

Quick reference guide: Unpaid bill solutions for vocational rehabilitation providers

- I. What questions should a rehabilitation provider ask first when a payment is not received?
 - a. Were the submitted expenses eligible?
 - i. Minnesota Statutes [section 176.102](#), subdivision 9 (a), states that eligible expenses include:
 1. The cost of a rehabilitation evaluation and the preparation of a plan.
 2. All rehabilitation services and supplies necessary for implementation of the plan.
 3. Any other expenses agreed to be paid.
 - ii. Minnesota Statutes [section 176.102](#), subdivision 9 (b and c), states that bills must be submitted on the [Vocational rehabilitation invoice form](#).
 - iii. Expenses must be consistent with the rehabilitation plan.
 - iv. Bills must be submitted within 45 days of provision of services.
 - b. Has the employer had enough time to review and respond to the bill?
 - i. Minnesota Rules [5220.1900](#), subpart 1 (g), state employers must do one of three things:
 1. Pay the bill in full as soon as possible, but no later than 30 days after receiving it;
 2. deny the request; or
 3. request additional information.
- II. If the bill has been submitted properly and the employer has not responded on time, the rehabilitation provider has some options.
 - a. Call the claim adjuster to clarify or resolve the situation.
 - b. If a conversation with the claim adjuster does not resolve the situation, consider the following options through the Department of Labor and Industry (DLI):
 - i. Workers' Compensation Help Desk: If connecting with the claim adjuster is not bringing resolution, contact the Workers' Compensation Help Desk.
 1. The Help Desk will resolve your situation or put you in touch with someone who can.
 - ii. Interest accrual: There will be situations where charging interest due will be enough to get an outstanding bill paid.
 1. See [Information sheet: Guide for calculating interest on workers' compensation benefits](#).

- iii. Alternative Dispute Resolution: Consider using DLI's Alternative Dispute Resolution (ADR) unit when a rehabilitation provider wishes to formally escalate the matter.
 - 1. The rehabilitation provider can:
 - a. Initiate a dispute to request an administrative conference in Work Comp Campus.
 - b. Inquire about no-cost ADR mediation services and request mediation.
 - c. Contact the assigned arbitrator (following intervention of ADR) for further review when the bill remains unpaid.
- iv. Penalties: Below are some common types of penalty requests. For complete penalty details click on the statutes and rules links listed in the description of this video (Minnesota Statutes [section 176.194](#)).
 - 1. Rehabilitation providers can request a penalty if:
 - a. The insurer fails to pay the full amount or any part that is not disputed within 30 days of receipt.
 - b. The insurer denies the claim without clearly stating which specific services are being denied and why they are considered excessive or unreasonable.
 - c. The insurer fails to pay a rehabilitation invoice following an order to do so.
 - 2. To request a penalty:
 - a. Complete a [Penalty Request for Failure to Pay or Deny Rehabilitation Invoice form](#); or
 - b. contact the DLI Compliance, Records and Training penalty team by email at penalty.crt@dli.state.mn.us.

Note: By statute, monies collected for these penalty types are paid to the Assigned Risk Safety Account, not to the rehabilitation provider, and are used as an enforcement tool to curb the potential of future violations.

Questions?

For further information about workers' compensation in Minnesota or about Work Comp Campus, contact the Workers' Compensation Help Desk at 651-284-5005 (option 3), 800-342-5354 (option 3) or helpdesk.dli@state.mn.us.