

**From:** [Nathan Shields](#)  
**To:** [MRO](#)  
**Subject:** Feedback re: WC middle-men agencies - detrimental to health care  
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I hear that, and hope that, you are accepting feedback regarding the detrimental rise in middle-men agencies in AZ as it pertains to Worker's Compensation physical therapy cases. As a PT clinic owner I can attest to the detriment it causes the patients' care because these agencies mitigate and minimize appropriate care to save their corporations money, and marginalize the fees paid to physical therapists in order to inflate their profits. Direct access of WC patients to their choice of PT clinics is the best solution to the best physical therapy care for our AZ WC patients in general. The extermination of middle-men agencies is in the best interest of the patients and physical therapists, as long as proper medical supervision by a physician is provided.

Items of note:

1. The incentives of 'middleman' discount networks take millions of dollars directly away from patient care.
2. Spending health care dollars on health care services, not out-of-state 'middlemen' who do not provide health care, is the most prudent and best course of action for patients and the state of AZ. Middle-men agencies (e.g. Align Network, One-Call) divert massive taxpayer dollars away from Arizona.
3. Middlemen discount networks do not save the payer of the system money. Fee schedules have remained the same and these discount networks charge the same amount as would be provided with direct access care. They take money away from patient care to secure high profit margins for their powerful corporations.
4. Middleman networks do not improve patient care. They are strictly for-profit out-of-state financial corporations.
4. Injured workers in Arizona deserve the best treatment possible. Payment of at least 90% of the AZ fee schedule will allow superior treatment to that which can be provided when middlemen demand that PTs accept 50-60% discounts, OR threaten PT clinics the risk of losing WC referrals. This effects patient care negatively as patients are then managed by these agencies to minimize care, minimize time in PT, and many times forced back to work without proper physical recovery.

Please consider the minimization and elimination of WC middleman agencies.

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