



**Student Training Outline — Bureau of Workers' Compensation (BWC)
Year 4 Health Care Management Clerkship (OCOM 895)
Appendix B - Academic Year 2008/2009**

I. Purpose

Current Ohio workers' compensation law states that injured workers are entitled to medical care for a work-related injury or illness. The primary intent of the Bureau of Workers' Compensation (BWC) Service Office experience is to provide the student with vital information regarding policies and procedures with which the Managed Care Organizations (MCO) must be in compliance while being committed to improving access and providing the highest quality, cost effective, and comprehensive treatment to injured workers. In addition to gaining an understanding that treating patients having a workers' compensation claim involves unique payer requirements in various areas including diagnosis, procedures, treatment protocols, and billing, it is important for physicians to be able to effectively communicate with the patient, the employer, the BWC, the MCOs, attorneys, and third party administrators regarding these cases.

II. Suggested Learning Issues (to be supplemented by BWC Service Office staff)

A. *Topics to be covered by the BWC Service Office staff include:*

1. History of Workers' Compensation in Ohio
2. Relationship of BWC with MCO
3. Required forms generated by the BWC; Medical Repository
4. Provider Certification/ Provider Relations
5. Drug Free Work Place Program
6. Transitional Work Program
7. Role of the Claims Service Specialist, Employer Service Specialist, Disability Management Coordinator, Industrial Rehab Nurse, Re-Employment Advisor, Customer Care Representative, the Third Party Administrator, etc.
8. Assignment of Claims/Payment of Compensation
9. Hearing Process/Alternative Dispute Resolution
10. Disability Evaluation Panel

III. Suggested Questions for Students to Ask/Initiate during this Experience

- A. What are BWC's established guidelines for claims, claim filing, and resolution of medical disputes for an injured worker (IW)? What is an allowed claim?
- B. What is a return to work program and date?
- C. What do the MCOs do for the BWCs?
- D. What is the Alternative Dispute Resolution process?
- E. What is the function of the Industrial Commission?
- F. What is the Employee Retirement Income Security Act?
- G. Which BWC forms does the physician need to complete and why?
- H. How are providers paid and workers compensated?
- I. How does the BWC impact the quality of care provided to injured workers (IW)?
- J. How does the BWC impact overall cost to the employer relative to IW?