

CASE MANAGER SURVEY

Ms. Kathy Gustafson Winslow, Medical Branch Manager for CorVel Corp, and President of the Chesapeake Area Rehabilitation Professionals of the Private Sector (CARPPS), conducted a survey of case managers in January of 2005. The purpose of the survey was to determine whether recent changes in the Maryland Medical Fee Guide had affected the access to and/or quality of health care provided to injured workers in Maryland.

The responses displayed below were transcribed from a version of the survey distributed at the January 2005 meeting of the Maryland Self-Insurers and Employers' Compensation Association. This version of the survey represented 38 responses from a cross section of case managers serving injured workers in Maryland.

Please check any/all service provider categories significantly less accessible for injured workers in Maryland since September 1, 2004

| ACCESSIBILITY OF HEALTH CARE PROVIDERS SINCE SEPTEMBER 1, 2004 | PERCENT INDICATING PROVIDERS LESS ACCESSIBLE |
|--|--|
| ORTHOPEDICS | 94.74% |
| NEUROSURGERY | 52.63% |
| GENERAL SURGERY | 0.00% |
| PHYSICAL MEDICINE | 26.32% |
| RADIOLOGY | 0.00% |
| PSYCHIATRY/PSYCHOLOGY | 13.16% |
| PHYSICAL THERAPY/CHIROPRACTIC | 0.00% |
| NEUROLOGY | 23.68% |

Do you utilize any PPO network(s) when locating providers for injured workers in Maryland?

| USE OF PPO NETWORKS FOR INJURED WORKERS IN MARYLAND | CASE MANAGERS USING PPO NETWORK(S) |
|---|------------------------------------|
| PPO (yes) | 89.47% |
| PPO (no) | 7.89% |

Please indicate the extent to which PPO providers treating injured workers in Maryland continue to be accessible to Case Managers since September 1, 2004.

| CASE MANAGER ACCESSIBILITY TO PPO PROVIDERS SINCE SEPTEMBER 1, 2004 | ACCESSIBILITY PPO PROVIDERS |
|---|-----------------------------|
| No Change | 28.95% |
| Reduced access to Case Managers | 44.74% |
| Reduced access on-site | 28.95% |
| Provider charges Case Manager for access | 23.68% |
| No reply | 2.63% |

Please indicate the extent to which Non-PPO providers treating injured workers in Maryland continue to be accessible to Case Managers since September 1, 2004.

| CASE MANAGER ACCESSIBILITY TO NON-PPO PROVIDERS SINCE SEPTEMBER 1, 2004 | ACCESSIBILITY NON-PPO PROVIDERS |
|---|---------------------------------|
| No Change | 26.32% |
| Reduced access to Case Managers | 47.37% |
| Reduced access on-site | 42.11% |
| Provider charges Case Manager for access | 36.84% |
| No reply | 2.63% |

Have there been any instances, in your caseload only, where a physician(s) abruptly* discontinued treatment after September 1, 2004?

| HAVE PHYSICIANS ABRUPTLY DISCONTINUED TREATMENT SINCE SEPTEMBER 1, 2004? | CASE MANAGERS RESPONSE |
|--|------------------------|
| Yes | 44.74% |
| No | 52.63% |
| IF YES, INDICATE APPROXIMATE NUMBER OF INJURED WORKERS AFFECTED | |
| 1 – 5 | 83.33% |
| 5 –10 | 5.56 % |
| 10 or more | 5.56% |
| 15 or more | 0.00% |

- “Abruptly” – In the midst of an active treatment program, i.e. postoperative phase of care

Have you experienced difficulty in locating physicians, willing to treat workers’ compensation patients in Maryland, who will accept the Maryland Medical Fee Guide?

| ABLE TO LOCATE PHYSICIANS WILLING TO ACCEPT MARYLAND MEDICAL FEE GUIDE? | CASE MANAGERS RESPONSE |
|---|------------------------|
| Yes | 68.42% |
| No | 31.58% |
| IF NO, IN WHICH GEOGRAPHICAL AREA | |
| Baltimore Area | 21.05% |
| Washington, DC Metropolitan Area | 10.53% |
| Southern Maryland Area | 10.53% |
| Eastern Shore Area | 13.16% |
| Western Maryland Area | 10.53% |

Has the coordination of care required more time and effort since the revised Maryland Medical Fee Guide was introduced, September 1, 2004?

| MORE TIME AND EFFORT REQUIRED? | CASE MANAGERS RESPONSE |
|--------------------------------|------------------------|
| Yes | 84.21% |
| No | 13.16% |
| Uncertain or no reply | 2.63% |

Has the quality of care provided to injured workers been adversely affected since the revised Maryland Medical Fee Guide was introduced, September 1, 2004?

| QUALITY OF CARE AFFECTED? | CASE MANAGERS RESPONSE |
|--|------------------------|
| Yes | 84.21% |
| No | 15.79% |
| IF YES, CHECK ANY/ALL THAT APPLY | |
| Was return to Work delayed? | 60.53% |
| Utilization increased | 38.84% |
| Communication reduced? | 55.26% |
| Discharged prematurely? | 21.05% |
| Increase in instances of addressing care for unrelated body parts? | 18.42% |
| Other (unspecified) | 23.68% |

In your experience, have problems related to the accessibility of providers leveled off, i.e. less of a concern now than five months ago?

| CONCERNS ALLIEVEIATED? | CASE MANAGERS RESPONSE |
|------------------------|------------------------|
| Yes | 13.16% |
| No | 73.68% |
| Uncertain or no reply | 13.16% |