


<b>Physicians' Billing Office</b>		
<b>SECTION:</b>	CLAIM MANAGEMENT	POLICY NUMBER: C403
<b>POLICY TITLE:</b>	<b>WORKERS' COMPENSATION CLAIMS</b>	PAGE: 1 of 2
<b>APPROVALS:</b> FPG B&F Committee: 03/08/2010	PBO: 03/08/2010	ISSUED: 09/08/2009 EFFECTIVE: 03/08/2010
<b>SUPERSEDES: N/A</b>		

**PURPOSE:**

1. To promote and ensure **compliance** with California state regulations regarding billing and collections for medical services provided to patients who claim occupational injuries.
2. To maximize **reimbursement** and improve the **efficiency** of PBO billing and collections operations by establishing standard billing and follow up processes across all PBO units.
3. To deliver a better **customer service** by collaborating with the patients' employers, workers' compensation adjustors and other representatives, and by providing more accurate and timely billing services.

**POLICY:**

1. It is the policy of FPG PBO to comply with California labor laws and Division of Workers' Compensation (DWC) guidelines regarding billing and collections for medical care provided to patients who have pending occupational injury claims.
2. PBO will use available patient intake/encounter data to determine who is liable for charges incurring from medical services rendered by FPG providers, and submit bills as appropriate.
3. In case of a claim denial by a workers' compensation carrier, PBO will conduct appropriate follow up activities to determine the cause of the denial and take remediation actions.


These actions may include submission of additional medical records, request for retro-authorization for services provided, submission of claims to the patients and/or their health plans in case it is determined that the current charges are for a treatment of injuries and/or illnesses that are not related to the pending workers' compensation claim.

Should claim denials persist after all possible remediation is provided, PBO will establish a denial escalation process to further pursue payments.

4. PBO will not bill patients and/or their health plans who have pending occupational injury claims, unless the employer has submitted a written notice of rejection of liability for injury, and a copy of such notice is provided to the patient.

**POLICY CROSS REFERENCES:**

N/A

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**APPLICABILITY:**

This policy applies only to FPG PBO Customers.

**MONITORING / ACCOUNTABILITY:**

Each PBO billing unit must conduct frequent, regularly scheduled quality reviews to ensure adherence with this policy. Immediate corrective actions must be taken as necessary. These may include:

- a) Training and re-training of staff;
- b) Disciplinary actions;
- c) Escalating non-compliance to PBO director.

**COGNIZANT OFFICE:**

For interpretations of this policy, resolution of problems and special situations, contact:

Grace Barba  
 Director of Physician Billing Office  
[gbarba@mednet.ucla.edu](mailto:gbarba@mednet.ucla.edu)

**POLICY AUTHORITY:**

UCLA Faculty Practice Group

**REVISION HISTORY:**

Original Policy issued: 09/08/2009

Revisions: None

**REFERENCES:**

- California Labor Code Section 3751 (b)