



U.S. DEPARTMENT OF LABOR

Office of Workers' Compensation Programs (OWCP)

Medical Benefits Coverage





Lesson Objectives

- Provide an overview of accepted conditions and medical benefits available to claimants.
- Examine the provider selection process and out of pocket reimbursement.
- Discuss home health care requests, billing, and renewals.





Office of Workers' Compensation Programs (OWCP)

Routine
Medical
Care

Medical
Services

Prescription
Medications

Out of Pocket
Reimbursement

US Department of Labor
Office of Workers' Compensation Programs
Division of Energy Employees Occupational Illness Compensation



Medical Benefits Identification Card

John Doe

Case Number: 1234567890
Pharmacy BIN: 610084
DEEOIC Group ID #: OWCP1222

No Co-Pay/No Deductible

MISUSE OF CARD IS PUNISHABLE BY LAW

Home
Healthcare

Durable
Medical
Equipment

Ancillary
Medical
Services

Travel
Expenses

Additional
Information



Accepted Conditions

- **Medical Care.** An employee who meets the statutory conditions of coverage is entitled to medical care consisting of services, appliances, and supplies prescribed or recommended by a qualified physician considered likely to cure, give relief, or reduce the degree or the period of that condition, and which DEEOIC considers likely to cure, give relief, or reduce the degree or the period of that illness.





Medical Benefits

- Covers cost of medical treatment linked to accepted work-related illness
 - Routine medical care - including office visits, diagnostic services (lab and radiology services)
 - Prescription medications
 - Other services including inpatient care, outpatient services (chemotherapy, radiation treatment, etc.),
- Medical travel expenses
 - Transportation, lodging, meals, and misc. expenses (tolls, parking, baggage, etc.)
- Durable Medical Equipment
 - Wheel chairs, hospital beds, oxygen and supplies



Additional Benefits

- Modification to vehicle or home
- Extended care facility
 - Residential nursing home, assisted living facility, etc.
- Hospice
- Home Health Care (HHC)
 - Skilled nursing-LPN, RN
 - Personal assistance-HHA, PCA
- Rehabilitative therapies
 - Physical/Occupation therapy

DEEOIC DOES NOT ENDORSE, RECOMMEND OR REQUEST ANY SPECIFIC TREATMENT FOR ANY CLAIMANT, BUT ONLY REVIEWS/APPROVES COMPENSABILITY OF MEDICALLY NECESSARY TREATMENTS PRESCRIBED BY PHYSICIANS.



Provider Selection

- Claimant may choose provider
 - Provider listing available via DEEOIC website
 - Must notify the DEEOIC in writing of any provider change
- DEEOIC does NOT endorse or sponsor medical providers
- Providers must meet simple requirements to enroll as a provider
 - Licensing credentials
 - Accept electronic payments
- Home health, DME, home/auto modification and other ancillary service requests require pre-authorization



Claimant Out-of-Pocket Reimbursement

- Claimant may obtain reimbursement for out-of-pocket costs for treatment of **accepted illness**
 - OWCP-915 for medical and prescription expenses
 - Include detailed description of services (provider must give claimant a bill on the approved billing form)
 - Prescription Medication reimbursement require 11 digit NDC, day supply and quantity (non-prescription /OTC medications may not have an NDC)
 - Proof of payment required
 - OWCP-957 for travel expenses
 - Include receipts for airfare, lodging, rental car, gas (if rental approved), and all expenses exceeding \$75
 - Travel authorized at federal per diem



Online Reimbursement Requests

- To directly access the Energy Document Portal (EDP), use web address:
 - <https://eclaimant.dol.gov>
- Claimant reimbursement requests in PDF format can be uploaded with supporting evidence, or
- Claimants can be identity proofed and complete their reimbursement request, digitally sign and submit the form online and then upload supporting evidence.



For more detailed instructions and to access EDP, please visit our website: <http://www.dol.gov/EnergyProgramEDP>



or scan the QR code. Open the camera app on your mobile device, bring the QR code into view, then tap the notification on your device screen to open the link associated with the code.

If you have questions or need additional help, please contact a DEEOIC Resource Center: <http://www.dol.gov/EnergyProgramResourceCenters>



Reimbursement Address

- Identify case ID number
- Claimant submitted reimbursement requests should be mailed to:

DEEOIC
P.O. Box 8304
London, KY
40742-8304





Home Health Care

Home HealthCare
Requests

Home HealthCare
Authorization



Home HealthCare
Review

Home HealthCare
Renewal



Home Healthcare Request

- Require pre-authorization by DOL before services are provided
 - Emergency requests handled separately-initiated by calling the Bill Processing Agent and speaking to the Triage Nurse
- Submit letter of medical necessity or Plan of Care from treating physician
 - Claimant must identify his/her treating physician's information on form EE-17A
 - Level of care required i.e., RN, LPN, HHA/PCA or other
 - Frequency of care required i.e., number of hours per day, per week for each type or level of care
 - Time period for which you will require in-home care
 - Medical evidence from non-treating physician is of reduced probative value



Home Healthcare Review

- Evaluation by Medical Benefits Examiner
- Medical necessity –
 - Prescribed by **treating** physician
 - Directly linked to accepted illness(es)
 - Evidence of physical examination performed within the last 60 days
 - Medical justification must demonstrate the need for services
- Insufficient evidence to document medical need triggers development
 - Nurse Consultation Referral
 - Physician asked to clarify medical need



Authorization for Billing

- Written notice mailed to claimant & provider
 - Describes billable service level/duration
 - Granted in 6-month increments or less depending on medical evidence
 - Billing instruction included

- Service charges payable ONLY during authorized dates
 - DOL may back-date authorization in certain exception situations
 - Bills must be accompanied by service/progress notes
 - Service/Progress notes must include a written narrative of the unique care being provided for each day the provider is in the home



Home Healthcare Renewals

- Request for re-authorization submitted 30-60 days **BEFORE** expiration of current care
 - Updated Plan of Care from provider
 - Accompanied by updated medical rationale for continued in-home care given recent physical exam
 - Temporary extension may be granted to allow for development





Additional Information

Provider
Selection

Enrolled
Providers

Conflict of
Interest



Representative
Activities

Medical Second
Opinions

Resources



Enrolled Providers

- Claimants do not have to pay out-of-pocket costs for treatment with enrolled providers
- Bills processed electronically
 - Program pays bills based on established fee schedule (provider and claimant reimbursement)
 - Patient not responsible for difference between charged amount versus schedule fee payment
- Enrollment information available on DEEOIC website





Conflict of Interest

- Any person or family member providing payable medical services to a beneficiary or potential beneficiary cannot be designated as that individual's Authorized Representative. This is considered a conflict of interest.



Representative Activities

- Request services related to accepted condition
- Ensures medical necessity is documented clearly
- Add consequential illnesses when appropriate
- Work with treating physician
- Respond to development letters
- Professional interactions
- Interact with client on actual needs



Medical File Reviews

- DEEOIC Medical Benefits Examiners (MBEs) are instructed to always work with prescribing or treating physicians to complete any claim for medical benefits.
- If, for any reason, the prescribing or treating physician is unable to provide the clarifications, support or details required by the MBE to make a decision on the claim, then a Medical File Review may occur.
 - Medical File Reviews are conducted by licensed physicians and are intended to provide specific medical necessity-related details required so the MBE can determine the compensability of the claim in accordance with our statute, regulations and policies.



Medical Second Opinions

- As previously indicated, DEEOIC Medical Benefits Examiners (MBEs) are instructed to always work with prescribing or treating physicians to complete any claim for medical benefits.
- If, there are substantive disparities or discrepancies between the prescribing or treating physician's request and evidence and the Medical File Review physician's opinion of the medical evidence, the MBE may send the claimant for a Second Opinion Referral.
 - Second Opinions are in-person examinations conducted by licensed physicians and are intended to provide specific medical necessity-related details required so the MBE can determine the compensability of the claim in accordance with our statute, regulations and policies.



Resources

- **Conduent Web Bill Processing Portal:**
 - <https://owcpmed.dol.gov>
 - (866) 272-2682
- **DEEOIC website**
 - <http://www.dol.gov/owcp/energy/>
 - General program information
 - Forms
 - Sample decisions
 - Resource Center Contact Information





Questions



Questions can also be submitted to DEEOIC-Outreach@dol.gov

Thank you very much for attending!