

Workers' Compensation

Checking the Status of a Medical Bill

We have changed our process for checking status of medical bills. Due to the large volume of calls, we now have an automated system. You will be asked to leave a message and your call will be returned within 1 business day. This is for calls inquiring whether or not your bill has been processed. When you leave a message, we need the Injured Worker's name and Social Security #, date of injury, Provider's Name, date of service, and your name and phone # for a return call. If you do not want to listen to the entire message, just hit the # key. You can then leave your message.

If you are calling to inquire about a check, you will need to contact the carrier directly. For your convenience, I am including the list of carriers and phone numbers so you will not have to listen to the entire voicemail message.

Alternative Service Concepts	FL - 866-937-6516
Alternative Service Concepts	GA/AL - 678-447-0200
Arrowood	800-522-6046
City of Lauderdale	407-470-1011
City of Maitland	407-470-1011
City of Orlando Firefighters	407-470-1011
Claimetrics	877-728-5544
Florida League of Cities	800-756-3042
Nelco	800-741-3092
North American Risk Services	800-315-6090
Orange County BOCC	407-470-1011
REM SuperValue/Savealot	800-877-8547
Shands	813-289-3900
State of Florida	850-413-1613

Answers to Common Questions

Q: What number do I contact for information about how to become certified in Workers' Compensation?

A: Contact the Florida Department of Financial Services, a Division of Workers' Compensation at (850) 413-1613.

Q: How do I get a copy of the Florida Impairment Rating Guide (FIRG)?

A: The Florida Workers' Compensation Institute (FWCI) handles sales of the FIRG. You may purchase a copy by contacting them at (850) 425-8156. Cost is \$39.95 (price includes postage, shipping and sales tax). You can also access a copy of the FIRG on the GENEX website, <http://www.genexservices.com/>. Click on the Provider Network icon. On the right side of the page is a link to the FIRG.

Q: How do I get a copy of the medical reimbursement manual (Florida Fee Schedule)?

A: You may fax your request to purchase this manual to the Department of Financial Services, Division of Administration, Bureau of Finance and Support, Processing Section at (850) 488-3429. The cost for this manual is 50 cents per page. Upon receipt of payment, the fee schedule will be mailed to you. Access to this manual is also available through the Division of Workers' Compensation website "Publications" link at <http://www.myfloridacfo.com/wc/publications.html>.



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Have questions about:

- ▶ Participation in the CHOICE Provider Network?
- ▶ Reimbursement?
- ▶ General workers' compensation?

Email your questions to

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Submitted questions will be answered in upcoming issues of Workers' Compensation Report.

Join us August 16-19
Florida Workers' Compensation
Educational Conference
Booth 709 - 711

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