

ADVISORY NO. 288
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TOPIC: NEW TWCC FORMS RELEASED

TWCC has released six new forms: TWCC-48 (request for mileage reimbursement), TWCC-60 (request for medical dispute resolution), TWCC-62 (explanation of benefits), TWCC-67 (instructions for HCFA-1500), TWCC-68 (instructions for UB-92), and TWCC-73 (work status report). Use of these forms will become mandatory on January 15, 2001, although you may start to use them immediately.

Important changes:

TWCC 48 Request for Travel Reimbursement

This is a brand new form to be used by claimants when requesting mileage. Mileage is calculated door-to-door by the most reasonable route (this is new). The reasoning given by the Commission is that the most reasonable route may change depending on weather or traffic conditions.

TWCC-60: Medical Dispute Resolution Request/Response

This is a completely new form, required to be used by both health care providers and carriers. The requestor is to fill out Parts I (requestor information) and II (general claim information), and the respondent is to fill out any blanks in Part II and all of Part III (respondent information). The most important change to this form is the addition of a table of disputed charges. Both the provider and the carrier are to provide a table. Any request for medical dispute resolution or response to request for medical dispute resolution which does not contain all required information will be considered incomplete and will not be considered by the Medical Review Division.

TWCC-62: Explanation of Benefits

The most important change is the revision of the big blank box at the bottom. The new form contains columns to specifically identify charges and the reasons for the disputes: date of service, CPT or revenue code, type of service, ICD-9 code, units, charges, amount paid, payment exception code, and the reason for the reduction or denial. In addition, the payment exception codes have been expanded to 21 different codes. A carrier may substitute its own EOB form, but only with prior approval from TWCC.

FLAHIVE, OGDEN & LATSON

TWCC-67: Instructions for HCFA-1500

TWCC-68: Instructions for UB-92

Minor changes to the forms necessitated new instructions. The forms are self-explanatory.

TWCC-73: Work Status Report

The new and improved TWCC-73 was unveiled this week. It is much more detailed, requiring the doctor to address specific posture and motion restrictions, along with restrictions for specific body areas and miscellaneous restrictions. Concern was voiced by providers that the information requested on the TWCC-73 would require an FCE, but the Commission does not agree. Providers are required to give their best estimates. There must be a return-to-work date certain. If there is no date, the form is invalid. The date may be revised by the issuing doctor later, but each TWCC-73 must have one. The provider must file the TWCC-73 when requested by the carrier (although not more often than once every two weeks and only if the claimant was evaluated during that time). The most important change is that each copy of the TWCC-73 sent to the carrier or its agent (such as a case manager or utilization review agency) will cost the carrier \$15.00. Specific modifiers on the billing code will allow the Commission to monitor which carriers are requesting an inordinate number of copies of the TWCC-73.

These forms are available on the Commission's web site: www.twcc.state.tx.us.