



# TEXAS DEPARTMENT OF INSURANCE

## Division of Workers' Compensation - Medical Fee Dispute Resolution (MS-48)

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## MEDICAL FEE DISPUTE RESOLUTION FINDINGS AND DECISION

### GENERAL INFORMATION

**Requestor Name**

ACADIAN AMBULANCE SVC OF TEXAS

**Respondent Name**

SERVICE LLOYDS INSURANCE COMPANY

**MFDR Tracking Number**

M4-19-3482-01

**Carrier's Austin Representative**

Box Number 01

**MFDR Date Received**

March 19, 2019

### REQUESTOR'S POSITION SUMMARY

**Requestor's Position Summary:** "This bill is disputed for timely filing. This hospital transport was partially paid due to submitting initial bill with incorrect CPT code for Texas Jurisdiction. The bill was corrected and resubmitted followed by denials as 'exact duplicate service'. The 1<sup>st</sup> Corrected claim was rejected because the paid line items were 'struck out' by Acadian Ambulance to avoid duplicate processing while the CPT Code for mileage was circled. After making the necessary corrections and calling Service Lloyds, March 8, 2019 I was informed that they can only allow one reconsideration. I was than instructed to file a Medical Fee Dispute Resolution which I was not informed of this previously by Service Lloyds. At this time, Acadian Ambulance is appealing for mileage payment."

**Amount in Dispute:** \$73.68

### RESPONDENT'S POSITION SUMMARY

**Respondent's Position Summary:** "We have re-reviewed and stand on the prior denial for timely filing of a corrected claim. The corrected claim for DOS 5/18/18 provider changing the billed procedure code A0380 \$183.28 to A0425 \$183.28 was not received until 11/9/18 and should have been received by Carrier on or before 8/21/18 in order to be compliant with Rule 133.20 (b) Medical Billing Submission by Health Care Provider rule for 95 days from DOS."

**Response Submitted by:** AViDel

### SUMMARY OF FINDINGS

Dates of Service	Disputed Services	Amount In Dispute	Amount Due
May 18, 2018	A0425	\$73.68	\$0.00

### FINDINGS AND DECISION

This medical fee dispute is decided pursuant to Texas Labor Code §413.031 and applicable rules of the Texas Department of Insurance, Division of Workers' Compensation.

**Background**

1. 28 Texas Administrative Code §133.307 sets out the procedures for resolving medical fee disputes.
2. 28 Texas Administrative Code §133.20 sets out the medical bill submission procedures for health care providers.
3. 28 Texas Administrative Code §102.4 establishes rules for non-Commission communications.
4. Texas Labor Code §408.027 sets out the provisions related to payment of health care providers.
5. Texas Labor Code §408.0272 provides for certain exceptions to untimely submission of a medical claim.

6. The insurance carrier reduced payment for the disputed services with the following claim adjustment codes:
  - 29 – The time limit for filing has expired
  - 758 – Bill was not submitted timely in accordance with DWC Chapter 133
  - Note: Corrected claim provider changed all the CPT/HCPCS codes. Bill was not submitted timely in accordance with DWC Chapter 133

### **Issues**

1. What is the timely filing deadline applicable to the medical bills for the service(s) in dispute?
2. Did the requestor forfeit the right to reimbursement for the service(s) in dispute?

### **Findings**

1. The insurance carrier denied the disputed services with claim adjustment reason codes: “29 – The time limit for filing has expired”, “758 – Bill was not submitted timely in accordance with DWC Chapter 133”, and “Note: Corrected claim provider changed all the CPT/HCPCS codes. Bill was not submitted timely in accordance with DWC Chapter 133.”

28 Texas Administrative Code §133.20(b) requires that, except as provided in Texas Labor Code §408.0272, “A health care provider shall not submit a medical bill later than the 95th day after the date the services are provided.” Texas Labor Code §408.0272(b) provides that: Notwithstanding Section 408.027, a health care provider who fails to timely submit a claim for payment to the insurance carrier under Section 408.027(a) does not forfeit the provider's right to reimbursement for that claim for payment solely for failure to submit a timely claim if:

- (1) the provider submits proof satisfactory to the commissioner that the provider, within the period prescribed by Section 408.027(a), erroneously filed for reimbursement with: (A) an insurer that issues a policy of group accident and health insurance under which the injured employee is a covered insured; (B) a health maintenance organization that issues an evidence of coverage under which the injured employee is a covered enrollee; or (C) a workers' compensation insurance carrier other than the insurance carrier liable for the payment of benefits under this title; or
- (2) the commissioner determines that the failure resulted from a catastrophic event that substantially interfered with the normal business operations of the provider.

The requestor submitted insufficient documentation to support that any of the exceptions described in Texas Labor Code §408.0272 apply to the service(s) in this dispute. For that reason, the health care provider was required to submit the medical bill not later than 95 days after the date the disputed services were provided.

2. Texas Labor Code §408.027(a) states that “Failure by the health care provider to timely submit a claim for payment constitutes a forfeiture of the provider's right to reimbursement for that claim for payment.” 28 Texas Administrative Code §102.4(h) states that: “Unless the great weight of evidence indicates otherwise, written communications shall be deemed to have been sent on:

- (1) the date received, if sent by fax, personal delivery or electronic transmission or,
- (2) the date postmarked if sent by mail via United States Postal Service regular mail, or, if the postmark date is unavailable, the later of the signature date on the written communication or the date it was received minus five days. If the date received minus five days is a Sunday or legal holiday, the date deemed sent shall be the next previous day which is not a Sunday or legal holiday.”

Review of the submitted information finds insufficient documentation to support that a medical bill was submitted within 95 days from the date the service(s) were provided. Consequently, the requestor has forfeited the right to reimbursement due to untimely submission of the medical bill, pursuant to Texas Labor Code §408.027(a).

**Conclusion**

For the reasons stated above, the Division finds that the requestor has not established that additional reimbursement is due. As a result, the amount ordered is \$0.00.

***ORDER***

Based upon the documentation submitted by the parties and in accordance with the provisions of Texas Labor Code §413.031, the Division has determined that the requestor is entitled to \$0.00 reimbursement for the services in dispute.

**Authorized Signature**

		April 12, 2019
Signature	Medical Fee Dispute Resolution Officer	Date

***YOUR RIGHT TO APPEAL***

Either party to this medical fee dispute has a right to seek review of this decision in accordance with 28 Texas Administrative Code §133.307, effective May 31, 2012, *37 Texas Register 3833*, **applicable to disputes filed on or after June 1, 2012.**

A party seeking review must submit a **Request to Schedule a Benefit Review Conference to Appeal a Medical Fee Dispute Decision (form DWC045M)** in accordance with the instructions on the form. The request must be received by the Division within **twenty** days of your receipt of this decision. The request may be faxed, mailed or personally delivered to the Division using the contact information listed on the form or to the field office handling the claim.

The party seeking review of the MFDR decision shall deliver a copy of the request to all other parties involved in the dispute at the same time the request is filed with the Division. **Please include a copy of the *Medical Fee Dispute Resolution Findings and Decision*** together with any other required information specified in 28 Texas Administrative Code §141.1(d).

**Si prefiere hablar con una persona en español acerca de ésta correspondencia, favor de llamar a 512-804-4812.**