

## How Can the WCA Assist Me?

The WCA's Medical Cost Containment Bureau (MCC) contains medical costs and facilitates appropriate, timely, efficient and cost-effective medical care to injured workers.

Staff are neutral workers' compensation subject matter experts who provide free informational assistance for:

- Billing reimbursements
- Facilitation between parties to expedite payment delays
- Balance billing and collection issues
- Education on the New Mexico Workers' Compensation Health Care Provider (HCP) Fee Schedule
- Understanding rules and regulations
- Demystifying the workers' compensation system

**All Our Services Are Free of Charge**

### Questions?

**The MCC Bureau is your go-to resource for workers' compensation medical questions and so much more.**

**Email: [WCA-MCC@state.nm.us](mailto:WCA-MCC@state.nm.us)**

**Fax: (505) 841-6078**

**General Questions: (505) 841-6811 or 6402**

**Return to Work: (575) 524-6034**

**Billing Disputes: (505) 841-6059 or 6061**



## New Mexico Workers' Compensation Administration

### Main Office

#### Mailing Address:

PO Box 27198  
Albuquerque, NM 87125-7198  
Location: 2410 Centre SE  
(Near Yale and Gibson)  
In-state toll-free phone:  
1-800-255-7965  
Local phone: 841-6000

### Regional Offices

Call the nearest regional office to reach the Ombudsman and Safety programs, and for forms and publications.

### Farmington

2700 Farmington Avenue,  
Bldg. E, Ste. 2  
Farmington, NM 87401  
Phone: 505-599-9746  
In-state toll-free phone:  
1-800-568-7310

### Hobbs

2120 North Alto, Unit 3  
Hobbs, NM 88240  
Phone: 575-397-3425  
In-state toll-free phone:  
1-800-934-2450

### Las Cruces

2407 W. Picacho, Suite D  
Las Cruces, NM 88007  
Phone: 575-524-6246  
In-state toll-free:  
1-800-870-6826

### Las Vegas

32 NM 65  
Las Vegas, NM 87701  
Phone: 505-454-9251  
In-state toll-free phone:  
1-800-281-7889

### Roswell

Penn Plaza Building  
400 N. Pennsylvania Ave.,  
Ste. 425  
Roswell, NM 88201  
Phone: 575-623-3997  
In-state toll-free phone:  
1-866-311-8587

### Santa Fe

Aspen Plaza Building  
1596 Pacheco St., Ste. 202  
Santa Fe, NM 87505  
Phone: 505-476-7381

### Help & Hotline

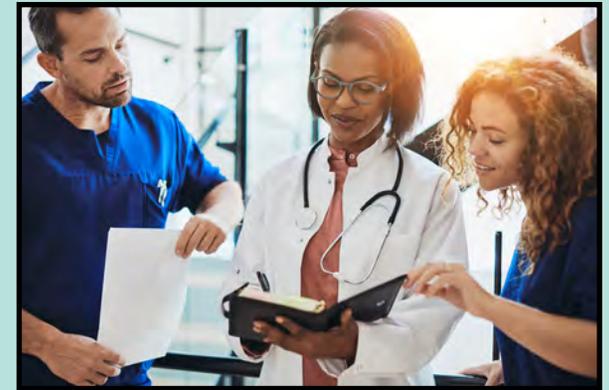
**1-866-WORKOMP**

**1-866-967-5667**

<https://workerscomp.nm.gov>



# State of New Mexico



## Workers' Compensation



## MEDICAL COST CONTAINMENT PROGRAM



STATE OF NEW MEXICO  
Workers' Compensation  
Administration

ONE TEAM | ONE GOAL  
A Better New Mexico for Workers and Employers

## Calling All Health Care Providers (HCPs)

Do you treat workers' compensation patients?

Did you know that in many cases the New Mexico workers' compensation HCP Fee Schedule reimburses more than Medicare, Medicaid and many commercial insurances?

MCC services can help overcome the perceived workers' compensation 'hassle factor' and is your go-to resource for:



## Guidance on Who Can Take NM Workers' Compensation Claimants

Licensed HCPs need only be willing to treat injured workers, and accept payment according to the *HCP Fee Schedule*. The MCC Bureau can provide further clarification on this.

## Education on the HCP Fee Schedule and Other Reimbursement Questions Such as Depositions and Medical Record Copies

Workers' compensation billing differs from Medicare, Medicaid and commercial billing. The *HCP Fee Schedule* sets maximum allowable reimbursements for health care and non-clinical services. MCC can also help with navigation of billing questions unique to workers' compensation.

## Billing Dispute Resolution

MCC can help recoup payment:

- Workers' compensation billing can be confusing. Knowing a few background guidelines and rules can simplify the process
- By statute, HCPs who treat workers' compensation patients should be paid by the insurer within 30 days of billing
- The WCA's billing dispute specialists know workers' compensation rates of payment and work closely with insurers to ensure proper payments are made.



## Pre-Authorization and Official Disability Guidelines (ODG) Support

When to get authorization from workers' compensation adjusters, and who to contact can be a confusing process. MCC can educate on the pre-authorization process for certain procedures and equipment. For most services, the WCA encourages use of the ODG website for guidance.

## Facilitate Becoming an IME Provider

Independent Medical Examinations (IMEs) are neutral medical exams provided in workers' compensation cases that need clarification of medical issues. If you are interested in becoming an IME provider, MCC Bureau can guide you through the process.

## Return-to-Work (RTW) Assistance

Sometimes, a worker can be grappling with the idea of returning to work in a full- or light-duty capacity. By facilitating RTW communication among all parties, patients fare better within the workers' compensation system and recover more quickly.

WCA RTW experts provide free consultations and assist employers/workers to:

- Develop essential function job descriptions with specific physical demand breakdowns
- Assist with job accommodation, vocational rehabilitation resources, and job duties analysis
- Ensure smooth RTW transitions

**Did you know that under certain circumstances HCPs can now be reimbursed for filling out the WCA RTW form, the Provider's Report of Physical Ability (PROPA)? The form is on the WCA website and MCC RTW specialists can educate on it.**



## Nurse Case Management Assignment

Help is available when dealing with complex injuries and injured workers who seem to be lost in the system and slow to progress in recovery. If insurer-provided nurse case management (NCM) has been rejected or was not successful, the WCA contracts to provide neutral, WCA-assigned NCM services. WCA NCM ensures workers' compensation privacy regulations are followed in communications among parties. This kind of care coordination can facilitate faster recovery.