

Energy Employees Occupational Illness Compensation Program Act (EEOICPA)



Authorizing Massage Therapy

General Information

The Energy Employees Occupational Illness Compensation Program Act (EEOICPA) provides medical benefits to covered employees under Parts B and E. The EEOICPA is responsible for ensuring that employees who have an accepted illness receive appropriate and necessary medical care for that illness. The Division of Energy Employees Occupational Illness Compensation (DEEOIC) has determined that certain claimants may require massage therapy as part of their treatment regimen to improve their covered medical conditions under the EEOICPA. This pamphlet defines massage therapy and its benefits. It also illustrates the procedures and requirements for authorizing massage therapy under the DEEOIC. For further information about special circumstances or individual cases, please contact your claims examiner at the district office or contact the Resource Center that services your area. For your convenience, the contact information for the district offices and the Resource Centers is listed at the end of this pamphlet.

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 massage therapy?

- ✓ Prescription for massage therapy or manual therapy must be ordered by the treating physician
- ✓ 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 can begin
- ✓ All requests require prior authorization from the District Office Claims Examiner

How will I be notified of an approval?

If the information received by DEEOIC is sufficient for approval, the request is approved and a letter is sent to the claimant and the provider 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.

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How will I be notified of a denial?

If the information received by DEEOIC is insufficient evidence to warrant authorization or reauthorization of massage therapy, a detailed letter decision is sent to the claimant and the provider.

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

Massage therapy can be approved 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 (approval is granted 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 in home visit requests, the patient must be homebound for consideration of approval. 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?

The provider must hold a valid massage therapist license or certification in the state where the services are rendered; and the services should be billed daily. Medical notes must be submitted to the DEEOIC bill processing contactor, along with their bill, describing the particular therapeutic care provided during each visit with the claimant. The notes should describe the effect of the massage therapy, including any specific improvements in functionality or in achieving relief from the symptoms of the compensable illness. It is also important to note that a provider must be enrolled with DEEOIC to be paid for their services. For more information on enrollment, your provider can visit <http://owcp.dol.acs-inc.com/portal/main.do>, 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 an extension of massage therapy services by the provider and will approve or deny the request. Medical documentation must show the condition or the level of function has improved.

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DDEOIC DISTRICT OFFICES & AREAS COVERED

The DDEOIC maintains four district offices nationwide that process claims under the EEOICPA. District Offices are located in Cleveland, Ohio; Denver, Colorado; Jacksonville, Florida; and Seattle, Washington, with jurisdiction based on the location of the employee's last employment. The District Offices, including their regional jurisdiction, are listed below.

Cleveland District Office

1001 Lakeside Avenue, Suite 350
Cleveland, Ohio 44114
Main: (216) 802-1300
Fax: (216) 802-1308
Toll Free: (888) 859-7211

Serving:

**Maine, New Hampshire, Vermont, Massachusetts,
Connecticut, Rhode Island, New York, New Jersey,
Delaware, Maryland, Virginia, West Virginia,
Pennsylvania, Michigan, Ohio, Indiana, Illinois,
Wisconsin, Minnesota, Iowa and Puerto Rico**

Denver District Office

P.O. Box 25601
One Denver Federal Center, Bldg. 53
Denver, CO 80225-0601
Main: (720) 264-3060
Fax: (720) 264-3099
Toll Free: (888) 805-3389

Serving:

**Missouri, Arkansas, Louisiana, Oklahoma, Texas,
Nebraska, Kansas, Wyoming, Colorado, Utah,
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Jacksonville District Office

400 West Bay Street, Room 722
Jacksonville, Florida 32202
Main: (904) 357-4705
Fax: (904) 357-4704
Toll Free: (877) 336-4272

Serving:

**North Carolina, South Carolina, Kentucky,
Tennessee, Georgia, Florida, Alabama and
Mississippi**

Seattle District Office

300 Fifth Avenue, Suite 1050E
Seattle, Washington 98104-2397
Main: (206) 373-6750
Fax: (206) 373-6798
Toll Free: (888) 805-3401

Serving:

New Mexico, Arizona, California, Nevada,
Washington, Oregon, Idaho, Alaska and Hawaii

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DDEOIC RESOURCE CENTERS & REGIONAL JURISDICTION

The EEOICP has established 11 Resource Centers nationwide to assist employees and their families apply for benefits under the EEOICPA. If you need help with any part of your EEOICPA claim, including 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. The Resource Center you should contact for assistance is 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, California 94568
Main: (925) 606-6302
Fax: (925) 606-6303
Toll Free: (866) 606-6302
California - Hawaii

Denver Resource Center

8758 Wolff Court
Suite 101
Westminster, Colorado 80031
Main: (720) 540-4977
Fax: (720) 540-4976
Toll Free: (866) 540-4977
**Colorado - Wyoming - Kansas
Nebraska - Oklahoma - Iowa**

Espanola Resource Center

412 Paseo De Onate, Suite "D"
Espanola, New Mexico 87532
Main: (505) 747-6766
Fax: (505) 747-6765
Toll Free: (866) 272-3622
New Mexico - Texas

Hanford Resource Center

303 Bradley Blvd., Suite 104
Richland, Washington 99352
Main: (509) 946-3333
Fax: (509) 946-2009
Toll Free: (888) 654-0014
**New Mexico - Texas
Washington - Oregon - Alaska**

Idaho Resource Center

Exchange Plaza 1820 East 17th Street,
Suite 250
Idaho Falls, Idaho 83404
Main: (208) 523-0158
Fax: (208) 557-0551
Toll Free: (800) 861-860
**Idaho - North Dakota - Utah
South Dakota - Montana**

Las Vegas Resource Center

Flamingo Grand Plaza
1050 East Flamingo Rd., Suite W-156
Las Vegas, Nevada 89119
Main: (702) 697-0841
Fax: (702) 697-0843
Toll Free: (866) 697-0841
Nevada - Arizona

New York Resource Center

6000 North Bailey Avenue
Suite 2A, Box #2
Main: (716) 832-6200
Toll Free: (800) 941-3943
Fax: (716) 832-6638
**Maine - New Hampshire
Vermont - Massachusetts
New York Connecticut -
New Jersey Rhode Island -
Delaware Pennsylvania -
Maryland**

Oak Ridge Resource Center

Jackson Plaza Office Complex
800 Oak Ridge Turnpike
Suite C-103
Oak Ridge, Tennessee 37830
Main: (865) 481-0411
Fax: (865) 481-8832
Toll Free: (866) 481-0411
**Tennessee - Mississippi - Alabama
Louisiana - Arkansas**

Paducah Resource Center

Barkley Center, Unit 125
125 Memorial Drive
Paducah, Kentucky 42001
Main: (270) 534-0599
Fax: (270) 534-8723
Toll Free: (866) 534-0599
**Kentucky - Indiana - Illinois
Missouri**

Portsmouth Resource Center

1200 Gay Street
Portsmouth, Ohio 45662
Main: (740) 353-6993

Fax: (740) 353-4707
Toll Free: (866) 363-6993
Ohio - Michigan - Wisconsin
Minnesota - West Virginia
Puerto Rico

Savannah River Resource Center
1708 Bunting Drive
North Augusta, S.C. 29841
Main: (803) 279-2728
Fax: (803) 279-0146
Toll Free (866) 666-4606
South Carolina - North Carolina
Georgia - Florida