APPENDIX C:

CONSOLIDATED PAYER SURVEY 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
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
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

___ 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**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Complete if you have any MPN products</th>
<th>Complete if you have any Non-MPN products</th>
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<tbody>
<tr>
<td>A. Days to first appointment with primary treating physician?</td>
<td>____ No</td>
<td>____ Yes, ____ # days</td>
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<td>____ No</td>
<td>____ Yes, ____ # days</td>
</tr>
<tr>
<td>B. Days from referral to first appointment with specialist/consulting physician?</td>
<td>____ No</td>
<td>____ Yes, ____ # days</td>
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<td></td>
<td>____ No</td>
<td>____ Yes, ____ # days</td>
</tr>
<tr>
<td>C. Distance to primary treating physician?</td>
<td>____ No</td>
<td>____ Yes, ____ miles</td>
</tr>
<tr>
<td></td>
<td>____ No</td>
<td>____ Yes, ____ miles</td>
</tr>
<tr>
<td>D. Distance to specialist/consulting physician?</td>
<td>____ No</td>
<td>____ Yes, ____ miles</td>
</tr>
<tr>
<td></td>
<td>____ No</td>
<td>____ Yes, ____ miles</td>
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<tr>
<td>E. Provider performance measures?</td>
<td>____ No</td>
<td>____ Yes, please describe each:</td>
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<td>____ Yes, please describe each:</td>
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<td>F. Patient satisfaction measures?</td>
<td>Complete if you have any MPN products</td>
<td>Complete if you have any Non-MPN products</td>
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<td>____ No</td>
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<td>____ Yes, please describe:</td>
<td>____ Yes, please describe:</td>
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<th>G. Any other standards?</th>
<th>Complete if you have any MPN products</th>
<th>Complete if you have any Non-MPN products</th>
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<tr>
<td></td>
<td>____ No</td>
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<td>____ Yes, please describe each:</td>
<td>____ Yes, please describe each:</td>
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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 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!