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# The OHARA Times

Referrals to an OHARA case manager can now be made online at [www.oharallc.com](http://www.oharallc.com). Just click on the Online Referral page and submit the information. OR send an email to [referral@oharallc.com](mailto:referral@oharallc.com)



## Kim Moser, RN

I have been performing case management since 1994 in Central and Southeastern South Dakota, Northwestern Iowa and Northeastern Nebraska.

My dad started calling me Kimmie when I was young and that is what my siblings and parents call me or Kimberly if I am in trouble!

I am married to husband, Van and have 2 children; my daughter Miranda and son, Ty. I also have 4 beautiful grandchildren (pictured left), two boys and two girls who we enjoy spending time with and spoiling!

My favorite holiday is Christmas. It doesn't matter how old you are, the spirit of the holiday stays the same and I still love snooping in the house looking for hidden presents. My husband knows to wait to the last minute to get mine! Of course, I love to shop and the kids and grandchildren make it all worthwhile.

I enjoy riding on the bike trails, boating and golfing (though not very good at it). My siblings and their families all try to get together in the summer at least once at my parent's home on Big Stone Lake and we have a great time, golfing, swimming, boating and hanging out together.

***"Life is too short to worry about the small stuff, pick your battles wisely and happiness depends upon ourselves."***

## Sheila Hannon, RN

I have been performing case management since 2001 in Central and Western South Dakota and Northwestern Nebraska.

I am married to husband, Troy and have two boys: Jordan (age 12) and Jared (age 8).

My favorite holiday is Christmas. We love to decorate our house and yard. Not quite as much as Chevy Chase in National Lampoon's Christmas Vacation, but close! We like to go out and cut a Christmas tree, drink hot chocolate and read the Christmas story. We also like to sled in the Black Hills if there is snow!

My family and I enjoy camping, fishing, boating, swimming, four-wheeling and Scuba diving. Troy and I greatly enjoy watching our boys play football on little league as well as supporting and watching the Denver Broncos! We try to get to Bronco games as often as we can.

I love the ocean and dolphins! I also like cooking.

I keep this saying by my computer:

***"Good morning, this is God. I will be handling all of your problems today. I will not need your help. So, relax and have a great day!"***



# What is Bill Review?

OHARA is involved in bill review for many of our clients and yet the goals for our involvement are different for each customer. Medical costs continue to rise and paying bills in the environment of workers' compensation is not a simple undertaking.

In years gone by, an adjuster received a medical bill and looked at it to make sure it was a compensable injury, that the services provided were related to the injury and the medical providers work was authorized. The adjuster then wrote a check to the provider and put it in the mail. This was bill review! The evolution of technology, however, has changed the entire process and standard medical billing procedures continue to challenge all parties.

The entire scope of the bill review process is beyond the capabilities of this article; nonetheless; let's look at an example of the steps of bill review that probably occur with many of our larger clients.

1. Medical procedures are completed by a provider and a bill is produced to be mailed to the employer.
2. The employer forwards the bill to his workers' compensation third party administrator or carrier.
3. The medical bill is imaged and sent to the payer's bill review center or office.
4. Bill review is performed by the payer utilizing a software system that can pay the bill to the appropriate rules of the jurisdiction of the injury. This may be by state mandated fee schedule, usual and customary, billed charges, or Medicare based formulas. Bill review platforms of today can also identify up charging, utilization excesses, duplicate billing, bundling, and inappropriate coding.
5. Embedded within the software of most bill review products are Preferred Provider Networks, allowing for further discounts of the bill. Most software application's have networks 'stacked' or 'layered' by payer preference for each jurisdiction.
6. The bill review software produces an Explanation of Review (EOR) that is either used to cut a check to the provider or simply sent back to the payer for check processing.

Bill review, as described above, has become so powerful that **most carriers experience a 20:1 return on investment**. Today the focus is on efficiency in the process. More companies are leveraging the power of 'browser based systems' to further speed the bill paying process. Most companies transmit electronically or all share access to one system that provides real time answers for all parties involved.

The goal is to reduce turnaround time on bill payment, streamline workflow, reduce duplicate data entry, pay bills accurately, and decrease medical costs of workers' compensation claims.

If you would like more information on the bill review services that OHARA provides and the benefits directly related to your organization, please call Pat Farritor at (800) 363-4272.

## Halloween Safety Tips

*Halloween is an exciting time of year for kids, and to help ensure they have a safe holiday, here are some tips from the American Academy of Pediatrics (AAP).*

- Votive candles are safest for candle-lit pumpkins.
- Candlelit pumpkins should be placed on a sturdy table, away from curtains and other flammable objects, and should never be left unattended.
- To keep homes safe for visiting trick-or-treaters, parents should remove from the porch and front yard anything a child could trip over such as garden hoses, toys, bikes and lawn decorations.
- Restrain pets so they do not inadvertently jump on or bite a trick-or-treater.
- If your older children are going alone, plan and review the route that is acceptable to you. Agree on a specific time when they should return home.
- Only go to homes with a porch light on and never enter a home or car for a treat.
- Because pedestrian injuries are the most common injuries to children on Halloween, remind Trick-or-Treaters:
  - Remain on well-lit streets and always use the sidewalk.
  - If no sidewalk is available, walk at the far edge of the roadway facing traffic.
  - Never cut across yards or use alleys.
  - Only cross the street as a group in established crosswalks (as recognized by local custom). Never cross between parked cars or out driveways.
  - Don't assume the right of way. Motorists may have trouble seeing Trick-or-Treaters. Just because one car stops, doesn't mean others will!