

**From:** Ohio Bureau of Workers' Compensation  
**Sent:** Tuesday, October 6, 2020  
**Subject:** New BWC provider numbers; S&H headquarters moves downtown; Save the date for 2021 symposium

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**Bureau of Workers'  
Compensation**



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## News Alert! BWC providers have new numbers



We heard your concerns about BWC-issued provider numbers containing personal data. As a result, we created a new random provider number for every provider in our network. **Effective Oct. 5, 2020**, BWC and our managed care organization (MCO) partners are recognizing your new number.

Certified providers and group practices can see their new BWC identifier, National Provider Identifier (NPI) number, and all practice addresses by clicking on [Find a Provider](#). Providers may also email or call MCOs or our Provider Contact Center ([feedback.medical@bwc.state.oh.us](mailto:feedback.medical@bwc.state.oh.us) or 1-800-477-2292) to obtain their provider number.

In addition, we are sending an email to all provider email addresses we have on file with their new provider number.

You should begin to use your new provider number in place of your previously assigned number. If you have an NPI number, the NPI should be used on all bills and can also be used on forms.

If you still need to obtain an NPI, you may do so at the [National Plan & Provider Enumeration System website](#). For a provider not eligible for an NPI, you should use your new BWC provider number.

**PLEASE NOTE: Managed care organizations will not reject bills or forms that contain your former provider number.** This number is still active, but we and our MCO partners will no longer use the number on external communications or internal reporting. You will be identified by your NPI and/or your new provider number.

### Jan. 1: New billing codes for skilled nursing facilities' long-term care, hospice, other specialized services

Skilled nursing facilities will have all new local-level billing codes for long-term care services starting Jan. 1, 2021. Last January, we created a new local code for short-term, post-acute services.

Beginning Jan. 1 with our new professional provider fee schedule, the long-term care codes W0170, W0180, and W0176 will be replaced by local codes W0200 – W0204. Nursing facilities will benefit from aligning

### Jan. 1: New specialized billing code for prosthetic microprocessor knee

After a multi-year collaboration with prosthetists, we developed a specialized billing code, W5670, for the Genium knee that will be effective for dates of service on and after Jan 1, 2021. This new, all-inclusive billing code will streamline the authorization and reimbursement process.

When a Genium knee is the most appropriate prosthetic device, the prosthetist submits a single code for authorization and reimbursement. To develop and provide this device, our new,

these new billing codes with care requirements and injury specificity.

We also realigned reimbursement rates to better match care complexity. We will no longer use the Medicare Resource Utilization Group rate since this reimbursement is no longer supported by Medicare.

Hospice and adult-day-care services will also see newly developed local-level billing codes for review.

To learn more about the new codes' authorization and billing processes, **register for our webinars** at [noon](#) and [1 p.m., Oct. 8](#).

If you miss these live webinars, you may view them later on our [provider video page](#). From this page, you may also register for [future webinars](#). If you have questions, email our [Provider Contact Center](#).

all-inclusive billing code and reimbursement rate will encompass several existing HCPCS codes for the microprocessor components and services.

For reimbursement details, prosthetists may review the 2021 professional provider fee schedule.

## Update: Provider Resource Report

This year our annual Provider Resource Report will be available for you by request. Our report has information about your patients who have workplace injuries and/or occupational diseases.

By using this report, you can compare your practice patterns to those of your peers and use these comparisons to identify any areas for improvement.

By selecting the [Provider Resource Report](#) in our website's Provider page, you will learn how we compile the reports. You will also find the report's [detailed term definitions](#) and ["Dos and Don'ts"](#) on how to interpret your results.

### For more information

From the web page, you may request a report from our [Provider Contact Center](#), or you may contact your [managed care organization](#). You may also call us at 1-800-477-2292.

Next year, we'll send the report to you by email. Make sure we have your current email in our records. You can give us up to two emails — your office and your application contact. If we don't have your correct email address, please email our [Provider Contact Center](#) and include your NPI or your BWC provider number.

## Interpreter and Translation Services policy and procedures

Take time to review our Interpreter and Translation Services policy and procedures that became effective July 23. These services may help you better serve Ohio's injured workers.

Based on the Americans with Disabilities Act of 1990, we will approve interpreting services for American Sign Language (ASL) for claim-related:

- Routine office visits with a physician of record.
- Communication with durable medical equipment suppliers.
- Physical or occupational therapy.

In addition, we will provide necessary and appropriate interpreter services upon an injured worker's request or when the need is identified to facilitate:

- Expediting treatment in catastrophic claims.
- Filing or investigating a claim or an action pending in a claim.
- Medical-specialist consultations requested by the physician of record or treating physician and approved by the managed care organization.

We will **not** pay for interpreters when family members, friends, health-care providers, vocational service providers, or community volunteers provide interpretation for the injured worker. However, we will pay for approved on-site interpretation (including ASL services) for BWC and Ohio Industrial Commission exams.

For more information, refer to our [Interpreter and Translation Services policy and procedures](#).



## Join us online: Medical & Health Symposium, April 8–10

Save these dates — **April 8–10, 2021** — for our first-ever **online Medical & Health Symposium** offering free learning opportunities.

Our award-winning symposium features a **provider staff forum** for office staff members/managers and a **vocational rehabilitation workshop** on April 8. We will offer two days of **provider clinical education** on April 9 – 10.

Health care exhibitors may take advantage of virtual symposium opportunities by emailing [medsymposium@bwc.state.oh.us](mailto:medsymposium@bwc.state.oh.us). As we make symposium plans, stay tuned to future editions of Provider eNews.

## Safety & Hygiene division headquarters moves

Our Division of Safety & Hygiene headquarters has moved to BWC's downtown Columbus headquarters from nearby Pickerington.

"This is about customer service," said BWC Administrator/CEO Stephanie McCloud. "I'm confident having our Central Ohio operations under one roof will lead to greater collaboration amongst all our divisions and safer workplaces across our state, benefiting Ohio's workforce and our employer community."

Safety & Hygiene offers employers numerous programs and services designed to prevent workplace accidents and injuries, including safety grants, expert safety consultations, training and education, and a free lending library of safety instructional materials. [Click here for more about the division.](#)

# In challenging times, BWC delivers – We've Got You Covered!

We continue to serve you during this COVID-19 state of emergency with teams teleworking to assure our core operations for Ohio's injured workers and employers are as smooth as possible.

Here are a few highlights of what we're doing for our customers during the pandemic:

- To help weaken COVID-19's spread, on Aug. 28 our Board of Directors approved sending up to **23 million face masks** to Ohio's employers as part of our **Protecting Ohio's Workforce – We've Got You Covered**. This follows nearly 23 million masks we sent to nearly 200,000 employers starting in late May when many employees were returning to their workplace. All of us are setting an example by wearing our masks no matter where we work or live. When we're out in public – Masks On!
- Our Board approved a dividend on Sept. 25 for Ohio's employers of up to \$1.5 billion to ease COVID-19's impact on our business community and economy. This marks our **second dividend of this magnitude** this year and our third since September 2019. It equals 100% of the premium employers paid in policy year 2019 and was made possible because of BWC's strong investment returns, declining claims, and other cost savings. A second dividend in the same year means we are unlikely to issue a dividend in 2021, however. For more information, read our [FAQ](#) about the dividend — "Another \$1.5 billion for Ohio employers."
- Since March, we have not lapsed any provider who did not respond to their recertification application. At this time, most medical offices have reopened, and mail provisions are now in place. **Beginning last month**, BWC restarted lapsing providers' certification for those who do not respond to their recertification application. For more information, see the [August issue](#) of Provider eNews.
- We continue to embrace the use of telemedicine to help injured workers connect with you. For more information, you may read our frequently asked questions document, [What BWC providers need to know about care during the COVID-19 state of emergency](#). If you have questions, [email us](#) or call 1-800-477-2292.

We're not done. These efforts continue. Remember – *We are #In This Together Ohio.*



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*Established in 1912, the Ohio Bureau of Workers' Compensation is the exclusive provider of workers' compensation insurance in Ohio and serves 249,000 public and private employers. With nearly 1,800 employees and assets of approximately \$28 billion, BWC is the largest state-run insurance system in the United States. Our mission is to deliver consistently excellent experiences for each BWC customer every day. For more, visit [www.bwc.ohio.gov](http://www.bwc.ohio.gov).*

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