



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

**Content**

- National Provider Identifier (NPI)
- Chronic pain programs
- Standardized prior authorization guidelines
- MCO grievance hearings with providers
- WCU
- MCO update

**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

You may call 1-800-OHIOBWC from 7:30 a.m. to 5:30 p.m. weekdays with questions about submitting NPI information. When you call, listen to the options to reach BWC's provider relations contact center.

**Chronic pain programs**  
 Effective April 1, 2007, the new Ohio Administrative Code (OAC) rule 4123-6-02.21: *Provider access to the HPP - non-certified provider enrollment* replaced the previous non-CARF accredited chronic pain program certification criteria rule. BWC has rescinded its non-CARF internal accreditation rule for chronic pain programs. Requirements for chronic pain programs to obtain BWC certification are now in OAC 4123-6-02.2 (C) (38), which states:  
*Comprehensive pain management services program (free standing) CARF accreditation; (hospital based) CARF or JCAHO accreditation. Providers obtaining internal BWC certification that do not meet these requirements will be notified by BWC and given a designated period of time to come into compliance with this new requirement.*

**National Provider Identifier (NPI)**  
 Provider Update 07-1 reported that BWC will not require providers to use their NPI for billing BWC. However, providers who want to switch to billing BWC using their NPI information should first bill using both identifiers (the BWC provider number plus the NPI). BWC will add new explanation of benefit codes to remittances to confirm it has added NPI data to a provider's record. Once confirmed, the provider may choose to bill using the NPI rather than the BWC provider number.

**Standardized prior authorization guidelines**  
 BWC has updated its standardized prior authorization table to clarify prior authorization requirements for hospital and ambulatory surgery center services. The previous table is below.

Revisions and updates to the line-by-line instructions for invoices (UB-04 and CMS-1500) and new explanation of benefits related to NPI are in chapter 4 of BWC's *Billing and Reimbursement Manual* online at ohiobwc.com.

BWC can only accommodate NPI on forms for billing. The bureau is looking to accommodate future use of NPI on other medical documents but is not set up to do so at this time. BWC has instructed managed care organizations to identify medical providers using NPI on any form other than a bill, attempt to cross-reference their information, and then inform the provider to use its BWC provider number until the bureau can accommodate NPI in other processes.

Standardized Prior Authorization Table	
Service	Requirement
Hospital inpatient treatment, including surgery and outpatient/ASC surgery	PA for surgery from date of injury, if not emergency

The revised table is below.

Standardized Prior Authorization Table	
Service	Requirement
All inpatient and outpatient hospital services and ambulatory surgery center services	PA, except for emergency * services. Emergency inpatient hospitalization may be through the emergency department or by direct admission.

\* Per Ohio Administrative Code 4123-6-01 (O), "Emergency" means:

Medical services that are required for the immediate diagnosis and treatment of a condition that, if not immediately diagnosed and treated, could lead to serious physical or mental disability or death, or that are immediately necessary to alleviate severe pain. Emergency treatment includes treatment delivered in response to symptoms that may or may not represent an actual emergency, but is necessary to determine whether an emergency exists.

The complete Standardized Prior Authorization table and Presumptive Authorization Guidelines are available in the *Billing and Reimbursement Manual* online at [ohiobwc.com](http://ohiobwc.com).

#### MCO grievance hearings with providers:

In accordance with Ohio Administrative Code 4123-6-044): "The MCO (managed care organization) shall review all bills submitted to it for payment by a provider for appropriateness consistent with the MCO's utilization standards and certification requirements. The MCO shall have in place and operating a grievance hearing procedure allowing a provider, employer, or employee to grieve a disputed bill payment."

Although the BWC rule uses the term grievance hearings to describe the appeal procedure the MCO must have in place, please note there are two distinct types of billing disputes addressed by the policy, each with its respective process. These are:

- Fee payment grievances involving a provider's objection to the amount of reimbursement;
- Appeals regarding the recovery of overpayments.

The MCO grievance hearing procedures are limited to these bill payment disputes and appeals regarding the recovery of overpayments. They give the disputing party the opportunity to present evidence to support the disagreement and afford due process. These grievance hearings shall not address BWC fee schedule grievances or ADR issues.

BWC has revised its grievance hearing policy to clarify these procedures and ensure uniform guidelines are in place, giving due process for providers. Please visit BWC's Billing and Reimbursement Manual online at [ohiobwc.com](http://ohiobwc.com) to view the revised policy.

#### Workers' Compensation University

BWC's free, educational conference, Workers' Compensation University (WCU), returns this fall. WCU will offer providers distinct course tracks covering a broad range of topics. Attendees can take a single track in its entirety or create a customized class schedule by mixing and matching courses from one of four tracks.

Below are dates and locations for WCU 2007.

- Sept. 6 – Chillicothe  
Christopher Conference Center – Comfort Inn
- Sept. 11 – Akron  
John S. Knight Center
- Sept. 13 – Cleveland  
Cleveland Convention Center
- Sept. 18 – Columbus  
Greater Columbus Convention Center
- Sept. 20 – Cincinnati  
Duke Energy Center
- Sept. 26 – Toledo  
SeaGate Convention Centre
- Oct. 3 – Dayton  
Dayton Convention Center

For additional information, including online registration information, please visit [ohiobwc.com](http://ohiobwc.com).

#### 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, delayed bill payment and a request that you resubmit the documentation.

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](http://ohiobwc.com).

### June 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>Advocare</b> (800) 659-4025	(877) 514-1227	(877) 514-1227	(877) 514-1227	Rochelle Garrett (216) 514-1451 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 option 5 (phone)	Vicki Blevins (614) 760-3830
<b>CompManagement Health Systems</b> (888) 247-7799	(800) 334-4229	(800) 334-4229	(888) 247-7799 (phone only)	Angie Flvnn (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, ext. 4105 Toledo: Joyce Carlen, RN (419) 865-6401 Northern region: Tina Jackson (614) 677-0573 Southern region: Mary Ellen Zoener (614) 677-0564
<b>GatesMcDonald HealthPlus</b> (800) 642-7587, option 2	(888) 329-6261	(888) 329-6261	(888) 329-6261	
<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 Lachendro (440) 899-2400 ext. 223
<b>Mercy Work Solutions Inc.</b> (888) 222-5691	(877) 251-0049	(877) 251-0049	(877) 251-0049	Dr. Harvey Popovich (419) 251-2575
<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, RN, (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, ext. 226