

Kaiser Permanente Northwest Provider Manual 2018



Occupational Health

Workers Compensation

We created this section of the provider manual to provide you and your staff with basic organizational information on the occupational health services of Kaiser Permanente. It provides a quick and easy resource for key contacts and phone numbers, information regarding workers' compensation, and the Kaiser On-the-Job, MCO.

Our Occupational Health Department is committed to supporting you and your staff. This includes responding to your operational inquiries and educating you on our products. If you have a question or concern about the information in this section of the manual, contact our Occupational Health Department at 503-721-3940.

Table of Contents

Section 10: Occupational Health Services	3
10.1 Program Description	3
10.2 Occupational Health Administration	3
10.2.1 MCO Administration – Kaiser On-the-Job	3
10.3 Occupational Health Service Center	4
10.4 Utilization and Review.....	4
10.4.1 Specialty Care Referrals	4
10.4.2 Alternative Care Referrals—Acupuncture/Chiropractic/Naturopath	4
10.4.3 Extension of Service	6
10.4.4 Surgery Notification/Authorization	6
10.4.5 Pre-authorization for Medical Necessity.....	6
10.5 Billing Method/Denied Claims and Billing Information.....	6
10.5.1 Billing	6
10.5.2 Denied claims and billing information.....	7
10.6 Key Contacts	8

Section 10: Occupational Health Services

10.1 Program Description

Workers Compensation—Injury and Illness Care

Kaiser Permanente delivers workers' compensation services through our occupational medicine clinics at eight Kaiser Permanente locations. We focus on the health and safety needs of employers and their employees at the workplace providing injury and illness care. These services are delivered for the most part by our team of occupational medicine physicians. We provide injured worker treatment to Oregon, Washington, and federal injured workers throughout our integrated services. Most injured workers are members of Kaiser Permanente although we do offer injured worker treatment to some non-Kaiser members.

Kaiser On-the-Job, MCO

In 1991 Kaiser Permanente was certified by the State of Oregon as a managed care organization (MCO), known as Kaiser On-the-Job. We enter into contracts with area self-insured employers and insurers to provide managed care for enrolled injured workers. Enrolled injured workers must receive treatment from the Kaiser On-the-Job provider network or others qualified by the MCO and Oregon regulation. Our MCO serves two areas in Oregon: area 4 serving Portland metro and area 5 operating in Salem and Marion/Polk County. As a certified MCO, we're required to offer certain services to enrolled injured workers via our panel of medical providers, case managers, and administrative team. As panel provider, you must agree to the terms and conditions of the MCO:

- Provide consultative specialty services, such as epidural injections.
- Comply with Kaiser On-the-Job treatment standards, protocols, utilization review, peer review, dispute resolution, billing and reporting procedures, and fees for services.

Refer workers back to Kaiser On-the-Job for any care you don't provide.

10.2 Occupational Health Administration

Occupational Health Administration is located at Montgomery Park in Portland and supports operations at our service locations. This is also the administrative office for Kaiser On-the-Job, MCO.

You can contact us for general program questions relating to workers' compensation services and Kaiser On-the-Job, MCO. We can also help you find referring providers or access other services in our system.

10.2.1 MCO Administration – Kaiser On-the-Job

You can contact the Kaiser On-the-Job MCO administrator with questions or concerns about the MCO or to get copies of our clinical guidelines. Our MCO medical director is also available to discuss questions or concerns you may have with medical management for the enrolled worker.

If you have an unresolved problem with the MCO or services provided to a worker enrolled in our MCO, contact our dispute resolution resource at 503-721-3921.

10.3 Occupational Health Service Center

During business hours of 8:00 a.m. –5:00 a.m. the Occupational Health Service Center serves injured workers and other customers. To contact one of our providers or case managers, call 503-249-3531 or 1-888-414-3531.

10.4 Utilization and Review

10.4.1 Specialty Care Referrals

Our occupational health referral coordinator will contact you with referral information. You'll receive an order for referral from the referring provider, as well as a referral document that provides key referral and claim information for contacting and billing the self-insured employer, insurer, or agency. You'll also receive most current chart notes.

Our referral document contains this information:

- Name of referred injured worker
- Kaiser Medical Record number
- Employer of injured worker
- Insurer information
- Claim number if known
- Date of injury
- Date of referral
- Appointment date
- Appointment type
- Number of approved visits
- MCO status

We'll also send our chart notes and referral to the insurer. If surgery is indicated, please follow the steps outlined in the Surgery Notification/Authorization subsection below.

You should also continue to verify Kaiser Permanente membership status at 503-813-2000 or 1-800-813-2000.

Once chart notes become available, please fax them to 503-249-3538.

If you need an extension of this original referral, contact the referring provider through our Occupational Health Service Center at 503-249-3531 or 1-888-414-3531.

10.4.2 Alternative Care Referrals—Acupuncture/Chiropractic/Naturopath

At the time of referral, the injured worker will be asked to contact you to schedule an initial appointment. Our occupational health referral coordinator will contact you with referral information. You'll receive an order for referral from the referring provider and a referral document with key referral and claim information for contacting and billing the self-insured employer, insurer, or federal agency. You'll also receive the most current chart notes.

Our referral document contains this information:

- Name of referred injured worker
- Kaiser Medical Record number
- Employer of injured worker
- Insurer information
- Claim number if known
- Date of injury
- Date of referral
- Appointment type
- Number of approved visits
- MCO status

After the first visit, please fax us a copy of your treatment plan at 503-249-3538. Most state and federal agencies require a written treatment plan that's been signed by the attending physician. We'll obtain a signature and fax it back to your office. We suggest you check local, state, and federal workers' compensation programs for additional information on treatment, treatment plans, required pre-authorization, and billing for your service.

Oregon Workers' Compensation Division

<http://www.oregon.gov/DCBS/pages/index.aspx>

Washington Department of Labor and Industries (DOLI)

www.lni.wa.gov

Qualis

Phone: 1-800-541-2894

Fax: 1-877-665-0383

Address:

Box 33400
Seattle, WA 98133

Office of Workers' Compensation (OWCP)

Phone: 1-866-487-2365

<https://www.dol.gov/owcp/>

DOL OWCP Web Bill Processing Portal

owcp.dol.acs-inc.com

10.4.3 Extension of Service

If you need an extension of the original referral, contact the referring provider through our Occupational Health Service Center at 503-249-3531 or 1-888-414-3531.

10.4.4 Surgery Notification/Authorization

Kaiser Permanente Occupational Health does not authorize surgery. Rules differ in state and federal workers' compensation agencies. You must contact the insurer or agency to notify them of your request for surgery and in some cases obtain prior authorization. You might be directed to an independent review agency to complete authorization. Kaiser Occupational Health also will need a copy of your surgery request, which must contain this information:

- Name of injured worker
- Kaiser Medical record number
- CPT procedure code for surgery request
- Surgeon
- Surgery facility
- Admission status (inpatient, outpatient, ambulatory surgery center)
- If inpatient, estimated length of stay
- Estimated time loss
- Requestor's name and phone/fax number
- Status of surgery scheduling (e.g., date scheduled or pending)

Please contact us once you hear back from the insurer and are ready to schedule surgery.

Our staff will contact you post-surgery to request a copy of the operative report and first visit with you post-surgery. They'll also contact the injured worker to schedule a visit with the workers' occupational health attending physician at Kaiser to address return-to-work status.

10.4.5 Pre-authorization for Medical Necessity

At the time of referral, Kaiser On-the-Job will notify you of MCO enrollment. With enrollment, the injured worker is subject to the terms and conditions of the MCO, which includes pre-certification for medical necessity. When you send us your request for surgery, Kaiser On-the-Job, MCO will begin our review for medical necessity. Elective surgery should not proceed until that review has been conducted. We'll send you a pre-certification notification number. Please contact us if we haven't responded within 10 business days.

10.5 Billing Method/Denied Claims and Billing Information

10.5.1 Billing

Our referral document will contain the necessary claim information to help you bill directly to the workers' compensation insurer, self-insured, or federal agency. Your services should be billed at your usual and customary rate with reimbursement at fee schedule rates, which vary by state and federal agencies.

Billing format and requirements may vary by state or federal agency. Contact these agencies for information on billing and reimbursement for your services:

Oregon Workers' Compensation Division

<http://www.oregon.gov/DCBS/pages/index.aspx>

Washington Department of Labor and Industries (DOLI)

www.lni.wa.gov

Qualis

Phone: 1-800-541-2894

Fax: 1-877-665-0383

Address:

Box 33400
Seattle, WA 98133

Office of Workers' Compensation (OWCP)

Phone: 1-866-487-2365

<https://www.dol.gov/owcp/>

DOL OWCP Web Bill Processing Portal

owcp.dol.acs-inc.com

10.5.2 Denied claims and billing information

Verifying Kaiser Permanente membership and getting financial information for non-plan members is important in case the insurer, self-insured, or federal agency denies responsibility for the claim. If you receive a claim denial for referred services you provided to a Kaiser Permanente member, you can submit those invoices along with a copy of the denial letter to our Kaiser Permanente Claims Department (see the "Billing and Payment" section of this manual).

This Area Intentionally Left Blank

10.6 Key Contacts

Services	Contact information	Type of Help or Information from this Department
Occupational Health Administration	8:00 a.m. – 5:00 p.m. Pacific Time 2701 NW Vaughn Street, Suite 150 Portland, OR 97210 Phone: 503-571-3366 or 1-888-414-3531 http://employers.kaiserpermanente.org/kpweb/occupationalhealth/entrypage.do?rop=KNW	General questions
MCO Administration Kaiser On-the-Job	8:00-5:00 2701 NW Vaughn Street, Suite 150 Portland, OR 97210 503-735-7402 or 1-844-320-3481 Fax: 503-721-3949	<ul style="list-style-type: none"> • MCO administrator • MCO medical director • Dispute resolution • MCO requirements
Medical Management	8:00-5:00 3600 N. Interstate Avenue Portland, OR 97227 Phone: 503-735-7443 Fax: 503-249-3538	<ul style="list-style-type: none"> • Referral and authorization • Surgery notification • MCO precertification
Occupational Health Service Center	8:00-5:00 3600 N. Interstate Avenue Portland, OR 97227 Phone: 503-249-3531 or 1-888-414-3531 Fax: 503-331-3096	<ul style="list-style-type: none"> • Access to providers • Referral extensions • Medical records • Case managers
Billing and Payment	See applicable state or federal billing guidelines or the “Billing and Payment” section of this manual	<ul style="list-style-type: none"> • Billing to the insurer • Claim denial billing Kaiser Permanente
Member Services	Portland: 503-813-2000 Outside Portland: 800-813-2000 (toll free) For the hearing and speech impaired: 800-735-2900 (toll free TTY)	<ul style="list-style-type: none"> • General enrollment questions • Eligibility and benefit verification • Co-pay, deductible, and coinsurance • Members terminated greater than 90 days • Members presenting with no Kaiser Permanente identification number