



Meraki RCM

From	Priyanka	To	AmTrust North America
Telephone		Clearinghouse	Jopari
Fax	-----	Payer ID	16535
Email	Admin@gmail.com		

## Original Bill

## Medical Treatment

Patient Name	Chris Milana	Billing Provider	WorkMed California, APC
Claim Number	32145689-1	DOS	11-01-2023
Patient Control No		Charge Amount	392.58
		Rendering Provider	Kevin Calhoun

## Payment Compliance Dates

## e-Bill Transmission

	15 WORKING DAYS	45 CALENDAR DAYS	60 CALENDAR DAYS
11/28/2023	12/06/2023	01/05/2024	01/20/2024
Original Bill 837 (e-Bill) Sent	EOR and Payment	Private Entity Employer Penalty and interest due for unpaid portion of bill	Government Entity Employer Penalty and interest due for unpaid portion of bill



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

TRISTAR RISK MANAGEMENT  
SUBMITTED ELECTRONICALLY VIA JOPARI  
(PAYER ID: 41556)

PICA										CMS1500 PAGE 1 OF 1 PICA																																																																															
1. MEDICARE <input type="checkbox"/> (Medicare#)										MEDICAID <input type="checkbox"/> (Medicaid#)										TRICARE <input type="checkbox"/> (ID#/DoD#)										CHAMPVA <input type="checkbox"/> (Member ID#)										GROUP HEALTH PLAN <input type="checkbox"/> (ID#)										FECA BLACKLUNG <input type="checkbox"/> (ID#)										OTHER <input checked="" type="checkbox"/> (ID#)										1.a INSURED'S I.D. NUMBER (For Program in item 1) 000-00-0000																			
2. PATIENT'S NAME(Last Name, First Name, Middle Initial) MILANA, CHRIS																				3. PATIENT'S BIRTH DATE MM DD YY SEX M <input checked="" type="checkbox"/> F <input type="checkbox"/>																				4. INSURED'S NAME(Last Name, First Name, Middle Initial) MERAKI RCM SOLUTIONS, LLC																																																	
5. PATIENT'S ADDRESS (NO.,Street) 8020 DE PALMA, ST. #208																				6. PATIENT RELATIONSHIP TO INSURED Self <input checked="" type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>																				7. INSURED'S ADDRESS (NO.,Street) 1055 W. 7TH ST, 33RD FLOOR																																																	
CITY LAKEWOOD										STATE										CITY LOS ANGELES										STATE CALIFORNIA																																																											
ZIPCODE										TELEPHONE(Include Area Code)										ZIPCODE 90017										TELEPHONE(Include Area Code)																																																											
9. OTHER INSURED'S NAME(Last Name, First Name, Middle Initial)																				10. IS PATIENT'S CONDITION RELATED TO:																				11. INSURED'S POLICY GROUP OR FECA NUMBER Value																																																	
a. OTHER INSURED'S POLICY OR GROUP NUMBER																				a. EMPLOYMENT?(Current or Previous) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO																				a. INSURED'S DATE OF BIRTH MM DD YY SEX M <input type="checkbox"/> F <input type="checkbox"/>																																																	
b. RESERVED FOR NUCC USE																				b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO PLACE (State)																				b. OTHER CLAIM ID (Designated by NUCC) 32145689-1 Value																																																	
c. RESERVED FOR NUCC USE																				c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO																				c. INSURANCE PLAN NAME OR PROGRAM NAME Value																																																	
d. INSURANCE PLAN NAME OR PROGRAM NAME																				10d. CLAIM CODES (Designated by NUCC)																				d. IS THERE ANOTHER HEALTH BENEFIT PLAN? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, complete items 9,9a, and 9d.																																																	
READ BACK OF FORM BEFORE COMPLETEING & SIGNING THIS FORM																																								13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE I authorize payment of medical benefits to the undersigned physician or supplier for service described below. SIGNED																																																	
12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to government benefits either to myself or to the party who accepts assignment below. SIGNED SIGNATURE ON FILE DATE 10/10/2023																																																																																									
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL																				15. OTHER DATE QUAL MM DD YY																				16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY																																																	
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE																				17.a										17.b										18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY																																																	
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)																				20. OUTSIDE LAB? <input type="checkbox"/> Yes <input type="checkbox"/> No \$CHARGES																				22. RESUBMISSION CODE ORIGINAL REF. NO.																																																	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate A-L to service line below(24E) A. Value B. Value C. Value D. Value E. Value F. Value G. Value H. Value I. Value J. Value K. Value L. Value																				23. PRIOR AUTHORIZATION NUMBER																																																																					
24. A. DATE(S) OF SERVICE From To MM DD YY MM DD YY										B. PLACE OF SERVICE					C. AMG					D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER										E. DIAGNOSIS POINTER										F. \$ CHARGES					G. DAYS OR UNITS					H. EPSDT Family Plan					I. ID QUAL					J. RENDERING PROVIDER ID.#																													
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25. FEDERAL TAX I.D NUMBER 330184132																				SSN <input type="checkbox"/> EIN <input type="checkbox"/>										26. PATIENT'S ACCOUNT NO. 477DB9122800-1										27. ACCEPT ASSIGNMENT? (For govt. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO										28. TOTAL CHARGE \$ 0.00.00										29. AMOUNT PAID \$ 0 0.00										30. Rsvd for NUCC Use - 0 0.00																			
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGRESS OR CREDENTIALS (I certify that the statements on the reverse apply to this bill and are made a part thereof.) Kevin Calhoun SIGNATURE ON FILE SIGNED																				10/10/2023 DATE																				32. SERVICE FACILITY LOCATION INFORMATION Fresno-New 2440 W Shaw Ave #106 2440 W Shaw Ave #106 Fresno California a. N1487029278 b.																				33. BILLING PROVIDER INFO & PH # ( ) WorkMed California, APC PO BOX 3327 Seal Beach California 90740 a. N1487029278 b.																													



**State of California, Division of Workers' Compensation**  
**REQUEST FOR AUTHORIZATION**  
**DWC Form RFA**

**Attach the Doctor's First Report of Occupational Injury or Illness, Form DLSR 5021, a Treating Physician's Progress Report, DWC Form PR-2, or equivalent narrative report substantiating the requested treatment.**

<input checked="checked" type="checkbox"/> <b>New Request</b> <span style="float: right;"><input type="checkbox"/> <b>Resubmission – Change in Material Facts</b></span>				
<input type="checkbox"/> <b>Expedited Review:</b> Check box if employee faces an imminent and serious threat to his or her health				
<input type="checkbox"/> <b>Check box if request is a written confirmation of a prior oral request.</b>				
<b>Employee Information</b>				
Name (Last, First, Middle): Pan, Lijuan (Hannah),				
Date of Injury (MM/DD/YYYY): 05/09/2013 05/09/2013			Date of Birth (MM/DD/YYYY): 05/25/1963	
Claim Number: 975986-1			Employer: Value Windows and Doors Duarte	
<b>Requesting Physician Information</b>				
Name: Andrew Shen, M.D.				
Practice Name: Andrew Shen, M.D.			Contact Name: Leely Lin	
Address: 2095 S. Atlantic Blvd., 2 <sup>nd</sup> Floor			City: Monterey Park	State: CA
Zip Code: 91754	Phone: 626-965-9078		Fax Number: 626-965-9076	
Specialty: Urgent Care/Occupational Medicine			NPI Number: 1851469209	
E-mail Address: optimalhealthmedcenter@gmail.com				
<b>Claims Administrator Information</b>				
Company Name: AMTRUST North America			Contact Name: Ms. Jannell Dulaney	
Address: P.O. Box 89404			City: Cleveland	State: OH
Zip Code: 44101	Phone:		Fax Number: 216-643-5500,	
E-mail Address:				
<b>Requested Treatment (see instructions for guidance; attached additional pages if necessary)</b>				
List each specific requested medical services, goods, or items in the below space or indicate the specific page number(s) of the attached medical report on which the requested treatment can be found. Up to five (5) procedures may be entered; list additional requests on a separate sheet if the space below is insufficient.				
Diagnosis (Required)	ICD-Code (Required)	Service/Good Requested (Required)	CPT/HCPCS Code (If known)	Other Information: (Frequency, Duration Quantity, etc.)
(S33.5XXA) Sprain of ligaments of lumbar spine, initial encounter		Acupuncture treatment		2x3 lumbar spine
		Follow up with psychiatrist		
		Purchase of home IF unit with electrotherapy supplies		Rehab Solutions
		Referral to pain management		
		Follow up in one month		
<div style="display: flex; justify-content: space-between;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>				
Requesting Physician Signature: 			Date: 03/08/2018	
<b>Claims Administrator/Utilization Review Organization (URO) Response</b>				
Approved      Denied or Modified (See separate decision letter)      Delay (See separate notification of delay)				
<input type="checkbox"/> Requested treatment has been previously denied <input type="checkbox"/> Liability for treatment is disputed (See separate letter)				
Authorization Number (if assigned):			Date:	
Authorized Agent Name:			Signature:	





**Optimal**  
Health Institute

2095 S. Atlantic Blvd., 2<sup>nd</sup> floor, Monterey Park, CA 91754

18725 E. Gale Ave. #130, City of Industry, CA 91748

**Tel: 626-965-9078 Fax: 626-965-9076**

**WORKER'S COMPENSATION PROGRESS EVALUATION REPORT**  
(with urgent request for authorization)

3/8/2018

AmTrust North America  
P.O. Box 89404  
Cleveland, OH 44101

**Employee:** Lijuan Pan  
**Social Security #:** 616-31-0782  
**Date of Injury:** 5/9/2013  
**Date of Exam:** 3/8/2018  
**Employer:** Value Windows and Doors Duarte  
**Claim Number:** 975986-1

Attention: Ms. Jannell Dulaney

To Whom It May Concern:

Ms. Lijuan Pan entered my office for evaluation and treatment of injuries she sustained while at work. At the time of the injury she was employed by Value Windows and Doors Duarte. Following is the patient's description of her injury as well as a brief listing of the results of my examination findings.

**Interim History:**

Patient is complaining of pain in her lower back which radiates down her legs. The pain is a 7/10 and is present 100% of the time. Patient states the pain is the same as last visit. The pain is worse with prolonged sitting such as driving a car. She gets numbness and weakness in her legs LT>RT.

She is doing acupuncture which is helping with pain relief and increasing her ADL. She is taking oral medications which also provide relief.

She gets an increase in pain when she misses therapy sessions.

The medications are helping her sleep better. She is using the home IF unit and lumbar brace which gives her relief.

She's had an epidural in her lumbar spine in the past. She claims she had dizziness, increased blood sugar, and an increase in her weight. She was told not to have any more epidural injections.

She is complaining of continued anxiety and depression over her pain and situation. She follows up with the psychiatrist. She is taking sertraline 100mg daily. She denies thoughts to hurt herself or others.

**Subjective:**

Lijuan Pan presented to the office for consultation and examination due to a work injury that occurred on 5/9/2013. The injury occurred while she was pushing, pulling and lifting while at her job.

**Occupational History:**

She has been working as a worker in a window company for the past 1 years.

Patient's position requires the patient to be pushing, pulling and lifting. The patient is in seated position 1-2 hours per day. The patient is walking and standing for 6-8 hours per day. The patient is required to lift up to 100 pounds.

Patient was injured on 5/9/2013. On that day she was lifting a roll of aluminum material with a coworker, but she was lifting most of the weight since her coworker was already injured. As she was putting the roll on the cart, the cart moved and caused her to injure her back. She felt a tearing pain immediately in her lower back. The incident happened at the end of her shift. She returned the next day to report the injury and to go to the company doctor. She claims she gets numbness radiating down her left leg.

Patient reported the injury to her supervisor.  
Patient provided with medical treatment.

Ms. Pan described that she has discomfort in her lumbar, left sacroiliac, left buttock and left posterior leg area. She rates the discomfort right now as a 8 on a scale of 10 with 10 being the worst and is noticeable approximately 100% of the time. The discomfort at its worst is rated as a 9 and at its best it is a 6.

The onset of the pain was gradual and was first noticed 5/9/2013. Since the complaint began the symptoms have generally been worse. She reports that the pain is aggravated by prolonged sitting, prolonged walking, lying down and is 25 % worse when it is aggravated and it will stay that way for 30 minutes. She states that the discomfort is relieved by: resting and is reportedly diminished by 25%. The quality of the discomfort is described as numbness, sharp and aching and is at its worst in the evening.

Patient has HTN, but denies any other medical conditions.  
Patient denies alcohol or tobacco use.

**Objective:**

Her blood pressure was taken in the sitting and the observed measurement was 124/77.  
Her pulse measured 75 bpm.  
Her skin temperature was measure to be 98.4 degrees Fahrenheit.  
She is 64" tall. She weighs 155 pounds.

Patient has palpable tenderness at lumbar and left sacroiliac.  
Abnormal gait.  
Skin inspection wnl  
DTR wnl.  
Patient is moving slowly from pain.

She is wearing the lumbar brace.

Lumbar Ranges of Motion

Lumbar Flexion 20 /60  
Lumbar Extension 0 /30  
Lumbar L Lateral Flexion 5/30  
Lumbar R Lateral Flexion 5/30  
Lumbar L Rotation 5 /30  
Lumbar R Rotation 5 /30

Positive SLR on her right side at 45.

**EMG/NCV of the bilateral lower extremities done on 7/25/2017 shows:**  
**There is electrodiagnostic evidence on NCS consistent with a bilateral peroneal motor nerve and left tibial motor nerve neuropathy. This finding can also be seen in a bilateral L5-S1 lumbar sacral radiculopathy.**

**Assessment:**

The patient received a letter to transfer care to MPN. Per labor code 9767.10, "persists without full cure or worsens over a period of at least 90 days or requires ongoing treatment to maintain remission or prevent deterioration", the patient may stay with the current provider. Therefore, per patient's request, we will continue to treat this patient under labor code.

The following is a list of diagnostic impressions for Ms. Pan's current condition: (S33.5XXS) Sprain of ligaments of lumbar spine, M54.16

**Discussion:**

We have a 53 year old, Female, who sustained an injury while at work and is experiencing continuing trauma. The patient's condition is not permanent and stationary at this time.

Patient wishes to exercise her right to select a treating doctor of Her choice. We have accepted this request and would appreciate receiving copies of all prior medical records you may have relating to this injury, which will assist us in the determination of the patient's future treatment. Please forward the same information to this office upon receipt of this evaluation and on future dates, if additional medical records or consultations are received by you.

**Plan:**

Acupuncture 2x3 to the lumbar spine with decompression due to successful prior sessions

Continue medication as prescribed:

Tramadol 50mg 1 tab po bid #60 for severe pain

Gabapentin 300mg 1 tab po bid #60 for radiating pain

Follow up with psychiatrist.

She will be scheduled with a spine specialist to discuss her treatment options for her lumbar spine.

Patient is benefiting from using the Interspec IF-II unit and I am recommending the purchase with electrotherapy supplies.

I am requesting for a referral to pain management for Norco.

Continue home exercises and therapy.



Follow up appointment in one month.

**(Opinion As To The Extent Of Disability And Working Ability)**

Disability: TTD for 45 days or restrictions as per FCE 11/21/2017

**Functional Capacity Assessment:**

Dynamic Rating is based on the Highest Mean static lifting test score and indicates the theoretical load a subject may be able to lift dynamically on an occasional basis (Blankenship, 1990). Frequent and constant values are derived from the occasional lift value using percentages from the Dictionary of Occupational Titles, 1991.

NIOSH Test Dynamic Rating	Occasional	Frequent	Constant
Lifting and carrying in standing position	5 lbs	2 lbs	1 lbs
Lifting at shoulder level close to torso	3 lbs	2 lbs	1 lbs
Lifting at shoulder level away from torso	1 lbs	1 lbs	0 lbs
Kneeling lift	—	—	—
Torso bending lift	—	—	—
Ground level lift	—	—	—

**Patient is to be restricted from any lifting below the waist level at this time.**

STAND and/or WALK a total of:  
Less than >2 HOURS per 8 hour day

**SIT a total of:**

Less than 8 HOURS per 8 hour day  
Patient should also be allowed to alternate activities as needed.

PUSH and/or PULL (including hand or foot controls):  
LIMITED (Describe degree of limitation)

Pushing of 0 lbs, with lumbar and hip flexion combined at less than 10 degree flexion

Pulling of 0 lbs, with lumbar at 5 degree extension only.

**ACTIVITIES ALLOWED:**

	Frequently	Occasionally	Never
Climbing		X	
Balancing		X	
Stooping		X	
Kneeling		X	
Crouching		X	
Crawling		X	
Twisting		X	
Reaching	X		
Handling	X		
Fingering	X		
Feeling	X		
Seeing	X		
Hearing	X		

Speaking           X

Additional Restrictions:

Patient should be restricted from repetitive flexion and extension of the lumbar spine, cervical spine, bending stooping, kneeling or squatting.

The patient should also refrain from working on slippery surfaces, and avoid prolonged stair climbing.

Patient should be allowed to unlimited feeling, seeing, hearing, and speaking.

Pursuant to Labor Code #4628, the following declaration is made:

I declare under penalty of perjury that the information contained in this report and its attachments, if any, is true and correct to the best of my knowledge and belief, except as to information that I have indicated I received from others. As to the information, I declare under penalty of perjury that the information accurately describes the information provided to me and except as noted herein, that I believe it to be true.

1. State and Federal Laws require that you spend a sufficient amount of time reviewing the attached documentation prior to rendering any adverse determination on medical necessity.
2. We request that you immediately forward our claims and all of the patient's documentation which you have received to a licensed health provider of the same profession who has a sufficient level of training and experience in the form of are in question so that a proper review can be performed (LC 4610, sec. e)
3. Furthermore, you are required to be consistent with State and Federal Law. The reviewer must base his or her decision on the cure or relieve medical necessity standard. (LC 4600 sec. a- "services that is reasonably required to cure or relieve the injured worker from the effects of his or her injury shall be provided by the employer", Vorster v. Bowen- A federal case which prohibits carriers from denying care based solely on utilization review criteria when documentation is provided along with the claims.)
4. In the unlikely event that this claim should be denied, you are required by State and Federal Law to provide specific and clinical reasons and the criteria utilized as the basis for decisions in a timely fashion. Additionally you must also provide recommendation for what are is determined to be appropriate and why. Failure to do so may result in a proceeding to issue and order for penalties for each failure. (LC 4610, sec. g4 states, Communications regarding decisions to modify, delay, or deny medical treatment services requested by professionals shall include a clear and concise explanation of the reasons for the employer's decision, a description of the criteria or guidelines used, and the clinical reasons for the decisions regarding medical necessity LC 4610, sec. g(1)- " ... decisions shall be made in a timely fashion...not to exceed five working days from the receipt of the information...", LC 4610, sec. I- "IF the administrative director determines that the employer...has failed to meet any of the timeframes...may assess penalties for each failure.")
5. Please be advised all patient care rendered will be in accordance with current California Worker's Compensation Laws and Regulations, specifically the ACOEM guidelines in situations where applicable. In situations where a ACOEM guidelines do not apply, i.e., certain chronic cases, the care rendered will be based upon scientifically peer reviewed evidence based considerations with supportive documentation provided per LC 4604.5, "For all injuries not covered by the ACOEM Practice guidelines... treatment shall be in accordance with other evidence based medical treatment guidelines generally recognized by the medical community."

6. Please be advised if claim to paid within 45 days as required LC 4603.2 (b)(1), we will accept the Official Medical Fee Schedule and not pursue Usual and Customary Fees and/or penalties, interest and fines as prescribed by law. (LC 4603.2, sec. b1- "Payment shall be made by the employer within 45 working days after receipt of each separate, itemization medical services provided. Any properly documented list of services provided not paid at the rates the in effect under Section 5307.1 within the 45-working-day period shall be increased by 15 percent, together with interest at the same rate as judgments in civil actions retroactive to the date of receipt of the itemization...", Lerick Case: (Ramierz v Fresh Express) Usual and Customary Fees- "Case law has determined that you may be paid you usual and customary fees, not the WC Official Medical Fee Schedule in a case that is denied or not paid with the required time frame.")

*We look forward to working with you in a cooperative nature as is recommended between the insurance companies and health care providers by the authors of ACOEM guidelines. If there is any further information we may provide that will help us in the endeavor of the recovery for the injured worker, please notify us.*

**DISCLOSURE:**

*This medical report was hand-drafted and/or dictated by me and typed as noted below. This report expresses my professional findings, opinions and conclusions on matters discussed.*

*I declare under penalty of perjury that the information contained in this report and its attachments, if any is true and correct to the best of my knowledge and belief, except as to the information that I have indicated I receive from others. As to that information, I declare under penalty of perjury that the information provided to me and, except as noted herein, than I believe it to be true.*

I have not violated Labor Code Section 139.3 and the contents of the report and bill are true and correct to the best of my knowledge. This statement is under penalty of perjury.

Executed on 3/8/2018, at Monterey Park, CA 91754.

Sincerely,

  
\_\_\_\_\_  
Andrew Shen, M.D.

**PROOF OF SERVICE BY MAIL**

I am a resident of the State of California, Country of Los Angeles. I am over the age of eighteen years and not a party of the above-entitled action. My business address is 2095 S Atlantic Blvd, Monterey Park, CA 91754.

On 3/8/2018 I served the attached documents on said action, by placing a true copy thereof enclosed in a sealed envelope with postage fully prepaid in the United States Mail at Monterey Park, California addressed as follows:

To:  
AmTrust North America  
P.O. Box 89404  
Cleveland, OH 44101

Law Offices of Williams O. Owour  
735 W. Duarte Road, Suite 206  
Arcadia, CA 91007

Documents:  
REQUIRED PROGRESS REPORT 3/8/2018

  
\_\_\_\_\_  
Jenny Y., Leely Lin, Eric T.