

Quick Reference

NEW PROVIDERS



This document provides general information related to treating an injured employee. A medical provider should be familiar with the following elements of care specific to working with Workforce Safety & Insurance (WSI). For additional information, forms, and resources visit www.workforcesafety.com.

Provider Registration

Prior to receiving reimbursement, a provider must complete a [Medical Provider Payee Registration](#) form for each group/billing National Provider Identifier (NPI) used to bill WSI. WSI sets up a single medical provider payee account for each group/billing NPI, regardless of the number of service locations sharing it.

Primary Treating Provider

An injured employee may only have one primary treating provider. WSI considers the following types of practitioners eligible to be a primary treating provider: MD, DO, APRN, PA, DC, DPM, OD, DDS, DMD, or PT. The primary treating provider manages:

- **Capability assessment:** A treating provider must document an injured employee's abilities at each visit. The [Capability Assessment \(C3\) form](#) is a useful tool for this documentation. The injured employee should receive a copy of the C3 form to give to their employer to assist in job accommodation decisions.
- **Maximum Medical Improvement (MMI):** MMI is the point at which the injury will no longer improve with continued care. WSI relies on the primary treating provider's accurate and timely designation of MMI to guide claim management.
- **Referral:** A primary treating provider may refer an injured employee for evaluation and/or treatment with another specialty (except mental health) without prior authorization from WSI.

myWSI

The [myWSI](#) online portal (mywsi.workforcesafety.com) is an easy, fast, and secure way medical providers connect with WSI. A provider can:

- Review bill status and processing information
- Obtain a remittance advice
- Submit a bill appeal
- Generate an overpayment recovery report
- Submit or appeal a prior authorization request
- Access documents regarding prior authorization, billing, or medical records
- Upload medical records
- Verify and update demographic information

Prior Authorization

Services may require prior authorization from either the claims adjuster or Utilization Review (UR) department as outlined in the [Prior Authorization Guide](#). Failure to obtain prior authorization will result in WSI denying reimbursement for the service. Prior authorization approval is not a guarantee of payment, as final liability and payment decisions are the responsibility of the claims adjuster managing the claim.

A provider must submit the prior authorization request in myWSI or via paper.

Fee Schedule

A provider should review the [WSI Fee Schedule](#) for information on reimbursement rates. For pricing methodology, payment parameters, billing requirements and reimbursement procedures, a provider may review the [Fee Schedule Guidelines](#).

800.777.5033 | workforcesafety.com/medical-providers

For over 100 years, we've cared for injured employees and promoted safe workplaces.

Quick Reference

NEW PROVIDERS



Billing

WSI accepts medical bills by Electronic Data Interchange (EDI) through Carisk Intelligent Clearinghouse. To establish a direct EDI connection, contact Carisk by email at cicinfo@cariskpartners.com or by phone at 888-238-4792.

If a practice currently uses a clearinghouse other than Carisk, contact that clearinghouse to check if an indirect connection can be established.

Bill Audit

WSI performs a prepayment audit of all medical bills and requires medical documentation to support each charge. For additional information, refer to WSI's Treatment and Documentation Policies (www.workforcesafety.com/medical-providers/treatment-documentation-policies).

Bill Appeal

To appeal a denied or reduced charge, either submit the appeal in myWSI or submit a [Medical Bill Appeal \(M6\) form](#) along with information supporting the reason for appeal.

Resources

A provider will also find useful information on our website, www.workforcesafety.com:

- [Lookup Claim](#)
- [Prior Authorization Guide](#)
- [Durable Medical Equipment \(DME\) Guide](#)
- [How to Read the WSI Remittance Advice](#)
- [Remittance Advice Reason Codes](#)

For the most current Medical Provider News, [sign-up](#).