



# NAMSAP

National Alliance of Medicare Set-Aside Professionals

## WCRC Q&A

Daniel Anders, Esq., MSCC, Chief Compliance Officer

Chris Carpenter, President, Case Management Solution

Leslie Schumacher, RN, CRRN, CCM, CLCP, CNLCP, MSCC, CMSP, CMSP Fellow

President, PlanPoint

**DISCLAIMER: Per NAMSAP guidelines, all presentations must open with identification that the material to be discussed, is that of the presenter and is in no manner to be considered the opinion of the NAMSAP Board or Alliance. Additionally, the presenter must state in “no manner should this presentation be considered legal advice”. This presentation is provided for educational purposes only, and is not to be a platform for self-promotion. Self-promotion will prohibit the speaker from any future presentations.**

# Breakdown of Panel Discussion

- Background on New WCRC
- Current Status of WCRC Review Processes
- Trends in WCRC MSA reviews
- Use of Re-Review Process
- Status of \$0 MSAs

# Index Card Question

**If you could change one aspect of CMS's WCMSA review process, whether the process itself or review methodology, what would you change?**

Keep in mind that such change must still meet CMS's goal:

*... to estimate, as accurately as possible, the total cost that will be incurred for all medical expenses otherwise reimbursable by Medicare for work-injury related conditions during the course of the claimant's life, and to set aside sufficient funds from the settlement, judgment, or award to cover that cost*

# New WCRC – Timeline of Events

12/22/2016 – RFP released for new WCRC contract

9/1/2017 – CMS announces awarding of contract to Capitol Bridge (\$60 million contract for one year with option of renewing for additional four years). Bid protests follow.

3/16/2018 – Provider Resources ceases work at WCRC

3/19/2018 – Capitol Bridge commences work as WCRC

# Notable Statements in WCRC Statement of Work

- Contractor shall review all WCMSA proposals within 20 business days.
- Contractor shall anticipate receiving 1,600 new WCMSA proposals per month.
- Historically, the WCRC has received approximately 19,000 cases annually, with roughly 14,000 of those reviewing through approval recommendation.
- There are about 5,000 developments from the 14,000 (26%)
- Additional cases that come back from development and are completed total around 15,000 annually. The disparity between these total is that some of these cases are returns from previous months or

# Notable Statements in WCRC Statement of Work

- Approximately ten (10) percent of all cases will be re-reviewed at some time in the future.
- Development Letters shall be delivered by the contractor no greater than ten (10) days after receipt of a new case or new documentation related to a case.
- Re-reviews shall be completed in not less than 20 days from request of examination by the CMS RO related to the case with the exception for the need for any development as it relates to the new documentation.

# New WCRC Subcontractor: Capitol Bridge

## MEET OUR TEAM LEADERS



**Holly Havens**  
Project Director



**Frank Wolf**  
Operations Manager



**Christopher MacTaggart**  
QA Manager



**Adriana Begley**  
Litigation Hold Contact



**Nicholas Jordan**  
Capital Bridge Executive



**Daniel Gomez**  
Capital Bridge Executive

CAPITOL BRIDGE



# Capitol Bridge

## WHAT IS CHANGING

---

### Methods of Contact

We will be moving all processing of these cases to our facility in Pittsford, NY. As a result, contact information will be changing starting March 19, 2018. The preferred method of contact is via the customer service phone number. Our customer service hours will be 9am – 5pm EST.

**Phone Number:** (833) 295-3773

**Email Address:** [WCRC@capitolbridgellc.com](mailto:WCRC@capitolbridgellc.com)



**\*\*Please note that inquiries will not be addressed without a specific case number\*\***

# Capitol Bridge

Subcontractor: Maximus Federal Services

- Located in Rochester, NY area
- Experienced in medical reviews
  - Currently provides IMR services for CA WC claims



# Current Status of WCRC Review Processes

- Turnaround times for MSA review
- Frequency of Development Letter Requests
- Types of Development Letter Requests
- Communication issues with WCRC – Portal or telephone

# Review Trends: Treatment Allocations

- Physician Visits
- Diagnostic testing
- Physical Therapy
- Injections
- Surgeries
- DME
- Prostheses
- Drug Rehab/Detox programs
- Spinal Cord Stimulators
- Intrathecal Pumps

# Review Trends: Rx Allocation

- Brand vs. Generic issues
- Use of Redbook pricing
- Inclusion of Lyrica
- Opioids & Inclusion/Additional Urine Drug Screens
- Non-Medicare covered Medications
- PRN/As needed

# Review Trends: Legal Bases for Exclusion of Care

- URs/IMRs
- Georgia 400 week provision on medical care in non-cat claims
- IMEs/AMEs/QMEs/PQMEs
- Judicial Decisions/Settlement Documents/Agreed Orders/Dismissal Orders
- Use of evidence-based guidelines (Either adopted by state

# Review Trends: Statements & Affidavits to Limit Care or Allocated Body Parts

- Claimant Statements/Affidavits
- Physician Statements/Questionnaire Responses
- Attorney Statements
- Adjuster Statements

# Use of Re-Review Process

- Turnaround times for Re-Reviews
- Criteria for Re-Reviews
- What works and doesn't work in the Re-Review process
- Amended Review Criteria
- Amended Review Experience



# Zero MSAs Based Upon Claim Denial

- Is the new WCRC approving these \$0 MSAs?
- Criteria for \$0 MSA
- Variances in \$0 MSA approvals between old and new contractor.

# Questions/Responses to Index Card Question?



# Thank you!