

Claims Processing Workshop

Approvals, Negotiations & Successful Claims Processing

Moderator: Michael P. Kelley, ARM, AIC, Sr. Vice President,
Director of Claim Operations

Panel Members:

Deb Mammone, Workers Compensation Unit Manager,
Travelers Insurance Company

Patricia Autenrieth, RN, CCM, Nurse Case Manager,
Coventry Workers Comp Services

Kendra McKinley, CPC, President DBI
Medical Billing and Consulting

Bruce Lipsey, Esquire, Partner
Epstein, Lipsey & Clifford, PC



May 2, 2016

Case Scenario

Tony Agnelli is a 45 year old welder who twisted his knee while at work. He needs anterior cruciate ligament repair/augmentation or reconstruction surgery.

Tony has been referred to one of the top orthopedic surgeons in the Greater Boston area. This physician comes highly recommended, and is the team physician for the Boston Celtics.

The Practice Manager has submitted the following Request & Surgical Agreement for Payment to the Claim Adjuster for approval and signature. Surgery will not be scheduled until the agreement has been signed and approved.

*Please Note: Tony is receiving \$1,256.47 per week in lost time benefits while he remains totally disabled.



