



# **BWC certification, recertification, and provider record maintenance**

BWC enrolls and certifies a health-care provider to render care for Ohio's injured workers. A BWC-certified provider is a credentialed provider whom we've approved to participate in the Health Partnership Program (HPP) and who has signed a provider agreement with BWC.



## **How do I join BWC as a provider?**

Complete and submit the Application for [Provider Enrollment and Certification](#) (MEDCO-13) along with all required documentation. We will review the information to ensure you meet the minimum certification criteria as defined in [Ohio Administrative Code \(OAC\) 4123-6-02.2](#). Providers must meet all licensing, certification, and accreditation requirements necessary to provide services. We base other minimum credentials on provider type. If you meet all the credentialing criteria and sign the provider agreement of the application, we'll certify you. You may apply online or by using the paper form, and your effective date will allow reimbursement for services prior to our processing date.

## **Do all providers become BWC certified?**

Not all providers are eligible to become certified. We generally place these providers in our non-medical service provider categories. They must complete the [Application for Provider Enrollment- Non Certification](#) (MEDCO-13A). Note: Provider group practices enroll with this application and must provide the list of current certified providers working with them.

## **Do I need to be BWC certified to see injured workers and receive reimbursement?**

To treat and be eligible for reimbursement, per [OAC 4123-6-10](#) (except for emergencies, initial visits, or as otherwise defined), injured workers must see a BWC-certified provider.

## **How long does the enrollment/certification process take?**

Generally, allow four to six weeks after we receive the required information.

## **If a provider works for, or changes from one group practice or employer to another, does their provider number and certification status change?**

A servicing provider keeps their individual provider number and certification status regardless of changes in their employment with group practices. In addition, we do not systematically link providers to practices; however, we do ask for address updates to be made to show all current practice locations in their enrollment record. A new application does not need to be submitted.

## **If our group practice has more than one provider office location, does each location need to enroll?**

If all group practice locations have the same tax ID

and same National Provider Identifier (NPI), one application listing all locations is submitted. If different locations under the same tax ID have different NPIs, each physical location must enroll using the [MEDCO-13A](#) application as a provider group practice.

### What is BWC's recertification process?

We notify providers when it's time to renew their credentials and sign a new provider agreement to remain BWC-certified in our network. Providers who can recertify but do not are not payable by BWC. However, we can reimburse these providers if they meet certain exception criteria, such as initial or emergency care situations.

### When do I need to recertify?

We may recertify providers every one to three years. We'll send you a notice when we need to recertify you. The original signed provider agreement is valid until we or the provider cancels it, or the certification lapses.

### If a provider's certification lapses, will BWC pay billing from them?

We will deny bills from lapsed providers. However, once the provider supplies an application to us to recertify, and it is approved we will update the provider number and remove the lapsed period. Once recertified, resubmit the bills for payment.

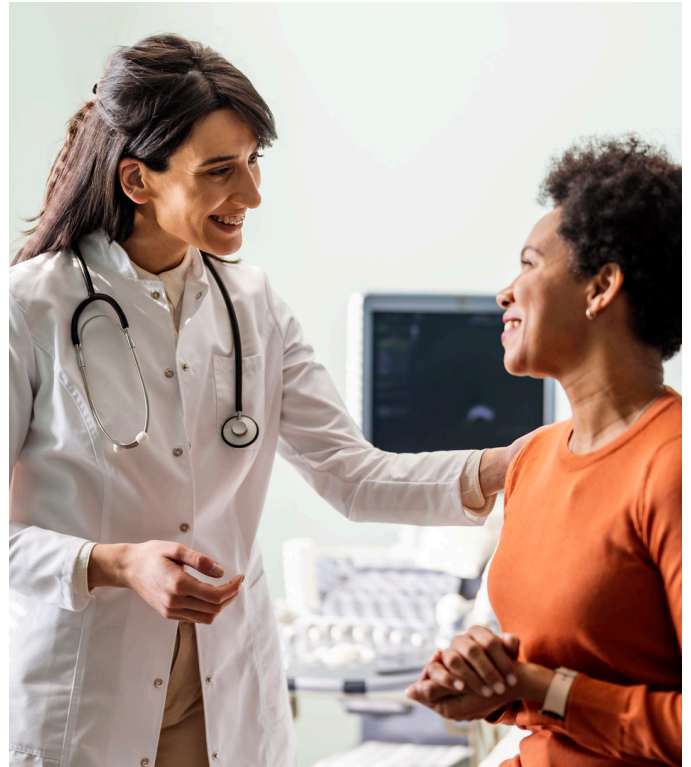
### Are BWC providers 'linked' to facility provider numbers where they work?

No, we do not link this in our database. Certified providers may work for more than one employer. For billing, you must identify yourself as the treating provider. We will process payments to the payee number listed on your billing invoice.

### How do I notify BWC of changes to my provider information?

As a certified provider, you agree to update us within 30 days of any changes in your provider information. To update business/address changes, complete the

[Request to Change Provider Information](#) (MEDCO-12) or do so by logging in to our provider portal to make updates. It is important to keep your individual record address information updated to get your recertification notice, regardless of where your payment goes. If we have the wrong addresses on file for you, you risk missing your recertification notice.



### How can injured workers find you once you are BWC certified?

We list all BWC-certified providers, along with group practices, in our website [Provider look-up](#). We also list whether you are accepting new patients by your response on your application. If your certification lapses, we remove your name from the website until you recertify.

If you have questions, please email [feedback.medical@bwc.ohio.gov](mailto:feedback.medical@bwc.ohio.gov).