

January 2, 2012

Dear Member of the Pennsylvania Orthopaedic Society:

The Bureau of Workers' Compensation is required by law (Section 306 (f.1)) to commission an annual study to determine whether injured workers have sufficient access to quality health care, and whether health care providers are being paid in a timely manner. The Bureau has contracted with *TLG Research Associates* to conduct this study.

I ask you to answer the attached survey, returning it to *TLG Research Associates*, either by FAX (215-348-9831) or by mail to P. O. Box 5009, New Britain, PA 18901. Please answer the survey by February 15. You may wish to have the person responsible for billing answer items 9 to 17.

Responses are confidential.

For questions, contact *TLG Research Associates*:

E-Mail: tlgresearch@comcast.net; Voice: (215) 345 1176; FAX: (215) 348-9831.

Thank you for your assistance. The information provided will help ensure that the Workers' Compensation system works for both workers and providers.

Sincerely,



Debra Novakovich, R.N., CPC
Chief, Health Care Services Review

Attachment

WORKERS' COMPENSATION HEALTH CARE PROVIDERS SURVEY

This survey is sent to Pennsylvania health care providers in specialties important for the treatment of work-related injuries. Your input will help ensure that injured workers have access to quality health care, and that providers receive timely and accurate reimbursement. All responses are confidential.

1. What is your area of specialization?

- | | |
|---|--|
| <input type="checkbox"/> Emergency Medicine | <input type="checkbox"/> Occupational Medicine |
| <input type="checkbox"/> Family Medicine | <input type="checkbox"/> Physical Medicine & Rehabilitation |
| <input type="checkbox"/> Neurologist | <input type="checkbox"/> Physical Therapy / Occupational Therapy |
| <input type="checkbox"/> Neurosurgeon | <input type="checkbox"/> Psychiatrist / Psychologist |
| <input type="checkbox"/> General Surgery | <input type="checkbox"/> Chiropractic |
| <input type="checkbox"/> Ophthalmologist | <input type="checkbox"/> Pharmacist |
| <input type="checkbox"/> Orthopedic Surgery | <input type="checkbox"/> Oriental Medicine |
| <input type="checkbox"/> Plastic Surgery / Hand Surgery | |
- Other _____
(If 'Other', identify the sub-specialty or area of specialization.)

2. If you are answering this survey on behalf of the medical practice or group or medical practice to which you belong, please indicate below the number of providers for whom you are answering:

- | | |
|------------------------------------|---|
| ___ Emergency Medicine | ___ Pain Management / Anesthesiology |
| ___ Family Medicine | ___ Occupational Medicine |
| ___ Neurologist | ___ Physical Medicine & Rehabilitation |
| ___ Neurosurgeon | ___ Physical Therapy / Occupational Therapy |
| ___ General Surgery | ___ Psychiatrist / Psychologist |
| ___ Ophthalmologist | ___ Chiropractic |
| ___ Orthopedic Surgery | ___ Pharmacist |
| ___ Plastic Surgery / Hand Surgery | ___ Other (Specify) _____ |

ABOUT YOUR INVOLVEMENT WITH WORKERS' COMPENSATION PATIENTS

3. Have you been involved in the treatment of W.C. patients during the past three years?

___ Yes ___ No

If No, stop here and return the survey. Your name will be removed from the mailing list.

4. What percent of your current patients [or if you are answering for your group, of the group's patients] are covered by Workers' Compensation?

___ Less than 5% ___ From 5% to 25% ___ More than 25%

5. How many Workers' Compensation patients typically are treated in a month? _____

6. Have you participated as a panel provider for one or more employers during the past three years? Yes No

If Yes, answer Questions 7-8. If No, skip to Question 9.

7. During the past year, has your involvement with employer panels:

___ Remained about the same ___ Significantly lessened ___ Significantly increased

8. If during the past year, you have either withdrawn from participation, or declined an invitation to participate in an employer panel, what was/were the reason(s)?

You may wish to have the individual who handles billing respond to the following questions dealing with timely and accurate reimbursement.

REGARDING TIMELY REIMBURSEMENT

9. If you have experienced problems in being paid for treatment of W.C. patients within the required 30 days of bills submitted with an LIBC-9 medical report, indicate the names of the insurers or employers who have been most likely to be late in paying. For each one, indicate the average length of those delays beyond the required 30 days.

Name of Insurer or Self-Insured	% of Payments Usually Delayed	Average Length of Delay Beyond 30 Days
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

10. Based on your experience, which insurers or employers are most likely to pay accurately and on-time? (No more than four.)

REGARDING ACCURATE REIMBURSEMENT

The Bureau continues to work with the vendors of repricing services to improve their accuracy and consistency. The Bureau would appreciate feedback from providers on the following:

11. In comparison with previous years, how would you compare the accuracy and consistency of the repricing done on behalf of those paying for your services during the past year?

No change Some improvement Worse

12. If you have continued to experience problems in being paid properly because of inaccurate or inconsistent repricing, indicate the most prominent issues: **(check no more than two)**:

Underpayment Downcoding Incorrect application of bundling/unbundling
 Late payment Other (please describe)

REGARDING APPLICATION FOR FEE REVIEW PROCESS

13. Are you aware that the Fee Review process is the only dispute resolution provided by the Workers' compensation Act? Yes No

14. Have you made use of the Application for Fee Review process to resolve problems regarding payments? Yes No

15. If yes, did the process help resolve the problem? Yes No

16. Did you know that providers who received a positive fee review judgment but have still not received payment can E-mail their concerns to ra-li-bwc-hcsrd@state.pa.us (Resource Account – Health Care Service Review Division). Division? Yes No

17. Did accessing this resource help recover payment for your practice? Yes No