

SCF ARIZONA'S

# MEDPRO

NEWS &amp; INFORMATION FOR MEDICAL PROVIDERS



## IN THIS ISSUE

Improving  
service

Bill scanning  
benefits

Getting to  
know you

Just the  
facts

Q&A

## Improving service

**M**edical providers in areas outside the Greater Phoenix area may have noticed SCF claims adjusters they've worked with have relocated to the company's home office in Phoenix.

In 2008, SCF consolidated claims management under a central Claims Services division in Phoenix. Relocations by all affected

claims employees were completed by Jan. 5.

The reorganization is designed to strengthen claims management, review and oversight. The policyholder will work with just one SCF Claims team from the date a claim is reported to the time it is closed. Policyholders will not encounter handoffs outside their SCF team, with the exception of catastrophic claims.

"We'll have much more consistent interactions with claims managers and adjusters," says SCF Medical Review/Provider Inquiry Manager Mike Roberson. SCF's medical providers will benefit from the closer relationship, he adds.

"There's feedback we can give to claims adjusters. Having everybody here in the building assures that to a much greater degree,"

*continued on next page*

## Improving service *continued*

Roberson says. "It's consistency in our communications to the medical community. That's what I see this Claims redesign as giving us."

Local telephone numbers for claims adjusters are being routed to and answered in Phoenix. As SCF's customers become aware of the new structure and learn new contact numbers for adjusters, the local numbers will be phased out.

SCF Southern Region Manager Kearin Kasper says the Tucson office has adapted since claims adjusters moved to Phoenix, and there hasn't been a change in services – it's business as usual in the Tucson office.

"We have seen the number of walk-in injured workers decrease," Kasper says. The office is prepared to assist those who continue to come in. "We give them a contact sheet, and we also offer to let them sit down in our office and use our phones to contact whoever they need to speak to for assistance."

Kasper says claims adjusters are managing the change to keep injured workers informed and avoid confusion.

SCF in 2009 will change some policy assignments for claims and policy service employees to align with the new organization structure. Employees will help policyholders, injured workers and medical providers with this transition, and SCF's customer contact centers will have information as well. ■



**GETTING TO KNOW YOU** Brenda Crosby, RN, SCF utilization review specialist, has spent most of her career, 19 years, as a nurse for a California hospital.

She worked in every department, including acute inpatient rehab and case management. She joined SCF in September and helps claims adjusters ensure injured workers receive the appropriate medical treatment. ■ "SCF fosters a culture for listening," Crosby says. "You're not afraid to ask questions. I find that very comforting. That makes me do my job better."

**SCF ARIZONA OFFERS** a 5 percent credit to policyholders with a qualifying drug-free and alcohol-free workplace program. Programs must comply with: Arizona Revised Statute 23-493.04, outlining requirements such as providing written information to employees about the drug- and alcohol-testing policy, and ARS 23-961, K, covering requirements such as testing employees after injuries occur. For details, call an SCF account representative or 602.631.2600.

## JUST THE FACTS

SCF'S SAFETY WORKS EXPOS  
ARE SCHEDULED MARCH 24  
IN PRESCOTT, AND MAY 5-6 IN  
PHOENIX. TO REGISTER GO TO  
[WWW.SCFAZ.COM](http://WWW.SCFAZ.COM).



## Bill scanning benefits

**S**CF Arizona recently introduced Optical Character Recognition, or OCR, a bill handling procedure for selected bills submitted on the CMS 1500 form.

Scanners will “read” the printed information and then automatically fill in bill processing software with that information. There are benefits to having your CMS 1500 bill scanned and read by the Optical Character Recognition process, says Mellinda Lanier, SCF medical provider liaison.

“The biggest benefit is

a decrease of more than 80 percent in the number of manual keystrokes our processors need to perform to enter your submitted bill. This may allow your bill to process through the system faster and with a higher degree of accuracy – that’s a clear benefit to all parties,” Lanier says. “The bill processing turnaround time has been 10 to 15 days without OCR. The OCR turnaround time is three to five days.”

In 2008, the 20-member Medical Review/ Provider Inquiry team

processed close to 438,000 bills, representing more than one million individual documents.

If you know the SCF claim number, enter it in box 1a (labeled, “Insured’s I.D. Number”) or box 11 (labeled, “Insured’s Policy Group or FECA Number”) on the CMS 1500 form.

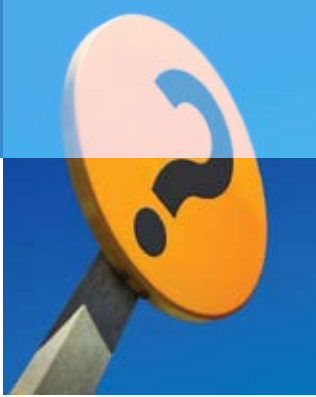
Providers currently not billing on a CMS 1500 form or who are handwriting the billing information can find CMS 1500 form suppliers by performing a search on the Internet.

The following boxes on the CMS 1500 form should be filled in to allow a bill to process through the OCR process:

- 1a or 11, SCF claim number (if available)
- 2-5, patient’s information
- 14, date of injury
- 24a, date(s) of service
- 24d, CPT codes and Modifier (if appropriate), HCPCS codes with a specific description
- Blank space near 24d, drug name with a valid 11-digit NDC number
- 31, provider’s signature and credentials
- 32, service facility name and address
- 33, provider’s name and billing address

PROVIDERS ARE INVITED TO JOIN SCF’S PREFERRED CONNECTION NETWORK (PCN). LEARN MORE AT [WWW.SCFAZ.COM](http://WWW.SCFAZ.COM).

SEND MEDPRO STORY IDEAS TO [MVANDEVEIRE@SCFAZ.COM](mailto:MVANDEVEIRE@SCFAZ.COM).



## Q&A

Claims Contact  
Center

602.631.2300  
800.231.1363

Provider Inquiry  
602.631.2327

Unpaid Bill Inquiry  
602.631.2521

Preferred  
Connection  
Network  
602.631.2230

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**Q** Under the Prompt Pay guidelines, how long does the workers' compensation insurance carrier have to process a medical, surgical or hospital bill?

from the date of determination. This allows 60 days to process the bill.

the date of service, the carrier is not responsible for payment of the bill.

**Q** How long does a medical provider have to submit a bill to the workers' compensation carrier?

**Q** Can providers bill patients for amounts not paid by the workers' compensation carrier?

**A** The workers' compensation carrier and self-insured employers must make a determination on whether to deny or pay a bill within 30 days from the date of receipt of the bill. The bill must then be paid within 30 days

**A** Healthcare providers and facilities have 24 months from the date of service to submit the bill. If the carrier has not received a bill within 24 months from

**A** No, an injured worker cannot be made responsible for medical bills on accepted claims or for disputed amounts, as these items are between the carrier and the healthcare provider.

## LOOK INSIDE

### AT A GLANCE

PROVIDER  
UPDATES AND  
BILL-PAYING  
SOLUTIONS



PCN Preferred Connection Network

3030 N. 3rd Street  
Phoenix, AZ 85012

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

SPRING 2009

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### Improving service

**M**edical providers in areas outside the Greater Phoenix area may have noticed SCF claims adjusters they've worked with have relocated to the company's home office in Phoenix. In 2008, SCF consolidated claims management under a central Claims Services division in Phoenix. Relocations by all affected

claims employees were completed by Jan. 5. The reorganization is designed to strengthen client coverage. The job transfer will result in just one SCF Claims team from the date a claim is reported to the time it is closed. First-notice will not be impacted. First-notice handlers outside their SCF team will be the recipient of catastrophic claims.

"We'll have much more consistent interactions with claims managers and adjusters," says SCF Multi-Call Business/Provider Injury Manager Mike Robinson. SCF's medical providers will benefit from the closer relationship, he adds. "There's less back and forth on claims adjustments. Having everybody here in the building allows them to be a much greater degree," continued on next page.