

FAQ for Vocational Rehabilitation Provider Fee Schedule effective October 1, 2020

Q1. BWC listed all the current vocational rehabilitation case manager (VRCM) codes for phone calls and emails, specifically W3000-W3006, W3200-W3206 and Z3000-Z3006 as expiring on September 30, 2020. BWC listed new codes for phone calls and emails as W3007, W3207 and Z3007. Do the new codes replace all the current codes?

A1. Yes. For dates of service on or after October 1, 2020, providers will use the new codes as follows:

Phone calls and emails:

- W3007 instead of W3000-W3006;
- W3207 instead of W3200-W3206; and
- Z3007 instead of Z3000-3006.

For meetings:

- W3017 instead of W3010-W3016;
- W3217 instead of W3210-W3216; or
- Z3017 instead of Z3010-Z3016.

Q2. Will a BWC certified vocational rehabilitation case manager (VRCM) with a CRC need a new provider number to provide Career Counseling?

A2. No, your existing provider number and enrollment will permit the provision of career counseling as of October 1, 2020. When acting as the assigned VRCM, career counseling is billed using the VRCM case management codes. When the CRC is not the assigned VRCM, the service is billed with W0523 or W0524.

Q3. Do the changes to the fee schedule apply to out of state providers?

A3. Yes

Q4. Do we have to record start and stop times for all phone calls and emails?

A4. No, phone calls and emails (which are not considered to be in-person services) in a vocational rehabilitation plan, are exempted per BRM-22 Documentation of Timed Services.

Q5. Under BWC's revised preamble language, can a provider bill if a message doesn't last three minutes?

A5. No, you cannot bill if the service or combination of like services per claim does not total 3 minutes. The preamble of the rule states providers may bill 1 unit when providing more than half of a unit, where units are measured in 6-minute increments. In the case of phone calls and emails that is at least 3 minutes of service time.

Q6. How does a provider justify at least three minutes of a unit were used? It takes time to compose and email, send and document the information.

A6. A provider would justify at least three units were used by the documentation of the services provided and the time associated with each of those services in compliance with the rule.

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- Q7.** It may take more than the simple time on the phone to make a call and document the content. Can an MCO deny my bill?
- A7.** Yes, an MCO can deny your bill if the documentation does not sufficiently justify the units of service billed. Providers are responsible to ensure documentation is appropriately descriptive of the billable services performed.