

SCF ARIZONA'S

MEDPRO

NEWS & INFORMATION FOR MEDICAL PROVIDERS

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Billing automation

SCF Arizona has implemented a new bill handling procedure, Optical Character Recognition or OCR.

The process will be used for selected bills submitted on the CMS 1500 form.

Most providers use the red-lined "drop out" form, but for those who print their CMS 1500 forms in black and white,

SCF can still accept your bills for OCR if you follow some simple formatting changes discussed below.

We expect OCR to provide accurate and quick bill processing turnaround. SCF's scanners will read the printed information, convert it into a digital format and then automatically transfer the information to SCF's claims bill processing software.

Information currently is manually read and input by SCF processors in a "key from image" job task. With OCR, processors will only need to enter 20 percent of the keystrokes, thereby speeding bill processing as well as reducing the chance for error.

If your practice would like to participate in this new capability, it is important to follow

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Billing automation *continued*

Thank you in advance for participating in this new program. For more information about billing, call SCF Provider Inquiry at 602.631.2327 or 800.231.1363.

certain guidelines and recommendations when completing the CMS 1500.

- Do not use dashes or spaces between numbers. For example, the federal taxpayer identification number should include numerals only. Example correct: 860644444

- The claim number, without dashes or spaces, goes in Box 1a or Box 11 on the CMS 1500. Example correct: 0800111

- If the patient doesn't know the claim number, call SCF's Contact Center, 800.231.1363. If the number is not available, use the injured worker's Social Security number in Box 1a.

- Dates should be in the mmddyyyy or mm dd yyyy format. Example correct: 12042008 or 12 04 2008

- Do not use commas or spaces in diagnosis codes; use a period. Example correct: 453.1

- Use a period to separate dollars from cents; do not use spaces. Example correct: 4115.00

- If using a black and white printed CMS 1500 and not the red-lined "drop-out" form, the printing must "float" in the middle of the boxes. The printing cannot touch any of the lines in the "cell;" this will make the information unreadable. ■



GETTING TO KNOW

YOU Jackie Mulder, RN, joined SCF Arizona's Utilization Review & Network Development in April as a field medical case manager.

With more than 15 years' experience in workers' compensation, Mulder is eager to meet Arizona's key medical providers and to establish effective relationships with those who care for Arizona's injured workers. ■ She wants medical providers to know that SCF shares their commitment to getting injured workers back to work quickly and safely. ■ "I like representing SCF Arizona in the community and making a difference," Mulder says.

SAFETY IN SPANISH SCF Arizona's Spanish Initiative is designed to teach workplace safety to Spanish-speaking workers statewide. All workers have the right to a safe job environment, regardless of the language they speak. SCF, the state's largest provider of workers' compensation insurance, provides Spanish-language workplace safety brochures and posters. These materials are available on the SCF Web site, www.scfaz.com. Go to **About SCF Arizona**. Click on **Resources** to download a form to order safety information in Spanish.

JUST THE FACTS

SCF'S 2007 ANNUAL REPORT IS
AVAILABLE AT [WWW.SCFAZ.COM/
CORPORATE/CORP_ANNUAL.PHP](http://WWW.SCFAZ.COM/CORPORATE/CORP_ANNUAL.PHP)



Physical therapy gains

SCF Arizona encourages workplace activities that prevent injuries and accidents and is committed to helping injured workers return to work safely.

Professionals in physical therapy are recognized as integral to these efforts. They treat on-the-job injuries and have the knowledge and skills to help prevent injuries.

"Physical therapists have a unique set of educational and practice tools at their disposal for treatment and to lessen the severity of injuries," says SCF Medical Review/Provider Inquiry

Manager Mike Roberson, a physical therapist.

Milestones in the field of physical therapy include the following:

- Increased educational standards and clinical training for physical therapy professionals
- The introduction of clinical specialty degrees, such as orthopedics
- A more active role in treatment and prevention
- Publication by the American Physical Therapy Association of the *Guide to Physical Therapy Practice*, a reference to the tools used by physical therapists

Physical therapists often refer to injured workers as "industrial athletes," Roberson says. This term recognizes physical therapists' dual role. In sports medicine, injured athletes go through treatment and training as part of injury prevention and rehabilitation.

Physical therapists in industrial medicine try to prevent injuries, and if they should occur, help to safely return injured workers to their jobs. The profession has developed to have a significant impact on occupational health and safety. ■

SCF's Preferred Connection Network turns 10 on Nov. 1. The PCN has grown to nearly 2,600 providers statewide, including:

- Hospitals
- Urgent care facilities
- Occupational health clinics
- Physicians
- Radiologists
- Physical therapists
- Chiropractors
- Dermatologists
- Durable medical equipment
- Skilled nursing facilities
- Transportation
- Ambulatory surgery centers

For information on becoming a member, call 602.631.2230 or e-mail pcn@scfaz.com

SCF'S NEXT MEDICAL PROVIDER SEMINAR IS SEPT. 19 IN FLAGSTAFF. FOR MORE INFORMATION AND TO REGISTER ONLINE: REGONLINE.COM/SCFMEDPRO.

SEND MEDPRO STORY IDEAS TO MVANDEVEIRE@SCFAZ.COM.

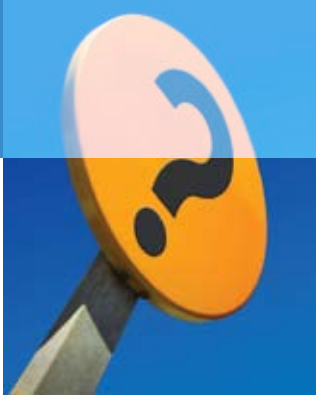
Preferred
Connection
Network
602.631.2230

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 Were any workers' compensation reforms passed in the 2008 legislative session?

A Lawmakers passed a two-year statute of limitations on claims for Temporary Partial Disability compensation.

Any claim for improper payment or denial of TPD benefits must be filed within two years after the injury or the date the award

for benefits became final. TPD is payable at two-thirds of the difference between what the worker earned at the time of the injury and his or her current earnings.

The law is not retroactive and took effect at the end of August.

Q Did the Legislature pass a law to clarify Arizona statutes in terms of allowed communications between an injured

worker's physician and SCF claims adjusters?

A Attempts in this past Legislative session to clarify this question failed, but there is no state law prohibiting injured workers' physicians from speaking to SCF claims adjusters. Some attorneys have raised concerns over adjuster and physician communications. SCF adjusters will contact an SCF attorney if they encounter this issue.

LOOK INSIDE

AT A GLANCE

PROVIDER
UPDATES AND
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Billing automation

SCF Arizona has implemented a new bill-rendering procedure, Online Charge Entry Process (OCER). The process will be used for all billable services submitted on the CMS 1500 form. Most providers use the red-lined "drop-out" form, but for those who prefer the CMS 1500 form in black and white,

SCF can still accept your bills for OCER if you follow some simple formatting changes discussed below. The report OCER provides accurate and quick bill processing turnaround. SCF's systems will read the printed information, convert it into a digital format and then automatically transfer the information to SCF's claims bill processing software.

Information currently is manually read and input by SCF processors in a "key from image" job task. With OCER, processors will only need to enter 20 percent of the reported, thereby speeding bill processing and reducing the chance for error. If your practice would like to participate in this new capability, this is important to follow

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