

APPENDIX C:
CONSOLIDATED PAYER SURVEY INSTRUMENT

Payer Survey: Consolidated Insurer/TPA/SISA Instrument

A. COMPANY DEMOGRAPHICS

1. Does your company provide workers' compensation insurance to employers in the following California regions? (Insurer)

___ Statewide (every region)

1. Does your company adjust workers' compensation claims for employers in the following California regions? (TPA)

___ Statewide (every region)

1. How many employees does your company have in all your California locations?
_____ # employees (SISA)

Do you have employees located in the following California regions? (SISA Q2)

___ Statewide (every region)

or [CHECK ENTIRE REGIONS OR MARK INDIVIDUAL COUNTIES WITHIN REGIONS, AS APPLICABLE]

___ **North Coast, North Inland, and Sierras** – Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Inyo, Lake, Lassen, Mariposa, Mendocino, Modoc, Mono, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba

___ **Sacramento Area** – El Dorado, Placer, Sacramento, Yolo

___ **Greater San Francisco Bay Area** – Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma

___ **San Joaquin Valley** - Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, Tulare

___ **Central Coast** – Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura

___ **Los Angeles County**

___ **Orange County**

___ **Inland Empire** - Riverside, San Bernardino

___ **San Diego Area** – Imperial, San Diego

___ **Other, more specific region(s)** (specify: _____
_____)

B. WORKERS' COMPENSATION PROVIDER NETWORKS

This section is about the workers' compensation provider network arrangements your company uses, issues pertaining to contracting with physicians for workers' compensation care, and standards for access to care set by your company or the network your company contracts with.

Demographics of Individual Responder to this section

2. What is your current job title? _____
3. How long have you been in this position? _____years, _____months
4. How long have you been working in Workers' Compensation in California?
_____years, _____months

Medical Provider Network (MPN) Arrangements

5. Does your company currently use one or more Medical Provider Networks (MPNs)?

___ Yes

___ No [GO TO 15]

6. Do you have a policy which currently mandates all of your California clients [SISA: employees] to use an MPN?

Yes

No

7. What percentage of your California workers' compensation [Insurer: employers; TPA: clients; SISA: employees] currently use an MPN?

_____ % of California [employers/clients/employees] using an MPN

These next questions are about the MPN(s) your company uses.

8. Did your company (or a contractor on your behalf) develop its own MPN from scratch, including selecting, credentialing, and contracting with providers and making sure the MPN meets regulatory requirements?

Yes

No [**GO TO 10**]

9. Why did your company develop its own MPN?

10. Do you use an existing MPN that you have customized?

Yes

No [**GO TO 12**]

11. Why do you use a customized version of an existing network?

12. Do you supplement the MPN(s) you use with additional providers (e.g., by leasing a portion of providers from an existing MPN or by contracting directly with providers)?

- Yes
- No [**GO TO 14**]

13. Why do you supplement the MPN you use with additional providers?

14. Does your company plan to start any additional MPNs? **CHECK ONLY ONE**

- Yes [**GO TO 17**]
- No [**GO TO 18**]
- Not sure [**GO TO 18**]

15. Does your company plan to start an MPN? **CHECK ONLY ONE**

- Yes [**GO TO 17**]
- No
- Not sure [**GO TO 18**]

16. Why are you not planning to start an MPN? [**RECORD RESPONSE AND GO TO 18**]

17. When do you plan to start an MPN?

- In process/immediately
- Within the next year
- In a few years

18. For employees not covered under an MPN, do either your clients or your company choose the primary treating physician an injured worker sees during the first 30 days of injury or illness (i.e., is 30-day control exerted)?

- Yes
- No
- Not applicable – all client employees are in an MPN

Physician Contracting

19. Are there certain physician types or specialties your company (or the network you contract with) has found it harder to contract with for workers' compensation care?

- Yes
- No [GO TO 22]
- Don't know [GO TO 22]

20. For which physician types and specialties is it harder to contract with for workers' compensation care? Check all that apply.

- Acupuncture
- Allergy and Immunology
- Anesthesiology
- Chiropractic
- Dermatology
- Dentistry
- Emergency Medicine
- Family Medicine
- General Practice
- General Surgery
- Internal Medicine
- Neurology
- Neurosurgery
- Occupational Medicine
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Radiology
- Toxicology
- Urology
- Other, SPECIFY: _____

21. What difficulties do you (or your network) experience in contracting with these physician types and specialties?

22. Are there certain geographic areas or regions of California where it is harder to find physicians willing to contract for workers' compensation care?

- Yes
- No [**GO TO 24**]
- Don't know [**GO TO 24**]

23. In what regions is it harder to find physicians to contract for workers' compensation care? **CHECK ENTIRE REGIONS OR MARK INDIVIDUAL COUNTIES WITHIN REGIONS, AS APPLICABLE.**

North Coast, North Inland, and Sierras - Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Inyo, Lake, Lassen, Mariposa, Mendocino, Modoc, Mono, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba

Sacramento Area – El Dorado, Placer, Sacramento, Yolo

Greater San Francisco Bay Area - Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma

San Joaquin Valley - Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, Tulare

Central Coast – Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura

Los Angeles County

Orange County

Inland Empire - Riverside, San Bernardino

____ **San Diego Area** – Imperial, San Diego

____ **Other, more specific region(s)** (specify: _____)

24. What reasons are physicians giving, if any, for not wanting to contract for workers' compensation care?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Physician Reimbursement

These next questions are about physician reimbursement rates.

25. In general, in comparison with the Official Medical Fee Schedule (OMFS), at what rate does your company (or the network your company contracts with) compensate physician services? Is it: [**CHECK ONLY ONE**]

- ____ At fee schedule
____ Below fee schedule

26. Approximately by what percent below fee schedule does your company (or the network your company contracts with) compensate physicians? [ENTER 0 IF YOU NEVER PAY BELOW FEE SCHEDULE]

_____ % below fee schedule

27. Which physician types or specialties are generally paid **below** fee schedule?
CHECK ALL THAT APPLY.

- ____ Acupuncture
____ Allergy and Immunology

- Anesthesiology
- Chiropractic
- Dermatology
- Dentistry
- Emergency Medicine
- Family Medicine
- General Practice
- General Surgery
- Internal Medicine
- Neurology
- Neurosurgery
- Occupational Medicine
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Radiology
- Toxicology
- Urology
- Other, SPECIFY: _____
- None

28. Approximately by what percent above fee schedule does your company (or the network your company contracts with) compensate physicians? **[ENTER 0 IF YOU NEVER PAY ABOVE FEE SCHEDULE]**

_____ % above fee schedule

29. Which physician types or specialties are generally paid **above** fee schedule?
CHECK ALL THAT APPLY

- Acupuncture
- Allergy and Immunology
- Anesthesiology
- Chiropractic
- Dermatology
- Dentistry
- Emergency Medicine
- Family Medicine
- General Practice
- General Surgery

- Internal Medicine
- Neurology
- Neurosurgery
- Occupational Medicine
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Radiology
- Toxicology
- Urology
- Other, SPECIFY: _____
- None

30. Which physician types or specialties are generally paid **at** fee schedule? **CHECK ALL THAT APPLY**

- Acupuncture
- Allergy and Immunology
- Anesthesiology
- Chiropractic
- Dermatology
- Dentistry
- Emergency Medicine
- Family Medicine
- General Practice
- General Surgery
- Internal Medicine
- Neurology
- Neurosurgery
- Occupational Medicine
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Radiology
- Toxicology
- Urology

___ Other, SPECIFY: _____
___ None

31. Does the compensation rate paid for physician services by your company (or the network your company contracts with) differ by region of the state?

___ Yes
___ No [GO TO 33]

32. In which regions of the state is the compensation rate paid for physician services higher? **CHECK ENTIRE REGIONS OR MARK INDIVIDUAL COUNTIES WITHIN REGIONS, AS APPLICABLE**

___ **North Coast, North Inland, and Sierras** - Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Inyo, Lake, Lassen, Mariposa, Mendocino, Modoc, Mono, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba

___ **Sacramento Area** - El Dorado, Placer, Sacramento, Yolo

___ **Greater San Francisco Bay Area** - Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma

___ **San Joaquin Valley** - Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, Tulare

___ **Central Coast** - Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura

___ **Los Angeles County**

___ **Orange County**

___ **Inland Empire** - Riverside, San Bernardino

___ **San Diego Area** - Imperial, San Diego

___ **Other, more specific region(s)**
(specify: _____

Standards for Access to Quality Medical Care

33. Does your company (or the network your company contracts with) have standards for any of the following measures to insure access to quality medical care for injured workers? **CHECK YES OR NO FOR EACH MEASURE. IF YES, PLEASE FILL IN STANDARD**

	Complete if you have any MPN products	Complete if you have any Non-MPN products
A. Days to first appointment with primary treating physician?	___ No ___ Yes, ___# days	___ No ___ Yes, ___# days
B. Days from referral to first appointment with specialist/consulting physician?	___ No ___ Yes, ___# days	___ No ___ Yes, ___# days
C. Distance to primary treating physician?	___ No ___ Yes, ___ miles	___ No ___ Yes, ___ miles
D. Distance to specialist/consulting physician?	___ No ___ Yes, ___ miles	___ No ___ Yes, ___ miles
E. Provider performance measures?	___ No ___ Yes, please describe each: 1. _____ 2. _____ 3. _____ 4. _____ 5. _____	___ No ___ Yes, please describe each: 1. _____ 2. _____ 3. _____ 4. _____ 5. _____

	Complete if you have any MPN products	Complete if you have any Non-MPN products
F. Patient satisfaction measures?	<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe: <hr/> <hr/>	<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe: <hr/> <hr/>
G. Any other standards?	<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe each: 1. <hr/> 2. <hr/> 3. <hr/> 4. <hr/> 5. <hr/> <hr/>	<input type="checkbox"/> No <input type="checkbox"/> Yes, please describe each: 1. <hr/> 2. <hr/> 3. <hr/> 4. <hr/> 5. <hr/> <hr/>

34. Does your company (or the network you contract with) monitor whether the standards described above are being met? **CHECK ONE ONLY**

- Yes, all standards are monitored
- Yes, some standards are monitored (please list below)
- No, no standards are monitored [**GO TO SECTION C**]
- Don't know [**GO TO SECTION C**]

35. Does your company (or the network you contract with) take any specific action if your monitoring efforts indicate that any of the above standards are not being met?

- Yes
- No
- Don't know

C. CLAIMS MANAGEMENT

This section is about the ability of employees to access care from physicians in your MPN(s) (if your company has one) or from physicians in general (if your company does not have an MPN) for their workers' compensation claim.

IF THE PERSON ANSWERING THIS SECTION IS DIFFERENT FROM THE PERSON ANSWERING PREVIOUS SECTION, COMPLETE 36-38. OTHERWISE, GO TO 39.

36. What is your current job title? _____

37. How long have you been in this position? _____years, _____months

38. How long have you been working in Workers' Compensation in California?
_____years, _____months

39. Since the beginning of 2004, do your claims adjusters report that it is easier, harder, or the same for workers' compensation patients to get in to see a **primary treating physician**?

- easier
- harder
- the same [**GO TO 41**]

40. Why has it become easier or harder?

Reasons it is easier: _____

Reasons it is harder: _____

41. Since the beginning of 2004, do your claims adjusters report that that it is easier, harder, or the same for workers' compensation patients to get in to see a **specialist physician**?

- ____ easier
- ____ harder
- ____ the same [**GO TO 43**]

42. Why has it become easier or harder?

Reasons it is easier: _____

Reasons it is harder: _____

43. What reasons are physicians currently giving, if any, for not wanting to take workers' compensation patients?

1. _____
2. _____
3. _____
4. _____

44. Are certain types or specialties of physicians refusing to take workers' compensation patients?

- ____ Yes
- ____ No [**GO TO 46**]
- ____ Don't know [**GO TO 46**]

45. Which types or specialties of physicians are more likely to refuse to take workers' compensation patients?

PLEASE CHECK ALL THAT APPLY

- Acupuncture
- Allergy and Immunology
- Anesthesiology
- Chiropractic
- Dermatology
- Dentistry
- Emergency Medicine
- Family Medicine
- General Practice
- General Surgery
- Internal Medicine
- Neurology
- Neurosurgery
- Occupational Medicine
- Ophthalmology
- Optometry
- Orthopedic Surgery
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Podiatry
- Psychiatry
- Psychology
- Radiology
- Toxicology
- Urology
- Other, SPECIFY: _____

46. Are there particular regions of the state where physicians are refusing to take workers' compensation patients?

- Yes
- No [**GO TO 48**]
- Don't know [**GO TO 48**]

47. In which regions of the state are physicians more likely to refuse to take new workers' compensation patients? **CHECK ENTIRE REGIONS OR MARK INDIVIDUAL COUNTIES WITHIN REGIONS, AS APPLICABLE**

- North Coast, North Inland, and Sierras** - Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Inyo, Lake, Lassen, Mariposa, Mendocino, Modoc, Mono, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba

- Sacramento Area** – El Dorado, Placer, Sacramento, Yolo
- Greater San Francisco Bay Area** - Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma
- San Joaquin Valley** - Fresno, Kern, Kings, Madera, Merced, San Joaquin, Stanislaus, Tulare
- Central Coast** - Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Ventura
- Los Angeles County**
- Orange County**
- Inland Empire** - Riverside, San Bernardino
- San Diego Area** – Imperial, San Diego
- Other, more specific region(s)** (specify: _____)
_____)

48. Do you have a mechanism for reporting access issues (e.g., patients having problems finding a doctor to take their case, long waiting times for appointments, long distances to physicians) back to your network administrator(s)?

- Yes
- No [**GO TO 50**]
- Don't know [**GO TO 50**]

49. What is this mechanism?

50. What do you consider to be the three main barriers, if any, in providing access to medical care within the current Workers' Compensation system?

1. _____

2. _____

3. _____

51. Since the beginning of 2004, do you believe that access to medical care for workers' compensation patients is better, worse, or the same?

- better
- worse
- the same [**GO TO 53**]

52. Please explain why access to medical care is better or worse.

53. Do you have any additional comments on access to care for injured workers in the current workers' compensation system?

Thank you for your participation!