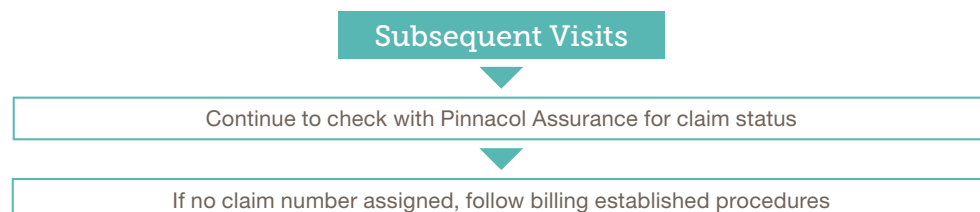
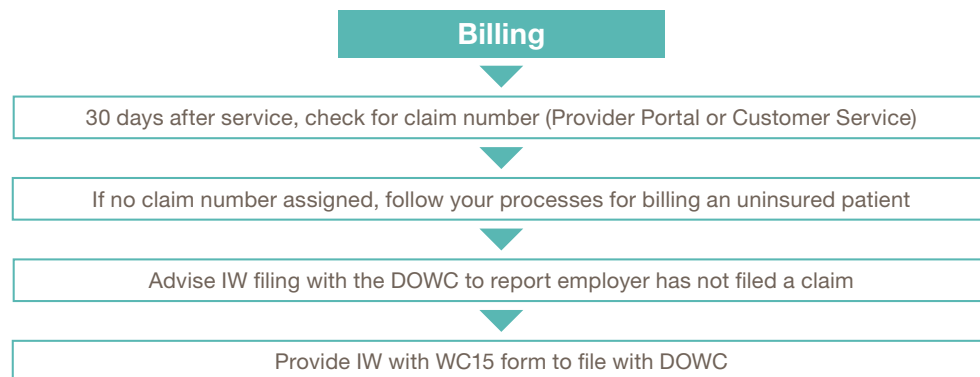
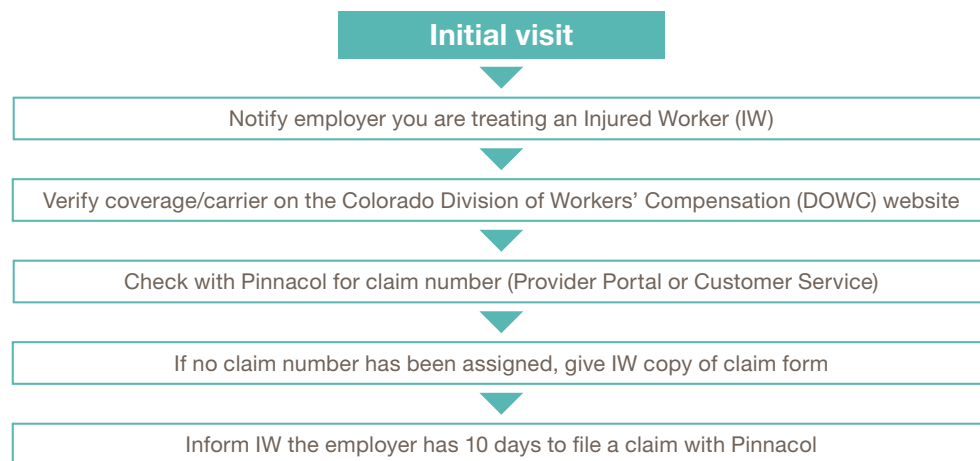


No Claim On File? Here's What To Do

The Colorado Workers' Compensation Act requires employers to report all injuries, regardless of the severity of the injury, to the payer within 10 days of notification of the injury. Pinnacol policyholders are encouraged to report injuries within 24 hours of notification.

Here are some steps you can take when an employer has not filed a claim and you have services to bill.



What Providers Can Do If the Employer Has Not Filed a Claim

Initial visit

- // If assigned, find the injured worker's claim number via Pinnacol's customer service team or the Provider Portal (**303.361.4000** or **customer_service@pinnacol.com**)
- // Determine the injured worker's (IW) employer name and notify the employer you are treating their IW. Verify the workers' compensation carrier and when the claim was or will be filed.
- // If no claim number is available, the provider should:
 - Give the IW a completed claim form to submit to the employer,
 - Notify the IW the employer has 10 days to file a claim, and
 - If the employer does not acknowledge a claim within 30 days of services, the IW will be billed.
- // After 30 days, check Pinnacol for a claim number via the provider portal or customer service team. If no claim number is available:
 - Contact the IW to notify them the employer has not filed the claim and the IW will be billed.
 - The IW can file a claim with the DOWC via WC15 form with the information provided on the claim.
 - If the claim is not a compensable worker's compensation claim, the bill can be submitted to the employee's commercial health plan.

Employers who wish to pay for services directly

If an employer request to pay for treatment directly, remind the employer that state law requires them to file a claim with their carrier within 10 days of notification of the injury. Since a claim must be filed, the clinic cannot accept payment from the employer. If the employer has specific questions about paying the clinic directly, they should reach out to their underwriter or agent.

Worker's Claim for Compensation (WC15)

Form WC15 and instructions can be found on the DOWC website within "Forms by Number" then, "WC15." <https://cdle.colorado.gov/resources/forms>

Subsequent visits

Verify the claim number before each visit via the portal or customer service. If no claim number is assigned, continue to bill the IW.

Filing a claim on behalf of the IW

Providers may file a claim for the IW by completing and submitting a Claim for Compensation form (WC15) as above.

Verifying WC coverage

Visit the DOWC website; within "Insurance Coverage," then to "Verification of Coverage" or "Self Insurance Permit Listing." <https://cdle.colorado.gov/records-requests-and-payments>

Submitting to the DOWC

Mail or deliver two copies of WC15 to:

The Colorado Division of Workers' Compensation
Customer Service Unit
633 17th St. Suite 400
Denver, CO 80202-3626

If you have any questions or need additional information, please contact
Pinnacol Assurance at provider_management@pinnacol.com or 303.361.4945.