



Center for
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& Sports Medicine

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For forms & information, visit us online: www.pacosm.com

WORKERS' COMPENSATION POLICY

Center for Orthopaedics & Sports Medicine ("COSM") treats injured workers in accordance with the Commonwealth of Pennsylvania Workers' Compensation Act. We are committed to providing the highest quality care so that the injured individual may return to work as soon as medically possible.

The following comprises the COSM policy on the treatment and administration of workers' compensation patients.

1. Patient Information Requirements

- Prior to treatment we require the patient's demographic information, employer name, insurance carrier contact information and claim number. This information avoids delays in processing the LIBC9 form as required by Act 44 of the Commonwealth of PA and patient responsibility for paying the bill.

2. Appointments

- Appointments for initial injury evaluations in most cases can occur the same day with a Physician Assistant. These non-physician practitioners review all cases with COSM physicians. If an appointment with a physician is desired, the physician will be apprised of the injury and will determine the time period when the patient needs to be seen.

3. Billing & Documentation

- COSM will process all patient medical records along with a CMS1500 billing statement within 48 hours (in most cases) to the insurance carrier or entity responsible for payment for services. We do not bill employers directly unless the employer is self-insured. If warranted, we may request secondary insurance information from the patient.
- We only accept the current Pennsylvania workers' compensation reimbursement schedule as payment in full. When necessary, we file fee reviews to obtain payment for services if payment is not received in a timely manner or at the current fee schedule.
- COSM will provide documentation as required on the LIBC9 form.

4. Panel Participation

- We participate on employer workers' compensation panels under the guidelines stated in this policy.
- COSM accepts only the current Pennsylvania State workers' compensation fee schedule for payment of services.
- We do not participate in discounted provider networks.
- We will accept placement on new panels if the employer completes and returns the "Employer Information Form" supplied by COSM. This form ensures that we have the required information and employer acknowledgement of our workers' compensation policy. The form can be obtained at our website at www.pacosm.com.
- We request that the employer provide us with a current copy of the "Panel of Providers" for our file. This can be faxed to us at (724) 349-1830. Panel updates/changes should be forwarded to us as they occur.
- As noted in section 7 below, because we utilize our own form, we do not complete specific return-to-work forms submitted to us by employers. We will provide information to employers on our Workers' Compensation Visit Information Form. Exception: Return-to-work forms requested from our rehabilitation providers following a functional capacity evaluation can be completed. Call (724) 465-2276 for more information.

5. Release of Information to Insurance Carriers and Payers

- We recognize the need to allow efficient and complete information to be given to authorized insurance carriers or other entities responsible for payment. Medical information regarding patient visits will accompany the billing statement. If requested, COSM will fax visit information regarding to the insurance carrier following the appointment with a fully completed HIPAA compliant release form.

6. Release of Information to Case Managers, Rehabilitation Nurses, Nurse Reviewers, etc.

- We will process one additional copy of the patient's visit information to an authorized representative. All entities requesting information must provide a fully completed HIPAA compliant release form, signed by the patient, before we can provide information. We will only accept our authorization form. The form is valid for 6 months from the date of signature.
- This form can be obtained online at our website at www.pacosm.com or by calling (724) 465-2676. Completed forms should be faxed back to (724) 349-1830. We believe that this process allows for the efficient processing of information, follows the Pennsylvania law and protects the patient's rights under HIPAA.
- Medical information released will include: diagnosis, treatment, restrictions, approximate lifting/tolerance capabilities and the next appointment date (if available). If a nurse case manager was present during the patient's visit, the name will be noted on the form. Physical and/or occupational information released will include: the patient's daily treatment note.
- For Case Managers that attend patient appointments in person, we will provide a copy of the visit information/discharge immediately following the visit. Case Managers will be required to complete a request to attend patient appointments 72 hours in advance. (See section 8)
- For surgical patients, an OR report is dictated by the physician after surgery and is normally received in our office in 2-3 days. We may not have information available to release until the patient's next office visit.
- COSM Physicians do not complete physical capabilities or job capacity forms. Exception: Return-to-work forms requested from our rehabilitation providers following a functional capacity evaluation can be completed. Call (724) 465-2276 for more information.

7. Release of Information to Employers

- Upon request, we will process one copy of the patient's visit information to an authorized employer representative. All employers requesting information must provide a fully completed HIPAA compliant release form, signed by the patient, before we can provide information. We will only accept our authorization form. The form is valid for 6 months from the date of signature.
- This form can be obtained online at our website at www.pacosm.com or by calling (724) 465-2676. Completed forms should be faxed back to (724) 349-1830. We believe that this process allows for the efficient processing of information, follows the Pennsylvania law and protects the patient's rights under HIPAA.
- Medical information provided will include: restrictions, approximate lifting/tolerances capabilities and next appointment date (if available). If a nurse case manager was present during the patient's visit, the name will be noted on the form. Physical and/or occupational information released will include: the patient's daily treatment note.
- Note: When a patient is discharged from their appointment, their check-out form outlines their work restrictions, work status and next office visit. The patient has the responsibility to inform their employer what information is given to them regarding their work status and work restrictions as indicated on the check-out form.
- COSM Physicians do not complete physical capabilities or job capacity forms given to us by employers. Exception: Return-to-work forms requested from our rehabilitation providers following a functional capacity evaluation can be completed. Call (724) 465-2276 for more information.

8. Request by Case Managers to attend Patient Appointments

- If a case manager desires to attend an appointment with a patient, we require:
 1. A pre-scheduled appointment by calling (724) 465-2676 at least 72 hours before the visit and accompanied by a “Request for Appointment” form. If a case manager arrives at our office and does not have an appointment, we reserve the right to request that the case manager re-schedule his/her visit to the office in accordance with the 72 hour advance scheduling notice.
 2. The patient’s authorization to permit the case manager to attend the appointment; plus patient authorization to release medical information to the case manager. These forms can be obtained online at our website at www.pacosm.com or by calling (724) 465-2676. Completed forms should be faxed back to (724) 349-1830.
 3. A fee of \$100.00. We accept a check at the time of the visit; credit cards or we can bill the workers’ compensation carrier. If a case manager does not attend the scheduled appointment, they will not be billed.
 4. Case Managers are not permitted to attend diagnostic testing sessions.
 5. We do not schedule case managers for individual meetings with providers.

9. Forms

The following forms/information appear on our website: www.pacosm.com

- COSM Workers’ Compensation Policy

For Case Managers:

- Authorization for Release of Patient Information (for Case Managers, Employers and TPA’s)
- Request for Case Manager/Reviewer Appointment (to attend a patient appointment)
- Request for Copies of Patient Records

For Employers:

- Authorization for Release of Patient Information (for Case Managers, Employers and TPA’s)
- Employer Information for Panels

10. Copies of Records

Patient authorization is required before we can release any patient records or information. Case Managers should obtain additional records from the insurance carrier. If additional records are requested, we require a signature from the patient giving permission to release records. A fee will apply.

11. Customer Service and Assistance

Contact us:

- Phone: (724) 465-2676
- Fax: (724) 349-1830
- Website: www.pacosm.com

We are happy to assist you. When you contact us, please give us as much detail as possible so we can respond efficiently to your requests. We are dedicated to timely response to assist with all workers’ compensation cases.