

From: Ohio Bureau of Workers' Compensation
Sent: Thursday, December 3, 2020
Subject: COVID-19 testing policy alert; Transitional work grant updates; New administrator

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**Bureau of Workers'
Compensation**



**John Logue named BWC's interim
administrator**



On Nov. 16, BWC's chief of strategic direction stepped into the role of Interim Administrator/CEO. John Logue has worked for 26 years in the industry, including some time at BWC in the early 1990s. Before returning to BWC in 2019, he most recently served as vice president at Sedgwick Claims Management Services.

Logue takes over for former Administrator/CEO Stephanie McCloud, who Governor Mike DeWine tapped earlier this month to lead the Ohio Department of Health. McCloud had been BWC's administrator since January 2019. Logue's appointment is pending confirmation in the Ohio Senate.

Policy Alert: Post-Acute COVID-19 Syndrome Testing

As the global COVID-19 pandemic continues, the medical community continues to evaluate the potential long-term health effects caused after being positive for COVID-19. It is not yet known if new issues may be presented, or the level of impact on any pre-existing conditions. In response to questions regarding follow-up testing and treatment of injured workers with COVID-19 as an allowed condition, BWC provides the following clarification for applicable testing for Post-acute COVID-19 Syndrome, also referred to as post-COVID syndrome or "Long COVID":

Currently there are no FDA approved treatments for post-acute COVID-19 syndrome. However, as the medical understanding of the virus advances, the medical literature will identify not only the potential for lingering health effects, but also treatment regimens. When an injured worker has COVID-19 allowed in the claim, a provider may request authorization for follow-up diagnostic testing or applicable treatment for post-acute COVID-19 syndrome when:

- The injured worker is exhibiting symptoms consistent with medical literature references to post-acute COVID-19 syndrome (post COVID, Long COVID, etc.).
- The testing or treatment is related to the allowed condition of COVID-19.
- The testing or treatment is supported by the medical literature regarding COVID-19 and post-acute COVID-19 syndrome.

BWC providers are now able to use new numbers

For added security and improved customer service, 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.

This change most widely affects those providers without a National Provider Identifier (NPI) and who wish to use our new provider number that contains no personal data. If you are a provider eligible to obtain an NPI, we ask that you use it on all forms and documents. We require it in billing.

Certified providers and group practices can see their new BWC 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 or 1-800-477-2292) to obtain their new provider number.

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.

Update your email address

We sent an email to all provider email addresses we have on file with their new provider number(s). Many of our providers share the same email address, so in these cases, we included an attachment with the information.

If you did not receive an email from us or your email address has changed, please notify our Provider Contact Center to make the necessary updates to your provider profile.

- Email: feedback.medical@bwc.state.oh.us
- Fax: 614-621-1333
- Phone: 1-800-477-2292

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.

Transitional Work Grant updates: Return-to-work services during challenging times

We are working on many exciting enhancements to our Transitional Work Grant program that will permit more Ohio employers to participate in our one-of-a-kind grant program. In the months ahead, we will share those changes with you.

Program benefits

To create a customized transitional work plan, our innovative grant program reimburses employers for costs paid to BWC-accredited transitional work developers. An employer may use any remaining grant funds, referred to as Implementation Fund services, to enhance the employer's transitional work plan.

"During this pandemic, we introduced two new implementation services to assist employers in safely transitioning their injured workers back to work," said Tina Elliott, director of return-to-work services.

New! implementation services

Throughout these challenging times, two new specialized services are available for employers to use with their remaining grant funds. They are:

- **COVID-19: Preparing for return-to-work (RTW)** – Some employers may determine a transitional work job once assigned to an injured worker is no longer needed or available during the pandemic. Developers, via **telehealth services** and in conjunction with the employer, create a customized RTW plan for the injured worker.
- **COVID-19: Managing the workspace for health and safety** – How organizations use their workspaces has undoubtedly changed to ensure heightened worker safety. Developers may perform a workplace assessment and recommend changes to the work environment for better health and safety. The employer may also be reimbursed for recommended **personal protective equipment** with their remaining grant funds.

Here are some of the additional implementation services offered in our program:

- Updating and creating new job analyses.
- Providing value-added training for management, supervisors, and employees.
- Improving or upgrading existing transitional work plans.

One new enhancement to the services already offered is just-in-time training for the employer when executing their transitional work plan. This training is **not just for the first injured worker**.

If you have questions about the program, email TWSupport@bwc.state.oh.us.

2021 Medical & Health Symposium goes virtual!



Save the date: April 8 – 10, 2021 for our first-ever virtual Medical & Health Symposium offering **free educational opportunities** for professionals serving injured workers. We invite health care **practitioners and their staff, office administrators, and legal professionals** to join our online interactive symposium.

Online registration opens soon

The 2021 symposium will offer our same award-winning quality sessions, national and state experts, and exhibitors. You will be joining health care and workers' compensation professionals for live educational sessions on the latest topics impacting injured workers and providers.

You may mingle virtually with exhibitors and meet other leaders in the workers' compensation industry – virtually from the comfort of your home or office. Our virtual event will assist in broadening your workers' compensation medical knowledge and will offer free continuing education credit.

We will be requesting **continuing education credits** for most health care credentials as well as continuing legal education (CLE).

Exhibitor opportunities available

If your business relies on other businesses to provide equipment, assistance, the newest technology, or other workers'

By registering as a virtual exhibitor, your company can network with our staff, as well as health care and legal professionals.

Exhibitors may take advantage of virtual symposium opportunities by calling 614-629-8294 or emailing medsymposium@bwc.state.oh.us.

Questions

For symposium questions, email medsymposium@bwc.state.oh.us or call 1-800-644-92, options 0-3-0.

We look forward to seeing you April 8 – 10, 2021, at our 2021 virtual Medical & Health Symposium.

Ohio Safety Congress & Expo will go virtual this year

Our annual event, to be held March 10 – 11, 2021, features **dozens of learning sessions** and a **digital expo**, allowing participants to chat virtually with vendors about new and existing products and services.

As always, **attendance is free** for Ohio employers. Registration will be available in December.

This marks the second consecutive year we will offer the event as online-only. Building on last year's first-ever online offering, our safety congress will offer more online sessions as well as the virtual expo. Additional details will be available soon at www.ohiosafetycongress.com.



compensation-related products and services – we have you covered!

We invite you to participate with a virtual exhibitor booth that provides live streaming opportunities as well as live chats for participants visiting your booth. You are set for success with minimal cost!

Grit



How do we come back from a pandemic unlike anything we've seen before? Ask Ohio, we'll show you.

Just click on the image.

Brought to you by the Ohio Department of Health

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 some highlights of what we're doing for our customers during the pandemic:

- **Largest dividend ever!** Our Board on Nov. 2 approved sending **\$5 billion** in dividends to employers to ease COVID-19's continued impact on our business community and workforce. This is our third dividend in 2020, bringing total dividend dollars for employers to nearly **\$8 billion** this year, all at the request of Governor DeWine.

We will apply the dividend to an employer's unpaid balances first, then send a check for the remainder in mid-December. We issued a \$1.54 billion dividend in late April and \$1.34 billion in October. At \$5 billion, the latest dividend is approximately **four times the total premiums** we collected from our employer members in policy year 2019.

"We are extremely grateful to be in the position to support our business community and workforce in these unprecedented times," said BWC Interim Administrator/CEO John Logue. "Issuing nearly \$8 billion in one year is not an easy lift, but I want to assure Ohioans and our customers that our net position after this dividend – approximately \$5.9 billion – is very substantial and will support injured workers well into the future." For more information, read our

[FAQ about the dividend - \\$5 billion dividend for Ohio employers.](#)

- **More masks on the way!** Governor Mike DeWine continues to urge Ohioans to wear masks to mitigate the spread of COVID-19 in Ohio. Back in May we started sending 23 million masks to nearly 200,000 employers as part of our **Protecting Ohio's Workforce – We've Got You Covered**. Our Board of Directors recently approved a second rollout. We recently began sending 23 million non-medical grade masks, all made in Ohio, to employers in good standing at no impact to their premium. Remind others to continue wearing their masks. 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!

We're not done. These efforts continue. Remember - We are #InThisTogetherOhio.



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 one of the largest state-run insurance systems 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.

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