



Medical Fee Dispute Resolution Findings and Decision

General Information

Requester Name

Providence Memorial Hospital
Tenet Hospitals Limited

Respondent Name

State Office of Risk Management

MFDR Tracking Number

M4-26-0013-01

Carrier's Austin Representative

Box Number 45

DWC Date Received

September 3, 2025

Summary of Findings

Dates of Service	Disputed Services	Amount in Dispute	Amount Due
October 14, 2024	250	\$0.00	\$0.00
October 14, 2024	81025	\$0.00	\$0.00
October 14, 2024	70450	\$416.66	\$0.00
October 14, 2024	71250	\$0.00	\$0.00
October 14, 2024	72125	\$0.00	\$0.00
October 14, 2024	72131	\$0.00	\$0.00
October 14, 2024	96372	\$0.00	\$0.00
October 14, 2024	99285-25	\$1132.76	\$0.00
October 14, 2024	J1885	\$0.00	\$0.00
	Total	\$1549.42	\$0.00

Requester's Position

"We have received the denial for timely filing. The claim was billed within 95 days allotted time from discharge (10/14/2024). The claim was mailed on 11/25/2024 and later returned for missing the state license number. The claim was updated and resent again on 2/20/2025. Please review the attached documentation as proof of timely filing and reconsider payment."

Amount in Dispute: \$1549.42

Respondent's Position

"The Office processed the medical bill following the Division's payment and processing policies. There is no evidence in the dispute packet to support the two criteria outlined in Texas Labor Code §408.0272(b),(c), or (d) to apply toward an exception to timely filing a medical bill within 95 days from the date of service."

Response Submitted by: SORM

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.

- 29 – The time limit for filing has expired.

Issues

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

Findings

1. The requester is seeking reimbursement of outpatient emergency room services rendered in October of 2024. The insurance carrier denied the services stating the medical bill was not submitted within 95 days of the date of service.

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 submit a timely 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 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 the insurance carrier returned the bill as incomplete on the following dates.

- Bill received by carrier December 9, 2024. Returned to provider as submitted medical bill was missing attending provider's name and identifiers.
- Bill received by carrier January 29, 2025. Returned to provider February 6, 2025 for missing Texas Medical License.
- Claim received by carrier February 25, 2025. Denied as filing deadline expired.
- Request for reconsideration received by carrier on April 7, 2025. Returned to the provider for missing information.
- Bill received by the carrier May 30, 2025. Claim returned June 5, 2025 for missing information.

DWC finds there is insufficient information to support any of the exceptions 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 Tenet Hospitals Limited has not established that reimbursement of \$1549.42 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

		September 18, 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. 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.

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 1-800-252-7031, opción 3 o correo electronico CompConnection@tdi.texas.gov.