

From: Ohio Bureau of Workers' Compensation

Sent: Thursday, November 30, 2017

Subject: RepConnect - November 2017



Electronic File Duplication

In August, we informed you that we have discontinued the use of all toll-free fax numbers attached to our claims offices. Please continue to fax documents to 1-866-336-8352, and allow 48 hours before re-faxing a document. This will reduce the number of duplicate documents we receive.

Also, if you have filed a document online, please avoid faxing it as well. We often see duplicate documents relating to [C-92 and C-92A](#) applications. The following are tips to help prevent duplicating documents in the file.

- When filing the C-92/C-92A online, you do not need to fax the verification screen and the C-92/C-92A as well.
- If you filed a C-92/C-92A without a C-230, do not re-file the C-92/C-92A when submitting your C-230.
- Avoid re-filing a C-92/C-92A when the original application is suspended for pending additional allowance, pending claim allowance, failure to appear, etc. and the underlying issues may or may not be resolved.
- When faxing supporting medical for a C-92 already submitted online, you do not need to fax the C-92 again.
- If you fax an application, do not mail it as well, or vice-versa.

Finally, use the tips below to prevent duplication of documents when filing a [Motion \(C-86\)](#) or any other form requesting action.

- If you have previously submitted supporting documentation, reference it in the lower section of the motion or form.
- Then note the dates of the supporting evidence as well as the date you submitted it.

Note: For more accurate service, please document the claim number on each page you are faxing. Also, this change does **not** affect managed care organizations; they will continue to use the fax numbers assigned. It also does not impact the lump sum settlement fax lines.

Cincinnati Office is Moving!

Effective Jan. 16, 2018, the new office location and address is:

Cincinnati Claims Office
135 Merchant St.
Springdale, OH 45246

All phone numbers will remain the same.

- Claims — 1-800-644-6292
- Employer Services — 513-583-4403

Changes Coming to C-92

To better meet the needs of our stakeholders, we have been working on revisions to the *Application for Determination of Percentage of Permanent Partial Disability or Increase of Permanent Partial Disability (C-92)*. As part of the revisions, we will be disabling the current online form and replacing it with a fillable PDF that users can complete before printing. The temporary disabling of the online form will give us an opportunity to determine if any additional changes may need to be made. We appreciate your patience during this transition period.

Gathering Necessary and Timely Information

We appreciate you encouraging your clients to submit valid contact information, which includes a good email address, phone number and mailing address. Valid contact information ensures the claimant receives proper notifications.

We encourage you to work with your clients (claimants and employers) to submit earnings information and, if applicable, information regarding payments the claimant may be receiving (e.g., disability, occupational injury leave or salary continuation) as quickly as possible. Your help in securing this information gives us the ability to make a complete determination of compensability, setting of wages and payment of appropriate compensation when issuing the initial decision.

If you or your client is experiencing a claims processing issue, we encourage you to first attempt to resolve the issue with the assigned claims specialist. If the issue is not resolved, please contact the claims specialist supervisor and if necessary, the service office manager for further resolution. For your convenience, here is our [field contact list](#).

Assessment Invoices and Payment Due Dates

Self-insuring (SI) employers receive assessment invoices each year at the end of January and July. The payment deadline is Feb. 28, Feb. 29 in a leap year, and Aug. 31, respectively. **The payment due date means the payment must post to the employer's account by the due date to consider it on time. There is no grace period.**

Employers can pay invoices by electronic check or ACH transfer, credit card and check. It is important that we receive payment at the address noted on the invoice with enough time to allow processing and posting to the appropriate account. To ensure prompt and timely processing it is essential to include the policy number on the check, and to attach the stub included with the invoice. Without this information, delay in the payment process will likely happen.

Online electronic payments

Paper payment

Ohio Bureau of Workers' Compensation
P.O. Box 89492
Cleveland, OH 44101-6492

Overnight payment

Ohio Bureau of Workers' Compensation

Attn: Lockbox 89492
4910 Tiedeman Road
Cleveland, OH 44144

Self-insured invoice details

If an employer disagrees with a late payment penalty, the employer may request a review of the penalty, with proof of timely submission of the payment. We will not consider a postmarked envelope as sufficient evidence of a timely submission. Sufficient support of timely submission may include, but is not limited to:

- A timely electronic confirmation;
- Overnight receipt confirmation;
- BWC date stamp with timely receipt date.

The employer should submit a request for review of a late payment penalty to SIINQ@BWC.state.oh.us If the employer disagrees with the review findings, he or she may refer the matter to the SI Review Panel. The employer requests a hearing before the Self-Insured Review Panel (SIRP), the BWC self-insuring department refers it for a hearing.

Firefighter Exposure to Environmental Elements Grant Program

Residue collected on firefighters' gear during a blaze can cause respiratory disease, cancer and other ailments. That's why it's important for firefighters to wear appropriate protective gear and ensure it is cleaned properly.

Did you know? BWC's new [Firefighter Exposure to Environmental Elements Grant Program](#) provides \$2 million a year to help departments purchase safety gear and equipment designed to protect firefighters from carcinogens and other harmful elements they encounter while fighting fires.

The program provides a 5-to-1 match of up to \$15,000 for public and private employers with annual payroll of at least \$500,000. No match is required for employers with less than \$500,000 in payroll. Learn more about the program [here](#).

Ohio Safety Congress & Expo 2018

Save the date for the Ohio Safety Congress & Expo, BWC's annual occupational safety, health and workers' compensation event. Safety Congress will be March 7-9, 2018, at the Greater Columbus Convention Center.

The Workers' Compensation Medical & Health Symposium for health-care providers and office staff members will also run March 8 and 9 at the Greater Columbus Convention Center.

For more information on both events, visit www.ohiosafetycongress.com. Interested in exhibiting at either event? Just click on EXHIBIT while on the Safety Congress site for details.



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Questions? Send us an email reconnect@bwc.state.oh.us

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