

SCF ARIZONA'S

MEDPRO

NEWS & INFORMATION FOR MEDICAL PROVIDERS



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Monthly reports

Healthcare providers play a key role in ensuring workers' compensation claims are managed effectively.

Monthly reports that healthcare providers complete to summarize their patients' conditions are essential tools for SCF Arizona claims adjusters.

Every physician's office has a different name for these documents, says

SCF Claims Adjuster Steve Thompson. Dictated reports from the office visits, monthly office visit notes are a couple.

"In general, they're monthly progress reports that the healthcare providers are required under workers' compensation statutes to submit with bills for their services," Thompson says.

Every report should

include the following specifics about a patient's situation:

- Diagnosis
- Injury type codes (the International Classification of Diseases, or ICD9, codes)
- Patient's work status
- Treatment plan

Also, if the patient has reached Maximum Medical Improvement (MMI), this should be included in the report

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Monthly reports

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along with an impairment rating and any recommended supportive care. The Sixth Edition of the *American Medical Association Guidelines* is the resource physicians use to perform an impairment rating. A patient is at MMI when the provider does not anticipate the patient's condition improving beyond the current status.

If the treatment plan is unclear, or if the MMI status is not addressed, SCF often is required to set up an Independent Medical Examination (IME) for the injured worker. This is not a preferred option. The treatment plan and MMI status in providers' reports can help eliminate the need for an IME.

The diagnosis should be given with each report because it may change over the course of treatment. With the changing diagnosis, the injury type code may be affected.

The inclusion of the ICD9 code helps maintain accuracy of reporting to the National Council on Compensation Insurance. In addition, claims adjusters establish the amount of money that must be reserved to pay claims into the future, Thompson says.

"We are working with anticipations of what may happen with the condition and the recovery," he says. "We therefore rely heavily on the information provided in those progress reports."

For billing questions e-mail SCF's Medical Review/Provider Inquiry Team at providerinquiry@scfaz.com.

JUST THE FACTS

SCF ARIZONA'S 2008
ANNUAL REPORT IS AVAILABLE
AT WWW.SCFAZ.COM.



GETTING TO KNOW

YOU Linda Meszaros has more than 300 Godzilla collectible items. While the Japanese film monster is a giant, Meszaros likes to keep problems small. "There is no problem that can't be resolved," says Meszaros, senior representative in SCF's Medical Review/Provider Inquiry department. Meszaros, originally from Chicago, has worked for SCF 13 years. She says the best part of her job is partnering with providers to help resolve billing issues. "We are here to help," she says.

PARTICIPATING IN SCF ARIZONA'S PREFERRED CONNECTION NETWORK, known as the PCN, gives medical providers opportunities to increase their patient base. PCN members agree to make referrals to other providers in the network and deliver the highest standard of care. To become a PCN provider, visit www.scfaz.com and click on Medical Providers, or call 602.631.2230 for application information.



WHAT'S NEW

Website can save time

The SCF Arizona website, www.scfaz.com, now has more features, including tools to help medical providers.

Be sure to bookmark this site to help with questions that arise in your workers' compensation cases.

The Frequently Asked Questions (FAQs) section for medical providers was expanded to include 24 questions and answers. To access this section of the website, visit www.scfaz.com. Click on "Healthcare Providers" and then "frequently asked questions."

Mellinda Lanier, SCF medical provider liaison, says she often gets these queries when she visits providers to talk about workers' compensation claims and billing.

Topics include Evaluation and Management Services, or E&M services. In addition to explanations of E&M reimbursements, this section of the website holds links to sites with workers' compensation and billing information, such as:

- Industrial Commission of Arizona's Physician and Pharmaceutical Fee Schedule

- 1997 CMS Documentation Guidelines
- American Academy of Professional Coders
- American Health Information Management Association
- E&M Documentation Auditors' Instructions form

From the SCF homepage, if you're looking for SCF phone numbers, click on the purple question-mark near the top of the right-hand side of the screen. This brings up contact information, including the number to report suspected fraud, SCF's Hotline, 800.526.5226.

ONLINE OFFERINGS

The SCF website has many resources available to policyholders and providers. To access the "Resources" section of the website, visit www.scfaz.com. Under "About SCF Arizona," click on "Resources."

SCF HOLDS A FREE RETURN TO WORK/STAY AT WORK SEMINAR, 8:30 A.M.-NOON, OCT. 29 AT 3030 N. 3RD ST., PHOENIX. VISIT WWW.SCF AZ.COM. GO TO "SAFETY & PREVENTION" AND CLICK "SEMINARS" TO REGISTER ONLINE. CONTACT 602.631.2228.

SEND MEDPRO STORY IDEAS TO MVANDEVEIRE@SCFAZ.COM.

Claims Contact
Center
602.631.2300
800.231.1363

Provider Inquiry
602.631.2300
800.231.1363

Unpaid Bill Inquiry
602.631.2300

Preferred
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602.631.2230

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Q&A

Q Is the patient responsible for any medical costs resulting from a workers' compensation injury?

A No. If the claim is established and approved, the workers' compensation insurance carrier must pay for all approved and medically necessary care.

The carrier is required to pay costs that are limited in accordance with the Industrial Commission of Arizona Fee Schedule.

Any difference between what the carrier is required to pay under the Fee Schedule and the amount billed by the provider is not the responsibility of the injured worker, and the injured worker should not be billed for it.

Q Why did SCF Arizona start new companies?

A SCF created subsidiary companies to recognize differences

among policyholders and to price for assumed risk. In Arizona, insurance companies must create new companies to offer tiered pricing.

SCF is using three new companies to differentiate rates: SCF Casualty Insurance Company, SCF General Insurance Company and SCF Western Insurance Company. Policy issuance, claims management and loss control are handled by SCF Arizona employees for all three new companies.

LOOK INSIDE

AT A GLANCE

- PROVIDER
- UPDATES AND
- BILL-PAYING
- SOLUTIONS



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