

***Please Note: If you are receiving a bill, it means that we are not!***

- 1. What do I do if I receive a bill for my workers' compensation injury?**
  - a. Do not provide your personal insurance for a Workers' Compensation Claim.
    - i. If your insurance is provided, and your insurance processes the payment, oftentimes employees will receive a bill for a copay or deductible, depending on the chosen group health plan.
  - b. Please call the medical provider and provide the billing information below:  
CorVel  
P.O. Box 6966  
Portland, OR 97228
  - c. Please forward a copy of the bill to your CorVel Adjuster and to Risk Management at [Risk@loudoun.gov](mailto:Risk@loudoun.gov).
  
- 2. I provided the CorVel billing information at the hospital – why am I still receiving a bill?**
  - a. Sometimes the hospital will bill your personal insurance first if you have previously sought treatment at the same facility. If this is the case, your insurance should deny the claim and send a bill to you.
  - b. If you receive a billing request form while at the hospital – do not throw it away. Complete your portion and forward it to Risk Management at [Risk@loudoun.gov](mailto:Risk@loudoun.gov) to complete and send to the appropriate medical facility.
  
- 3. My compensable workers' compensation Emergency Room visit, or doctor appointment was billed to my personal insurance. What should I do change the responsible party to CorVel?**
  - a. Please forward a copy of the bill to your CorVel Adjuster and to Risk Management at [Risk@loudoun.gov](mailto:Risk@loudoun.gov). CorVel and/or Risk Management will work with your personal insurance company representative to ensure that the bill and future bills are paid for by the correct company.
  
- 4. This is the 2<sup>nd</sup>, 3<sup>rd</sup> or final notice. What do I do with this bill so that it does not affect my credit score?**
  - a. Once CorVel receives the bill you have provided, your adjuster will contact the billing company/medical provider so that the bill is sent to CorVel on the correct form. CorVel **CANNOT** pay an invoice that is sent directly to an employee. After the provider sends the bill on the correct form, CorVel reviews and negotiates the cost associated with the medical treatment. This process can delay the payment so you may receive multiple bills before it is resolved.
  - b. The bill and the payment may have passed in the mail. Please forward the new bill to your CorVel Adjuster and to Risk Management at [Risk@Loudoun.gov](mailto:Risk@Loudoun.gov).
  - c. [Collection activity on an active workers' compensation claim is not permitted by Virginia law \(Va. Code § 65.2-601.1\)](#).
  
- 5. My treatment was authorized by CorVel – why am I receiving a bill for the balance due?**
  - a. Please notify Risk Management at [Risk@loudoun.gov](mailto:Risk@loudoun.gov) immediately. It is illegal to balance bill an injured worker and the medical provider must use the Virginia Workers' Compensation Commission to resolve any outstanding disputes.

**6. Is my workers' compensation claim and/or medical treatment denied?**

- a. Your workers' compensation claim or medical treatment is not denied unless you have specifically been advised that it has been denied. Your CorVel Adjuster or Risk Management will communicate if your claim is denied.

**7. I received a Loudoun County ambulance bill – what do I do?**

- a. Please email the bill to Risk Management at [Risk@Loudoun.gov](mailto:Risk@Loudoun.gov). If you have an accepted workers' compensation claim and were transported by a Loudoun County Fire & Rescue Ambulance, the bill will be waived.
- b. If you received a bill for transport in another jurisdiction, please refer to Question 1.

**Questions? Contact Human Resources/Risk Management at  
[risk@loudoun.gov](mailto:risk@loudoun.gov) or 703-777-0517**