

Health Care Provider Quarterly Meeting

August 31, 2022

9:30 to 11 a.m.

Agenda Items

- Welcome
- Compliance and Investigations Update
- Designated Doctor Rules Update
- Introduction to Document Upload
- Medical Fee Dispute Update
- Q&A
- Closing

Welcome

Jeff Nelson, Commissioner
Division of Workers' Compensation

Compliance and Investigations Update

Debra Knight, Deputy Commissioner
Compliance and Investigations

CY2022 Complaints

CY2022 - Complaints

1,237 Complaints Received

21	Attendance
416	Communications
0	Fraud
395	Indemnity Benefit Delivery
286	Medical Benefit Delivery
78	Other
41	Quality of Care

1,255 Complaints Closed

388	Confirmed
330	DWC Education Complaint
537	Not Confirmed

Based on complaint data as of 8/15/2022

CY2022 – Complaints by Respondent Type

Type of complaint	Injured employee	Insurance carrier	Health care provider	Employer	Attorney	Other
Attendance	7	7	4	0	3	0
Communications	0	252	95	42	25	0
Indemnity benefits	1	378	14	1	1	0
Medical benefits	0	221	63	0	0	2
Quality of care	N/A	N/A	41	N/A	N/A	N/A
Other	2	37	8	28	1	2

Based on complaint data as of 8/15/2022

Health Care Provider Performance Based Oversight (PBO)

2023 Health Care Provider PBO

- The health care provider PBO methodology was published on July 26.
 - www.tdi.texas.gov//wc/pbo/documents/pbo2023hcp.pdf
- Work status reports (DWC Form-073) dated June 2022 through February 2023 and reports of medical evaluation (DWC Form-069) dated January 2023 through April 2023 will be assessed.
- Physician assistants and advance practice registered nurses may be selected.
- The weights for individual measures and overall scoring criteria for the regulatory tiers did not change when compared to the 2021 assessment.

2023 Health Care Provider PBO Get Ready

- Check and update your TXCOMP provider profile.
 - Contact txcomp.help@tdi.texas.gov, if you need help finding your profile or logging into your account
- Ensure that electronic copies of DWC Form-073 for the assessment period are readily available.
- Read through the 2023 Health Care Provider Methodology paper.
 - Contact PBO@tdi.Texas.gov, if you have questions about the assessment

2023 Health Care Provider PBO Schedule

- April 2023 - Health care providers selected for review will be asked to provide copies of DWC Form-073.
- Summer 2023 - Preliminary findings will be provided.
- December 2023 - Results will be published.

DWC Fraud & Prosecution Units

CY2022 – DWC Fraud Unit

751 fraud referrals received

58 fraud cases open*

71 fraud cases closed

2 fraud referrals for prosecution

**Based on data received as of 8/15/2022*

CY2022 – DWC Fraud & Prosecution Units

2 indictments

- 1 injured employee
- 1 employer

**Based on data received as of 8/15/2022*

CY2022 – DWC Fraud & Prosecution Units

4 convictions

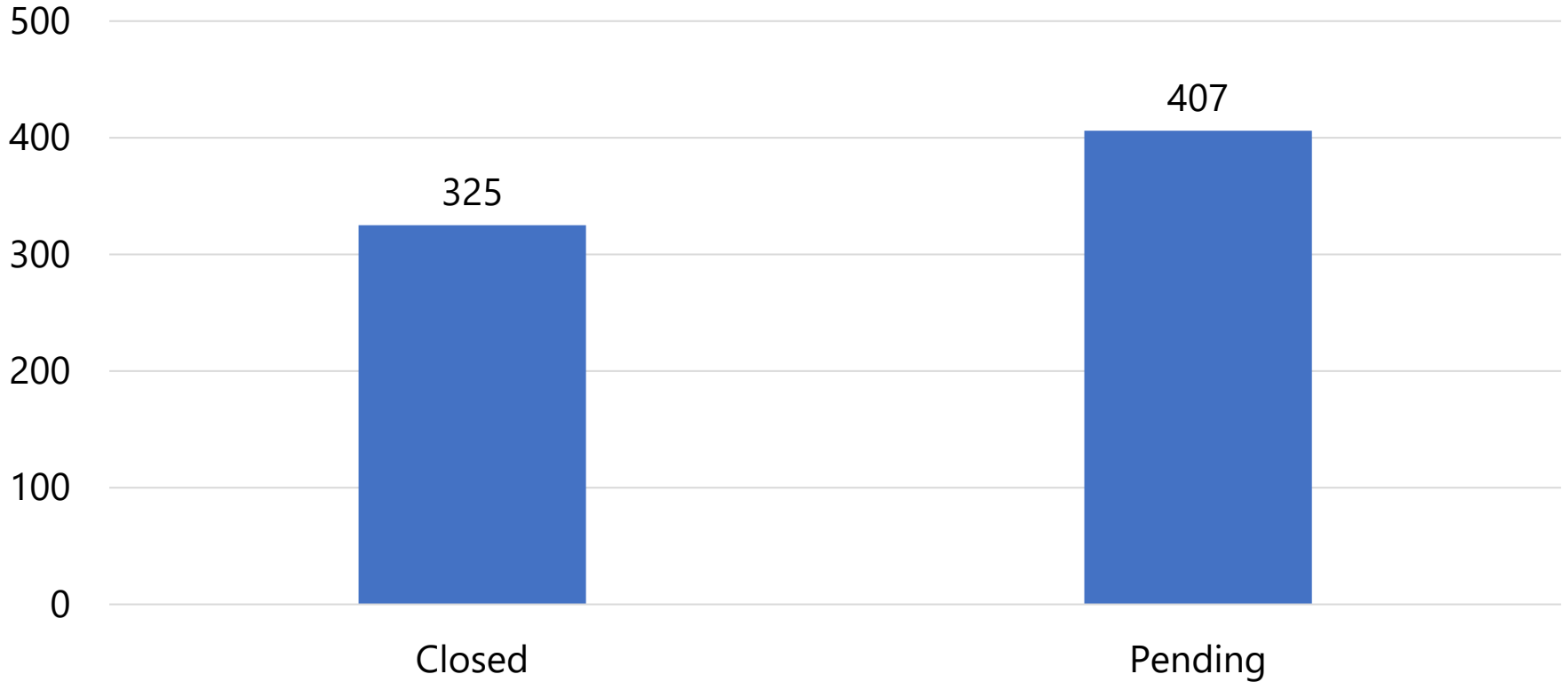
- 1 health care provider
- 1 injured employee
- 2 employers

**Based on data received as of 8/15/2022*

Enforcement Update

CY2022 Enforcement Case Status

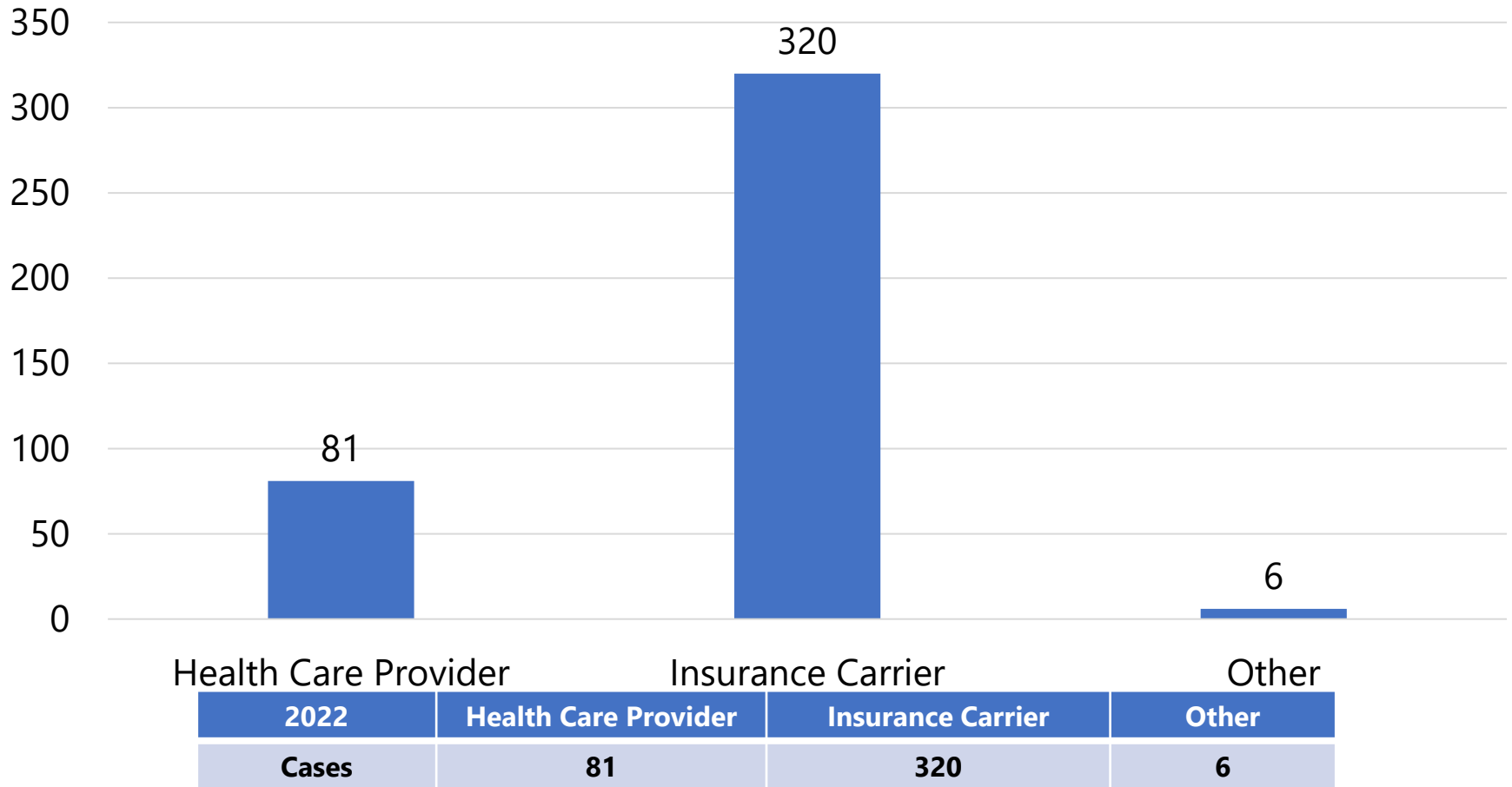
Based on enforcement data as of 8/3/2022



2022	Closed Cases	Pending Cases
Cases	325	407

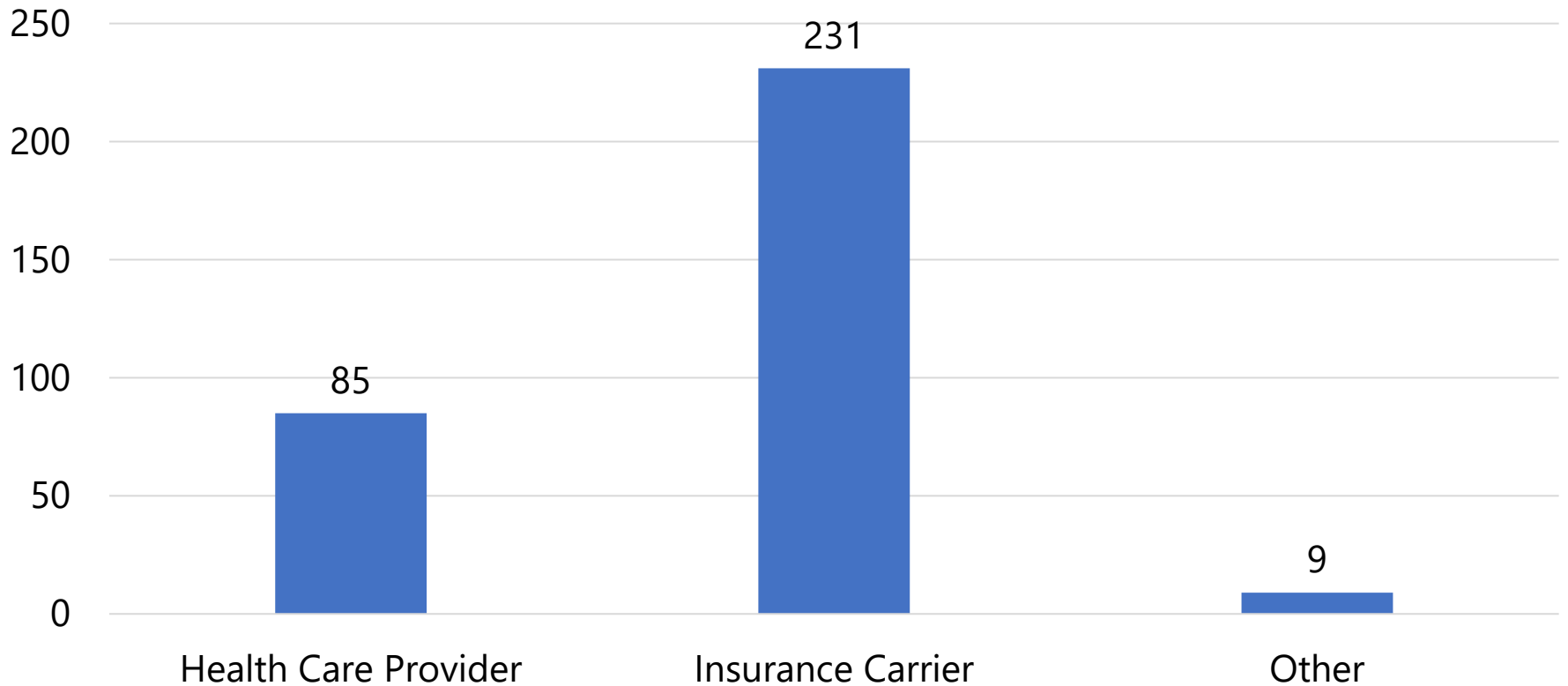
CY2022 Cases Pending by Subject Type

Based on enforcement data as of 8/3/2022



CY2022 Cases Closed by Subject Type

Based on enforcement data as of 8/3/2022

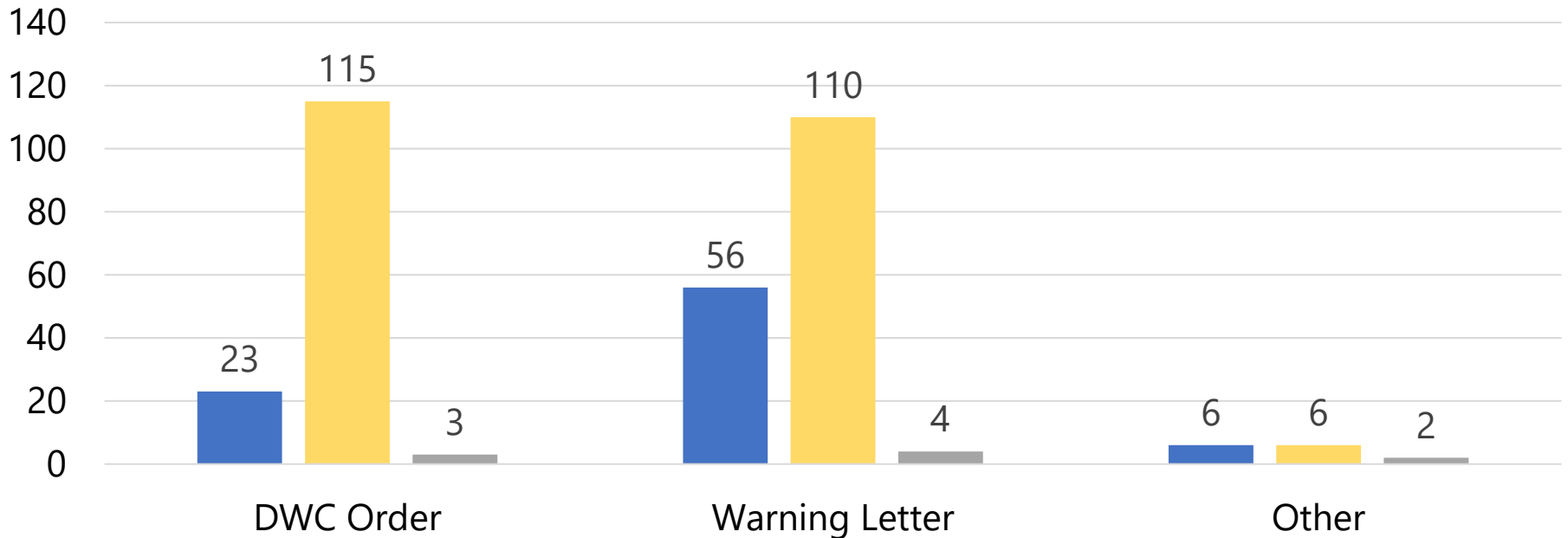


2021	Health Care Provider	Insurance Carrier	Other
Cases	85	231	9

CY2022 Cases Closed by Disposition Type

Based on enforcement data as of 8/3/2022

■ Health Care Provider ■ Insurance Carrier ■ Other



2022	Health Care Provider	Insurance Carrier	Other
DWC Order	23	115	3
Warning Letter	56	110	4
Other	6	6	2

DWC Enforcement Disciplinary Orders Link

www.tdi.texas.gov/wc/orders/index.html

Questions?

Designated Doctor Rules

Mary Landrum, Director
Designated Doctor Program

Questions?

Introduction to Document Upload

Martha Luévano, Director
Enterprise Automation Services (EAS)

File Online Coming Soon

- File forms and documents through TXCOMP.
- Get instant acknowledgement for your records.
- Available 24 hours a day.
- Technical specifications:
 - You must have a TXCOMP login,
 - accepts Word, Excel, PDF, and TIF files,
 - file size limit is 10MB,
 - compressed or zipped files are not accepted, and
 - multiple files uploaded at once must each have a unique name.

Forget the Fax, File Online!

- Go to TXCOMP www.tdi.texas.gov/wc/txcomp.html
- Log on.
 - No login? Select “Online Access Request” and follow the steps to create an “Upload Document User” profile.
- Look for “Upload Documents” on the TXCOMP Menu.
- Upload your forms and documents in the category that applies.
- Click on the submit button.
- View, print, and save your acknowledgment.

Upload Screen Sample

Medical Reports (DWC068, DWC069, DWC073 and Narrative)

Select Files...

1 Files selected

- *J Smith DWC 73 and Narrative.TIF* [Remove](#)

Hearings Documents or BRC Exchange

Select Files...

Contest Case Hearing Documents or Exhibits

Select Files...

Medical Fee Disputes (DWC060 and Attachments)

Select Files...

Any other DWC form

Select Files...

Any other document type

Select Files...

Submit

Reset

Tip: file names with a form number, document type, claim number, or employee name ensure DWC can process them as soon as possible.

Acknowledgment Sample

Texas Department of Insurance, Division of Workers' Compensation (DWC) TXCOMP Upload Document Acknowledgment

Filings that do not meet technical requirements will have an upload status of failed. This means, filings with a failed status have not been received by DWC.

Date and Time Received: 08/22/2022 03:26:16 PM
First Name: Jane
Last Name: Doe
Company Name: One Two Three Therapy

Filing ID	Document Category	Document File Name	Upload Status	Failure Reason
1403	MedRep	J Smith DWC 73 and Narrative.TIF	Passed	

Questions?

For help uploading documents,
email efilinghelp@tdi.texas.gov

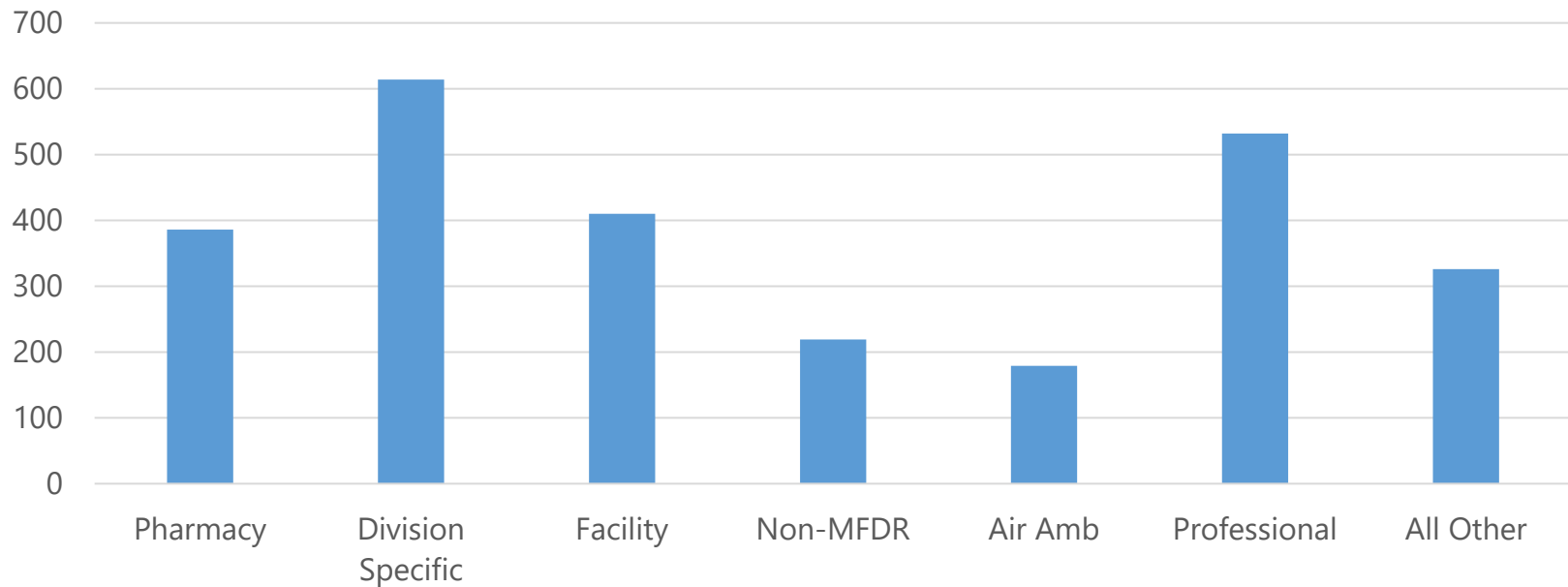
For help logging into TXCOMP,
email
TXCOMPHelp@tdi.texas.gov

Medical Fee Dispute Update

Greg Arendt, Director
Medical Fee Dispute

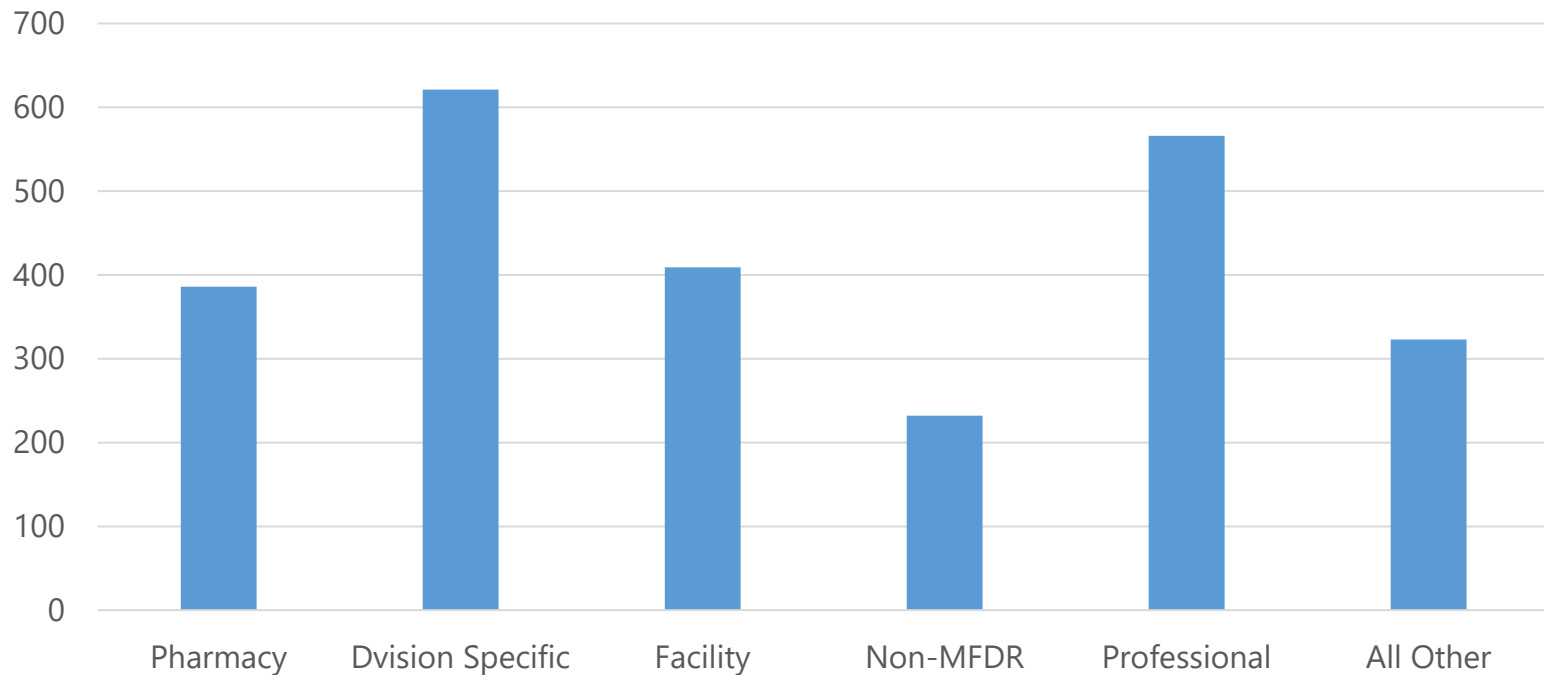
2,666 Disputes Received Fiscal Year 2022

FY 2022



Pharmacy	Division Specific	Facility	Non-MFDR Issues	Air Ambulance	Professional Services	All Other	Total
386	614	410	219	179	532	326	2666

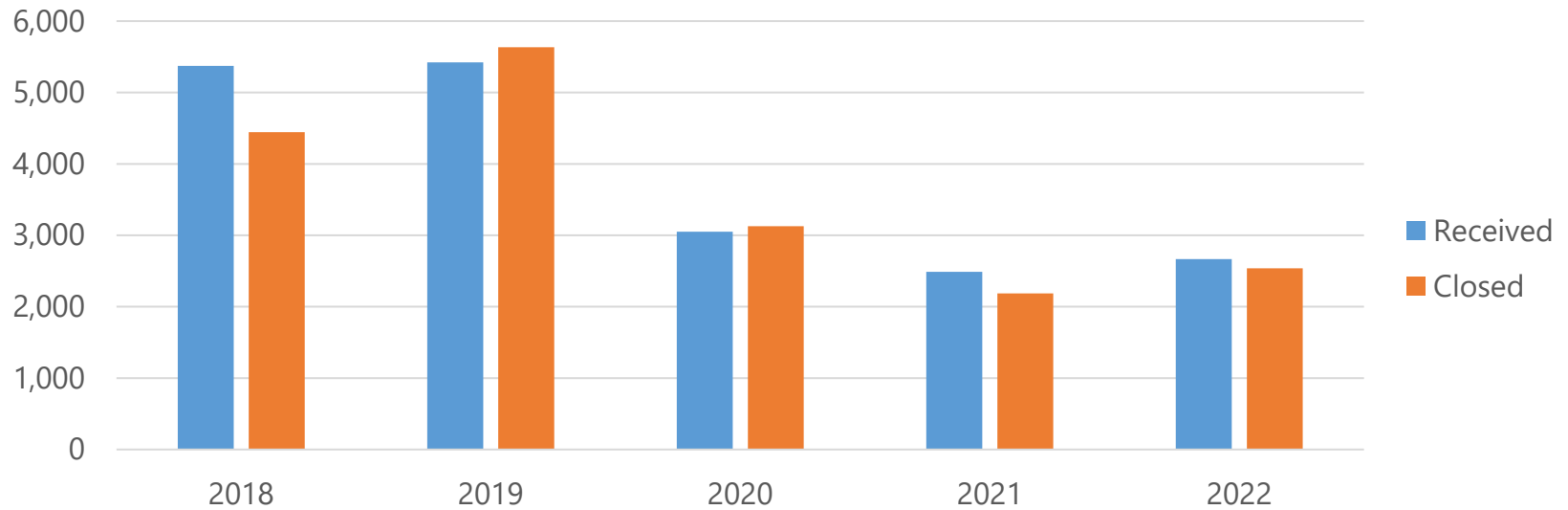
2,537 Disputes Closed Fiscal Year 2022



Pharmacy	Division Specific	Facility	Non-MFDR Issues	Professional Services	All Other	Total
386	621	409	232	566	323	2537

Disputes Received and Closed Per Year

Received and Closed Per Year



Year	2018	2019	2020	2021	2022
Received	5373	5421	3050	2488	2666
Closed	4444	5634	3128	2187	2537

MFDR Decision Search Tool

Medical Fee Dispute Resolution (MFDR) decisions - 2014 to present

Data in the table below can be filtered, sorted, and exported. See [search tips](#) for more details. Use [Google](#) to search published decisions by topic or keyword.

Show entries

Export

Print

Column Visibility

Search:

MFDR tracking number	Date recieved	Date issued	Requestor	Respondent
M4210611	12/02/2020	01/21/2021	BAYLOR SURGICARE OF PLANO	Valley Forge Insurance Co
M4210413	11/12/2020	12/03/2020	BAYLOR SURGICAL HOSPITAL	North American Specialty Insurance Co
M4210365	10/26/2020	01/06/2021	BAYLOR SURGICARE @BLUE STAR	Starr Indemnity & Liability Co
M4210302	10/19/2020	12/14/2020	BAYLOR SURGICARE AT PLANO PARK	LM Insurance Corp
M4210288	10/19/2020	11/18/2020	BAYLOR SURGICARE OF PLANO	LM Insurance Corp
M4210135	09/28/2020	11/02/2020	BAYLOR SURGICARE OF PLANO	Employers Preferred Ins Co
M4210089	09/17/2020	10/12/2020	BAYLOR SURGICARE OF PLANO	Hartford Casualty Insurance Co
M4203024	08/31/2020	10/05/2020	BAYLOR ORTHOPEDIC & SPINE HOSP	Texas Mutual Insurance Co
M4202975	08/21/2020	09/28/2020	BAYLOR SURGICARE AT MANSFIELD	Hartford Casualty Insurance Co
M4202826	07/31/2020	10/12/2020	BAYLOR SURGICARE AT MANSFIELD	Hartford Fire Insurance Co

Showing 1 to 10 of 164 entries (filtered from 15,891 total entries)

Previous **1** 2 3 4 5 ... 17 Next

Electronic Submission of Disputes

- Fax: 512-490-1044
- Encrypted email:
MedFeeDispute-Submission@tdi.texas.gov
- Secure File Transfer Protocol (SFTP)
 - To set up a SFTP box contact DWC at e-filinghelp@tdi.texas.gov.
 - For more information visit DWC's e-filing webpage at tdi.texas.gov/wc/carrier/efileoptions.html.

Reminders for Filing Disputes

- Use the most recent DWC Form-060, which can be downloaded on the TDI website.
- If you are submitting paper disputes only one copy is required.
- If you are delivering through a service or in person:
 - Division of Workers' Compensation, MC: HS-MFDR
 - Texas Department of Insurance
 - 1601 Congress Avenue, Suite 6.900
 - Austin, Texas 78701
- If using US Postal Service mail:
 - Texas Department of Insurance
 - Division of Workers' Compensation
 - PO Box 12050
 - Austin, TX 78711

Questions?

Closing

Jeff Nelson, Commissioner
Division of Workers' Compensation