

Provider Update

Ohio Bureau of Workers' Compensation **Billing & Reimbursement**

BRM 07-3

Periodic updates for providers, self-insuring employers and managed care organizations

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BWC contacts

Call BWC at **1-800-OHIOBWC** and listen to the options, or log to **ohiobwc.com**, and select either Medical providers or Ohio employers. You also can contact BWC via mail at:

Ohio Bureau of Workers' Compensation
30 W. Spring St., 20th Floor
Columbus, OH 43215-2256

\$15,000 Medical-Only Program (15K Program)

With the passage of House Bill 100, BWC's \$5,000 Medical-Only Program is now the \$15,000 Medical-Only Program and employers can pay the first \$15,000 in bills for medical-only claims with dates of injury on or after Sept. 10, 2007. However, the limit of \$5,000 applies to medical-only claims with dates of injury between June 30, 2006 and Sept. 10, 2007. Claims with dates of injury prior to June 30, 2006 are limited to \$1,000.

To participate in the \$15K Program, the employer agrees to authorize treatment and agrees to pay all medical bills in covered medical-only claims as billed. Payments continue until the employer has paid his or her maximum, or has notified BWC he or she no longer wants to be responsible for the medical bills in the claim. Employers may elect the medical-only claim they do not wish to cover under this program. Providers must submit bills to the employer for payment in the proper billing format. Providers must also submit medical documentation if the employer needs information to show the services provided. The employer will pay all bills as billed or agree upon an appropriate reimbursement level with the provider. The employer's managed care organization (MCO) cannot authorize treatment or pay medical bills.

Find additional details about the \$15,000 Medical-Only Program in the *Provider Billing & Reimbursement Manual* online at .

Hospital outpatient services

Ohio Administrative Code 4123-6-37.2: *Payment of hospital outpatient services* became effective for dates of service on or after Sept. 1, 2007. The bureau's current cost-based outpatient facility payment methodology will not change because of this rule. However, BWC will calculate reimbursement for outpatient services by using each hospital's 2006 cost-to-charge ratio as reported to Ohio Medicaid instead of the 2004 cost-to-charge ratios used by BWC since it implemented its current methodology in October 2005.

The 2006 cost-to-charge ratios are included in chapter 3 of the *Billing & Reimbursement Manual* online at .

Medical coding requirements

Effective Oct. 1, BWC will recognize the 2008 version of the International Classification of Diseases (ICD-9-CM). Previously, BWC recognized a current year's version of ICD-9-CM on Jan. 1 of that year.

BWC will recognize 2008 HCPCS Level I (CPT@a8), Level II; and HCPCS Local Level III billing codes, effective for dates of service Jan. 1, 2008.

Preferred vendor for TENS and NMES

BWC is discontinuing its preferred vendor program for providing transcutaneous electrical nerve stimulator (TENS) and neuromuscular electrical stimulator (NMES) units and supplies to injured workers. Thus, BWC will not issue a Request for Proposal for a preferred TENS provider when the current contract expires Oct. 31, 2007. BWC will continue to reimburse for TENS and NMES units and supplies at the fee schedule in place.

Anesthetic "caine drugs"

BWC does not cover anesthetic drugs, such as Bupivacaine (Marcaine), Bupivacaine (Sensoricaine), Chlorprocaine (Nesacaine), Lidocaine (Xylocaine), Mepivacaine (Carbocaine), etc., when administered for chronic pain control. BWC will not allow separate payment for the surgeon's performance of a local or surgical anesthesia if the surgeon also performs the surgical procedure. According to coding rules, such costs are contained in the procedure fee schedule.

Court ordered settlements

BWC will process all court settlements for BWC claims with settlement dates on or after Aug. 1, 2007, under a new policy described below.

The Office of the Attorney General of Ohio will notify BWC's Legal Division via e-mail of a court settlement. BWC will immediately forward the e-mail settlement notifications to the appropriate managed care organization (MCO) with the subject heading "Court Settlement Notification." The settlement date as indicated in the e-mail is the effective settlement date for C-9s and bills.

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The MCO will continue to resolve bills up to and beyond the court settlement date as long as the bill is within two years from date of service, and the date of service is before the court settlement date. The MCO will deny bills for dates of services after the court settlement date, and the bill will become the injured worker's responsibility.

Medical documentation

In June 2006, BWC introduced its medical documentation policy, designed to provide guidance for the appropriate documentation of E/M services, osteopathic manipulative therapy, chiropractic manipulative therapy, physical and rehabilitative therapies and psychotherapy.

The medical documentation policy is available in the *Provider Billing & Reimbursement Manual* on BWC's Web site. In addition, it is available at the BWC Learning Center, a Web based application that you can access from the Internet. The instructions below explain how you, as an external user, log into, search and enroll in a learning event using the BWC Learning Center.

1. First Visit Login

- Log onto **www.bwclearningcenter.com**.
- Click **[First Visit]**.
- Enter your (or your employers) BWC policy number, your first and last name.
- Enter a login ID and a password of your choice.
- Click **[Submit]**.
- Complete your **[User Profile]**.

If the system contains your name, it will direct you to contact BWC at

or call 1-800-OHIOBWC, and select option 2, then 2 and 2 again.

2. Enroll in a Learning Event

- From the home page, click on **[Learning Center]**.
- Click on **[Course Information & Enrollment]**.
- Search by keyword, entering a word(s) closely related to the desired training event.
- Click **[Search]**.

Classroom event

- From the returned list, locate the desired course, and click on the information icon.
- In the lower right section of the screen, locate the date/location of your choice.
- Click **[Enroll]**.
- If you have given an e-mail address, you will receive an e-mail confirming your enrollment.
- If you have no e-mail address, you will receive a fax or letter.
- Once you are enrolled, you can view your list of selected classes (and cancel, if needed) in the **Personal Learning Center**, which is located on the left side of the home page.

Online event

- From the returned list, locate the desired online course and click on the title.
- Click **[Take Course]**.

3. Update Your Own User Profile

- From the home page click **[User Information Center]**
- Click **[Student Records]**.
- Click **[Update Profile]**.
- Edit as needed.
- Click **[Submit]** to save changes.

4. Personal Learning Center

- On the left side of the home page, click on **[Personal Learning Center]**.
- List will display current learning events (classroom session enrollment and online tutorial stated).
- Click the **[Transcript]** tab.
- Locate the learning event (classroom or online) you have completed.
- Click on **[Certificate]**.
- A survey will open if required for completion of the learning event.
- When certificate displays click the **[Print]** icon to print it.

MCO update

Please use the toll-free fax numbers listed in the tables below to make sure your medical documentation is identifiable and indexed in BWC's medical repository system. Failure to do so may result in loss of information to the BWC system and necessitate a subsequent request for repeat submission of the documentation as well as delay in bill payment.

The tables also include case-management contacts and phone numbers for each managed care organization (MCO). The complete, updated *MCO Directory* is available on .

September 2007

MCO name and phone number	To report an injury (toll-free fax number)	To submit medical (toll-free fax number)	To send bills (toll-free fax number)	Case management supervisor and phone number
1-888-OHIOCOMP (888) 644-6266	(888) 644-7339	(888) 644-7339	(888) 644-7339	Melodie Russ, RNC, CCM (216) 426-0646 ext. 147
3-Hab (800) 869-1871	(800) 869-1872	(800) 869-1872	(800) 869-1872	David J. Greenfield, MD (800) 869-1871
Advocare (800) 659-4025	(877) 514-1227	(877) 514-1227	(877) 514-1227	Rochelle Garrett (800) 659-4025 ext. 234
ALPS CompCare (800) 835-2577	(877) 580-7673	(877) 580-7673	(877) 580-7673	Wesla Brown, RN, CCM (513) 671-6300
AultComp (330) 830-4919	(877) 738-0058	(877) 738-0058	(877) 738-0058	Nancy Toussant, RN, COHN-S (330) 830-4919
AVATAR COMP (800) 791-9281	(888) 321-8031	(888) 321-8031	(888) 321-8031	Connie Coleman, RN, CCM (800) 791-9281
CareWorks (888) 627-7586	(888) 711-9284	(888) 711-9284	(888) 627-7586	Vicki Blevins (614) 760-3830
CompManagement Health Systems (888) 247-7799	(800) 334-4229	(800) 334-4229	(800) 334-4229	Angie Flynn, (513) 774-5891
Comp One (877) 281-9821	(877) 283-0921	(877) 283-0921	(877) 283-0921	Pam Webb, RN, BA, CDMS (877) 281-9821, ext. 115
CorVel Corp. (800) 275-6463	(877) 677-6756	(877) 677-6756	(877) 677-6756	Cleveland: Teresa Saunders, RN, BSN, CCM (440) 885-7377 Columbus and Cincinnati: Marilyn Estep, RN, CCM (513) 794-4040 Toledo: Joyce Carlen, RN (419) 865-6401
Crawford & Co. (800) 838-9862	(877) 891-9218	(877) 891-9218	(877) 891-9218	Kathleen Crippen, RN, CCM (800) 838-9862, ext. 215
Gates/McDonald HealthPlus (800) 642-7587, option 2	(888) 329-6261	(888) 329-6261	(888) 329-6261	Northern region: Tina Jackson RN, CCM (614) 677-0573 Southern region: Maryellen Zoerner, RN, CCM (614) 677-0564
GENEX Care of Ohio (800) 447-6250	(888) 275-9719	(888) 275-9719	(888) 275-9719	Sandra Simons, RN, CCM (800) 447-6250, ext. 7658
Health Management Solutions (888) 202-3515	(888) 303-6294	(888) 303-6294	(888) 303-6294	Anne Grossman (888) 202-3515, ext. 107
Klais & Co. (800) 331-1096, ext. 324	(877) 867-8615	(877) 867-8615	(877) 867-8615	Rochelle Garrett, (216) 541-1451, ext. 234
Managed Medical Assurance (800) 530-2331	(877) 332-6622	(877) 332-6622	(877) 332-6622	Cheryl Halter, RN, CCM, (888) 549-6622, ext. 27
Medical Administrators Inc. (800) 542-9479	(800) 542-9480	(800) 542-9480	(800) 542-9480	Lisa Lachendro (440) 899-2400 ext. 223
Mercy Work Solutions Inc. (888) 222-5691	(877) 251-0049	(877) 251-0049	(877) 251-0049	Harry Popovich, RN, CCM (419) 251-2575
Ohio Employee Health Partnership (888) 844-0039	(888) 240-6381	(888) 240-6381	(877) 605-8311	Julie Perkins, RN (888) 844-0039
Paramount Preferred Network (888) 740-0272	(877) 584-6570	(877) 584-6570	(888) 740-0272	Jackie Fullerton (888) 740-0272, option 1
Premier Comp of Hometown Health Network (800) 776-4771	(800) 230-8935	(800) 230-8935	(800) 230-8935	Pam Rodrigues RN, ONC, CCM, (330) 834-2314
Premier Managed Care Services Inc. (800) 510-4155	(888) 510-4316	(888) 510-4316	(888) 510-4316	Rochelle Garrett, (216) 514-1451, ext. 234
Sheakley UNICOMP (888) 743-2559	(888) 626-2667	(888) 626-2667	(888) 626-2667	Deborah Wehmeyer (513) 326-8003
The Health Plan (888) 847-7810	(877) 847-6927	(877) 847-6927	(877) 847-6927	Valerie Kermo, RN, CCM (888) 847-7810
University Comp Care (800) 818-7273	(800) 654-3849	(800) 654-3849	(800) 654-3849	PJ Hrehocik, RN (216) 767-8801
Vantage Occupational Health Plan (877) 847-5459	(800) 946-7922	(800) 946-7922	(800) 946-7922	Barbara Wright RN, CDMS, (614) 717-4705 x 226