

MDMS WEB SITE FAQ SHEET

Q – Is the web site available to any submitter for entry and management of medical claims?

A – No. The web site was designed to assist small insurers with a low volume of workers’ compensation medical claims (no more than 200 per month, including all four form types) in complying with the mandate for electronic submission of medical bills.

Q - What do I need to do to submit my claims on the MDMS web site?

A - Contact a member of the Medical EDI Team and they will be happy to help you. If you submit more than 200 forms per month (this includes all four form types), you will have to utilize the batch method of data submission. Use this link for a list of the Medical EDI Team members:

http://www.myfloridacfo.com/WC/edi_med.html

This is the specific e-mail address for the Medical EDI Web Team

DWC-MedicalWebTeam@fldfs.com

Q – Now that I utilize the MDMS web site to submit our company’s workers’ compensation medical data, how can I be sure that my bills have been submitted and accepted by the division?

A – Please reference the [Instruction Manual for the Online Medical Data Management System \(MDMS\)](#) available on the web at:

http://www.myfloridacfo.com/wc/edi_med.html

The manual should be able to help you to navigate through the web site.

Q – I have questions about penalties related to medical claims that have been assessed to our company; whom do I talk to about this?

A - Contact an associate with the Bureau of Monitoring and Auditing at (850) 413-1608.

Q - How do I find an “insurer code” or “tpa code” number?

A - Use this link to utilize the “Insurer/Claim Administrator Search”:

http://www.myfloridacfo.com/WCAPPS/Carrier/Car_Srch10.asp

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This link is found by accessing the Databases link from the division's home page:

<http://www.myfloridacfo.com/WC/>

Florida Division of Workers' Compensation home page link

Databases link

Choose "Insurer/Claim Administrator Database"

<http://www.myfloridacfo.com/WC/databases.html>

Q – What do I do if I forget my user ID or password?

A – Contact a member of the Medical EDI Web Team at (850) 413-1607 or by e-mail at:

DWC-MedicalWebTeam@fldfs.com

Q – Am I limited to only one user ID and password for our company?

A – No. You can have as many users with ID's and passwords as you need. Contact a member of the Medical EDI Web Team at (850) 413-1607 or by e-mail at DWC-MedicalWebTeam@fldfs.com to update your contact list as needed.

Q – If our company cannot locate an injured employee's Social Security Number, is there someone I can contact in the division to obtain a number?

A – Yes. The contact person for division assigned numbers is: Glenda McClamma –

Glenda.McClamma@myfloridacfo.com

Use this link to obtain specific information regarding division assigned numbers:

<http://www.myfloridacfo.com/WC/organization/odqc.html>

Scroll down to "Records Management", look for — Division Assigned Numbers

Please note the following - All requests for Division Assigned Numbers must be in writing (email, fax, or letter) and the following information must be provided: injured worker name; date of accident; reason for request, i.e., pursuant to Rule 69L-3.003, FAC, the Division Assigned Number is needed to file the Notice of Injury (or specify other division form); and, name of individual and company name requesting number. If available, please provide the injured worker's date of birth and/or employer name.

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Q – Is there a way to get on a mailing list or e-mail list to stay up-to-date with activities going on in the division?

A – Yes, go to the division’s home page: <http://www.myfloridacfo.com/WC/>
Look on the right side of the web page and look for the box titled ***DWC e-Alert***. ***Click on this box and sign up for the division’s e-alert e-mails.***

Q – Is there an easy way to view the rejections that need correcting?

A – Yes, you can use the “Production Reports” button found on the “Main Menu” of the MDMS web site. After you click on the “Production Reports” button, click on the “Outstanding Rejected Medical Claims Report” and choose the “Create Report” button. Save the report to your desktop or wherever you would like on your computer, and then open the report. If you do not have any open rejected claims, you will receive a message that states: ***There are no outstanding rejections to report for these criteria.***

Q – How do I know what EOBR codes to use?

A – The Florida Workers’ Compensation EOBR codes are required on dates of service 07/04/2004 and after and reported according to Rule 69L-7.602(5)(o).

You can find the list of EOBR codes in ***Appendix E*** of the [Instruction Manual for the Online Medical Data Management System](#).

Link to the [Instruction Manual for the Online Medical Data Management System](#):

http://www.myfloridacfo.com/wc/edi_med.html