



# 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**

SENTRIX PHARMACY AND DISCOUNT LLC

**Respondent Name**

SENTINEL INSURANCE COMPANY LTD

**MFDR Tracking Number**

M4-17-0139-01

**Carrier's Austin Representative**

Box Number 47

**MFDR Date Received**

September 19, 2016

### REQUESTOR'S POSITION SUMMARY

**Requestor's Position Summary:** "Sentrix Pharmacy and Discount, LLC (the 'Pharmacy') requests for the services rendered to [injured employee] on 6/16/16. The service rendered was the filling and dispensing of prescription medication. The claim(s) in question were properly submitted pursuant to the Pharmaceutical Benefits rules codified in 28 Texas Administrative Code (TAC) §134.500 through §134.550.

The insurance carrier, Hartford failed to take final action within the 45-day period set forth in TAC §134.240 [sic]. Specifically the claim was submitted on 6/16/16 and it was received by the provider on 6/20/16 (as verified by the attached proof of delivery) and no action was taken on the claim. Sentrix made a good faith effort to notify the carrier of their failure to respond to the bill on 8/4/16 and it was received by the provider on 8/15/16 (as verified by the attached proof of delivery). Again, no action was taken on the claim."

**Amount in Dispute:** \$2,568.98

### RESPONDENT'S POSITION SUMMARY

**Respondent's Position Summary:** "Per review of medical fee dispute by Drug Review Nurse, the bill was denied. The Drug review faxed a letter on 10/6/16 requesting additional information to process the bill. We received no response from the provider."

**Response Submitted by:** The Hartford, 300 S State St, Syracuse, NY 13202

### SUMMARY OF FINDINGS

Dates of Service	Disputed Services	Amount In Dispute	Amount Due
June 16, 2016	Pharmacy services – Compound 240 Grams	\$2,568.98	\$2,568.98

### 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 §133.240 sets out the procedure for medical bill processing by the workers' compensation insurance carrier.
3. 28 Texas Administrative Code §134.502 sets out the procedures for pharmaceutical benefits.
4. 28 Texas Administrative Code §134.503 sets out the reimbursement for pharmacy services.
5. Texas Labor Code §408.027 sets out provisions related to payment of health care providers.
6. No explanation of benefits were found in the documentation.

## Issues

1. Did Hartford (Sentinel Insurance Company LTD), reduce or deny the disputed services not later than the 45<sup>th</sup> day after receiving the medical bill?
2. Is the requestor entitled to additional reimbursement?

## Findings

This medical fee dispute was filed by health care provider Sentrix Pharmacy and Discount, LLC on September 19, 2016. Sentrix Pharmacy and Discount LLC (Sentrix) on its table of disputed services asserts that it was not paid by Hartford (Sentinel Insurance Company LTD) for the compound it dispensed to a covered injured employee on June 16, 2016.

1. Sentrix contends that Hartford (Sentinel Insurance Company LTD) "...failed to take final action within the 45-day period set forth in TAC §134.240[sic]." Furthermore, in its reconsideration request, Sentrix also alleges that "Sentrix has not ... received any sort of notification or EOBR."

According to Texas Labor Code Sec. 408.027 (b) Hartford (Sentinel Insurance Company LTD) was required to pay, reduce or deny the disputed services not later than the 45<sup>th</sup> day after it received the medical bill from Sentrix. Corresponding 28 Texas Administrative Code §133.240 also required Hartford (Sentinel Insurance Company LTD) to take final action by issuing an explanation of benefits not later than the statutorily-required 45<sup>th</sup> day.

The following evidence supports that Hartford (Sentinel Insurance Company LTD) initially received the medical bill for the services in dispute on June 20, 2016.

- A copy of a certified mail receipt dated June 16, 2016, number 9414 8118 9956 3277 8503 77 addressed to The Hartford agent of Sentinel Insurance Company LTD.
- A copy of a corresponding USPS tracking printout indicating that The Hartford agent of Sentinel Insurance Company LTD received certified mail number 9414 8118 9956 3277 8503 77 on Monday, June 20, 2016.

Although there is evidence that Hartford (Sentinel Insurance Company LTD) received a medical bill for the service in dispute on June 20, 2016, Hartford (Sentinel Insurance Company LTD) failed to timely take the following actions:

Rule §133.240 (a) An insurance carrier **shall take final action** [emphasis added] after conducting bill review on a complete medical bill...**not later than the 45<sup>th</sup> day** [emphasis added] after the insurance carrier received a complete medical bill."

Rule §133.240 (e) The insurance carrier **shall send the explanation of benefits** in accordance with the elements required by §133.500 and §133.501 of this title...The explanation of benefits shall be sent to:

- (1) the health care provider when the insurance carrier makes payment or denies payment on a medical bill...

Furthermore, Hartford’s (Sentinel Insurance Company LTD) failure to timely issue an explanation of benefits to Sentrix Pharmacy creates a waiver of defenses that The Hartford raised in its response to medical fee dispute resolution. According to Rule §133.307 (d)(2)(F):

28 Texas Administrative Code §133.307 (d)(2)(F) The [carrier’s] response shall address only those denial reasons presented to the requestor prior to the date the request for MFDR was filed with the division and the other party. Any new denial reasons or defenses raised shall not be considered in the review.

The Division concludes that Hartford’s (Sentinel Insurance Company LTD) failure to timely issue an appropriate explanation of benefits creates a waiver of any new defenses presented in its response to medical fee dispute. Absent any evidence to the contrary, the Division finds that the services in dispute are eligible for payment.

2. Rule at 28 Texas Administrative Code §134.503 applies to the compound in dispute and states, in pertinent part:

(c) The insurance carrier shall reimburse the health care provider or pharmacy processing agent for prescription drugs the lesser of:

- (1) the fee established by the following formulas based on the average wholesale price (AWP) as reported by a nationally recognized pharmaceutical price guide or other publication of pharmaceutical pricing data in effect on the day the prescription drug is dispensed:
  - (A) Generic drugs:  $((\text{AWP per unit}) \times (\text{number of units}) \times 1.25) + \$4.00$  dispensing fee per prescription = reimbursement amount;
  - (B) Brand name drugs:  $((\text{AWP per unit}) \times (\text{number of units}) \times 1.09) + \$4.00$  dispensing fee per prescription = reimbursement amount;
  - (C) When compounding, a single compounding fee of \$15 per prescription shall be added to the calculated total for either paragraph (1)(A) or (B) of this subsection; or
- (2) notwithstanding §133.20(e)(1) of this title (relating to Medical Bill Submission by Health Care Provider), the amount billed to the insurance carrier by the:
  - (A) health care provider; or
  - (B) pharmacy processing agent only if the health care provider has not previously billed the insurance carrier for the prescription drug and the pharmacy processing agent is billing on behalf of the health care provider.

The compound in dispute was billed by listing each drug included in the compound and calculating the charge for each drug separately as required by 28 Texas Administrative Code §134.502 (d)(2).

Each ingredient is listed below with its corresponding reimbursement amount as applicable.

Ingredient	NDC & Type	Price Gm	Total Gm	AWP Formula §134.503(c)(1)	Billed Amount §134.503(c)(2)	Lesser of (c)(1) and (c)(2)
Salt Stable LS Base	00395602157 Generic	\$3.36	145.92	$(\$3.36 \times 145.92) \times 1.25 = \$612.86$	\$490.29	\$490.29
Baclofen	38779038808 Generic	\$35.630	9.6	$(\$35.630 \times 9.6) \times 1.25 = \$427.58$	\$342.05	\$342.05
Amantadine	38779041109 Generic	\$24.225	19.2	$(\$24.225 \times 19.2) \times 1.25 = \$581.40$	\$465.12	\$465.12

Clonidine	38779056105 Generic	\$206.625	0.48	$(\$206.65 \times 0.48) \times 1.25 = \$123.98$	\$93.48	\$93.48	
Dimethy Sulfoxide	38779061409 Generic	\$1.24	12	$(\$1.24 \times 12) \times 1.25 = \$18.60$	\$14.88	\$14.88	
Amitriptyline	58597800308 Generic	\$19.15	4.8	$(\$19.15 \times 4.8) \times 1.25 = \$114.90$	\$91.92	\$91.92	
Gabapentin	58597801407 Generic	\$62.84	12	$(\$62.84 \times 12) \times 1.25 = \$942.60$	\$754.08	\$754.08	
Ketoprofen	58597801707 Generic	\$10.97	24	$(\$10.97 \times 24) \times 1.25 = \$329.10$	\$263.28	\$263.28	
Lidocaine	58597802007	\$4.49	12	$(\$4.49 \times 12) \times 1.25 = \$67.35$	\$53.88	\$53.88	
NA	NA	NA	NA	\$15.00 fee	\$0	\$0	
Total			240	Total			\$2,568.98

The total reimbursement is therefore \$2,568.98. This amount is recommended.

### **Conclusion**

For the reasons stated above, the Division finds that the requestor has established that reimbursement is due. As a result, the amount ordered is \$2,568.98.

### ***ORDER***

Based on the submitted information, pursuant to Texas Labor Code Sec. 413.031 and 413.019 (if applicable), the Division has determined that the requestor is entitled to additional reimbursement for the services in dispute. The Division hereby ORDERS the respondent to remit to the requestor the amount of \$2,568.98, plus applicable accrued interest per 28 Texas Administrative Code §134.130, due within 30 days of receipt of this Order.

### **Authorized Signature**

Signature	Medical Fee Dispute Resolution Officer	Date
		11/10/2016

### ***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, 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.**