

SCF ARIZONA'S

MEDPRO

NEWS & INFORMATION FOR MEDICAL PROVIDERS

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Common questions

Medical providers call SCF Arizona's Provider Inquiry Team for a variety of reasons. We have identified the three major topics, but it's important that providers remember a few things before calling SCF Arizona.

First, keep all pages of the Explanation of Review.

Next, we refer to bills; medical providers refer to claims. In our world, claims and bills are two distinct entities. Confusion sometimes occurs in our discussions with providers

when it comes to questions about an injured worker's claim (not bill) status.

Lastly, we receive a lot of calls asking for claim numbers, claim status, dates of injury. Those calls should be made to the Claims Call Center, 602.631.2300 or 800.231.1363.

Here are the three major questions we get from providers.

1. Why did SCF reduce the submitted bill so much? Providers can review the "Reduction

Explanations" found at the bottom of the Explanation of Review. If a reduction occurs, an Explanation of Benefits code will be listed to the right of each line. This code can be as short as three digits or as long as six digits separated by a hyphen (123-456). The provider will find the EOB code reduction explanations at the bottom of the page. For more clarification after reading the explanation, providers can call SCF's Provider Inquiry Team

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At your service *continued*

between 8:30 a.m. to 4:30 p.m. Mountain Standard Time at 602.631.2327.

2. How do I submit a Request for Reconsideration, and how long do I have to do so? Attach a copy of the Explanation of Review, a copy of the original bill, any needed documentation and/or invoices, and explain what you would like SCF Arizona to reconsider. Submit to the attention of Provider Inquiry and clearly mark the bill "Reconsideration." It is SCF's policy to give a provider 12 months from the date of the Explanation of Review – as it states on the bottom of the document – to request reconsideration. Allow 45 to 60 days to process the request.

3. How long does it take to process my bill? The carrier has additional time between date of injury and acceptance of a claim (not bill). When the Industrial Commission of Arizona notifies the carrier of a possible claim, the carrier has 21 days to establish compensability. In some situations, a full investigation of the incident causing the workplace injury may be needed, which could take longer. Payment would begin after the determination is made regarding compensability. For accepted claims, payment will be made well within time limits for bill processing and payment as required by Arizona Revised Statutes 23-1062.01.



GETTING TO KNOW

YOU Chris Lucero, a medical bill expeditor in SCF's Medical Review Provider Inquiry Team, has been with the company

two-and-a-half years. Lucero says he loves his job because he gets to help providers. Lucero started as a bill expeditor during SCF's transition to a new computer system. ■ Lucero says he would like providers to know, "I'm always happy to help them out if I can and direct them to the appropriate place if I can't."

YOU CAN HELP This is our second MedPro newsletter for SCF Arizona's medical providers. You can help shape this publication through participation. On the back cover of each quarterly issue, we will run a Q & A column to answer your questions. ■ We also would love to hear your ideas for the kinds of stories we should include. E-mail MedPro ideas and suggestions along with questions for the Q & A column to SCF's Communications & Public Affairs Division. Send them to btrethewy@scfaz.com.

DID YOU KNOW?

SCF ARIZONA SAFETY WORKS
EXPOS ARE OCT. 9-10 IN
TUCSON AND NOV. 6 IN YUMA.
CALL 602.631.2002.



SEMINARS

Get connected

Arizona medical and healthcare providers who wish to learn more about workers' compensation issues and features of SCF Arizona, such as the Preferred Connection Network, are invited to attend SCF Arizona's 2007 Medical Provider Seminar.

Two dates and locations are offered: Nov. 6 in Scottsdale and Nov. 16 in Tucson.

Presentations and discussions will help improve understanding of subjects such as legal

concerns, subrogation, special circumstances claims and more.

In addition, SCF Arizona will provide useful information about the company, including the PCN, a referral resource for providers who wish to partner with SCF.

PCN advantages in the healthcare field include provider benefits from being part of a network, referral opportunities for providers and working in unison to get injured workers back to work quickly, safely and cost effectively.

Other featured topics at

the seminar include claims concerns, compensability, supplemental care, Medical Review/Provider Inquiry guidelines and billing, return to work, physical medicine guidelines, supportive care, the Health Insurance Portability and Accountability Act (HIPAA), expediting claims, medical management and comparing medical-only and indemnity claims.

Seminar hours at each location are 8:30 a.m. to 4 p.m. A \$75 fee includes a continental breakfast and lunch.

SCF Arizona's 2007 Medical Provider Seminars

Scottsdale Nov. 6
8:30 a.m. – 4 p.m.
Orange Tree Golf Resort
10601 N. 56th St.

Tucson Nov. 16
8:30 a.m. – 4 p.m.
Sheraton Tucson
Hotel & Suites
5151 E. Grant Road

Cost \$75. Register at regonline.com/scfprovider on the Internet.

More information:
Laurie Brott, 602.631.2513

SCF ARIZONA MAINTAINS SOME OF THE LOWEST WORKERS' COMPENSATION RATES IN THE UNITED STATES AND PARTNERS WITH 84 BUSINESS ASSOCIATIONS STATEWIDE TO PROVIDE SAFETY TRAINING AND SUPPORT.

SCF ARIZONA SERVES NEARLY 57,000 POLICYHOLDERS IN THE STATE.

PCN
602.631.2230

Claims Call Center
602.631.2300
800.231.1363

Provider Inquiry
602.631.2327

Unpaid Bill Inquiry
602.631.2521

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Q&A

Q How do I get a fee schedule?

A The Physicians' & Pharmaceutical Fee Schedule is published every year on Oct. 1 by the Industrial Commission of Arizona. This year, the Fee Schedule is available online at no charge at ica.state.az.us.

The Arizona Fee Schedule will include Arizona specific information.

Because of copyright is-

sues, the ICA will no longer be providing CPT instructions, guidelines or code descriptions. Copies of the American Medical Association's CPT-4 publication are available at ama-assn.org.

Q How can a provider have input in the Fee Schedule process?

A The ICA invites comment throughout the year and especially at the annual Fee Schedule

hearing, typically held the last week in May. Notices of the meeting are usually issued one month in advance. Attendees are permitted to present their views at the meetings and also may send their comments in writing to the office of ICA Director Larry Etchechury. The office asks that eight copies of documents with comment be made available to allow review by the five commission members, director, legal counsel and secretary.

LOOK INSIDE

AT A GLANCE

PROVIDER
UPDATES AND
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FALL 2007

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