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COLORADO DEPARTMENT OF LABOR AND EMPLOYMENT

ALL ABOUT CLAIMS



All About Claims is a newsletter published by the Colorado Division of Workers' Compensation designed to provide information to claims practitioners. Please send comments or suggestions for future topics to Lise Maes by e-mailing lise.maes@state.co.us.

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NEW! WORKERS' COMPENSATION MEDICAL DISPUTE RESOLUTION PROCESS

The Colorado Division of Workers' Compensation has revised Rule 16-11(E) in order to facilitate meaningful communication between payers and providers to ensure medical bill payment is compliant. This process provides a next step for contesting payment as outlined in 16-11(A)-(D). Parties to a claim may initiate a dispute by completing and submitting a **MEDICAL BILLING DISPUTE RESOLUTION INTAKE FORM** (WC 181) to the Division's Medical Policy Unit.

When completing this form, all applicable information must be provided, including supporting documentation outlined at the bottom of the form. Missing information may delay the request. Once a completed request has been received, a unit staff member will review the dispute to determine compliance with Rules 16 and 18.

Communication between parties will ensue throughout the following 30 days or until a determination is reached. Disputes resulting from violation of Rules 16 and/or 18 may result in a Director's Order that cites the specific violation and failure to respond or cure said violations may result in penalties. Resolution of disputes not pertaining to Rule violations will be facilitated by the MPU to the extent possible. The Division's goal is to create an equitable environment for payers and providers in order to ensure quick and efficient delivery of disability and medical benefits to injured workers at a reasonable cost to employers.

CLAIMS MANAGEMENT WORKSHOP—OCTOBER 24TH, 2012

Are you an adjuster, claims administrator, attorney, manager, or supervisor in need of a refresher on some of the Workers' Compensation statutes and Rules of Procedure? Let's "refresh" together! The Colorado Division of Workers' Compensation (DOWC) Claims Management Unit invites you to join us for a **FREE workshop** and **WIN PRIZES!**

Registration is required—the deadline is October 22nd, 2012, and space is limited to 60 people. Please e-mail DOWC.Claimstraining@state.co.us to register, or contact DOWC staff members Joyce Meaux at 303.318.8615 or Ed Horak at 303.318.8601.

The workshop will be conducted on **October 24, 2012 from 8:30 a.m. until 11:30 a.m.** at 633 17th Street in Denver in the 2nd Floor Conference Room. The workshop will begin promptly.

Below is a general description of the topics to be addressed.

- * EDI Tips from the Document Entry Unit
- * Rules 4, 5, 6, and 7 with the Carrier Practices, Document Entry, Claims Management, and Legal staff
- * Case law updates

We look forward to seeing you!



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**“QUALITY AND EXCELLENCE IN
ALL WE DO.”**

Excerpt from a letter to state employees dated 2/1/11:

We are committed to redefining good government. We know our daily work must be effective, efficient and elegant.

Specifically:

- ***Effective.*** Are we getting done what we need to? Do we have the same priorities as the people of Colorado? We need to look at outcomes to judge whether our programs are successful.
- ***Efficient.*** Services should be timely and cost-effective. We will measure everything in order to become more efficient. We will eliminate waste and duplication wherever we find it.
- ***Elegant.*** When we say elegant, we are not talking about fashion. We are talking about the delivery of state services in a way that elevates you and the person receiving state services. When someone applies for a license or inspection they shouldn't feel disrespected by the interaction, and neither should you. This is the essence of customer service.

Governor John Hickenlooper

A FEW REMINDERS FROM THE MEDICAL SERVICES DELIVERY SECTION...

- Sec. 8-43-404 (5)(a) was amended in 2007 to include the requirement that a list of at least two physicians (or corporate medical providers, etc.) be presented to an injured worker following the report of an injury. Note that the statute says “at least” two. The list can contain more than two medical providers.
- Adjusters: When receiving and reviewing a physician's impairment rating report, make sure that all applicable worksheets (range of motion, apportionment, and so on) are attached to the report. Some kinds of impairment ratings do not require worksheets, but for those that do, it is certainly permissible to contact the physician's office and ask for them. Most, if not all, of the form worksheets can be found on the Division's website under *Medical Topics/Impairment Rating Information*.
- Just another reminder about the issuance of a new form, the *Apportionment Calculation Guide*, in May 2012. While this form was designed primarily for physicians, it may be of use to any party and is available as DeskAid 14.

AND REGARDING THE DIVISION IME PROGRAM:

- A DIME doctor's final report should include the Examiner's Summary Sheet as the cover page. (Sometimes that sheet may not be included if the DIME is a follow-up.) Make sure that the information on the Summary Sheet matches the information in the narrative report. If there is a discrepancy, notify the Division IME unit, (303) 318-8655. Often the DIME unit will have also noticed this and sent the physician a notification to address this issue, but a call is always welcome to ensure that we're all on the same page.
- On occasion, adjusters change employment and move to a different insurer or third-party administrator, thus staying in the system, but with a different employer. It would be helpful if you could separately notify the Division IME unit of your move, should that occur.