

QUICK REFERENCE GUIDE MEDICAL RECOVERY

ISSUE	CUSTOMER SERVICE TEAM (CST)	MEDICAL BILLING & ADJUSTMENTS (MB&A)	EMPLOYER RATE ADJUSTMENT (ERA)	MEDICAL MANAGEMENT
Claim Disallowed Condition Disallowed Treatment/Service Disallowed BWC Claim Status Errors	<ul style="list-style-type: none"> The Claims Service Specialist (CSS) will update V3 notes. The CSS will send an email to the "Credit Risk Adjust" email box, copying MB&A Supv assigned to the MCO. 	<ul style="list-style-type: none"> Medical Billing and Adjustments will review the V3 note and email and adjust all payments as indicated. Medical Billing and Adjustments will send an email to the Emp Rate Adj email box only in the case where conditions or treatment/service disallowed 	<ul style="list-style-type: none"> The Employer Rate Adjustment Unit will enter a note on V3 to notify the CSS of the results of the adjustment. The Employer Rate Adjustment Unit will notify employer or authorized representative of the experience medical cost adjustment via the AC-7 form. 	
Claim Dismissed by the IC	<ul style="list-style-type: none"> The Claims Service Specialist (CSS) will update V3 notes. The CSS will send an email to the "Credit Risk Adjust" email box, copying MB&A rep assigned to the MCO. 	<ul style="list-style-type: none"> Medical Billing and Adjustments will notify the MCO of the dismissal and adjust all payments once the MCO notifies BWC they have recovered their payments from the provider. Payments for file reviews and/or IMEs performed in the claim will be charged to the surplus fund. 	<ul style="list-style-type: none"> If the claim is disallowed or dismissed in its entirety, the adjustment to the experience calculation will be completed systematically, therefore no notice to Employer Rate Adjustment Unit is necessary. 	
Pharmacy Bill Adjustments	<ul style="list-style-type: none"> Follow the instructions in the IC Order either allowing or denying further medications. Update the V.3 Prior Auth Window accordingly. 	MBA adjusts pharmacy bills as indicated by the BWC Pharmacy Consultant.	<ul style="list-style-type: none"> Upon receiving notice of medical cost adjustment, The Employer Rate Adjustment Unit will 	<ul style="list-style-type: none"> Pharmacy Consultant will coordinate the adjustments with MB&A and the Employer Rate

	<ul style="list-style-type: none"> Email BWC's Pharmacy Consultant. 		<p>enter a note on V3 to notify the CSS of the results of the adjustment.</p> <ul style="list-style-type: none"> The Employer Rate Adjustment Unit will notify employer or authorized representative of the experience medical cost adjustment via the AC-7 form. 	Adjustment Unit.
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Pharmacy Adjust – Move Payments	<ul style="list-style-type: none"> Research request and update V3 notes in both claims with decision. Email Pharmacy Consultant (Lance Vinci). Notify the provider and/or MCO of the correction for future billing purposes. 	MBA adjusts pharmacy bills as indicated by the BWC Pharmacy Consultant.	<ul style="list-style-type: none"> Upon receiving notice of medical cost adjustment, The Employer Rate Adjustment Unit will enter a note on V3 to notify the CSS of the results of the adjustment. The Employer Rate Adjustment Unit will notify employer or authorized representative of the experience medical cost adjustment via the AC-7 form. 	<ul style="list-style-type: none"> Pharmacy Consultant will coordinate the adjustments with MB&A and the Employer Rate Adjustment Unit.
Emp/IW Request to Move other medical payments	<ul style="list-style-type: none"> Research request in coordination with MB&A, MCO and Employer Rating Adjustment Unit. Update V3 notes in both claims with decision. Notify the Provider and/or MCO of 	<ul style="list-style-type: none"> Medical Billing and Adjustments will adjust all payments as indicated. Medical Billing and Adjustments will send an email to the Employer Rate 	<ul style="list-style-type: none"> The Employer Rate Adjustment Unit will enter a note on V3 to notify the CSS of the results of the adjustment. 	

	the correction for future billing purposes.	Adjustment Unit via the Emp Rate Adjemail box.	<ul style="list-style-type: none"> The Employer Rate Adjustment Unit will notify employer or authorized representative of the experience medical cost adjustment via the AC-7 form. 	
Employer Request (C-86 Motion) for Risk Credit	<ul style="list-style-type: none"> Research request to determine if adjustment is needed. Follow appropriate steps to adjust and credit risk if needed. Advise employer of decision via "Employer Risk Adjust" J drive letter. Update Application Tracker. 	<p>If adjustment is indicated:</p> <ul style="list-style-type: none"> Medical Billing and Adjustments will adjust all payments as indicated. Medical Billing and Adjustments will send an email to the Employer Rate Adjustment Unit via the Emp Rate Adj email box. 	<p>If adjustment is indicated:</p> <ul style="list-style-type: none"> Employer Rate Adjustment Unit will enter a note on V3 to notify the CSS of the results of the adjustment. The Employer Rate Adjustment Unit will notify employer or authorized representative of the experience medical cost adjustment via the AC-7 form. 	
State Agency Public Employer Request (C-86 Motion) for Risk Credit	<ul style="list-style-type: none"> Advise employer that request is denied via "State Agency Public Employer Risk Adjust" J drive letter. Update Application Tracker. 			