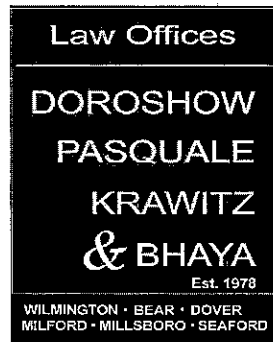


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Doroshow, Pasquale, Krawitz & Bhaya

1-800-632-9230

[www.dplaw.com](http://www.dplaw.com)

## **September 20, 2012**

Dear Healthcare Providers:

I am pleased to provide you with the remaining five tips on our **Top 10 Ways to Get Your Bills Paid by Automobile and Workers' Compensation Insurance**. The first five tips were discussed in our August 6, 2012 newsletter. If you missed the first five tips, or any of our previous newsletters, we have them saved in PDF format on our website and they can be accessed by clicking here: <http://www.dplaw.com/healthcareproviders.html>

If you have a problem in getting a bill paid, I invite you to call our office at 1-800-632-9230 to discuss your issue with one of our attorneys.

### **6. Medical Records: They have to indicate what parts of the body are injured.**

Please note ALL specific complaints to each body part, not just the areas of pain prompting the visit. For instance, we have had clients who initially complained of neck pain and had a small degree of back pain. The treatment was mainly focused on the neck. As time developed, the neck pain resolved but the back pain became more severe and

surgery was eventually needed. The medical records early on only reflected the neck pain. In cases like this, the carrier often denies the back treatment unless the notes clearly reflected early on the relationship to the injury. Whatever is in or not in the medical records can determine the case and inconsistencies are often used to attack the patient's credibility and can lead to your bill being denied.

### **7. Special Workers' Compensation Rules: Certification.**

If you treat patients hurt in a work accident, you should be "certified" under the Delaware Workers' Compensation law. It is very easy to become certified. Go online to [www.Delawareworks.com](http://www.Delawareworks.com) for an application. If you are not certified, you are entitled to one visit payment. Thereafter, if you are not certified, you must seek pre-authorization from the carrier for every date of service, otherwise, your bill will not be paid.

### **8. Special Workers' Compensation Rules: Practice Guidelines.**

Be aware of the Practice Guidelines. There are seven practice guidelines in workers' compensation: low back, lower extremity, shoulder, carpal tunnel, cumulative or chronic pain, and neck. Please read and review the Practice Guidelines and be familiar with them as you proceed with treatment. You can view and download the Practice Guidelines by visiting: <http://dowc.ingenix.com/info.asp?page=pracguid>.

### **9. Specialized Bill Procedures**

If your bill is for one of the parts of the body covered by the Practice Guidelines, you must send it to the adjuster (copy to our office) with a detailed bill, the treatment records, and you should refer to which guideline the treatment involves. If the bill is sent with the appropriate attachments, the carrier has 30 days to pay or deny the bill for good cause. For more information on how the process works, visit the Delaware Department of Labor website at [www.Delawareworks.com](http://www.Delawareworks.com).

## 10. Medical Testimony:

We sometimes will need to go to Court to get your bill paid, and we will need your assistance and cooperation. Our office will most likely not require your attendance at the hearing but we will need to set up a deposition. If the upcoming hearing deals primarily with your bill, we'll ask you not to charge us and the client upfront for the payment of the deposition. We will seek to have your time compensated in the event that we are successful.

I hope you find these tips helpful. If you have a bill that you can't get paid and you are frustrated by automobile or workers' compensation, please contact us at any of our statewide offices. When we take a client's case, we work along with you to get your bill paid at no charge to you or the client. Contact us at 1-800-632-9230 for the office closest to you.

As always, we appreciate the referral of your patients. We offer a free consultation on all legal matters.

Sincerely,

Eric M. Doroshow  
Attorney at Law

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