.ohio.gov](http://www.bwc.ohio.gov), and you receive any related correspondence. In most cases, this will not change under our new system. However, in cases where we do not have your federal tax ID number or Social Security number, you will not be able to access claims for injuries that occur after the transition.

If you experience any difficulty viewing a claim file through your electronic account or are not sent correspondence you've normally received after Nov. 15., contact the assigned **managed care organization (MCO)** or BWC's provider relations call center at 1-800-644-6292, option 0 – 3 – 0 for assistance.

Thank you for your patience as we upgrade to a new system. BWC is committed to delivering quality services to our customers and partners. For information throughout the transition, make sure to follow us on Twitter [@OhioBWC](https://twitter.com/OhioBWC).

## **BWC's nationally significant opioid prescribing rule became effective Oct. 1**

Here is BWC's new **opioid prescribing rule** for BWC-certified prescribing physicians with a goal of helping to prevent opioid dependence for Ohio's injured workers.

For more information about the rule, read the **September edition of Provider eNews**.

## **Save the dates: March 9, 10 for the Second Annual Workers' Compensation Medical & Health Symposium**

If you are involved in treating or managing patients with work-related injuries, plan to attend our free Workers' Compensation Medical & Health Symposium on March 9 and 10 at the Columbus Regency Hyatt. The hotel is located at 350 N. High St. in downtown Columbus.

We're offering the Medical & Health Symposium, an educational opportunity for health-care providers, in conjunction with BWC's 2017 Ohio Safety Congress & Expo that runs from March 8 to March 10.

### **Multi-disciplinary, free continuing education**

Our two-day symposium offers current, evidence-based topics presented by nationally and state recognized specialists. Topics include pain management, physical medicine and rehabilitation, chiropractic medicine, neurology and occupational medicine.

Each presenter delivers a high-quality presentation designed to provide solutions and deliverables that attendees can take back to their office and use.

Free registration and professional continuing education will be available. Registration opens in January. For more information, visit [here](#).

## **Provider tips/information**

BWC's managed care organizations (MCOs) provide suggestions for articles and information to share with

you based on their daily operations. Following these reminders will promote operations that are more efficient.

- **Request for Medical Service Reimbursement or Recommendation for Additional Conditions for Industrial Injury or Occupational Disease (C- 9) refiling is unnecessary.** When an injured worker has an Industrial Commission of Ohio (IC) hearing that authorizes a formerly denied C-9 request for treatment or services, you do not need to resubmit another C-9 to readdress for approval. The MCO will work off the original C-9 request and the IC order to process the hearing ordered service.
- **Legibility**  
It's always necessary to submit legible information to MCOs and self-insuring employers.
- **First Report of an Injury, Occupational Disease or Death (FROI)**  
If possible, have the injured worker sign the FROI. This helps avoid delays in claim determinations. Always send a FROI in with a new injury/claim.
- **Billing**  
If a denial occurs due to lack of documentation, submit the documentation along with the bill. Be sure to use the individual national provider identifier (NPI) instead of the group/organization NPI in the applicable fields of your billing forms.
- **Sending bills and medical documents**  
Always use the [MCO directory](#) phone and fax numbers to send your bills and medical documents. There is no need to fax medical documents separately to other numbers at BWC or the MCO because the directory fax numbers will send your documents to both BWC and the MCO.

We like to hear from you about information you want to see in Provider eNews. Send specific requests to [feedback.medical@bwc.state.oh.us](mailto:feedback.medical@bwc.state.oh.us).

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