



## Medical Fee Schedule (MFS) Dispute Resolution Process Effective 01/01/2018

Providers or payers may not dispute a payment because of dissatisfaction with an MFS scheduled reimbursement amount. Any dispute between a provider and payer over application of the medical fee schedule can be submitted to the Virginia Workers' Compensation Commission for determination. A request for determination of such disputes should include the following:

1. a MFS Dispute request;
2. copies of the original and resubmitted bills;
3. copies of the explanation of reimbursement/benefit;
4. copies of supporting documentation; and
5. copies of correspondence and/or specific information regarding the dispute.

The Medical Fee Services Department will issue a Notice of Request for MFS Dispute Response to the respondent. The respondent will have 30 days to respond to the Medical Fee Services Department. The Medical Fee Services Department will make an administrative decision, and provide written notification of its decision to both the provider and the payer within 30 days of receipt of all requested information. Requests for Medical Fee Schedule determinations may be sent to:

**Virginia Workers' Compensation Commission**  
**Attn: Medical Fee Services Department**  
**333 E. Franklin St.**  
**Richmond, VA 23219**  
**Fax (804) 823-6932**  
[medicalfeeservices@workcomp.virginia.gov](mailto:medicalfeeservices@workcomp.virginia.gov)

If any party disagrees with the administrative decision of the Medical Fee Service Department, it may request a hearing before a Deputy Commissioner provided such request is made in writing and filed with the Commission within 30 days of the issuance of the administrative decision. If such a request for hearing is referred to the docket, it shall be subject to all of the rules and procedures applicable to the adjudication of disputed workers' compensation claims generally, including Va. Code Secs. 65.2-702 through 65.2-706 and the Rules of the Commission. Unless a hearing is requested, the administrative decision of the Medical Fee Services Department shall be final and binding upon the parties 30 days following its issuance.

This Dispute Resolution process shall be subject to the prompt payment or limitation of claims provisions of Va. Code Sec 65.2-605.1.