



Occupational Health Services

- Workers' Compensation
- MCO



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This section of the Provider Manual was created to provide you and your staff with basic organizational information regarding 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 MCO, Kaiser on-the-Job.

Our Occupational Health Department is committed to providing support to you and your staff. This includes responding to your operational inquiries and providing education on our products. If at any time you have a question or concern about the information in this section of the Provider Manual, you can reach our Occupational Health Department by calling 503-721-3940.

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Section 13: Occupational Health Services

13.1 Program Description

Workers' Compensation – Injury and Illness Care

Kaiser Permanente delivers workers' compensation services through our Occupational Medicine clinics at nine 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, 14 who are Board Certified in Occupational and Environmental Medicine and 2 Board eligible. 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, known as Kaiser On-the-Job. We enter into managed care contracts with area self insured employers and insurers to provide managed care for enrolled injured workers. Enrolled injured workers must receive treatment from Kaiser-On-the-Job network of providers or others qualified by the MCO and Oregon regulation. Our MCO provides services in two geographical areas in Oregon; area 4 serving the Portland metro area and area 5 operating in the Salem, Marion/Polk county areas. As a certified managed care organization we are 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.

- Agree to provide consultative, specialty services-epidural injections for patient
- Agree to comply with Kaiser On-the-Job treatment standards, protocols, utilization review, peer review, dispute resolution, billing and reporting procedures, and fees for services; and
- Agree to refer this worker back to Kaiser On-the-Job for any care you do not provide yourself.

13.2 Occupational Health Administration

Occupational health administration is located in the Montgomery Park Building and supports operations at our service locations. Occupational Health is also the administrative office for Kaiser-On-the-Job, MCO. You can contact Occupational Health administration for general program questions relating to Workers' Compensation Services and Kaiser On-the-Job, MCO. We would also be happy to assist you with locating referring providers or accessing other services within our system.

13.2.1 MCO Administration –Kaiser-On-the-Job

The Kaiser-On-the-Job MCO Administrator can be reached to discuss questions or concerns that you may have with the MCO or to obtain copies of our Clinical Guidelines. Our MCO Medical Director is also available to discuss questions or concerns that you may have with medical management for the enrolled worker.

Dispute Resolution is available for services provided to a worker enrolled in our MCO. Should you have an unresolved problem with the MCO or services provided by the MCO our Dispute Resolution Contact can be reached at (503) 721-3921.

13.3 Occupational Health Service Center

During the business hours of 8:00-5:00 the Occupational Health Service Center is open to provide service to injured workers and other key customers. If you need to contact one of our providers or case managers and do not have a direct dial number for them the service center can arrange for a call back or provide information to assist you. 503-249-3531 or 1-888-414-3531

13.4 Utilization & Review**13.4.1 Specialty Care Referrals**

You will be contacted by our Occupational Health Referral Coordinator with referral information. You will receive an order for referral from the referring provider and a referral document; this document will supply you with key referral and claim information helpful for contacting and billing the self insured employer, insurer or agency. You will also receive most current chart notes. Our referral document contains the following information:

- Name of referred injured worker
- Kaiser Health 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

Our chart notes and referral will also be sent to the insurer. Should surgery be indicated please follow the steps outlined in Surgery notification/Authorization of this section. You should also continue to verify Kaiser membership status at 503-813-2000 or 1800-813-2000 as described in section #3.

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

If you require an extension of this original referral please contact the referring provider. That provider can be reached through our Occupational Health Service Center at 503-249-3531 or 1-888-414-3531.

13.4.2 Alternative Care Referrals –Acupuncture/Chiropractic/Naturopath Referral

At the time of referral the injured worker will be asked to contact you to schedule an initial appointment. You will be contacted by our Occupational Health Referral Coordinator with referral information. You will receive an order for referral from the referring provider and a referral document with key referral and claim information helpful for contacting and billing the self insured employer, insurer or federal agency. You will also receive most current chart notes. Our referral document contains the following information:

- Name of referred injured worker
- Kaiser Health 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 initial visit please provide us with a copy of your treatment plan. Most state and federal agencies will require a written treatment plan which has been signed by the attending physician. This can be received by FAX 503-249-3538, and we will obtain signature for you and return by FAX to your office. We suggest you check local state and federal workers' compensation programs for additional information surrounding treatment, treatment plans, required pre-authorization and billing for your service.

Oregon Workers' Compensation Division

<http://www.cbs.state.or.us>

Washington Department of Labor and Industries (DOLI)

www.lni.wa.gov

Qualis

Phone: 800-541-2894

Fax: 877-665-0383

Address: Box 33400

10700 Meridian Avenue N., Suite 100
Seattle, WA 98133

Office of Workers' Compensation (OWCP)

Phone: 206-398-8100

www.dol.gov/esa/owcp.org

Affiliated Computer Services' (ACS)

Phone: 850-558-1818

owcp.dol.acs-inc.com

13.4.3 Extension of Service

If you require an extension of this original referral please contact the referring provider. Our providers can be reached through our Occupational Health Service Center at 503-249-3531 or 1-888-414-3531.

13.4.4 Surgery Notification/Authorization

Kaiser Permanente Occupational Health does not authorize surgery. Rules differ in State and federal workers' compensation agencies. You are required to contact the insurer or agency to notify them of your request for surgery and in some cases obtain prior authorization. You may be directed to an independent review agency to complete authorization. Kaiser Occupational Health also will need a copy of your surgery request. We will need the following 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
- Requestors' name and telephone/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 1st visit with you post surgery.

Our staff will also be contacting the injured worker to schedule a visit with the workers' Occupational Health attending physician at Kaiser to address return to work status.

13.4.5 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 will send you a pre-certification notification number. Please feel free to contact us if we have not responded within 10 business days.

13.5 Billing Method/Denied Claims and Billing Information**13.5.1 Billing**

Our referral document will supply you with 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. We suggest that you contact these agencies or visit the websites provided to access information about billing and reimbursement for your services. Here are website and contact information for Oregon and Washington workers' compensation divisions and Federal benefits, Office of Workers' Compensation (OWCP) and the bill processing agent for OWCP claims.

Oregon Workers' Compensation Division

<http://www.cbs.state.or.us>

Washington Department of Labor and Industries (DOLI)

www.lni.wa.gov

Qualis

Phone: 800-541-2894

Fax: 877-665-0383

Address: Box 33400

10700 Meridian Avenue N., Suite 100

Seattle, WA 98133

Office of Workers' Compensation (OWCP)

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owcp.dol.acs-inc.com

13.5.2 Denied claims and billing information

Verifying Kaiser Membership and obtaining financial information for non plan members is important should the insurer, self-insured or federal agency deny responsibility of the

claim. If you receive a claim denial for referred services for which you have provided to a Kaiser Permanente member you may submit those invoices along with a copy of the denial letter received to our Kaiser Permanente Claims Department (see section #5 billing of this manual).

Kaiser Occupational Health Key Contacts

Services	Contact information	Type of Help or Information from this Department
Occupational Health Administration	8:00-5:00 2701 NW Vaughn Street Suite 150 Portland, OR 97210 Telephone: 503-721-3940 Fax: 503-721-3949 http://employers.kaiserpermanente.org/kpweb/occupationalhealth/entrypage.do?rop=KNW	<ul style="list-style-type: none"> • General questions
MCO Administration Kaiser On-the-Job	8:00-5:00 2701 NW Vaughn Street Suite 150 Portland, OR 97210 Telephone: 503-721-3940 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 503-249-3382 503-249-3397 503-249-3397 Fax: 503-249-3538	<ul style="list-style-type: none"> • Obtain referral and authorization • Surgery notification • MCO Precertification
Occupational Health Service Center	8:00-5:00 3600 N. Interstate Avenue Portland, OR 97227 503-249-3531 1-888-414-3531 Fax: 503-331-3096	<ul style="list-style-type: none"> • Access to providers • Extension of referral • Medical Records • Case Managers
Billing and Payment	See applicable state or federal billing guidelines See section 5 of this manual: Billing and Payment	<ul style="list-style-type: none"> • Billing to the insurer • Claim denial billing Kaiser Permanente
Member Services	Portland: 503-813-2000 Outside Portland: 1-800-813-2000 (toll free) For the hearing and speech impaired: 1-800-735-2900 (toll free TTY)	<ul style="list-style-type: none"> • General enrollment questions • Eligibility and benefit verification • Co-pay, deductible and coinsurance information • Members terminated greater than 90 days • Members presenting with no Kaiser Permanente identification number