



## Medical Fee Dispute Resolution Findings and Decision General Information

**Requester Name**

Methodist Health System

**Respondent Name**

Texas Mutual Insurance Company

**MFDR Tracking Number**

M4-25-1964-01

**Carrier's Austin Representative**

Box Number 54

**MFDR Date Received**

April 22, 2025

### Summary of Findings

Dates of Service	Disputed Services	Amount in Dispute	Amount Due
November 8, 2024	Emergency visit	\$2,601.41	\$0.00

### Requester's Position

"Requesting review of timely and network auth denial."

**Amount in Dispute:** \$2,601.41

### Respondent's Position

"Texas Mutual on 03/12/2025 received the bill from Methodist Dallas Medical Center for dates of service 11/08/2024 through 11/10/2024. The bill was 122 days old. ...The health care provider was notified on 11/25/2024 of workers' compensation coverage. ...The rationale given by the requestor for the late bill is not consistent with the Rule above. Additionally, as of today, April 30, 2025, no appeal has been received from Methodist Dallas Medical Center for the dates of service in question in accordance with rule 133.307(c)(2)(j). Our position is that no payment is due."

**Response Submitted by:** Texas Mutual Insurance Company

# Findings and Decision

## Authority

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

## Statutes and Rules

1. [28 Texas Administrative Code \(TAC\) §133.307](#) sets out the procedures for resolving medical fee disputes.
2. [28 TAC §133.20](#) sets out requirements of medical bill submission.
3. [28 TAC §102.4](#) details the general rules for Non-Division Communication.
4. [Texas Labor Code 408.0272](#) sets out the workers compensation timely billing and exceptions guidelines.

## Denial Reasons

The insurance carrier denied the disputed services with the following claim adjustment codes.

- CAC-P12 – Workers' compensation jurisdictional fee schedule adjustment.
- CAC-197 – Precertification/authorization/notification absent.
- CAC-29 – The time limit for filing has expired.
- 714 – Accurate license, CPT/HCPCS, NDC#, dates, units, days supply, modifiers are required. Submit corrections w/l 95 days from DOS.
- 731 – Per 133.20(B) provider shall not submit a medical bill later than the 95<sup>th</sup> day after the date the service.
- 746 – Routine labs (drug/alcohol, etc.) tests for emplyr & as part of emplyr policy are not reimbursable by the carrier.
- 786 – Denied for lack of preauthorization or preauthorization denial in accordance with the network contract.

## Issues

1. Did the requester support timely submission of medical claim?

## Findings

1. The requester is seeking reimbursement for outpatient hospital services rendered in November of 2024. The insurance carrier denied the claim for untimely submission. In the response to MFDR the respondent affirms the untimely denial in their position statement.

DWC Rule 28 TAC §102.4 (h) Unless the great weight of evidence indicates otherwise, written communications will 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 through 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 must be the next previous day that is not a Sunday or legal holiday.

DWC Rule 28 TAC §133.20 (b) states in pertinent part,

(b) Except as provided in Labor Code §408.0272(b), (c) or (d), 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) states in pertinent part,

(b) Notwithstanding Section 408.0272, a health care provider who fails to timely submit a claim for payment to the insurance carrier under Section 408.0272(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;
- (2) the commissioner determines that the failure resulted from a catastrophic event that substantially interfered with the normal business operations of the provider.

Review of the submitted documentation found the greater weight of evidence (date of audit by Texas Mutual) was April 10, 2025. This date is beyond 95 days of the date of service. The insurance carrier's denial for untimely submission is upheld.

Additionally, DWC finds there is insufficient information to support an exception described above. No payment is recommended.

Conclusion

The outcome of this medical fee dispute is based on the evidence presented by the requester and the respondent at the time of adjudication. Though all evidence may not have been discussed, it was considered.

DWC finds the requester has not established that reimbursement is due.

### Order

Under Texas Labor Code §§413.031 and 413.019, DWC has determined the requester is entitled to \$0.00 reimbursement for the disputed services.

### Authorized Signature

_____	_____	July 9, 2025
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 under 28 TAC §133.307, which applies to disputes filed on or after **June 1, 2012**.

A party seeking review must submit DWC Form-045M, *Request to Schedule, Reschedule, or Cancel a Benefit Review Conference to Appeal a Medical Fee Dispute Decision (BRC-MFD)* and follow the instructions on the form. You can find the form at [www.tdi.texas.gov/forms/form20numeric.html](http://www.tdi.texas.gov/forms/form20numeric.html). DWC must receive the request within **20 days** of when you receive this decision. You may fax, mail, or personally deliver your request to DWC using the contact information on the form or the field office handling the claim. If you have questions about DWC Form-045M, please call CompConnection at 1-800-252- 7031, Option 3, or email [CompConnection@tdi.texas.gov](mailto:CompConnection@tdi.texas.gov).

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

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