

SCF ARIZONA'S

# MEDPRO

NEWS &amp; INFORMATION FOR MEDICAL PROVIDERS

## IN THIS ISSUE

Criteria for  
consultations

Improving  
value

Getting to  
know you

Just the  
facts

Q&A



## Criteria for consultations

The terms “consultation” and “referral” often are interchanged, but these terms have very different meanings in the American Medical Association’s Current Procedural Terminology.

A consultation is used to obtain a specialist’s opinion and advice regarding the diagnosis, evaluation and treatment of a patient’s

specific problem. The consultant’s opinion and all services that were ordered or performed must be documented in the patient’s medical record and communicated by written report to the requesting physician or other appropriate source.

For SCF claims, the physician must obtain authorization prior to seeing a patient for a

consultation. Authorization should be obtained by calling the Contact Center at 602.631.2300.

Criteria known as the “Three Rs” are needed to establish a consultation. They are as follows:

- Request for a written or verbal consult
- Render the exam
- Report is submitted to physician requesting a consult

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## Criteria

*continued*

When submitting bills for a service that is a consultation, use the New and Established Patient Consultation codes: 99241 to 99245.

A physician may bill a pre-op visit as a consultation visit. A written request for a pre-op consultation and the requesting physician's name or other source of the request must be documented in the patient's medical record.

A referral occurs when a physician sends a patient to another physician for transfer of partial or total patient care for the specific problem.

When submitting bills for a service resulting from a referral, use the New Patient codes: 99201 to 99205; and Established Patient codes: 99211 to 99215.

**For more information about the American Medical Association's Current Procedural Terminology and physician resources, visit [www.ama-assn.org](http://www.ama-assn.org).**



## GETTING TO KNOW

**YOU** Bev Brewer, SCF Medical Review/Provider Inquiry representative, is a lifelong Arizona resident. She has worked for SCF

Arizona since August 1995 and has been in her current position since 2005. Brewer likes helping medical providers and working on projects that help improve SCF operations and workflow. "I enjoy being a resource for SCF claims adjusters in the bill handling process," she says. In her spare time, Brewer enjoys racing nitro-powered, remote control trucks with her 13-year-old son.

## SCF ARIZONA'S PREFERRED

**CONNECTION NETWORK**, also known as the PCN, is a recommended resource for SCF Arizona customers selecting a designated provider. Having a designated provider prepares employers for on-the-job injuries and helps them make good decisions about caring for workers. PCN's more than 3,200 healthcare providers include Arizona hospitals, occupational and rehab clinics, durable medical equipment, home health service providers and more.

# JUST THE FACTS

PCN PROVIDERS GET  
REFERRALS FROM OTHERS IN  
THE NETWORK. LEARN MORE AT  
[WWW.SCFAZ.COM/PCN](http://WWW.SCFAZ.COM/PCN).



## WHAT'S NEW

# Improving value

Medical providers may see some changes as SCF Arizona offers tiered pricing to policyholders through subsidiary companies.

### Pricing for safety

This strategy recognizes policyholder differences and mirrors auto insurance pricing – safe drivers have lower premiums. SCF is introducing a benefit for safe employers as well.

In addition to SCF Arizona and SCF Premier, SCF will use several companies to differentiate pricing: SCF Casualty

Insurance Company, SCF General Insurance Company and SCF Western Insurance Company. In Arizona, tiered pricing can only be done by creating new companies.

Policy issuance, loss control services and claims management will be handled by SCF Arizona employees.

The additional companies will allow SCF to more appropriately reward its safest customers. The overall goal is to reduce overall claims expenditures and keep

Arizona rates low. All three new companies are wholly owned subsidiaries of SCF Arizona and will have the same service model and financial backing SCF Arizona has today.

### Pricing for risk

Safer customers get a break, and those without a safety record are priced accordingly.

More information about resources to help policyholders support safety in their workplaces is available at [www.scfaz.com](http://www.scfaz.com).

## SCF SUBSIDIARY COMPANIES BRING CHANGES:

- Policy and claims numbers have a letter indicating a policy is carried by SCF Casualty (C), SCF General (G) or SCF Western (W). Examples: Policy No. G30100, Claim No. 09G00100.

- Some payments will be on checking accounts held by SCF Casualty, SCF General or SCF Western.

- Provider refunds tied to SCF Casualty, SCF General and SCF Western claims must be on checks written to the appropriate company.

SCF'S MEDICAL REVIEW & PROVIDER INQUIRY TEAM IN 2008 PROCESSED MORE THAN 450,000 BILLS, REPRESENTING MORE THAN ONE MILLION INDIVIDUAL DOCUMENTS.

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

Claims Contact  
Center  
**602.631.2300**  
**800.231.1363**

Provider Inquiry  
**602.631.2300**  
**800.231.1362**

Unpaid Bill Inquiry  
**602.631.2300**

Preferred  
Connection  
Network  
**602.631.2230**

[www.scfaz.com](http://www.scfaz.com)

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## Q&A

**Q** Will existing claim numbers be affected by SCF's new pricing strategy and subsidiary companies?

**A** No. Numbers for current and existing claims will not change and will not be affected. Employers who obtain workers' compensation insurance from a new subsidiary will be issued new policy numbers (see story Page 3).

**Q** Does workers' compensation coverage provide full pay to injured workers while they're unable to return to work?

**A** No. Injured workers receive just a percentage of their average pay through their employer's workers' compensation insurance – so getting back to work makes a big difference for workers and their families.

**Q** Why does SCF ask providers for a federal W-9?

**A** SCF must have a W-9 showing the provider's taxpayer I.D. number in order to issue a provider payment. SCF is required by the Internal Revenue Service to obtain a W-9 and keep the document on file and readily available, or be subject to a fine.

## 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