



enablecomp
complex claims revenue solutions

Complex Claims Billing for Hospitals: 5 Steps to Success

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Who We Are



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About EnableComp

❖ The Complex Claims Experts

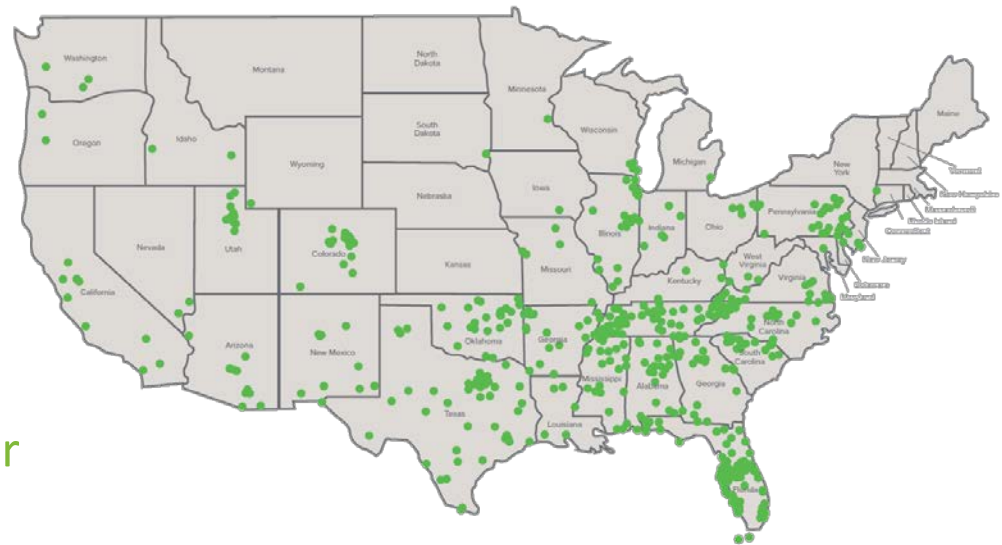
- ❖ Workers' Compensation
- ❖ Motor Vehicle Accident
- ❖ Veterans Administration

❖ Over 800 Hospitals Nationally

❖ Technology-Driven Service Provider

❖ Over \$1 Billion Collected

Clients by Location



A Bit of History: Work Comp



- ❖ *Began in Germany*
- ❖ *First Social Insurance Program*
- ❖ *All States Regulated by 1949*
- ❖ *The Grand Bargain*
 - ❖ Protects Workers
 - ❖ Protects Employers
- ❖ *3 million cases annually*
- ❖ *\$92 Billion system*

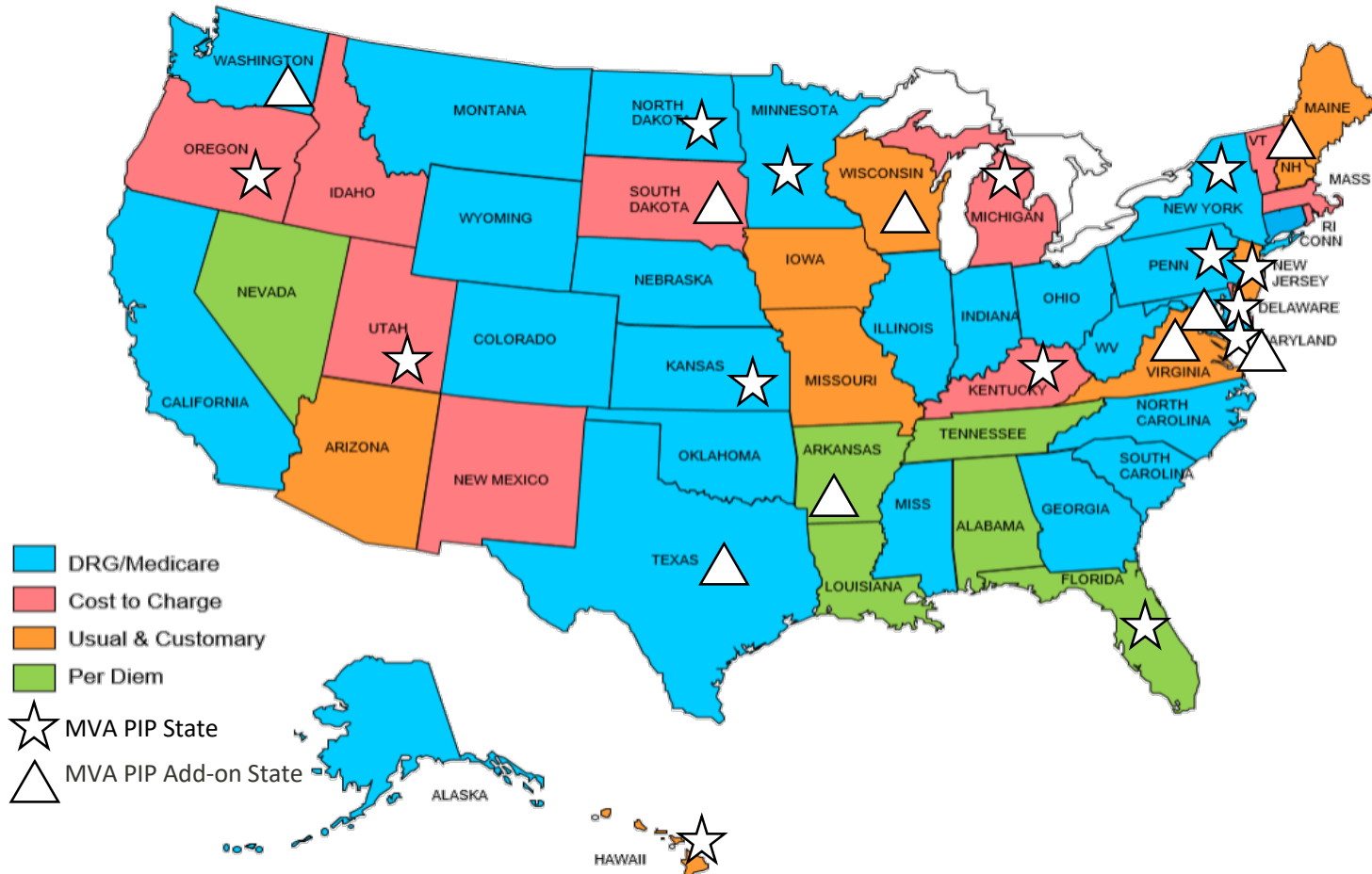
A Bit of History: MVA



- ❖ *Philadelphia Contributionship*
- ❖ *1897 – Gilbert L. Loomis*
- ❖ *1898 – Dr. Truman Martin*
- ❖ *1925 – Connecticut*
- ❖ *Massachusetts*
 - ❖ *Early 1930's*
 - ❖ *Early 1970's*
- ❖ *2010 - \$99 Billion in Repairs*
- ❖ *2016 – 6.3 million cases reported*

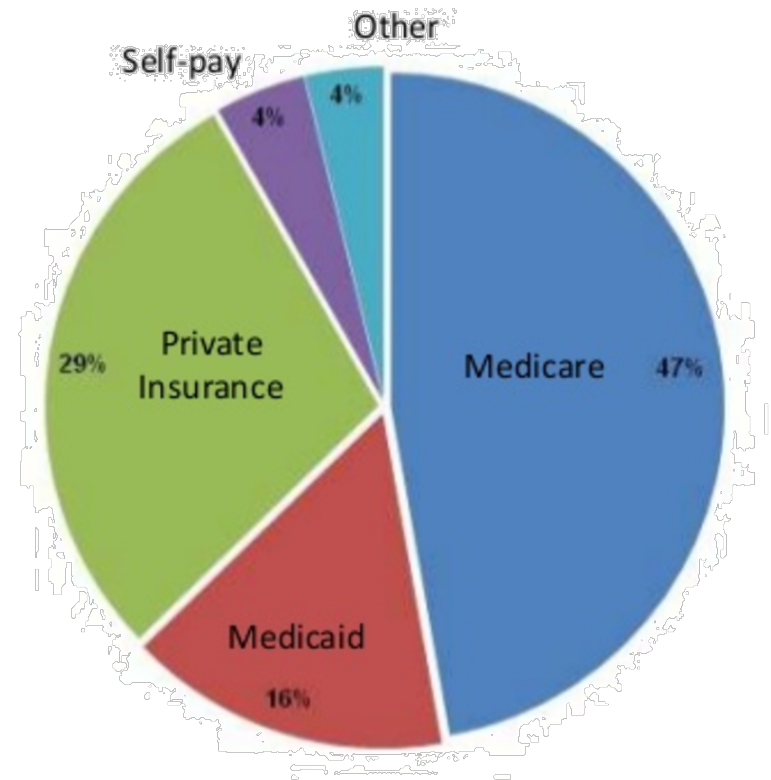
**What is one word
that describes
complex claims
to you?**

Every State is Different



The Neglected Pay Class

- ❖ Small piece of the pie
- ❖ Drains resources
- ❖ Ever-changing
- ❖ Hospitals are “out-gunned”



Inpatient Payer Mix 2011

5 Basic Questions



- ❖ “Where do I send the bill?”
- ❖ “How do I get paid?”
- ❖ “How should I send it?”
- ❖ “How do I measure success?”
- ❖ “Should I keep it in-house?”

**What percentage of
complex claims
are sent to
the right place?**

1. Where do I send the bill?

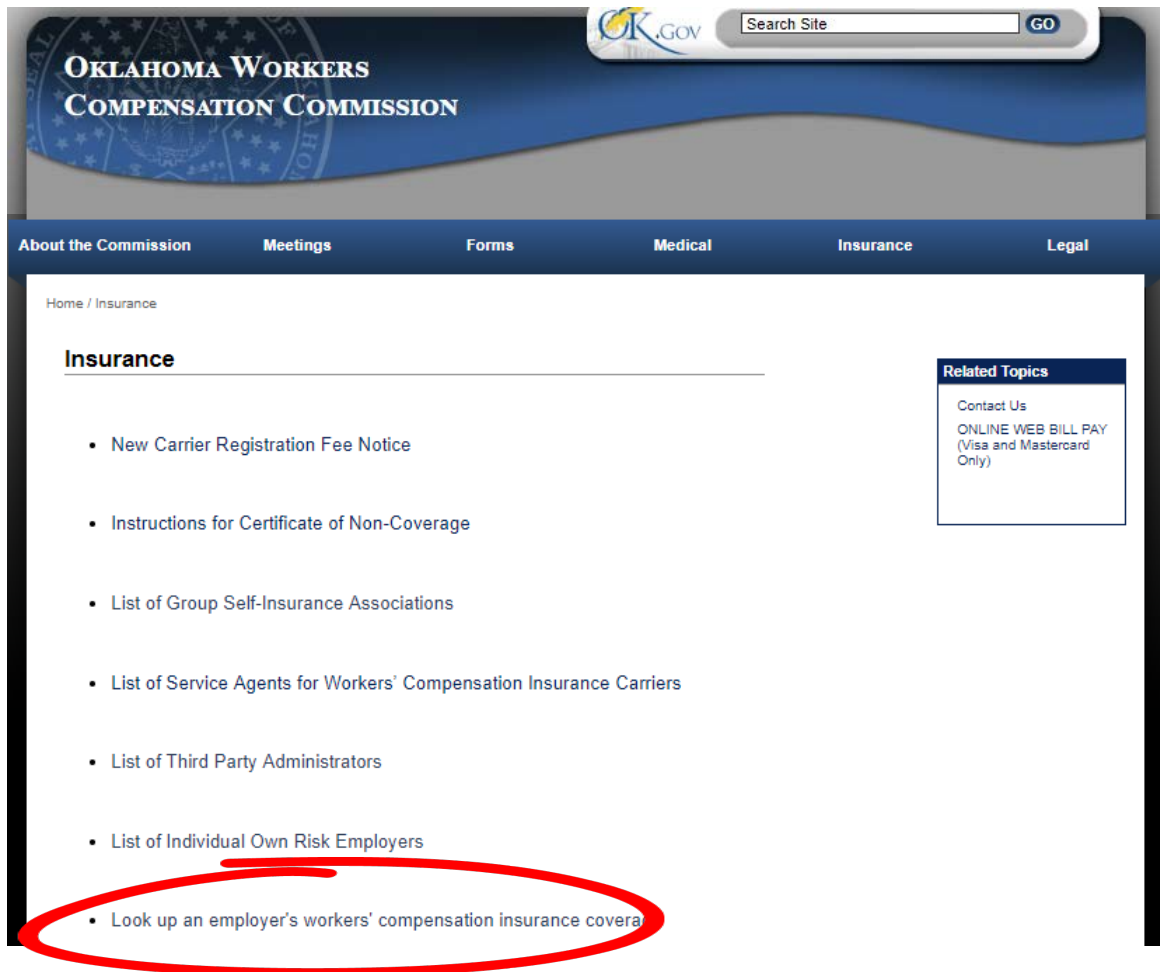
- ❖ Bill the right payer – the first time
 - ❖ 65% of all bills go to the wrong place
 - ❖ Lengthy payment delays
 - ❖ *“First in Time, First in Right”*
 - ❖ Complete denials

Start with Registration

- ❖ How did you get hurt?
- ❖ Police Report and passengers?
- ❖ Who is your employer or insurance carrier?
- ❖ Should I pre-authorize?



Start with Registration - Oklahoma



The screenshot displays the Oklahoma Workers Compensation Commission website. At the top, there is a search bar with the text "Search Site" and a "GO" button. Below the search bar, the website header features the text "OKLAHOMA WORKERS COMPENSATION COMMISSION" in white on a dark blue background. A navigation menu below the header includes links for "About the Commission", "Meetings", "Forms", "Medical", "Insurance", and "Legal". The main content area is titled "Home / Insurance" and "Insurance". A list of links is provided, with the last item, "Look up an employer's workers' compensation insurance coverage", circled in red. To the right of the main content area, there is a "Related Topics" box containing links for "Contact Us" and "ONLINE WEB BILL PAY (Visa and Mastercard Only)".

Home / Insurance

Insurance

- New Carrier Registration Fee Notice
- Instructions for Certificate of Non-Coverage
- List of Group Self-Insurance Associations
- List of Service Agents for Workers' Compensation Insurance Carriers
- List of Third Party Administrators
- List of Individual Own Risk Employers
- Look up an employer's workers' compensation insurance coverage

Related Topics

- Contact Us
- ONLINE WEB BILL PAY (Visa and Mastercard Only)

Start with Registration - Texas



Google Custom Search



Topics: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

[Español](#)

Insurance

State Fire Marshal

Workers' Compensation

Home

Injured Employees

Empleados Lesionados

Employers

Health-Care Providers

Carriers

[Home](#) > [Workers' Compensation](#) > [Employer resources](#) > Workers' Compensation Insurance Coverage Verification

[About the Division](#)

[Contact Us / Offices](#)

[Calendar / Events](#)

[File a Complaint](#)

[DWC Fraud Unit](#)

[Topics A - Z](#)

[What's New](#)

Workers' Compensation Insurance Coverage Verification

The **Insurance Coverage Search** provides workers' compensation insurance coverage information for specific dates of injury, performs data entry and maintains insurance coverage information submitted by system participants.

To verify workers' compensation coverage information for employers

- [Verify individual employer workers' compensation commercial policy coverage through TXCOMP](#) (Subscriber) (For a downloadable file of last calendar quarter's commercial coverage see the [Subscriber Download file](#), January through March 2019 (zip file, requires Adobe Acrobat Reader to view).)

OR

- [Verify if a company holds a Certificate of Authority as a Certified Self Insurer in Texas](#) (Certified Self-Insurers)

If you can not find the insurance coverage-related information you're looking for, this does not necessarily mean that coverage does not exist. Call 800-252-7031 or 512-804-4345 in the Austin area for assistance, including coverage information for certain self-insured governmental entities. For benefits-related questions call the insurance adjustor.

Start with Registration - Louisiana



Search laworks.net

Online Services	Local Offices & Services	Unemployment Insurance
Career Solutions	Business & Career Solutions Ctr	Workforce Development
My HIRE Account	Labor Market Information	Workers' Compensation
Louisiana Rehabilitation Services	Workforce Investment Council	Job Opportunities at LWC

[HOME](#) [ABOUT US](#) [WORKERS](#) [BUSINESSES](#) [DOWNLOADS](#) [CONTACT](#) [FAQs](#)

[Workers' Compensation > For Employers](#)

For Employers

- [Bulletin - Filing Fees](#)
- [Bulletin - LWC-WC1010 form](#)
- [Bulletin - LWC-WC1002 form envelopes](#)
- [Approval of Routine Evaluation and Management Visits/Therapeutic Exercises - Clarifications](#)
- [Bulletin - CPT Code Update Modification](#)
- [Bulletin - LWC-WC1002 form Clarification](#)
- [Bulletin - CPT Code Update](#)
- [Bulletin - Physical Therapy Approval](#)
- [Bulletin - Medical Treatment Guidelines and Choice of Physician - Clarifications](#)
- [Bulletin - Update to Workers' Compensation X-Ray Codes Reimbursement Schedule](#)

[Workers' Compensation Pharmacy Billing Clarification](#)

[Medical Guidelines](#)

[Advisory Council](#)

[Medical Advisory Council](#)

[Speakers Bureau](#)

[Resource Links](#)

Louisiana Workers' Compensation Educational Conference

- [Eighth Annual Conference Materials](#)

Compliance

- [Rights and Responsibilities in Workers' Compensation](#)
 - [Rights and Responsibilities in Workers' Compensation \(PDF\)](#)
 - [Rights and Responsibilities in Workers' Compensation \(en Español\) \(PDF\)](#)
- [Average Weekly Wage Minimum & Maximum Compensation Rates \(PDF\)](#)
- [Self-Insurer Application \(PDF\)](#)
- [Self-Insurer Application Checklist \(PDF\)](#)
- [Security Agreement Certificate of Deposit \(PDF\)](#)
- [Workers' Compensation Compliance Poster \(PDF\)](#)
- [Employers' Workers' Compensation Coverage Verification](#)

Start with Registration - Arkansas

Arkansas Workers' Compensation Commission



Fair, Efficient, and Professional Service for the People of Arkansas

Online Searches

- Home
- What's New
- About Us
- Services
- Online Searches
- Arkansas Code
- Rules/Advisories/
Fee Schedule
- Opinions
- Forms
- Premium
Tax

[Claim Search](#)

[Non Coverage Certificates Search](#)

[Coverage Verification Search](#)

For Subscriber logon help - call (501)324-8900 or visit
www.ar.gov/help

AWCC

Start with Registration - Mississippi

Workers' Compensation Commission
601-987-4200
1428 Lakeland Dr
Jackson, MS 39216

Home Commission Services Information Laws and Claims Forms

Login / Register Here

Quick Links

- First Report of Injury**
Must be registered. [Click here to register.](#)
[Read More](#)
- Attorney Transmittal Online System (ATOS)**
Must be registered. [Click here to register.](#)
[Read More](#)
- Medical Fee Schedule**
The MWCC Medical Fee Schedule for 2016...
[Read More](#)
- Lump Sum Computations**
Simple Computation with no dependents or interest
[Read More](#)
- Coverage Verification Inquiry**
For security purposes, you will be asked to enter a series...
[Read More](#)

Our goal is to provide the public with useful information regarding Workers' Compensation in the State of Mississippi.

- The 2019 Fee Schedule has been filed with the SOS. We will have oral proceedings concerning the rule change on 4/18/19 at 10 am in Hearing Room C.
- The 2019 MWCC Medical Fee Schedule is estimated to be available in mid-June. You may pre-order fee schedules now at orders.fairhealth.org.

Don't forget the key detail!

- ❖ Pre-Auth Required for most non-ER hospital services
- ❖ The correct MVA Claim number



2. How do I get paid?

DRG
Stop Loss
Implants

- ❖ At Fault
- ❖ Lien Law
- ❖ Prior to Settlement

CMS based
Implant
option

- ❖ At Fault
- ❖ Lien Law
- ❖ Admit Issue

Per Diem
Stop Loss
Implants

- ❖ At Fault
- ❖ Lien Law
- ❖ Notice Only

Per Diem
Stop Loss
Implants

- ❖ At Fault
- ❖ Lien Law – 180 Days

DRG
APC
Outlier

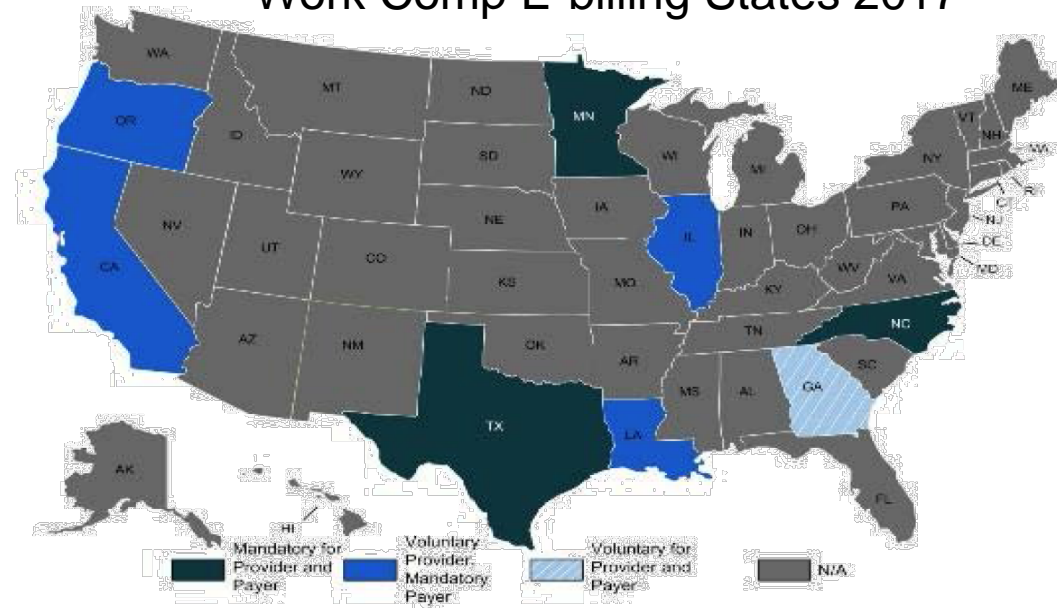
- ❖ At Fault
- ❖ No Lien Law

3. How should I send it?

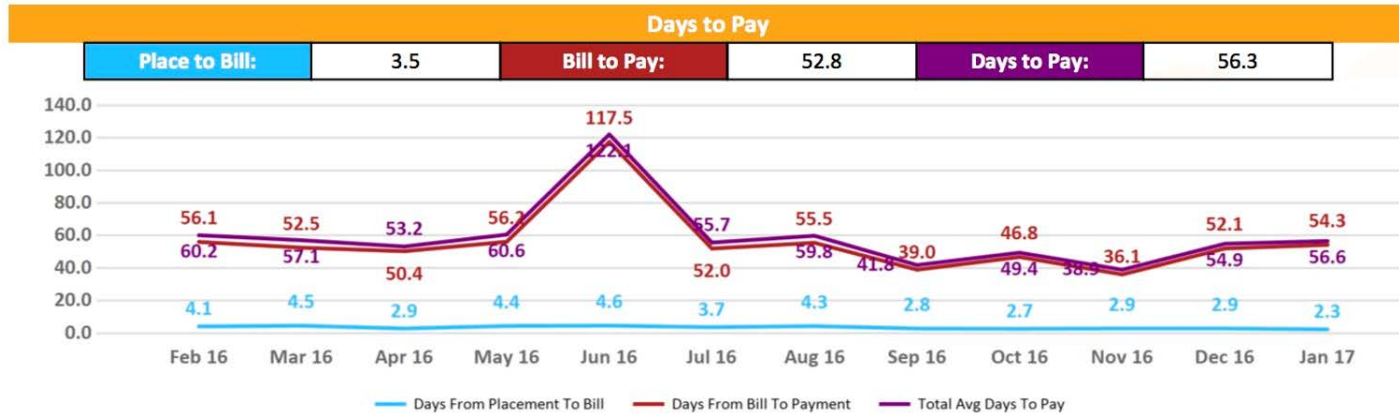
❖ Send the bill *THE RIGHT WAY*

- ❖ Include medical notes (AOB)
- ❖ Lien filing
- ❖ Send bills electronically
- ❖ 20% faster payment (WC)

Work Comp E-billing States 2017



4. How do I measure success?



❖ 60-90 Days to Payment in Full



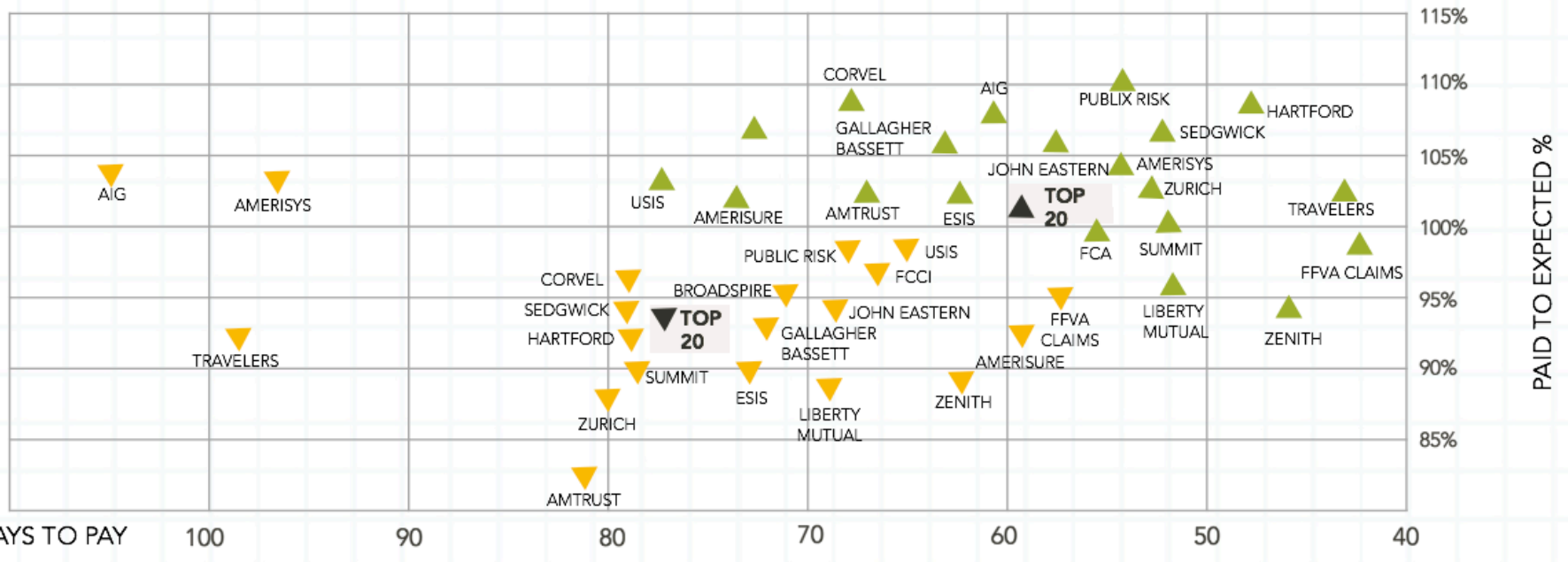
❖ 30% AR over 90

5. Should I keep it in-house?

- ❖ How many billers are handling our complex claims?
- ❖ Are they effective?
- ❖ Do they understand my expectations?
- ❖ Am I managing my Liens/LOPs?
- ❖ Do I have a good legal strategy?
- ❖ Am I meeting and exceeding my revenue goals?



Does this really work?



TOP 20 PAYERS	DAYS TO PAY
Aged Collections	76.6
Best Practice Billing	59.0
TIME SAVINGS	17.6 Days
% REDUCTION	23%

TOP 20 PAYERS-	Paid to Expected
Aged Collections	93.2%
Best Practice Billing	102.6%
% IMPROVEMENT	+9.4%

5 Basic Questions



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Questions?

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Thank you!