

Medical Bill Resolution

One of the many responsibilities of CHS, your MCO, is medical bill resolution.

Resolution of a medical bill can take many forms:

- * Repricing and **payment** of a medical bill;
- * Denial of a medical bill;
- * Pending of a medical bill

A very important concept to understand when dealing with workers' compensation is that it is "injury specific" insurance involving ICD-9 codes.

What are ICD-9 Codes?

ICD-9 Codes are three, four or five-digit numeric codes that represents a uniform, international classification system of coding disease and injury diagnoses and are used to report allowed, non-allowed or disallowed/denied conditions. ICD-9 is an acronym for International Classification of Diseases. ICD-9 coding is a statistical classification system that arranges diseases and injuries into code categories according to established criteria.

How does BWC use ICD-9 codes?

Since ICD-9 codes identify the type and nature of the injury sustained, they are also used to determine what medical treatment is appropriate for an injured worker. In addition, when medical providers bill BWC for services, the ICD-9 code is listed on the billing forms. **All bills that are submitted are reviewed to determine if the medical provider is treating the allowed injuries in the claim. If bills are submitted for injuries that are allowed within the claim they will be paid.**

If bills are submitted for injuries that are **not allowed** within the claim, or **not within the two-year statute of limitations**, the bills will be **denied**.

Should you or your injured worker receive a bill, please send or fax the bill to:

CompManagement Health Systems, Inc.
P.O. Box 1040
Dublin, OH 43017
Fax: 1-800-334-4229

It should be noted that some medical bills might require special handling. The CHS Billing Department and/or Provider Services Department will coordinate any such handling.