



# Provider Update

Billing & Reimbursement

March 2007

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



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# BWC Provider Update

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BRM 07-1

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

As a result of this change in the statute, only claims with the date of injury on or after Oct. 11, 2006, with pre-existing conditions that are substantially aggravated by the injury will be compensable, and there must be documented objective findings to support the aggravation. The pre-existing condition would not be considered substantially aggravated in the absence of objective findings or test results.

Another important element of compensating a substantially aggravated pre-existing condition is if the injury substantially aggravates a pre-existing condition, and that objective diagnostic findings, objective clinical findings or objective test results document the substantial aggravation. In this situation, no compensation or benefits are payable because of the pre-existing condition once that condition has returned to a level that would have existed without the injury.

The key issue is that physicians should provide an accurate evaluation with a supported medical opinion that the allowed substantially aggravated condition has or has not returned to a level that would have existed without the injury. Therefore, it is very important that treating and examining physicians explain the relevance, or lack of relevance, of any objective findings or the progression of the specific clinical course to support their opinions.

### National Provider Identifier (NPI)

BWC is planning a two-phased implementation approach that will allow providers to incorporate their NPI into their BWC billing processes. BWC does not view NPI as a replacement of the BWC provider number assigned, but as an alternate and additional identifier that providers can use in Ohio workers' compensation billing.

BWC is not a covered entity under HIPAA and will continue to accept bills containing only BWC legacy (or current) numbers as well as bills containing both the legacy number and the NPI.

BWC is making changes to effectively add provider NPI data into its provider enrollment and eligibility database, then to crosswalk the NPI received on invoices to the BWC Provider ID. This approach permits BWC to continue to process bills in a way that is accurate and consistent with laws, rules and policies governing the payment of workers' compensation medical benefits.

Providers wishing to incorporate the use of their NPI into their Ohio workers' compensation billing must make sure that they have provided their information with verification to BWC provider enrollment in the BWC provider relations department. Providers wishing to use NPI in billing should submit a copy of their NPI confirmation received from the Enumerator (Fox Systems Inc) to the fax or address below.

#### Ohio BWC Provider Enrollment

FAX (614) 621-1333

#### Or mail to:

Ohio BWC Provider Enrollment  
P.O. Box 182031  
Columbus, OH 43218-2031.

### Senate Bill 7

Provider Update 06-4 reported that the provisions contained in the failed Senate Bill 7 (SB 7) referendum were effective June 30, 2006. The Ohio Supreme Court has since ruled that the effective date for those provisions, including, but not limited to those listed below, is Oct. 11, 2006.

- SB7 designates BWC's special investigation department a criminal justice agency.
- It allows for payment of benefits to victims of rape or sexual assault in the workplace, even if they incur no physical injury.
- If a condition that pre-existed an injury is substantially aggravated by the injury, and objective diagnostic findings, objective clinical findings or objective test results document that substantial aggravation, once the condition returns to its level prior to the injury, no compensation or benefits are payable because of the pre-existing condition.
- An injured worker may not dismiss a complaint filed with a court of common pleas concerning an appeal of an Industrial Commission of Ohio decision without the employer's consent if the employer is the party that filed the initial appeal.

Determining whether a workplace injury aggravated or created an aggravation of a pre-existing condition in an employee is a major area of debate in workers' compensation policy. While this decision is important in the administrative and legal sense, BWC usually delegates the support (evidence, opinion) for this determination to physicians. In many cases there may be limited, if any, objective criteria on which to base these medical opinions.

The passage of SB 7 modified the legal definition of whether BWC should recognize an aggravation of a pre-existing condition in a claim and whether payment for treatment is compensable.

Upon BWC's successful entry of the NPI in March 2007, providers may bill with their BWC Provider ID or their BWC Provider ID plus NPI (and taxonomy code if applicable). During Phase 1, as bills are processed with both the BWC and NPI identifiers, new explanation of benefit codes will be added to the provider remittance advice to give the provider information regarding the success of their NPI data entry/billing information. Updates on NPI implementation will be available at **ohiobwc.com** beginning in late March.

Then, in Phase 2, the provider may, at his or her discretion, bill with the NPI in lieu of the BWC Provider ID. The planned beginning of phase 2 is May 23, 2007.

Revisions and updates to the line-by-line instructions for invoices (UB-04 and CMS-1500) are under way. The updated *Billing and Reimbursement Manual* will be available in BWC's March 2007 Web release, scheduled for the week of March 19.

You may direct questions regarding submitting NPI information to BWC to 1-800-OHIOBWC, and listen to the options to reach BWC's provider relations contact center between 7:30 a.m. and 5:30 p.m. weekdays.

### Provider enrollment update

Beginning in April, BWC will use two provider applications for enrollment into BWC's database. BWC will undertake changes in provider types eligible for certification. A separate application for provider types eligible and ineligible for BWC certification (enrolled only providers) will be on the BWC Web site.

Providers enrolled as BWC provider type 12 - Provider Group Practice will notice the main impact of this change. This provider type is only eligible to enroll as a provider who receives payment and may not enroll as a servicing provider. BWC will require any group enrolling to name a certified provider associated with that group (TIN) number, and submit a W9 for IRS purposes to be enrolled only.

### BWC recognition of ICD-9-CM codes for pain

Authorization, delivery, and payment of medical services and other benefits in the Ohio workers' compensation system are dependent on BWC recognizing a medical diagnosis as an allowed condition in a claim. BWC assigns allowed conditions a code based on the *International Classification of Diseases, 9<sup>th</sup> Revision, Clinical Modification (ICD-9-CM)*.

BWC does not recognize codes describing symptoms such as pain, nausea, vomiting, fever, etc. For example, an individual who sustains low back pain while lifting on the job may describe back ache or back pain. BWC does not recognize these descriptors of symptoms, but it does recognize the more descriptive diagnosis of sprain/strain lumbar spine. The treatment of the diagnosis would also include treatment of the symptoms in the vast majority of claims.

In response to increased focus on the treatment of pain and particularly chronic pain in recent years, BWC recognizes several ICD-9-CM diagnosis codes to appropriately represent chronic pain as allowed conditions. These codes include the following which may be currently allowed in a claim:

719.4	pain in joint (fifth digit of code identifies specific body part);
307.89	other psychalgia or pain disorder associated with both psychological and general medical condition;
337.21	Reflex Sympathetic Dystrophy (RSD), upper limb [Complex regional pain syndrome I of upper limb (CRPS I)];
337.22	Reflex Sympathetic Dystrophy (RSD), lower limb [Complex regional pain syndrome I of lower limb (CRPS I)];
337.29	Reflex Sympathetic Dystrophy (RSD) of other specified site;
354.4	Causalgia of upper limb [Complex regional pain syndrome II of upper limb (CRPS II)];
355.71	Causalgia of lower limb [Complex regional pain syndrome II of lower limb (CRPS II)];
724.6	Chronic lumbosacral sprain/strain (claim already allowed for lumbar/lumbosacral sprain/strain);
722.8	Postlaminectomy syndrome;
729.1	Fibromyalgia.

Additional diagnostic codes specific to pain recognized by BWC as a result of *ICD-9-CM, 2007 Version*, include:

338.21	Chronic pain due to trauma;
338.22	Chronic post-thoracotomy pain;
338.28	Other chronic post-operative pain;
338.29	Other chronic pain;
338.3	Neoplasm related pain (acute) (chronic).

No longer recognized by BWC in future claims:

724.6	Chronic lumbosacral sprain/strain (claim already allowed under lumbar/lumbosacral sprain/strain).
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You can find additional information explaining BWC's rationale for recognizing or not recognizing ICD-9-CM codes for pain in the *Billing & Reimbursement Manual* online at **ohiobwc.com**.

### Inpatient hospital bill submission requirements

As announced in the December 2006 *Provider Update*, BWC's DRG inpatient reimbursement methodology became effective Jan. 1, 2007. BWC reminds hospitals to submit inpatient hospital bills in accordance with the correct coding guidelines per the Coding Clinic of The American Hospital Association. Failure to do so may result in an incorrect DRG assignment and reimbursement calculation.

Additional critical policy elements include:

- Hospitals should include the expected DRG in box 84 of the *Hospital Billing Form* (UB-92);
- If available, always include the prior-authorization number in box 63 of the UB-92 to expedite bill processing;
- Documentation, which you must submit to the managed care organization at the initial bill submission, includes:
  - Admission history and physical;
  - Emergency department report - if patient was admitted through the ED;
  - Operative report - if bill contains operating room charges and patient had surgery;
  - Discharge summary - if admission was 48 hours or greater in duration;
  - Discharge note - if admission was less than 48 hours in duration.

For additional information, BWC's inpatient reimbursement policy is available in the *Billing and Reimbursement Manual* on BWC's Web site at **ohiobwc.com**.

### 2007 Provider fee schedule

The *2007 Provider Fee Schedule* is available on **ohiobwc.com**. You may download a copy from BWC's Provider Forms page or access the interactive version on the Fee schedule look-up page. BWC will update both versions on its Web site as changes occur. Below are corrections to the fee schedule since published by BWC in January 2007.

HCPSC Code	Reported Jan. 07	Correction
78704 TC <sup>®</sup>	\$214.16	deleted
78704 26 <sup>®</sup>	\$55.32	deleted
A0080	Not reported	\$0.00
K0812	Not reported	\$0.00
Q4081	Not reported	BR
E1065	\$2,629.73	deleted
K0065	Not reported	\$42.41
K0105	Not reported	\$94.84
J7346	J3746	J7346

### 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.

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

### March 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
<b>1-888-OHIOCOMP</b> (888) 644-6266	(888) 644-7339	(888) 644-7339	(888) 644-7339	Melodie Russ, RNC, CCM (216) 426-0646 ext. 147
<b>3-Hab</b> (800) 869-1871	(800) 869-1872	(800) 869-1872	(800) 869-1872	David J. Greenfield, MD (800) 869-1871
<b>Advocate</b> (800) 659-4025	(877) 514-1227	(877) 514-1227	(877) 514-1227	Rochelle Garrett (800) 659-4025 ext. 234
<b>ALPS CompCare</b> (800) 835-2577	(877) 580-7673	(877) 580-7673	(877) 580-7673	Wesley Brown, RN, CCM (513) 671-6300
<b>AultComp</b> (330) 830-4919	(877) 738-0058	(877) 738-0058	(877) 738-0058	Nancy Toussant, RN, COHN-S (330) 830-4919
<b>AVATAR COMP</b> (800) 791-9281	(888) 321-8031	(888) 321-8031	(888) 321-8031	Connie Coleman, RN, CCM (800) 791-9281
<b>CareWorks</b> (888) 627-7586	(888) 711-9284	(888) 711-9284	(888) 627-7586	Vicki Blevins (614) 760-3830
<b>CompManagement Health Systems</b> (888) 247-7799	(800) 334-4229	(800) 334-4229	(888) 247-7799	Angie Flynn, (513) 774-5891
<b>Comp One</b> (877) 281-9821	(877) 283-0921	(877) 283-0921	(877) 283-0921	Pam Webb, RN, BA, CDMS (877) 281-9821, ext. 115
<b>CorVel Corp.</b> (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
<b>GatesMcDonald HealthPlus</b> (800) 642-7587, option 2	(888) 329-6261	(888) 329-6261	(888) 329-6261	Northern region: Tina Jackson (614) 677-0573 Southern region: Maryellen Zoemer, RN, CCM (614) 677-0564
<b>GENEX Care of Ohio</b> (800) 447-6250	(888) 275-9719	(888) 275-9719	(888) 275-9719	Sandra Simons, RN, CCM (800) 447-6250, ext. 7658
<b>Health Management Solutions</b> (888) 202-3515	(888) 303-6294	(888) 303-6294	(888) 303-6294	Anne Grossman (888) 202-3515, ext. 107
<b>Klais &amp; Co.</b> (800) 331-1096, ext. 324	(877) 867-8615	(877) 867-8615	(877) 867-8615	Rochelle Garrett, (216) 541-1451, ext. 234
<b>Managed Medical Assurance</b> (800) 530-2331	(877) 332-6622	(877) 332-6622	(877) 332-6622	Cheryl Halter, RN, CCM, (888) 549-6622, ext. 27
<b>Medical Administrators Inc.</b> (800) 542-9479	(800) 542-9480	(800) 542-9480	(800) 542-9480	Lisa Lachendo (440) 899-2400 ext. 223
<b>Mercy Work Solutions Inc.</b> (888) 222-5691	(877) 251-0049	(877) 251-0049	(877) 251-0049	Nancy McDonald, RN, CCM (419) 251-0472
<b>Ohio Employee Health Partnership</b> (888) 844-0039	(888) 240-6381	(888) 240-6381	(877) 605-8311	Julie Perkins, RN (888) 844-0039
<b>Paramount Preferred Network</b> (888) 740-0272	(877) 584-6570	(877) 584-6570	(888) 740-0272	Jackie Fullerton (888) 740-0272, option 1
<b>Premier Comp of Hometown Health Network</b> (800) 776-4771	(800) 230-8935	(800) 230-8935	(800) 230-8935	Pam Rodrigues RN, ONC, CCM, (330) 834-2314
<b>Premier Managed Care Services Inc.</b> (800) 510-4155	(888) 510-4316	(888) 510-4316	(888) 510-4316	Rochelle Garrett, (216) 514-1451, ext. 234
<b>Sheakley UNICOMP</b> (888) 743-2559	(888) 626-2667	(888) 626-2667	(888) 626-2667	Shelly Ratliff (513) 326-8003
<b>The Health Plan</b> (888) 847-7810	(877) 847-6927	(877) 847-6927	(877) 847-6927	Valerie Kemo, RN, CCM (888) 847-7810
<b>University Comp Care</b> (800) 818-7273	(800) 654-3849	(800) 654-3849	(800) 654-3849	PJ Hrehocik, (216) 767-8801
<b>Vantage Occupational Health Plan</b> (877) 847-5459	(800) 946-7922	(800) 946-7922	(800) 946-7922	Barbara Wright RN, CDMS, (614) 717-4705 x 226