

**OVERVIEW OF MEDICAL BILL  
PAYMENT PROCESSING**

**SESSION BACKGROUND INFORMATION**

<b>Session Title</b>	Overview of Medical Bill Payment Processing
<b>Instructional Time</b>	45 minutes
<b>Session Description</b>	This session addresses the key concepts, processes and procedures related to medical bill reimbursement processing.
<b>Instructional Objectives</b>	<ul style="list-style-type: none"><li>• Identify types of medical conditions that must be approved under Level 4 authorization</li><li>• Explain the Prompt Pay Act as it pertains to certain medical payments</li><li>• List the CE responsibilities regarding processing of medical payments</li><li>• Describe the requirements pertaining to threads</li><li>• Describe the requirements for processing travel reimbursement</li></ul>
<b>Instructor Materials</b>	For this session, the following materials are required: MedBillProcessSession.PPT
<b>Handouts</b>	PM 3-0200 and 3-0300
<b>Participant Guide</b>	Medical Bill Processing Session tab

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT



#1

The slide features a blue header with the EEOICP logo and the text "The Energy Employees Occupational Illness Compensation Program". The background includes a stethoscope and radiation warning symbols. The main title is "Overview of Medical Bill Payment Processing". A small number "1" is in the bottom right corner.



#2

The slide features a blue header with the EEOICP logo and the text "The Energy Employees Occupational Illness Compensation Program". The background includes a stethoscope and radiation warning symbols. The main title is "References". A small number "2" is in the bottom right corner.

- EEOICPA Procedure Manual 3-0200 and 3-0300
- Bulletins
  - 08-09 In Home Health Care
  - 08-17 Travel
- ICD 9 Codes - <http://www.ingenixexpert.com/expert/>
- Travel (Per Diem, Lodging, and POV mileage) - <http://www.gsa.gov/>
- Mileage - <http://www.mapquest.com/>

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



SHOW PPT

#3

A presentation slide with a blue header. The header contains the text 'EEOICP' in large white letters, followed by 'The Energy Employees Occupational Illness Compensation Program' in smaller white text. The background features a collage of images including radiation warning symbols, a stethoscope, and a microscope. The main content area is white with a blue border. It contains a section header 'ACS Web Sites' and two bullet points. The first bullet point describes the ACS Website for Staff and includes the URL <http://owcpstaff.dol.acs-inc.com/portal/owcp/main.do>. The second bullet point describes the ACS Website for Claimants & Providers and includes the URL <http://owcp.dol.acs-inc.com/portal/main.do>. A small number '3' is in the bottom right corner of the slide.

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### ACS Web Sites

- ACS Website for Staff - The ACS web portal allows claims examiners, FO's, and OWCP personnel to access all ACS records and information.  
<http://owcpstaff.dol.acs-inc.com/portal/owcp/main.do>
- ACS Website for Claimants & Providers - Claimants and Providers also have access to the web portal where they can check on eligibility, authorization status, bill status and even obtain there remittance vouchers. Requires File Number, ACS System ID Number and Employee's Date of Birth  
<http://owcp.dol.acs-inc.com/portal/main.do>

3



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#4

A presentation slide with a blue header. The header contains the text 'EEOICP' in large white letters, followed by 'The Energy Employees Occupational Illness Compensation Program' in smaller white text. The background features a collage of images including radiation warning symbols, a stethoscope, and a microscope. The main content area is white with a blue border. It contains a section header 'ACS Web Portal' and one bullet point. The bullet point states 'Made up of three applications:' and lists three sub-points: 'Achieve – used by ACS to pay bills', 'OmniTrack – email communications system between ACS and FOs', and 'SIR – view scanned bills and medical documentation'. A small number '4' is in the bottom right corner of the slide.

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### ACS Web Portal

- Made up of three applications:
  - Achieve – used by ACS to pay bills
  - OmniTrack – email communications system between ACS and FOs
  - SIR – view scanned bills and medical documentation

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MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#5

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### ACS Contact Information

By Phone	By Mail
Customer Service 866-272-2682 Web Portal Assistance & Pass Word Reset 800-461-7485	Regular Mail Energy Employees Compensation Program P.O. Box 8304 London, KY 40742-8304
Authorization Fax For Providers & POC CE 800-882-6147	Overnight mail Energy Employees Compensation Program 1084 S. Laurel Road London, KY 40742-8304
Provider Enrollment Fax - 850-558-1920	

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#6

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Acronyms

- ACS – Affiliated Computer Services
- BPA – Bill Pay Agent
- CPT – Current Procedure Terminology
- DCN – Document Control Number
- DMC – District Medical Consultant
- DME – Durable Medical Equipment
- DRG – Diagnosis Related Group
- FO – Fiscal Officer
- HCPCS – Health Care Common Procedure Coding System
- ICD-9–International Classification of Diseases -9

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#7

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### Acronyms, continued

- MBIC – Medical Benefits Identification Card
- NDC – National Drug Code
- PA – Prior Authorization
- PPA – Prompt Pay Act
- POC CE – Point of Contact Claims Examiner
- POV – Privately Owned Vehicle
- RCC – Revenue Classification Code
- SIR – Stored Image Retrieval
- TCN – Transaction Control Number

7



#8

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### Bill Payment ECMS interfaces with ACS

- CE codes ECMS with claimed conditions
- Recommended Decision goes to FAB
- FAB affirms decision
- Medical conditions acceptance is coded in ECMS
- Final Decision Code entered into ECMS
- DEEOIC sends ACS an Eligibility File after Final Decision is completed & coded
- Prior Approvals (PA) are sent to ACS automatically.
- ACS sends claimants a medical benefits card
- Claimants and Providers send bills to ACS

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MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#9

The screenshot shows the EEOICP (The Energy Employees Occupational Illness Compensation Program) ECMS Medical Condition Screen. The window title is "ECMS\_B (- 1.8.6.0 thlad fo at CLE) - [Medical Condition(Inquire)]". The interface includes a menu bar (File, Edit, Inquiry, Functions, Compensation, Controls, Reports, Window, Help) and a toolbar with icons for Close, Print, and a VIEW button. The main form is divided into several sections:

- Employee Medical Condition:** Contains fields for reported ind (1), cond type (CN-CANCER), icd mod, diagnosis dt (09/23/2005), ICD9 (188.9), BLADDER, PART UNSPECIFIED, note (PAPILLARY TRANSITIONAL CELL CARCINOMA), cond status (A-ACCEPTED), status effect dt (12/06/2005), elig end dt, poc, poc dt, and irep version.
- Transaction Information:** Contains fields for orig user nm (sjackson), orig dt (12/14/2005), updt user nm (jwilson), updt dt (03/27/2006), extract batch, and response batch.

The "extract batch" and "response batch" fields are highlighted with a red rectangle. A small number "9" is visible in the bottom right corner of the screenshot.

Once the FAB acceptance is coded, the eligibility file is sent to ACS.

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



0

#1

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**US Department of Labor**  
**Employment Standards Administration**  
**Office of Workers' Compensation Programs**  
**Division of Energy Employees Occupational Illness Compensation**

**Medical Benefits Identification Card**  
*Medical Benefits Identification Card*

**John Doe**

**Name: John Doe**  
**Accepted DX: 162.9; 153.0; 197.7**

**No Co-Pay/No Deductible**  
**MISUSE OF CARD PUNISHABLE BY LAW**

10



#11

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

1. This card is the property of the U.S. Government and its counterfeiting, alteration or misuse is a violation of Section 499, Title 18, U.S. Code.
2. Carry the card with you at all times and show it to your doctor, clinic, pharmacist or hospital when you are in need of medical services for your accepted condition.
3. Medical treatment authorized under the Energy Employees Occupational Illness Compensation Act will be paid for by the U.S. Department of Labor. Call toll free (866) 272-2682 for specific information.
4. All bills should be submitted to the Energy Employees Occupational Illness Compensation Program, P.O. Box 8304, London, KY 40742-8304.
5. If found, drop in mailbox, Postmaster, postage guaranteed. Return to: Energy Employees Occupational Illness Compensation Program, P.O. Box 8304, London, KY 40742-8304.
6. When using the DOL OWCP website (<http://owcp.dol.acs-inc.com/>) to request an authorization for medical services or to verify eligibility, your doctor must use the following Card ID number: 0022900630. Claimants can also use this card ID number to access the DOL OWCP website.

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**MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED**

**Participant Guide Page** *A copy of the Medical Benefits Identification Card is included in this session of the Participant Guide on page 6.*



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#12

**EEOICP** The Energy Employees Occupational Illness Compensation Program

### Treatment Suites

- At the core of our medical bill process is the use of the treatment suites
- A treatment suite is a cross referenced list of diagnoses (ICD-9) and procedures (DRG, RCC, HCPCS, CPT, Drug Class) that the medical bill pay system (Achieve) uses to determine whether a particular procedure is payable under the billed diagnosis or complications of that diagnosis

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#13

**EEOICP** The Energy Employees Occupational Illness Compensation Program

### Treatment Suites, continued

- The use of treatment suites allows services to be paid when a billed service is reasonable and customary for the accepted condition or its complication
- Accurate maintenance of accepted conditions within ECMS is of critical importance for bills to be paid correctly

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#14

A presentation slide titled "EEOICP" with the subtitle "The Energy Employees Occupational Illness Compensation Program". The slide features a background with radiation warning symbols and medical equipment. The main heading is "Treatment Suites In Summary". Below it, the text states "Treatment Suites contain:" followed by a bulleted list of code types: ICD-9 Codes (diagnosis codes) related to the accepted condition, CPT Codes (Procedure codes), DRG (Diagnosis Related Group), HCPCS (Healthcare Common Procedure Coding System), NDC Codes (Drug codes), RCC Codes (Revenue Center Codes), and In-Patient Procedure Codes. The slide number "14" is in the bottom right corner.

## EEOICP

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### Treatment Suites In Summary

Treatment Suites contain:

- ICD-9 Codes (diagnosis codes) related to the accepted condition
- CPT Codes (Procedure codes)
- DRG (Diagnosis Related Group)
- HCPCS (Healthcare Common Procedure Coding System)
- NDC Codes (Drug codes)
- RCC Codes (Revenue Center Codes)
- In-Patient Procedure Codes

14



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#15

A presentation slide titled "EEOICP" with the subtitle "The Energy Employees Occupational Illness Compensation Program". The slide features a background with radiation warning symbols and medical equipment. The main heading is "Authorization Levels". Below it, the text lists two levels: Level One and Level Four. Level One includes: Routine and Expected Treatment, Approved and processed for payment by ACS if the services are covered in the treatment suites for the claimants accepted conditions, and Does not require Authorization by CE. Level Four includes: Require CE Review and Approval, May require Medical Director opinion/review for approval, and ACS generates a thread to the District Office requesting review by the CE. The slide number "15" is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Authorization Levels

- Level One
  - Routine and Expected Treatment
  - Approved and processed for payment by ACS if the services are covered in the treatment suites for the claimants accepted conditions
  - Does not require Authorization by CE
- Level Four
  - Require CE Review and Approval
  - May require Medical Director opinion/review for approval
  - ACS generates a thread to the District Office requesting review by the CE

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#16

**EEOICP**  
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### Level Four Authorizations

- Organ/stem cell transplants
- DME in excess of \$5000.00
- Home/Auto Modifications
- Home Exercise Equipment
- Health /GYM Facility Membership
- Medical Documentation Retrieval
- Travel over 200 miles for medical treatment
- In Home Health Services including Home Hospice Services
- Assisted Living or Nursing Home Service

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#17

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### Level Four Authorizations, continued

- Psychiatric Treatment
- Chiropractic treatment
- Mobility Devices over \$10,000
- Medical Alert Systems
- Acupuncture Treatments
- Bills covered by Prompt Pay Act
  - Second Opinion Exams
  - District Medical Consultation (DMC)
  - Impairment Rating Exams
- Other services determined by DEEOIC

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#18

A presentation slide for the EEOICP (The Energy Employees Occupational Illness Compensation Program). The slide features a blue header with the EEOICP logo and title. Below the header, the main content area is white with a blue border. The title 'Approval/Denial Steps for Level 4 Authorization' is in bold blue text. The content is a bulleted list with three main items: 'Acceptance', 'Denial', and 'Or requests additional information from claimant'. Each item has sub-bullets. The slide number '18' is in the bottom right corner.

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### Approval/Denial Steps for Level 4 Authorization

- Acceptance
  - CE writes letter to claimant
  - CE emails FO
  - FO sends thread to ACS
- Denial
  - CE writes letter to claimant
  - CE emails FO
- Or requests additional information from claimant

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#19

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background is a light blue gradient with faint images of radiation warning symbols and a stethoscope. The main content is titled 'Role of Claims Examiner' and lists three main bullet points: reviewing medical documentation (Case File, Mail, ACS), approving/denying requests for medical services, and providing responses to claimants/providers, fiscal officers, and entering case notes.

**EEOICP**  
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### Role of Claims Examiner

- Review medical documentation in:
  - Case File
  - Mail
  - ACS (Achieve & SIR)
- Approve/deny requests submitted by ACS, the claimant, or the provider for medical services/treatments that require authorization.
- Provide a response to approve or deny:
  - Claimant and Provider (letter)
  - Fiscal Officer (by email)
  - Enter ECMS Case Note

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#20

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background is a light blue gradient with faint images of radiation warning symbols and a stethoscope. The main content is titled 'Role of Fiscal Officer' and lists three main bullet points: being the primary point of contact for medical bill processing, receiving/responding to threads sent to the District Office, and acting as a liaison between ACS and CE.

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### Role of Fiscal Officer

- Primary point of contact in resolving issues related to medical bill processing and related reimbursement questions
- Receives and responds to threads sent to the District Office.
- Liaison between ACS and CE

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#21

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### Prompt Pay Act

- DEEOIC has identified three classes of bills that fall under the Prompt Pay rule:
  - Reviews by a District Medical Consultant
  - Second Opinion Medical Exams
  - Impairment Ratings including all testing related to impairment ratings
- These bills must be processed and forwarded to the bill pay agent within 7 days of receipt by the District Office.
- ACS has 20 days to process these bills.

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#22

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### Prompt Pay Act, continued

- When approving a prompt pay bill, CE writes “Approved” on the OWCP 1500 in the top right corner along with their signature and date
- OWCP 1500 must be stamped Prompt Pay
- CE forwards the approved OWCP to the Medical Scheduler
- The Medical Scheduler forwards approved OWCP 1500 to the BPA

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MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED

Instructor  
NOTE

*Explain the consequences of not completing a prompt pay timely.*



#23

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### Completed PPA Bill

- PPA are completed on a HCFA-1500
- HCFA-1500 must be completed correctly
- Use Black Ink
- Reference: PM Chapter 3-0200

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#24

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### Completed PPA Bill (cont'd)

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**MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED**

Participant  
Guide Page

*An example of a completed HCFA-1500 is included in this session of the Participant Guide on page 16.*



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#25

The slide features a blue header with the EEOICP logo and the text "The Energy Employees Occupational Illness Compensation Program". The background includes a faint image of a microscope and radiation warning symbols. The main content is titled "DMC Referrals" and lists four medical functions.

## EEOICP

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### DMC Referrals

Medical functions

- Evaluation of medical evidence
- Rendering of medical opinions to confirm diagnosis and to provide opinions regarding consequential injuries or surgical procedures
- Clarifies other doctor reports, test results or technical language in complex cases or where the attending physician is deceased
- Impairments

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#26

The slide features a blue header with the EEOICP logo and the text "The Energy Employees Occupational Illness Compensation Program". The background includes a faint image of a microscope and radiation warning symbols. The main content is titled "Threads" and lists two bullet points.

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### Threads

- Threads are emails from the bill pay agent (ACS) or the claims examiner to communicate bill payment issues
- Fiscal Officer - point of contact to review and forward threads to and from:
  - Bill Pay Agent
  - Claims Examiner

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#27

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### Thread Guidelines

- Subject Line
  - Must contain word “Thread”, Last 4 of file number, and Date the thread is sent
    - Example: Thread, 1234, 11/3/08
- In Body of Email
  - Full file number
  - Name of employee
  - Authorization details
- Copy Senior CE and Supervisor

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#28

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### Responding to ACS Threads

Once the CE determines eligibility, the CE

- Updates ECMS
  - (Case Note, Medical Condition, etc)
- Written notification to Claimant/Provider explaining the approval, development, or denial of the request
- Responds to the FO via e-mail within 5 business days of action

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#29

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The main content is titled 'Appropriate Thread Responses from CEs' and lists three bullet points. The slide number '29' is in the bottom right corner.

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### Appropriate Thread Responses from CEs

- Request is Approved OR Denied (Provider and claimant have been advised by letter).
- Request is under development. (Authorization cannot be granted until review is complete. Development letter sent on (date).
- Consequential condition including proper ICD-9 code has been entered into ECMS. Request is Approved.

29



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#30

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The main content is titled 'Pharmacy Issues' and lists four bullet points, with the last one having three sub-bullets. The slide number '30' is in the bottom right corner.

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### Pharmacy Issues

- Numerous drugs are covered in the treatment suite
- The FO has access to the ACS Pharmacy System and FO can check for the NDC codes and Therapeutic Classification
- Claimants may report that a medication was denied for payment
- CE should obtain the following:
  - Name of the Drug
  - Date of Service
  - Pharmacy Telephone Number

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#31

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Pharmacy Issues, continued'. It contains a bulleted list of instructions for handling pharmacy requests, including requirements for a letter of medical necessity and specific information to include in the email.

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### Pharmacy Issues, continued

- The CE sends an email to the FO requesting a PA in the pharmacy system.
- NOTE: Letter of medical necessity may be required for the NO MD to review
- The FO forwards the email to the National Office (NO)
- The email should include:
  - Full File Number and Claimant's Name
  - Name of Medication
  - 11 DIGIT NDC (National Drug Code)
  - Dates of Authorization (Begin date – End date, usually authorizations provided for 6 – 12 months)
  - Phone number, name and contact person for pharmacy of choice

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#32

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Pharmacy Issues, continued'. It contains a bulleted list of instructions regarding consequential conditions, including requirements for rationale, acceptance letters, and coding in ECMS.

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### Pharmacy Issues, continued

- If prescription is for a consequential condition not yet approved, CE requests rationale explaining the relationship between the consequential and covered condition with ICD9 code and date or approximate date of diagnosis from the attending physician.
- If CE accepts the rationale provided by the treating physician, CE must prepare a letter accepting the consequential.
- CE must code the consequential condition in the medical conditions field of ECMS.
- Consequential conditions cannot predate the diagnosis of the covered condition.

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#33

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Pharmacy Issues, continued'. It contains three bullet points: 1. If prescription is not for accepted covered condition and is not related to the covered condition, then prescription has been correctly denied. 2. CE contacts the claimant and informs him/her that we cannot authorize payment. 3. Claimant will need to pay for the prescription if they do not have coverage through another insurance or program. The slide number '33' is in the bottom right corner.

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### Pharmacy Issues, continued

- If prescription is not for accepted covered condition and is not related to the covered condition, then prescription has been correctly denied
- CE contacts the claimant and informs him/her that we cannot authorize payment.
- Claimant will need to pay for the prescription if they do not have coverage through another insurance or program.

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#34

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Role of Resource Centers'. It contains two main bullet points: 1. For Providers – with sub-bullets: Assist providers in reconciling billing issues, Assist with provider enrollment. 2. For Claimants – with sub-bullets: Resource centers have access to ACS, Assist claimants with billing issues, medical and travel reimbursement. The slide number '34' is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Role of Resource Centers

- For Providers –
  - Assist providers in reconciling billing issues
  - Assist with provider enrollment
- For Claimants –
  - Resource centers have access to ACS
  - Assist claimants with billing issues, medical and travel reimbursement

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#35

A presentation slide for EEOICP. The header features the text 'EEOICP' in large blue letters, with 'The Energy Employees Occupational Illness Compensation Program' in smaller text below it. The background includes a stethoscope and several radiation warning symbols. The main content is titled 'Fee Schedule' and contains a bulleted list. The slide number '35' is in the bottom right corner.

## EEOICP

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### Fee Schedule

- OWCP reimburses medical services under a schedule of maximum allowable amounts. Information on the fee schedule and how to calculate the maximum reimbursable amount can be found at:
- <http://www.dol.gov/OWCP/regs/feeschedule/fee.htm>

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#36

A presentation slide for EEOICP. The header features the text 'EEOICP' in large blue letters, with 'The Energy Employees Occupational Illness Compensation Program' in smaller text below it. The background includes a stethoscope and several radiation warning symbols. The main content is titled 'Coordination of Benefits' and contains a bulleted list. The slide number '36' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Coordination of Benefits

- All requests regarding coordination of benefits must be forward to the Medical Bill Pay Unit at the National Office
- The FO will forward those requests to the Medical Bill Pay Coordinator in the National Office
- Common coordination of benefit requests are received from Medicare
- Other providers – contact the FO

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#37

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background is a light blue gradient with faint images of radiation warning symbols and a stethoscope. The main content is titled 'Timely Submission of Medical Bills' and lists submission deadlines with two examples. The slide number '37' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Timely Submission of Medical Bills

Bills must be submitted:

- By the end of the year following the calendar year in which the services were rendered or,
  - Example: Services on 03/01/04 must be submitted no later than 12/31/05
- By the end of the year following the calendar year in which the services were rendered or the case was accepted. Whichever is later
  - Example: Services on 03/01/04, case accepted on 04/05/05 submitted no later than 12/31/06

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#38

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background is a light blue gradient with faint images of radiation warning symbols and a stethoscope. The main content is titled 'Time Limit' and lists conditions for when a bill is not paid. The slide number '38' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Time Limit

No bill is paid for expenses incurred:

- If the bill is submitted more than one year beyond the end of the calendar year in which the expense was incurred or the service or supply was provided.
- Or more than one year beyond the end of the calendar year in which the claim was first accepted as compensable by OWCP, whichever is later.

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#39

**EEOICP**  
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### Document Collection Fees

- Prior to acceptance of a claim, the CE is permitted to authorize expenses incurred as a result of a request for retrieval of medical documentation.
- Payable only to a hospital, physician's office, claimant, or other medical facility that charges a fee in order to search records.
- Maximum allowable reimbursement is \$100.00

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#40

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### Requirements for Payment of Document Collection Fees

- Copy of the fee request on official letterhead or bill
- Tax identification number of the facility
- Total amount charged for record request
- ECMS entry in Medical Screen (V68.81)
- Provider enrollment number
- If not enrolled CE can send an email to the FO include Provider Name, Address, Phone Number, and Point of Contact

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## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#41

A presentation slide with a blue header and a white body. The header contains the text 'EEOICP' in large blue letters and 'The Energy Employees Occupational Illness Compensation Program' in smaller blue letters. The body contains a title 'CE Prepares OWCP 1500 for Document Collection Process' and a bulleted list of instructions. The slide number '41' is in the bottom right corner.

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### CE Prepares OWCP 1500 for Document Collection Process

- When completed and ready to approve, the CE will write “APPROVED” in the top right corner along with signature and date.
- The writing must not be placed over any relevant bill information;
  - the writing should be in ***black*** ink only.
- CE then forwards the approval letter, facility invoice, and approved OWCP-1500 form to the Fiscal Officer

41



KEY POINT

Black ink is the only color used because these documents are electronically scanned and other color inks often are not legible after scanning.



## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#42

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Travel Reimbursement

- Specific transportation costs associated with travel to medical appointments and pharmacy
- Level 1 – under 200 miles, CE review not required
- Level 4 – CE review and written authorization required
- Claimant completes OWCP-957 for Medical Travel Reimbursement

42



#43

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Extended Travel Definition

- Extended Travel for Medical Treatment is defined as travel over 200 miles roundtrip
- References:
  - Policy Manual Part B 03-100
  - Bulletin 08-17 for current rules pertaining to medical travel reimbursement
  - Policy Question 06/08 Item 3

43

Participant  
Guide Page

*A copy of the EEOICPA Bulletin 08-17 is included in this session of the Participant Guide on pages 31-35.*

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



SHOW PPT

#44

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Travel Authorization Approval Steps'. It contains a numbered list of three steps. The slide number '44' is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Travel Authorization Approval Steps

1. After request in writing or by phone; determine if the travel is warranted.
2. If travel is to physician who has previously been treating claimant, the CE may authorize via phone followed up by an approval package.
3. CE may approve all future travel for appointments with that physician.

44



SHOW PPT

#45

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Travel Authorization Approval Steps, continued'. It contains a numbered list of two steps. The slide number '45' is in the bottom right corner.

**EEOICP**  
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### Travel Authorization Approval Steps, continued

4. If request is via telephone and medical justification is required, the CE may not authorize request over the telephone, claimant must submit request in writing with medical justification.
5. If travel involves special treatment, the CE must obtain a narrative or prescription from the treating physician which relates to the need for the special procedure and the diagnosed condition(s).

45

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#46

**EEOICP**  
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### Travel Authorization Approval Steps, continued

6. If the travel involves authorization for a companion, the CE must obtain medical rationale that justifies a companion.

Reference: Policy Question 6/08, Item 3

46



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#47

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The Energy Employees Occupational Illness Compensation Program

### Travel Authorization Approval Steps, continued

7. Approval Package to Claimant includes:

- Approval Letter
- 2 copies of OWCP-957
- Pre-addressed envelope to P.O. Box London, KY
- CE enters note in case notes field of ECMS and notifies FO.
- FOs thread to ACS: approved, date of travel, location, mode, companion approved, rental car approved.

47

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**MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED**

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**Instructor  
NOTE***Send via Federal Express only if needed. Otherwise, use regular mail.*

---

**#48**A presentation slide with a blue header. The header contains the text "EEOICP" in large white letters, followed by "The Energy Employees Occupational Illness Compensation Program" in smaller white letters. The background of the header features a collage of images including radiation warning symbols, a microscope, and a stethoscope. The main body of the slide is white with blue text. It contains the title "Travel Authorization Approval Steps, continued" and two numbered steps: "8. Place same information that is in approval letter in ECMS notes." and "9. Initiate thread through the Fiscal Officer with the same information as the approval letter." The slide number "48" is in the bottom right corner.

**EEOICP**  
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**Travel Authorization Approval Steps, continued**

8. Place same information that is in approval letter in ECMS notes.

9. Initiate thread through the Fiscal Officer with the same information as the approval letter.

48

**#49**A presentation slide with a blue header. The header contains the text "EEOICP" in large white letters, followed by "The Energy Employees Occupational Illness Compensation Program" in smaller white letters. The background of the header features a collage of images including radiation warning symbols, a microscope, and a stethoscope. The main body of the slide is white with blue text. It contains the title "NOTE: Companion Travel" and a paragraph: "If companion is authorized, travel expenses allowed are:". Below this is a bulleted list: "Meals Per Diem", "Incidental Expenses" (with sub-bullets for "Lodging only if a separate room is occupied and warranted by medical necessity" and "Local transportation costs"), "Employee submits an OWCP- 957 for reimbursement for employee & companion expenses.", and "Expenses are paid to the employee only." The slide number "49" is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**NOTE: Companion Travel**

If companion is authorized, travel expenses allowed are:

- Meals Per Diem
- Incidental Expenses
  - Lodging only if a separate room is occupied and warranted by medical necessity
  - Local transportation costs
- Employee submits an OWCP- 957 for reimbursement for employee & companion expenses.
- Expenses are paid to the employee only.

49

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#50

EEOICP
The Energy Employees Occupational Illness Compensation Program

### Travel Approval Letter Bulletin 08-17

- Dates of Trip: *(Insert authorized travel dates) OR Multiple Trips Authorized: (Insert Authorized travel date range)*
  - Trip Origin & Destination: *(Insert starting City/State and ending points)*
  - Authorized mode of travel: *(Insert approved mode: auto, air, etc.)*  
If POV to & from Airport approved, include in letter
  - Meals & Incidental Expenses (M&IE): Approved (See below)
- Lodging (single or double occupancy): Approved (See below)
  - Airfare allowance: Approved (See below)
  - Mileage allowance for personal vehicle: Approved (See below)
  - Companion approved to travel: *(Insert name of companion or N/A)*
  - Rental car reimbursement: *(Indicate Approved or N/A)*
  - **SEE BELOW** – *Explanation is in the letter*

50

Participant Guide Page

***A copy of the Travel Approval Letter template (Attachment 1 of Bulletin 08-17) is included in this session of the Participant Guide on pages 41-43.***

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#51

A presentation slide with a blue header and a white body. The header contains the text "EEOICP" in large blue letters and "The Energy Employees Occupational Illness Compensation Program" in smaller blue letters. The body contains a list of items under the heading "Receipts are Required for:". The slide number "51" is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

**Receipts are Required for:**

- Lodging
- Air Travel
- Rental Car
- Gasoline for Rental Car
- Expenses over \$75

51

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#52

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Travel Notes

- Reimbursement for meals is authorized for the flat per diem rate based on lodging stay
- Receipts for tips, local transportation are not required for amounts up to \$75.00.
- Letter must state that the employee will only receive  $\frac{3}{4}$  of the per diem rate for travel days

52



#53

**EEOICP**  
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### Travel Authorization Thread and ECMS Case Note

- Copy and paste the bulleted items from Travel Authorization Letter to ECMS Case Note
- In addition copy and paste into an email to FO
- In Subject Line:
  - THREAD XXXX, Date XX/XX/XX Travel Authorization
  - In Body of Email:
    - Full File Number
    - Employee's Name
    - Copy & Paste the Bullet Items from
    - Travel Authorization Letter

53



## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



SHOW PPT

#54

**EEOICP**  
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### In Home Health Requests

- All requests for in home health (LPN, RN, Certified Nurse Assistant (CNA), or home health aid (HHA) must be submitted to the bill processing agent via fax, mail, or electronically, to begin the authorization process
- Any requests of this nature received by the claims examiner assigned to the case should be forwarded to the fiscal officer for reassignment to one of the POC CE's that have been assigned to handle these special circumstances; and the POC CE will submit the document to the BPA

54



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#55

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### In Home Health Requests, continued

- Telephone requests for in-home health must be documented in ECMS. All callers must be advised that they must submit their request in writing to the BPA before the authorization process can begin. Print a copy of your telephone call to be placed in the file.

55



## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



SHOW PPT

#56

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller text below it. The background is a light blue gradient with faint images of radiation warning symbols and medical equipment. The main content is a bulleted list under the heading 'Hospice Services'. The slide number '56' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Hospice Services

- Hospice is considered palliative care and can be provided as in patient or in the home.
- Generally in home hospice services will not provide 24/7 care and require the family to be active participants in the care of the employee.
- In home health care can be authorized in addition to hospice if the Hospice Medical Director requests those services.

56



SHOW PPT

#57

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller text below it. The background is a light blue gradient with faint images of radiation warning symbols and medical equipment. The main content is a bulleted list under the heading 'Durable Medical Equipment'. The slide number '57' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Durable Medical Equipment

- Under \$5,000.00 no CE intervention
- Over \$5,000 or spa/health club membership, home and auto modifications, and exercise equipment must be approved by CE.
- Reimbursement is made based on the OWCP fee schedule.
- For requests other than durable medical equipment or supplies, two estimates are required from a certified or licensed builder or dealer
- Mobility Devices over \$10,000 require CE approval

57

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#58

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller text below it. The background includes a blue gradient and several yellow triangular warning icons with symbols for radiation, biohazard, and electrical shock. The main content area is white with a blue border at the bottom. The slide title is 'Mobility Equipment'. It contains a bulleted list of five items. The number '58' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Mobility Equipment

- CE is not required to pre-approve requests for Mobility Equipment less than \$5,000
- Two estimates are required if mobility device is greater than \$10,000
- These estimates must be for exactly the same type of DME, appliances and or supplies
- A new device can be purchased every 3 years
- Reference: Email dated 6/23/09 per Jeff Kotsch

58



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#59

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller text below it. The background includes a blue gradient and several yellow triangular warning icons with symbols for radiation, biohazard, and electrical shock. The main content area is white with a blue border at the bottom. The slide title is 'Psychiatric Treatment'. It contains a bulleted list of four items. The number '59' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Psychiatric Treatment

- Monthly support groups acceptable under DEEOIC
- Individual psychiatric treatment needs approval by CE (blanket approvals not allowed)
- CE must develop for a consequential illness prior to approving psychiatric treatment
- Must have medical report by a licensed psychologist/psychiatrist with diagnosis and medical rationale for treatment.

59

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



#60

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Health Facility Membership Exercise Equipment Required Documentation

A description of the specific therapy and exercise routine needed to address the effects of the covered illness from the Physician, including:

- Frequency of exercises
- Anticipated duration of regimen
- Opinion as to actual/anticipated effectiveness
- Description of specific equipment/ facilities needed to safely perform the regimen
- Nature and extent of supervision
- Opinion whether it can be performed at home or what kind of public facility can provide the regimen

60



#61

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Health Facility Membership/ Exercise Equipment

Such memberships or purchases of equipment may be authorized if needed to treat the effects, cure or give relief of a covered illness. In all cases where such memberships or purchases are at issue, the CE must determine the purchase is likely to be effective and cost-efficient. The least expensive facility should be used.

61

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#62

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background is a light blue gradient with faint images of radiation warning symbols and laboratory equipment. The main content is a bulleted list under the heading 'Facility Membership/Exercise Equipment Health Required Documentation from Claimant'. The slide number '62' is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Facility Membership/Exercise Equipment Health Required Documentation from Claimant

- The full name, address, and distance from the employee's home or work location of public facilities (no membership required) and commercial facilities (membership required)
- Specific reason membership in a commercial establishment is required
- Signed statement from health club manager stating that the club is suitable for the exercise routine prescribed

62



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#63

A presentation slide for EEOICP. The header features the acronym 'EEOICP' in large blue letters, with the full name 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background is a light blue gradient with faint images of radiation warning symbols and laboratory equipment. The main content is a bulleted list under the heading 'Organ Transplant'. The slide number '63' is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Organ Transplant

- When CE receives medical documentation from treating physician containing
  - A statement that organ transplant is medically necessary
  - And the schedule of proposed procedures from the transplant center
- CE forwards all medical documentation to the DEEOIC Medical Director for review and concurrence

63

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



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#64

A presentation slide for EEOICP. The header features the text 'EEOICP' in large blue letters, with 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background includes a stethoscope and several yellow radiation warning symbols. The main content area is white with a blue border, containing a section header 'Home Modification' and a bulleted list of three items. The slide number '64' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Home Modification

- Must be prescribed by a treating physician whose medical specialty qualifies him or her to offer a medical opinion on the specific architectural needs of a medically disabled person
- Modifications must be in conformity with applicable building codes and must conform to the standard of décor that existed prior to the disability
- CE obtains two estimates from certified or licensed contractor for the cost of home modifications recommended by the claimant's treating physician

64



SHOW PPT

#65

A presentation slide for EEOICP. The header features the text 'EEOICP' in large blue letters, with 'The Energy Employees Occupational Illness Compensation Program' in smaller blue text below it. The background includes a stethoscope and several yellow radiation warning symbols. The main content area is white with a blue border, containing a section header 'Vehicle Modification' and a bulleted list of two items. The slide number '65' is in the bottom right corner.

## EEOICP

The Energy Employees Occupational Illness Compensation Program

### Vehicle Modification

- Requires a letter of medical necessity from the treating physician, detailing
  - physical limitations involved
  - specific transportations needs of the claimant as related to the accepted medical condition
- CE obtains two estimates from certified or licensed dealers for the cost of vehicle modifications recommended by claimant's treating physician

65

## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



SHOW PPT

#66

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Chiropractic Services'. It contains three bullet points detailing authorization and documentation requirements for chiropractic services. The slide number '66' is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Chiropractic Services

- Chiropractic services may be authorized and limited to the treatment to correct a spinal subluxation as well as the tests performed or required by a chiropractor to diagnose such subluxation
- A diagnosis of spinal subluxation must be documented with an x-ray in the chiropractor's report prior to the CE considering payment
- The report must state that the x-rays support the finding of spinal subluxation, or in the nature of physical therapy under the direction of a qualified physician

66



SHOW PPT

#67

A presentation slide for EEOICP. The header features the EEOICP logo and the text 'The Energy Employees Occupational Illness Compensation Program'. The slide title is 'Acupuncture and Homeopathic Treatments'. It contains three bullet points detailing authorization and supervision requirements for these treatments. The slide number '67' is in the bottom right corner.

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Acupuncture and Homeopathic Treatments

- Acupuncture and homeopathic treatments may be authorized when recommended by the treating physician to provide relief
- Such treatment shall be supervised by the treating physician, who shall submit periodic reports to show progress or any relief of the symptoms
- If the treatment continues beyond six months and/or the results are questionable, the case should be referred to the DEEOIC Medical Director

67



## MEDICAL BILL PROCESSING INSTRUCTIONAL CONTENT, CONTINUED



SHOW PPT

#68

**EEOICP**  
The Energy Employees Occupational Illness Compensation Program

### Medical Alert Systems

- All requests for medical alert systems require prior authorization from the CE
- A request for a medical alert system must be documented with a letter of medical necessity from the treating physician
- linked to the accepted condition, which includes a statement that the claimant has an acute or chronic condition which can require urgent or emergency care

68



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#69

**EEOICP**  
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### Questions

69