



Texas Department of Insurance

Division of Workers' Compensation

7551 Metro Center Drive, Suite 100 • Austin, Texas 78744-1609

• 512-804-4000 • 512-804-4001 fax • www.tdi.state.tx.us

MEMORANDUM

DATE: March 26, 2007

TO: Health Care Providers in the Workers' Compensation System

FROM: Jaelene Fayhee, Executive Deputy Commissioner, Policy & Research

RE: Carrier Denials for Medical Bills Not Timely Filed

Health care providers (HCPs) have 95 days from the date of service to submit a medical bill to the insurance carrier. This time frame applies to medical services provided on and after September 1, 2005. HCPs who fail to meet this deadline forfeit their right to reimbursement.

Since the implementation of this 95-day bill submission time frame, the Division of Workers' Compensation (Division) has received numerous HCP complaints regarding insurance carrier denial of medical bills as not timely submitted. These complaints are reviewed and processed through the Division's Medical Fee Dispute Resolution (MFDR) section.

What Can HCPs Do?

HCPs can reduce the likelihood that the carrier will return a bill as not complete by making sure that:

- (1) The bill is complete; that is, it contains all required fields as set forth in the billing instructions for the appropriate form [28 TAC §133.2(2)];
- (2) The bill is accurate; that is, it includes the correct billing codes from the Division fee guidelines in effect on the date of service [28 TAC §133.20(c)]; and
- (3) HCPs have included legible copies of the medical documentation listed in both part (a) and part (c) of 28 TAC §133.210.

How to Dispute a Carrier Denial

HCPs with disputes regarding carrier denials based on untimely submission may seek medical dispute resolution by completing form DWC060, Medical Fee Dispute Resolution Request, according to the instructions and sending two copies of both the completed form and the supporting documentation to MFDR.

If MFDR's review concludes that the bill was submitted within the 95-day time frame, it will order the carrier to process the bill according to the appropriate Division rule and forward a violation referral to Division's Legal and Compliance section.

If there are any questions about this dispute resolution process, contact the MFDR section at (512) 804-4812.