

Quick Reference for Chiropractors



This document provides general information related to the provision of chiropractic treatment for an injured worker. For additional information, forms, and resources visit www.workforcesafety.com.

Evaluation and Management (E&M)

Workforce Safety & Insurance (WSI) does not require prior authorization for medically necessary E&M services and reimburses for them separate from chiropractic treatment. WSI considers E&M services medically necessary to:

- Complete an initial evaluation
- Assess and establish an injured worker's functional capabilities (only applicable for a chiropractor who is the primary treating provider)
- Request prior authorization for additional visits
- Evaluate an injured worker whose condition is exacerbated or failing to improve
- Evaluate an injured worker who has a lapse in care

Window Period

Each claim has one window period, which encompasses all body parts accepted on a claim. A change in chiropractor during an established course of treatment does not initiate a new window period.

Each window period includes:

- 10 visits or 60 days of care*, whichever comes first
- Treatment of all body parts accepted on a claim
- Up to two modalities per visit

WSI does not reimburse for massage/manual therapy performed with a manipulation to the same spinal region on the same visit during the window period.

*Effective October 1, 2018, WSI altered the chiropractic pilot program to extend the visits allowed in a window period from 6 to 10.

Acute/Subacute Chiropractic Care

Prior authorization is required for treatment extending beyond the window period. This includes:

- Manipulations
- Therapeutic Procedures
- Modalities

In addition to the services listed above, a chiropractor must obtain prior authorization for other medical services such as radiology, durable medical equipment, etc. Physician referral does not waive the prior authorization requirements. A provider should refer to the [Utilization Review \(UR\) Guide](#) for complete information on WSI's prior authorization requirements.

Palliative Care

Prior authorization is required for palliative care, which may be appropriate for an injured worker who has reached maximum medical improvement. A request for palliative care must include the appropriate [palliative care questionnaire](#) form(s).

Prior Authorization and UR Appeal Process

To request prior authorization, or to appeal a previously modified or denied prior authorization request:

- Complete the [Utilization Review Chiropractic Request \(UR-Chiro\)](#) form
- Attach proposed treatment plan and supporting medical documentation
- Fax the UR-Chiro form and documentation to WSI

To extend the timeframe on approved treatment, contact UR Department before the approval expires.

Additional UR Information

- Orthopedic Chiropractic Consultants (OCC) will review each treatment plan for medical necessity.
- WSI will respond to each UR request within 3 days of receiving all required information.
- UR phone numbers: 888-777-5871 or 701-328-5990
- UR fax numbers: 866-356-6433 or 701-328-3765

Bill Audit

WSI performs a prepayment audit of all medical bills and requires medical documentation support each charge. A provider should refer to WSI's [Documentation Policies](#) for information on WSI's documentation requirements.

Fee Schedule

All services approved for payment will be reimbursed in accordance with the [WSI Fee Schedule](#) and the [Medical Provider Fee Schedule Guideline](#).

Bill Appeal and Retrospective Review Process

To submit an appeal for a payment reduction or denial, or to request retrospective review of a service denied for no prior authorization ([RC 80](#)):

- Complete the [Medical Bill Appeal \(M6\)](#) form
- Attach supporting documentation
- Fax the M6 form and documentation to WSI

For a retrospective review, a provider should also demonstrate one of the following:

- Provider was not aware the condition was a work-related injury
- Injured worker's claim status at time of service included: denied, presumed closed, or a claim not filed

Customer Service: 800-777-5033 or 701-328-3800
www.workforcesafety.com

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