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Workers' Compensation Office Policy

1. Appointment Scheduling:

- We will file your medical visits with your employer's Workers' Compensation Carrier. However, we will only schedule appointments once we have received the necessary claim information.
- Required claim information includes:
 - Date of Injury
 - Claim Number
 - Name of the Adjuster
 - Number of the Adjuster
 - Name of Insurance Carrier
 - Address of Insurance Carrier
 - Number of Insurance Carrier
 - Place of Employment
 - Address of Employer
 - Telephone Number of Employer
- Upon confirmation that your claim is open and active, we will contact you to schedule an appointment.

2. Workers' Compensation Visit Guidelines

- During a Workers' Compensation visit, the provider is authorized to evaluate and treat only the body parts and/or diagnosis codes that have been approved by the assigned Workers' Compensation Adjuster.
- If a patient wishes to address additional medical concerns that are not included in the approved claim, the following will apply:
 - A separate appointment must be scheduled for evaluation of non-approved conditions.
 - This separate visit will be billed to the patient's primary health insurance.
 - If the patient does not have active primary insurance coverage, payment will be collected at the time of service under the office's self-pay policy.
- If the patient and/or provider believe that an additional area of concern is directly related to the Workers' Compensation injury, it is the patient's responsibility to contact their Workers' Compensation Adjuster to request formal inclusion of the additional body part or diagnosis to the claim. Treatment for that condition cannot be rendered under the Workers' Compensation claim unless written authorization is received.
- The practice will not schedule future Workers' Compensation appointments until payment is received for the current visit.

3. Insurance Requirement:

- It is mandatory for you to provide either commercial or personal insurance information in case your Workers' Compensation claim is denied.

4. Self-Pay Agreement:

- If you do not have personal insurance, you will be required to sign a self-pay financial agreement. If the Workers' Compensation claim is denied, you will be responsible for the balance.
- Under this agreement, you accept responsibility for any outstanding balances if Workers' Compensation does not cover the expenses.

5. Credit Card on File:

- If you do not have personal insurance, you must provide a credit card to be kept on file.
- This card will be used to collect any unpaid balances resulting from a denied Workers' Compensation claim.