

SCF ARIZONA'S

MEDPRO

NEWS & INFORMATION FOR MEDICAL PROVIDERS



IN THIS ISSUE

Network
marks
10 years

Hurt on
the job

Getting to
know you

Just the
facts

Q&A

Network marks 10 years

This November, SCF Arizona celebrated 10 years of the SCF Preferred Connection Network, also known as the PCN.

More than 2,600 healthcare providers are members of the PCN, which continues to grow. SCF would like to encourage other

medical professionals to consider membership in this network.

PCN providers agree to reimbursement structures that vary from discounts off the Arizona Industrial Commission Fee Schedule to negotiated flat rates. Members refer patients to other PCN participants when additional care is needed.

Network members are familiar with workers' compensation and focus on helping injured workers return to work quickly, safely and cost effectively.

When accidents occur, SCF has PCN agreements with many Arizona hospitals, occupational medical and rehab clinics, durable medical

continued on next page

Network marks 10 years

continued

Join the PCN: Send by mail or fax a W-9 and letter of interest on your letterhead. Include your specialty and contact person. Indicate your willingness to treat Arizona's injured workers and receive reimbursement. Include your birth date for identification purposes. Send to: SCF Arizona, Attn: Network Development, 3030 N. 3rd St., Phoenix, AZ 85012. Fax 602.631.2683. E-mail pcn@scfaz.com.

equipment and home health service providers, skilled nursing facilities and a wide range of specialists, such as ophthalmologists and dermatologists.

Making decisions and having a plan in place before a pressing need arises allows employers to think clearly about employee healthcare.

Arizona law allows employers to direct injured workers to a designated medical provider on a one-time basis. Statistics show a patient will stay with the first provider they see through the life of a claim.

SCF has seen the benefits of managing claims with PCN partners, and encourages policyholders to make PCN members their designated providers. Being prepared in the event of an on-the-job injury helps employers make good decisions about caring for their workers. ■



GETTING TO KNOW

YOU Monica Escobar has 15 years' experience in the workers' compensation industry. Escobar reviews payment schedules to ensure accuracy,

responds to provider inquiries and manages hospital and surgical center payments. "I love what I do," Escobar says. "I deal with very professional people who want to follow the rules and get their bills paid." ■ Escobar is studying at Arizona State University to earn a bachelor's of interdisciplinary studies with minors in business and sociology.

YOU CAN HELP This is the second year the MedPro newsletter has been offered to SCF Arizona's medical providers. You can help us shape this publication through participation. The back page of each quarterly issue includes a Q&A column to answer your questions. ■ We would love to hear your ideas for stories we should include. E-mail your suggestions along with questions for the Q&A column to mvandeveire@scfaz.com.

JUST THE FACTS

HEALTHCARE COSTS HAVE RISEN
MORE THAN 10 PERCENT A YEAR
SINCE 1992.



Hurt on the job

Providers have asked about factors used to determine whether an injury or illness is covered by workers' compensation insurance.

It's not always clear cut. Test your workers' compensation knowledge. Ask yourself if the following resulted in compensable injuries:

- An employee is injured while traveling to work in his own vehicle.
- An employee is injured while walking out of a drug

store on a personal errand. She stopped at the store after picking up office mail at a postal station.

■ An employee is injured during his shift while using the restroom. He fell when the toilet collapsed.

The first arguably is not compensable. The injury occurred outside work and falls within the coming-and-going rule.

The second employee was hurt while deviating from her work responsibilities on a personal errand. The injury usually would

not be found work-related. The "deviation" rule, however, is subject to exceptions based on the facts of the case.

The last example illustrates a compensable injury. The accident occurred within the employee's workday and area of work.

Compensable injuries happen while a worker is on the job in an area the worker is reasonably expected to be and while the worker is engaged in an activity related to his or her employment. ■

SCF Arizona is an advocate for safe workplaces.

SCF provides free to its more than 54,000 policyholders statewide a quarterly safety magazine, workplace safety brochures and posters, as well as loss control consultations.

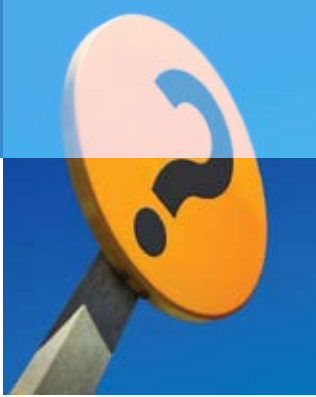
In 2008, hundreds of safety professionals and employees attended SCF Safety Works events where they met other professionals and got the latest information in workplace safety.

2009 Safety Works expos:

- Prescott, March 24
- Phoenix, May 5 and 6

IN 2007, THE MEDICAL REVIEW/PROVIDER INQUIRY TEAM PROCESSED MORE THAN 388,400 BILLS, REPRESENTING ALMOST ONE MILLION INDIVIDUAL DOCUMENTS.

VISIT WWW.SCFAZ.COM TO LEARN ABOUT SCF ARIZONA.



Preferred
Connection
Network
602.631.2230

Claims Contact
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 I recently cared for a patient who has a work-related injury. This was the first time I've submitted a bill to SCF Arizona. Why did it take so long to get paid?

A Bill payment is sometimes delayed as a workers' compensation claim is established. SCF must have a copy of the report of injury from the patient's employer, the Form 101, and the physician providing initial

treatment must provide the initial report of injury, the Form 102. We try to make a decision on the claim without delay and return the person to work quickly and safely.

Q Does SCF have a time limit to accept a claim?

A Yes, SCF must make a decision within 21 days from notification by the Industrial Commission of Arizona – but

the employer must send the Form 101 to the ICA. When this is done promptly, SCF usually has a decision on the claim before provider bills are received, and payment turnaround time is reduced.

Q How can I get a Form 102?

A Request the 102 from the ICA by fax, 602.542.3104, and include your physical address.

LOOK INSIDE

AT A GLANCE

PROVIDER
UPDATES AND
BILL-PAYING
SOLUTIONS



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WINTER 2008

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