



# COHE BEST PRACTICES

All fee schedule rates are paid at 90% for PACs

## Best Practice 1

### Completion of L&I "Report of Accident" (ROA)

- Complete Provider Portion of ROA.
- Fax within 2 business days to L&I: **855.222.4652** or **360.902.5126**.
- **Billing Code: 1040M**      **Fee Schedule Reimbursement:**

	<u>Faxed Form</u>	<u>Web Filed</u> <sup>1</sup>
ROA Received by L&I within <b>2 business</b> days from 1 <sup>st</sup> medical visit	<b>\$61.63</b> <sup>2</sup>	<b>\$71.63</b>
ROA Received by L&I 3-5 business days from 1 <sup>st</sup> medical visit	\$41.09	\$51.09
ROA Received by L&I 6-8 business days from 1 <sup>st</sup> medical visit	\$31.09	\$41.09
ROA Received by L&I 9 or more business days from 1 <sup>st</sup> medical visit	\$21.09	\$31.09

## Best Practice 2

### Completion of "Activity Prescription Form" (APF)

- Complete this form during first visit and any follow-up visits where there are changes in work status, physical capacities or treatment, up to RTW without restrictions.  
Direct entry and fillable form: [www.lni.wa.gov/ClaimsIns/Providers/Claims/ActivityRX/submitting.asp](http://www.lni.wa.gov/ClaimsIns/Providers/Claims/ActivityRX/submitting.asp)
- Provide a photocopy to injured worker at each instance.
- Fax to LNI: **360.902.4567**
- **Billing Code: 1073M**      **Fee Schedule Reimbursement \$53.41**

## Best Practice 3

### Provider-to-Employer Phone Call

- Make notation on APF when contacting the employer on first visit or any subsequent communication; documentation must be made in SOAP-ER notes.
- **Billing Codes:**

	Non-Facility	Facility
<b>99441-32</b> Brief Conversation (5-10 min)	\$26.54	\$23.95
<b>99442-32</b> Intermediate discussing/resolving RTW issues (11-20 min)	\$49.85	\$47.26
<b>99443-32</b> Complexity and/or Duration (21-30 min)	\$73.80	\$71.21
<b>99444-32</b> Physician secure online communication	\$46.97	\$44.50
<b>98966-32</b> Non-physician brief conversation (5-10 min)	\$26.54	\$23.95
<b>98967-32</b> Non-physician intermediate conversation (11-20 min)	\$49.85	\$47.26
<b>98968-32</b> Non-physician complex conversation (21-30 min)	\$73.80	\$71.21
<b>98969-32</b> Non-physician secure online communication	\$46.97	\$44.50

Use -32 modifier for all calls or conversations to employers

## Best Practice 4

### Barriers to Return to Work (RTW) Assessment

- Completed at the 4<sup>th</sup> week of time loss or if a modified return-to-work attempt has failed.
- The assessment must be documented in a detailed SOAP-ER note, and must include an action plan to address barriers.
- COHE provides a checklist to use as a guide, but it is not the reimbursable service.
- Fill out the "COHE Barriers to Return to Work Checklist" and **fax to COHE** at **1.866.853.0137** for a Health Services Coordinator to assist provider with action plan for RTW and/or treatment.
- **Billing Code: 1068M**

<b>Fee Schedule Reimbursement:</b>	<u>Non-Facility</u>	<u>Facility</u>
	<b>\$161.29</b>	<b>\$113.91</b>

\* L&I Codes: Medical Aid Rules & Fee Schedules, Dept. of L&I, State of WA July 1, 2019, CPT© Codes copyright of 2017 American Medical Association.

<sup>1</sup> File Fast Web filing \$10 incentive is to encourage adoption of web reporting.

<sup>2</sup> Reimbursement amount is based on the date the health care provider includes in box 15b of the ROA (this exam date). If that box is blank, the payment system will use box 3 (Date you first saw patient for this condition). If both boxes are blank, payment will automatically revert to lowest reimbursement amount because there must be dates in order for the payment system to calculate any incentives.

<sup>3</sup> Direct entry and fillable form: <http://www.lni.wa.gov/ClaimsIns/Providers/Claims/ActivityRX/submitting.asp>



**Provider call to or from Health Services Coordinator or Consulting Physician for issues involving the claim**

- Document of the phone call must be document in the SOAP-ER notes.
- **Billing Codes:**

		Non-Facility	Facility
<b>99441</b>	Brief Conversation (5-10 min)	\$26.54	\$23.95
<b>99442</b>	Intermediate discussing/resolving RTW issues (11-20 min)	\$49.85	\$47.26
<b>99443</b>	Complexity and/or Duration (21-30 min)	\$73.80	\$71.21
<b>99444</b>	Physician secure online communication	\$46.97	\$44.50
<b>98966</b>	Non-physician brief conversation (5-10 min)	\$26.54	\$23.95
<b>98967</b>	Non-physician intermediate conversation (11-20 min)	\$49.85	\$47.26
<b>98968</b>	Non-physician complex conversation (21-30 min)	\$73.80	\$71.21
<b>98969</b>	Non-physician secure online communication	\$46.97	\$44.50

DO NOT use -32 modifier for all calls or conversations to HSCs or Consulting Physicians

**Communicating with L&I through the fax or mail (including chart notes)**

- Include the L&I Claim Number on the top of all documents.
- Send your medical reports and/or chart notes separately from your bills. Sending this information with your bills may delay or even prevent the delivery to the claim manager.
- Make sure the required documentation (reports, chart notes, etc.) is faxed or mailed to the correct location. L&I may deny or reduce payment if the required documentation is not provided or the level or type of service does not match the procedure code billed.

**COHE Providers are encouraged to FAX all documents or use FileFast**

- The ROA should be faxed to L&I’s dedicated line for COHE at: **1.855.222.4652**.
- You may use FileFast to file the ROA online and received enhanced reimbursement.  
(visit [www.lni.wa.gov/ORLI/ECS/FileFast.asp](http://www.lni.wa.gov/ORLI/ECS/FileFast.asp) for more info)
- Correspondence, reports and chart notes (in SOAP-ER format), and claim-related documents and other bills can be faxed to L&I at **360.902.4567**.

If you prefer to mail:

	Document Type	Where to mail claim information or billing documents
<b>Reports &amp; Chart Notes</b>	<b>Report of Industrial Injury or Occupational Disease (ROA)</b> Fax: 800.941.2976	Department of Labor & Industries PO Box 44299 Olympia, WA 98504-4299
	<b>Correspondence:</b> Reports and chart notes (in SOAP-ER format) and claim-related documents other than bills	Department of Labor & Industries PO Box 44291 Olympia, WA 98504-4291
<b>Billing Documents</b>	<b>Provider Account Information including updates</b>	Department of Labor & Industries PO Box 44261 Olympia, WA 98504-4261
	<b>All bills and Adjustments</b>	Department of Labor & Industries PO Box 44269 Olympia, WA 98504-4269
	<b>Refunds</b> (attach copy of remittance advice)	Department of Labor & Industries PO Box 44835 Olympia, WA 98504-4835

Contact your COHE representative at:

**COHE Community of Eastern Washington**  
 509.456.3222 - office      711 S. Cowley St.  
 866.247.2643 - toll free      Spokane, WA 99202  
 509.456.6818 – fax      [www.gocohe.com](http://www.gocohe.com)