

SCF ARIZONA'S

MEDPRO

NEWS & INFORMATION FOR MEDICAL PROVIDERS

IN THIS ISSUE

Return
to work

Evaluations
explained

Getting to
know you

Just the
facts

Q&A



Return to work

When a person is injured on the job, in addition to medical treatment, workers' compensation provides payments calculated to make up for the employee's loss in income.

But this compensation is only a percentage of lost earnings. As a result, the worker has to make do on less. That's one reason returning to work

always should be a goal in treatment, says SCF Arizona Rehabilitation Counselor LaWana Mills.

"They're losing money," Mills says. "They're not getting that full wage they were getting."

Workers don't have to be back to 100 percent to return to work, she adds.

"There's the ability to do transitional work, and work in itself becomes

therapeutic," Mills says.

"We're using that work site in conjunction with physical therapy, and they're earning money for their families. It makes a big difference."

Sharing information is important. The key to any return to work program is communication. An injured worker may not understand what the employer offers in

continued on next page

Return to work *continued*

terms of light duty or transitional work.

"When we see it work really well is when the doctor, employer and injured worker all are talking," Mills says.

The doctor needs to know from the employer that there is work available for the patient, and that the employer wants the worker back. The conversation should include a description of the types of jobs available and the required physical activities.

Doctors are encouraged to make a phone call to the employer, who is the workers' compensation policyholder. The person who administers workers' compensation or a human resources or safety officer will be able to provide information. If doctors need help finding the right person at the business to talk to, SCF claims adjusters can provide direction.

Doctors also are encouraged to give good feedback to the employee about what he or she is able to safely do and help get the worker focused on returning to work, even if it's for a few hours a day. That may mean asking the patient why he or she is not working. People can quickly get out of the habit of going to work, and then they become scared to go back.

"Most of the time we can find something for people to do," Mills says. "If we can get them all talking, amazing things can happen." ■



GETTING TO KNOW YOU David Sullivan, provider inquiry representative, handles reconsid-

erations from providers who have questions about how their bills were paid. He also gives providers information about SCF's Preferred Connection Network and the Physicians' & Pharmaceutical Fee Schedule, published by the Industrial Commission of Arizona. ■ "I like the diversity of my responsibilities and being able to problem solve with providers and offer solutions," Sullivan says. "I want them to know we're here to assist them." ■ Sullivan earned a bachelor of art in psychology from Western Connecticut State University.

INITIAL REPORT OF INJURY The Form 102 provides a picture of what the worker's condition was at the time of injury. If you're the physician of record, make sure you have completed a 102. Fax to 602.542.3104 to request the Form 102 from the Industrial Commission of Arizona. Include your physical address.

JUST THE FACTS

SCF'S NEXT SAFETY WORKS
EXPO IS JULY 15 IN FLAGSTAFF.
CALL 602.631.2002.



SEMINARS

Evaluations explained

A Functional Capacity Evaluation form should be completed if a provider believes a patient's working ability is permanently restricted.

The Functional Capacity Evaluation outlines a patient's physical abilities, such as the number of minutes the patient can stand and sit and the amount of weight the patient can lift, says SCF Claims Adjuster Kathy Wills. If the patient is ready to return to work, it's important to know if he or she is unable to handle certain tasks because of physical limitations. The pa-

tient's responses to questions from the doctor may not always provide a clear determination, Wills says. To give a better picture of a patient's abilities, providers can recommend to SCF that the patient undergo a Functional Capacity Evaluation by a specialist. This gives SCF's labor market consultants a full report of the person's abilities.

A form for completing a Functional Capacity Evaluation may be included with a request to a provider for an Independent Medical Examination. An Independent Medical Examination

is used to clarify the relationship of the injury to the diagnosis and treatment plan, as well as answer questions related to the injured worker's medical condition, work abilities and permanent impairment rating.

An Independent Medical Examination is different than a second opinion. A second opinion generally results when utilization review requests a second opinion for surgery or when SCF needs clarification of a doctor's opinion. ■

Medical Provider Seminars 2008

Scottsdale June 27

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

Tucson July 25

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

Flagstaff Sept. 19

8:30 a.m. – 4 p.m.
Radisson Woodlands Hotel
1175 W. Route 66

Online Registration:

regonline.com/scfmedpro

Registration Fee:

\$75, includes continental breakfast and lunch

THE SCF WEBSITE HAS BEEN REDESIGNED WITH A HEALTHCARE PROVIDERS SECTION. GET ANSWERS TO FREQUENTLY ASKED QUESTIONS AND OTHER RESOURCES AT SCFAZ.COM.

SEND YOUR
MEDPRO
QUESTIONS TO
MVANDEVEIRE@SCFAZ.COM.

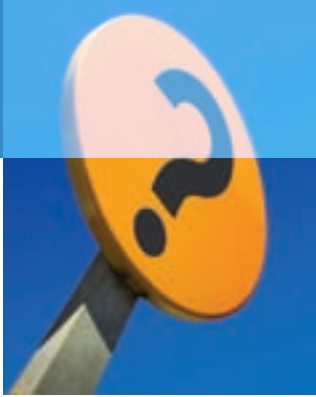
PCN
602.631.2230

Claims Call Center
602.631.2300
800.231.1363

Provider Inquiry
602.631.2327

Unpaid Bill Inquiry
602.631.2521

2008 © SCF Arizona



Q&A

Q Arizona's workers' compensation insurance rates increased this year. Why did this happen?

A For the first time in nearly a decade, the Arizona Legislature approved an increase in workers' compensation benefits paid to injured workers.

The change raises the benefits amount \$600 per month – to \$3,000 in 2008 – for those who are legally qualified.

To pay for the increase, the Arizona Department of Insurance ordered all workers' compensation insurance providers in Arizona to increase rates by an average 4.1 percent effective Jan. 1.

Each SCF policy increase was prorated depending on the renewal date of the policy.

For example, the increase of a policyholder that renewed in August 2007 would be 2.7 percent, before the full 4.1 percent becomes

effective upon the August 2008 renewal.

Q Did this new law provide for future increases in benefits?

A Yes. A \$600 increase will occur in January 2009, and beginning January 2010, workers' compensation benefits will be indexed to Arizona's inflation rate, so adjustments will be made automatically.

LOOK INSIDE

AT A GLANCE

PROVIDER
UPDATES AND
BILL-PAYING
SOLUTIONS



3030 N. 3rd Street
Phoenix, AZ 85012

PSRST STD
U.S. POSTAGE
PAID
Phoenix, AZ
Permit #3417

SUMMER 2008

MEDPRO

NEWS & INFORMATION FOR MEDICAL PROVIDERS

IN THIS ISSUE

Return to work
Evaluations explained
Getting to know you
Just the facts
Q&A

Return to work

When a person is injured on the job, evaluation of medical treatment, workers' compensation provides payments calculated based on the employee's loss of income. Benefits compensation is only a percentage of lost earnings. As a result, the worker has to make do on less. That's one reason returning to work

always should be a goal in treatment, says SCF Arizona Rehabilitation Counselor Lorraine Mills. "They're losing money! They're not getting that wage they were getting!"

Mills says. "They're not getting that wage they were getting!"

"When you don't return to work, the worker has to make do on less. That's one reason returning to work

therapeutic," Mills says. "We're using that work skills in conjunction with physical therapy, and they're learning more for their families. It makes a big difference."

Sharing information is important. The key to any return to work program is communication. An injured worker may not understand what the employer offers,

continued on next page