

California Orthopaedic Association

Electronic Submission of Workers' Compensation Bills/Reports/Attachments: How to be Successful

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Orthopaedic practices commonly electronically bill Medicare and group health carriers for their services. They bill and receive their payments electronically. Yet, only a few orthopaedic practices have taken the additional steps to electronically bill their Workers' Compensation services. Orthopaedic practice managers gave us the following reasons for this:

1. In February, 2014 the California Division of Workers' Compensation required the Workers' Compensation carriers in California to accept electronic bills/reports/attachments. Our electronic billing system for group health and Medicare was already in place at that time. We have not had time to change our system to include the Workers' Compensation billings.
2. We are not sure that our EMR/practice management system can automatically extract the files to send electronically.
3. Our system can electronically bill, but cannot electronically send reports/attachments. We don't want to electronically submit the billing and still have to mail in the report/attachment.
4. It's too expensive to implement the change.
5. Our office does not have an EMR system.

We have to overcome these reasons.

**You Can Cut Your Billing Costs and Get Paid Quicker with
Less Hassle if you Bill Electronically.**

It's not that hard to do, but you have to make sure your clearinghouse understands the Workers' Compensation billing system and they can keep the bill and attachments together and send it as one packet of information, so the billing is complete when they submit the bill.

Even though payors says they can accept bills from any clearinghouse, it can help to use the "preferred" clearinghouse of the payor, which means that you might have to work with more than one clearinghouse to be most successful.

Electronic billing for Workers' Compensation bills/reports can dramatically cut your practice's billing and payment cycles, while improving your interaction with payers by:

- Replacing paper bills and reports with electronic health care transactions that, in many cases, can be sent through your existing practice management/EMR, billing service, or clearinghouse vendor.
- Minimizing bill rejections by electronically submitting claims and reports in one electronic submission.
- Increasing cash flow by eliminating multiple submission via mail and freeing up time for revenue-enhancing functions, such as ensuring accurate payments.
- Reducing your bill/reports submission costs – staff time, copying, postage costs.
- Establishes delivery audit trails for both the provider and payor.

- Enables significant reductions in duplicate submissions.
- Getting Paid More Quickly. California Workers' Compensation carriers are required to pay a clean claim within 15 days versus paper claims which must be paid within 45 days. Orthopaedic practices that have moved to the electronic submission of Workers' Compensation bills/reports/attachments indicate that they are commonly getting paid in 10 days or less with fewer bill rejections.

Embrace the Entire 360-Degree Solution

The 360-degree solution starts with e-billing- bills/reports/attachments and ends with Electronic Funds Transfer (EFT). Have your payments deposited directly into your account to complete the electronic cycle.

Three Easy Steps to Getting Started

1. Talk to your Practice Management Software/Electronic Medical Record (EMR) companies and ask if they can generate an ANSI-X12 - EDI 837 file. If you cannot generate an ANSI-X12 - EDI 837 file, see if there is another file type they can handle such as converting a pdf file to an electronic file for submission.

The *EDI 837* transaction set is the format established to meet HIPAA requirements for the electronic submission of healthcare claim information. The claim information includes amounts for the following, for a single care encounter between patient and provider:

- A description of the patient
- The patient's condition for which treatment was provided
- The services provided
- The cost of the treatment

As of March 31, 2012, healthcare providers must be compliant with version 5010 of the HIPAA EDI standards. The 5010 standards divide the 837 transaction set into three groups: 837P for professionals, 837I for institutions and 837D for dental practices. The 837 is no longer used by retail pharmacies.

This transaction set is sent by the providers to payers, which include insurance companies, health maintenance organizations (HMOs), preferred provider organizations (PPOs), or government agencies such as Medicare, Medicaid, etc. These transactions may be sent either directly or indirectly via clearinghouses. Health insurers and other payers send their payments and coordination of benefits information back to providers via the [EDI 835](#) transaction set.

2. Determine the language "segment" that must be embedded into your billing to communicate whether a report/attachment is to be included with the billing.
3. One easy way to send your billings/reports/attachments electronically is by using a clearinghouse. Clearinghouses already have interfaces that allow them to communicate with many payors. **This avoids the need to write custom interfaces with your practice management/EMR system.**

Identify a “front end” clearinghouse who can accept the ANSI-X12 - EDI 837 file and match up any required reports/attachments. It is very important that the clearinghouse not only extract the billing and report/attachment, but that they keep them together when submitting them to the payor, so the payor knows the billing is complete.

Clearinghouses can potentially be both the “front end” (extract the appropriate billings/reports/attachments from your practice management and EMR system) and the “back-end clearinghouse” (send to multiple Workers’ Compensation carriers).

Tips on selecting a clearinghouse for Workers’ Compensation billings:

1. Work with a clearinghouse that is knowledgeable in the submission of Workers’ Compensation billings/reports/attachments. The Workers’ Compensation bill submission requirements are different than for Medicare or group health.
2. Make sure the clearinghouse can communicate with the payors that you routinely bill.
3. Ask what capabilities the clearinghouse has to scrub claims prior to submission.
4. Some clearinghouses can accept paper bills/reports/attachments and convert them to an electronic file. Be careful, the more services you require, potentially the higher submission costs.
5. Negotiate the lowest pricing structure possible. A per bill cost can add up. Preferable pay a flat monthly fee regardless of the number of bills/reports/attachments submitted. **Better yet work with a clearinghouse that bills the payor for the submission costs.** Payors will save significant administrative costs if providers submit their bills/reports/attachments electronically – many more times the cost of submitting the billing. Workers’ Compensation payors and self-insured employers are looking for orthopaedic groups who are willing to electronically submit their claims/reports/attachments. They recognize the increased efficiencies and improved case management and potential savings.
6. For specific bills/reports/attachments that cannot be submitted electronically, make sure that the clearinghouse can drop those billings into paper and mail them. This should only be the exception.
7. Check with your payors. They often have a preferred clearinghouse that they work with.

Clearinghouse Recommendations:

There are several clearinghouses that have been recommended by COA members who routinely handle California Workers’ Compensation billings/reports/attachments:

Jopari Solutions, Inc. –

Jopari has positioned themselves as an e-Bill agent that supports both providers and payers. On a daily basis, Jopari is processing over 11,000 e-Bill transactions which equates to over \$1.5 million in billed revenue for submitting providers. Jopari typically does not charge the provider, but are paid by the insurer for their services.

Contact: Email: provider_lead@jopari.com

Phone: (866) 269-0554
Website: www.jopari.com

WorkCompEDI

WorkCompEDI is one of the largest all-Payor clearinghouses specializing in workers compensation, auto and personal injury/no-fault electronic billing services.

The market leader in connectivity points, and the most flexible solution in the market, WCEDI works with the largest to the smallest submitters to ensure a custom-standard value is delivered.

WorkCompEDI offers providers:

ELECTRONIC CONNECTIONS: WCEDI offers over 2,900+ electronic routes in the industry, with over 2,000+ directly connected to WCEDI (the remaining delivered through designated EDI gateways of Payors/Bill Review firms).

ONE STOP SHOP / ALL PAYOR CLEARINGHOUSE: where an electronic connection is not available, WCEDI can print & mail billing & attachments using 1st class postage and provide back USPS tracking numbers that let you trace your printed billing like certified mail!

LOW PER BILL FEE & NO FEES FOR ATTACHMENTS: WorkCompEDI charges the provider for their services. No setup fees, no monthly minimum fees & no hidden fees! Just a month-to-month contract that can be cancelled at any time for the low per bill fee of \$0.65 per transaction. WCEDI offers price discounts for volume submitters, does not charge for attachments, and does not charge additional fees for print & mail bills.

ATTACHMENT SUBMISSION WEB TOOL (iCompEDI): WCEDI offers a stand-alone web portal for submitters to attach supporting documents (images) to bills (including in bulk). The portal can be private labeled for vendor partners and billing companies who need an attachment solution to offer clients.

INTEGRATION PARTNERSHIPS: WCEDI is fully integrated or interfaces with leading practice management, EMR, and clearinghouses vendors to provide -backend processing to its electronic routes (including Conexem, Prime Clinical, RelayHealth/McKesson, Availity/RealMed, HCN, OfficeAlly, Trizetto, StoneRiver P2PLink, Jopari, DaisyBill and many more).

Their "Payor List" can be found on their website: www.workcompedi.com

CONTACT: PROVIDER SALES DEPARTMENT
Email: info@workcompedi.com
Phone: (800) 297-6909

StoneRiver P2P Link

P2P Link provides essential electronic connectivity between workers' compensation payers and medical providers. Our industry-first solutions streamline bill processing by facilitating the electronic attachment of required supporting documentation resulting in clean bills and prompt payments.

Since its inception, P2P Link has been at the forefront of advancement in medical bill processing exclusively focused on the workers' comp electronic environment. We facilitate faster, more efficient, more accurate and secure billing while increasing provider-to-payer communication in an entirely paperless environment.

As the industry evolves and regulatory compliance issues change, P2P Link integrates with leading bill review systems, document management programs, and claims platforms to ensure clean, concise electronic communications between medical providers and workers' compensation payers.

Typically, P2P charges the provider for their services.

Contact: Email: p2psales@helioscomp.com
 Phone: 866-450-3898
 Website: www.p2plink.com

TriZetto Provider Solutions®

TriZetto Provider Solutions provides an integrated online solution to manage all types of medical claims, Medicare, Workers' Compensation, auto accident, and liability claims. They have the ability to submit batch bills and attachments through a single portal with access to more than 3,000 payors.

Built with the end user in mind, this solution streamlines the submission and management of e-bills and associated attachments. This work comp solution:

- Complies with strict state and payer mandates
- Converts attachments to correct electronic formats, as requested by payers
- Auto-links each attachment to corresponding claim
- Provides the ability to submit batch attachments
- Utilizes built-in claim edits to match unique payer specifications
- Includes easy-to-access list of more than 3,000 payers for quick payer ID lookups
- Offers auto-lookup state license numbers, where required
- Works with ANSI X-12-EDI 837 and Print Image files

This solution is designed to help practices get paid faster, more accurately, and with less work.

TriZetto typically charges providers for their services.

Contact: Email: ProviderSales@trizetto.com
 Phone: 800-969-3666, option 1
 Website: www2.trizettoprovider.com/work-comp

Clearinghouses will typically have trading partner relationships with other clearinghouses to ensure that the electronic submission of bills/reports/attachments is seamless.

Other Options:

If you need to have custom interfaces written in order for your practice management system/Electronic Medical Record (EMR) system to generate the files in the correct format and to match up the billing with reports/attachments, **Health Connection Network (HCN)** has been recommended. HCN has written custom interfaces and even developed the ability for a two-way communication whereby payors can securely log into your practice management system to obtain needed information.

Contact: Lon Oury, President
Email: loury@hen-us.com
Phone: 910-471-4261
Website: www.healthconnectionsnetwork.org

DaisyBill, a long-time supporter of COA members and an entity that regularly hosts complimentary Workers' Compensation webinars, is sending over 100,000 electronic transaction per month for Workers' Compensation bills sent to over 350 claims administrators for all types of providers. They are a cloud-based software for providers to electronically submit and manage Workers' Compensation medical bills. Their founders spent decades in the industry and saw just how broken the system had become--and how to make it work. They built a technology solution that makes work comp billing more efficient, more transparent, and just plain *better*. They typically charge the provider for their services.

Contact: Sarah Moray
Email: smoray@daisybill.com
Catherine Montgomery
Email: cmontgomery@daisybill.com
Phone: 805-455-1638
Website: www.daisybill.com

If you need help getting started to submit your billings/reports/attachments electronically, let us know. COA will help you get started.

States that have adopted or are considering for E-billing in their Workers' Compensation systems

California

Electronic Medical billing effective: October 18, 2012. Implementing regulations effective February, 2014.

The California Division of Workers' Compensation (DWC) adopted new regulations in February, 2014 implementing [standardized paper billing forms](#) and [e-billing standards](#), which encourage both workers' compensation insurers and medical providers to transition to e-billing. Implementation of e-billing will improve efficiency of the billing and remittance process and produce quicker bill payment.

Provisions relating to e-billing became effective Oct. 18, 2012. By statute, claims administrators are required to accept electronic bills and may develop their own capacity to accept electronic bills or may

contract with a vendor to perform the function. Participation in e-billing is optional for medical providers, but it is expected that DWC will be moving to require providers to submit electronically as well.

Medical providers – including hospitals, doctors, pharmacists, and others who provide medical services and goods to injured workers – are increasingly recognizing the benefits of using electronic standards to send their bills to payers. In turn, claims administrators who complete the cycle by processing and paying those bills electronically are seeing efficiencies from streamlined processes.

California Division of Workers' Compensation: <http://www.dir.ca.gov/dwc/EBilling/EBilling.html>

Louisiana

Electronic Medical billing effective: July 1, 2013

Electronic Medical Billing & Payment Companion Guide –

http://www.laworks.net/downloads/OWC/ebilling_companion.pdf

Minnesota

The Minnesota Administrative Uniformity Committee (AUC) is a voluntary, broad-based group representing Minnesota health care public and private payers, hospitals, health care providers and state agencies, working to standardize, streamline, and simplify health care administrative processes. 837/835 Companion Guides can be found at: <http://health.state.mn.us/auc/guides.htm>

New York

Is considering Workers' Compensation reforms including Medical Portal Requirements. They solicited comments from stakeholders in Fall, 2014. Here is a summary of their [comments](#).

North Carolina

Electronic Medical billing Effective: July 1, 2014

North Carolina Industrial Commission: <http://www.ic.nc.gov/ncic/pages/EBPCguide.pdf>

Oregon

Oregon e-Billing rules went into effect on January 1, 2015.

The Oregon Workers' Compensation Division Electronic Medical Billing Oregon Administrative Rules, Chapter 436, Division 008, Companion Guide and Resources are available:

<http://www.cbs.state.or.us/wcd/rdrs/mru/ebill.html>

Payers are mandated to participate with voluntary provider adoption.

Texas

Electronic Medical billing effective: January, 2008

The Texas Labor Code Section 408.0251 required electronic medical billing in the Texas Workers' Compensation system. The rules adopted by the Texas Department of Insurance, Division of Workers'

Compensation outline the electronic transaction sets that must be used and provides limited exemptions based on specific criteria. <http://www.tdi.texas.gov/wc/hcprovider/billing.html#ebill>

IAIABC

The International Association of Industrial Accident Boards and Commissions (IAIABC) has created a site to serve as a central repository for news, updates, and general information about Electronic Data Exchange (EDI) in the states. IAIABC is made up of governmental agencies, boards, rating bureaus, councils, and courts that administer and regulate Workers' Compensation systems.

For IAIABC information on other states: <http://iaiabc-edi.org/>