



# **Report to the Three-Member-Panel Regarding the Resolution of Medical Reimbursement Disputes pursuant to paragraph 440.13(12)(j), Florida Statutes**

Fiscal Year 2023 - 2024

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Florida Department of Financial Services  
Division of Workers' Compensation  
Medical Services Section  
January 2025

## Introduction and Overview

The Department of Financial Services (Department) is required to produce an annual report to the Three-Member Panel summarizing the resolution of reimbursement disputes and actions regarding reports of health care provider violations pursuant to paragraph 440.13(12)(j), Florida Statutes (F.S.).

The Medical Services Section administers four programs pursuant to section 440.13, F.S.; policy development and implementation of several health care provider reimbursement manuals; certification of Expert Medical Advisors (EMA); determination on whether any health care provider has engaged in a pattern or practice of overutilization or in violation of the Workers' Compensation Laws or administrative rules; and the resolution of medical reimbursement and utilization disputes relating to medical treatment and services. This report will highlight the activities within the medical reimbursement and utilization dispute program during Fiscal Year (FY) 2023-2024.

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## Resolution of Reimbursement Disputes

The Medical Services Section is responsible for resolving medical reimbursement disputes between health care providers and carriers. The reimbursement disputes must be filed within 45 days from the health care provider’s receipt of the notice of disallowance or adjustment of payment.

During FY 2023-2024, 3.7 million medical bills were filed with the Division, and, of these 3.7 million medical bills, the Medical Services Section received 10,317 reimbursement disputes. Additionally, the Medical Services Section closed a total of 8,560 petitions during the same period. Out of the 8,560 petitions closed, 4,366 resulted in the issuance of determinations, and 4,194 resulted in dismissals.

| Petitions Received by Provider Type During the FY |              |              |              |              |               |
|---|--------------|--------------|--------------|--------------|---------------|
|   | 19-20        | 20-21        | 21-22        | 22-23        | 23-24         |
| Practitioner                                      | 2,274        | 4,412        | 4,547        | 5,801        | 6,057         |
| Hospital Outpatient                               | 1,361        | 983          | 1,339        | 2,074        | 2,936         |
| Hospital Inpatient                                | 611          | 794          | 1,033        | 1,283        | 726           |
| ASC   | 361          | 322          | 322          | 594          | 598           |
| Other   | -----        | -----        | -----        | 5            | -----         |
| <b>Total</b>                                      | <b>4,607</b> | <b>6,511</b> | <b>7,241</b> | <b>9,757</b> | <b>10,317</b> |

| Petition Determinations Issued by Provider Type During the FY |              |              |              |              |              |
|---|--------------|--------------|--------------|--------------|--------------|
|   | 19-20        | 20-21        | 21-22        | 22-23        | 23-24        |
| Practitioner  | 344          | 1,791        | 1,222        | 1,123        | 3,400        |
| Hospital Outpatient   | 811          | 450          | 478          | 838          | 766          |
| Hospital Inpatient  | 31           | 17           | 11           | 28           | 37           |
| ASC   | 171          | 163          | 181          | 225          | 163          |
| <b>Total</b>  | <b>1,357</b> | <b>2,421</b> | <b>1,892</b> | <b>2,214</b> | <b>4,366</b> |

| Petition Dismissals Issued by Provider Type During the FY |              |              |              |              |              |
|---|--------------|--------------|--------------|--------------|--------------|
|   | 19-20        | 20-21        | 21-22        | 22-23        | 23-24        |
| Practitioner  | 1,977        | 1,343        | 2,177        | 2,865        | 2,604        |
| Hospital Outpatient                                       | 466          | 357          | 334          | 602          | 588          |
| Hospital Inpatient  | 123          | 189          | 185          | 218          | 791          |
| ASC   | 160          | 122          | 122          | 204          | 211          |
| Other   | -----        | -----        | -----        | 4            | -----        |
| <b>Total</b>  | <b>2,726</b> | <b>2,011</b> | <b>2,818</b> | <b>3,893</b> | <b>4,194</b> |

During FY 2023-2024, the primary reason for the issuance of a dismissal was related to the voluntary withdrawal of the petition by the petitioner.

| Petitions Dismissals Issued by Reason During the FY |              |              |              |              |              |
|---|--------------|--------------|--------------|--------------|--------------|
|   | 19-20        | 20-21        | 21-22        | 22-23        | 23-24        |
| Petition Withdrawn                                  | 2,030        | 1,322        | 2,331        | 3,222        | 3,579        |
| Failure to Cure Deficiency                          | 322          | 351          | 304          | 446          | 382          |
| Untimely Filed                                      | 186          | 233          | 105          | 108          | 111          |
| Lack of Jurisdiction                                | 56           | 47           | 60           | 91           | 96           |
| Duplicate Petition                                  | 18           | 27           | 17           | 21           | 17           |
| Not Ripe for Resolution                             | 112          | 26           | 1            | 3            | 2            |
| Non-HCP   | 0            | 1            | 0            | 1            | 0            |
| Managed Care  | 0            | 0            | 0            | 0            | 0            |
| Lack of Authorization                               | 2            | 1            | 0            | 1            | 0            |
| Settlement Agreement                                | 0            | 0            | 0            | 0            | 2            |
| Other Reason  | 4            | 3            | 0            | 0            | 4            |
| Billing Error                                       | 0            | 0            | 0            | 0            | 1            |
| <b>Total</b>  | <b>2,730</b> | <b>2,011</b> | <b>2,818</b> | <b>3,893</b> | <b>4,194</b> |