



U.S. Department of Labor
Office of Workers' Compensation Programs
Division of Energy Employees Occupational Illness Compensation

Massage Therapy

General Information

The Energy Employees Occupational Illness Compensation Program Act (EEOICPA) provides medical benefits to covered employees under Parts B and E of the Act. The EEOICPA ensures that employees who have an accepted illness receive necessary medical care for that illness. The Division of Energy Employees Occupational Illness Compensation (DEEOIC) has determined that certain authorized medical conditions may require massage therapy as part of their treatment. This frequently asked questions document defines the authorization process to bill for massage therapy benefits. For further information about special circumstances or individual cases, please contact your Medical Benefits Examiner (MBE) at the DEEOIC National Office or contact the Resource Center that services your area. For your convenience, we list the contact information for the National Office and the Resource Centers at the end of this document.

What is massage therapy?

Massage therapy is the manipulation of body soft tissues for the purpose of normalizing those tissues and consists of manual techniques that include applying fixed or movable pressure.

Potential benefits of massage therapy

- ✓ Reduces pain and muscle tension
- ✓ Increases flexibility, range of motion, and relaxation
- ✓ Improves blood circulation promoting deeper and easier breathing

What are the requirements for approving payment for massage therapy authorization?

- ✓ Prescription for massage therapy or manual therapy signed by the treating physician
- ✓ Face-to-face evaluation conducted by the treating physician for initial pre-authorization request
- ✓ Letter of medical necessity from the physician must list the therapeutic benefits of massage therapy for the accepted condition. The letter should also include the frequency and duration of the therapy to be provided with the allotted time, i.e.; twice a week for eight weeks
- ✓ All requests must be submitted in writing before authorization for payment can occur
- ✓ All requests require prior authorization

How will I be notified of an approval?

If the information received by DEEOIC is sufficient for approval, an authorization letter is sent to the claimant, provider and treating physician outlining the following:

- ✓ Covered condition for massage therapy
- ✓ Number of visits approved
- ✓ Authorized billing codes
- ✓ Period of authorization

Note: The DEEOIC does not consider massage or manual therapy medically appropriate when prescribed for illness prevention, recreation (spa therapy), or stress reduction.

How will I be notified of a denial?

If the information received by DEEOIC is not sufficient to warrant authorization or reauthorization of payment for massage therapy, DEEOIC will send a detailed letter decision to the claimant, provider and treating physician. The decision will explain the evidence reviewed and why that evidence was insufficient.

Are there any limitations on how many times I can receive massage therapy?

DEEOIC can approve payment for massage therapy for up to 2 visits per week, up to 8 weeks (16 initial visits). Each treatment session may be no more than 1.5 hours in duration. Reauthorization is required from the medical provider every 8 weeks. DEEOIC authorizes approval in increments of 16 visits. No more than 60 visits can be approved in any calendar year.

Appropriate Locations for Massage Therapy Services

- Medical clinic
- Medical office

Can I receive these services in my home?

For consideration for approval of in home visit requests, the patient must demonstrate that they are homebound. Medical evidence from the treating physician must demonstrate that the claimant is medically unable to travel to obtain massage therapy.

Are there any special requirements that my provider of choice must follow?

It is also important to note that a provider must be enrolled with DEEOIC to be paid for their services. The provider must also hold a valid massage therapist license or certification in the state where the services are rendered; and services are billed daily. The provider must submit the bill, along with medical notes, to the DEEOIC bill processing contractor. The medical notes need to describe the particular therapeutic care provided during each authorized visit. The notes should describe the benefits of the massage therapy, including any specific improvements in functionality or in achieving relief from the symptoms of the compensable illness. For more information on enrollment, your provider can visit <https://owcpmed.dol.gov> or, call 1-866-272-2682 for additional assistance.

What if I need services beyond the initial 8-week authorization period?

DEEOIC will evaluate requests for extensions for payment authorizations of massage therapy services. Medical documentation must support that the condition or level of function has not improved, and that the ongoing services provide tangible medical relief.

DEEOIC RESOURCE CENTERS & REGIONAL JURISDICTION

The DEEOIC has established eleven (11) Resource Centers nationwide to assist employees and their families with applying for benefits under the EEOICPA. If you want help with any part of your EEOICPA claim, including massage therapy or the medical billing process, you may contact one of the Resource Centers. They can provide assistance either in person or over the telephone, and, therefore, are able to service individuals who are outside the immediate geographical area. For assistance, you should contact a Resource Center based on the location of the employee's last employment. The Resource Centers, including their regional jurisdiction, are listed below:

California Resource Center

7027 Dublin Blvd
Suite 150
Dublin, CA 94568
Telephone: 925-606-6302
Toll-Free: 1-866-606-6302
Fax: 925-606-6303
[California, Hawaii](#)

Hanford Resource Center

303 Bradley Blvd
Suite 206
Richland, WA 99352
Telephone: 509-946-3333
Toll-Free: 1-888-654-0014
Fax: 509-946-2009
[Alaska, Oregon, Washington](#)

Portsmouth Resource Center

3612 Rhodes Ave
New Boston, OH 45662-4935
Telephone: 740-353-6993
Toll-Free: 1-866-363-6993
Fax: 740-353-4707
[Ohio, Michigan, Minnesota, Puerto Rico, West Virginia, Wisconsin](#)

Denver Resource Center

8758 Wolff Ct
Suite 101
Westminster, CO 80031
Telephone: 720-540-4977
Toll-Free: 1-866-540-4977
Fax: 720-540-4976
[Colorado, Iowa, Kansas, Nebraska, Oklahoma, Wyoming](#)

Idaho Resource Center

1820 E 17th St
Suite 250
Idaho Falls, ID 83404
Telephone: 208-523-0158
Toll-Free: 1-800-861-8608
Fax: 208-557-0551
[Idaho, Montana, North Dakota, South Dakota, Utah](#)

Savannah River Resource Center

1708-B Bunting Dr
North Augusta, SC 29841
Telephone: 803-279-2728
Toll-Free: 1-866-666-4606
Fax: 803-279-0146
[Florida, Georgia, North Carolina, South Carolina](#)

Espanola Resource Center

412 Paseo De Onate
Suite D
Espanola, NM 87532
Telephone: 505-747-6766
Toll-Free: 1-866-272-3622
Fax: 505-747-6765
[New Mexico, Texas](#)

Las Vegas Resource Center

1050 E Flamingo Rd
Suite W-156
Las Vegas, NV 89119
Telephone: 702-697-0841
Toll-Free: 1-866-697-0841
Fax: 702-697-0843
[Arizona, Nevada](#)

Paducah Resource Center

125 Memorial Center
Paducah, KY 42001
Telephone: 270-534-0599
Toll-Free: 1-866-534-0599
Fax: 270-534-8723
[Illinois, Indiana, Kentucky, Missouri](#)

Oak Ridge Resource Center

800 Oak Ridge Turnpike
Suite C-103
Oak Ridge, TN 37830
Telephone: 865-481-0411
Toll-Free: 1-866-481-0411
Fax: 865-481-8832
[Alabama, Arkansas, Louisiana, Mississippi, Tennessee, Virginia](#)

New York Resource Center

6000 N Bailey Ave
Suite 2A, Box #2
Amherst, NY 14226
Telephone: 716-832-6200
Toll-Free: 1-800-941-3943
Fax: 716-832-6638
[Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont](#)