



May 10, 2017

Dear Ms. Kurth

I first want to Thank You and the ICA for taking a look at the ongoing issue of the workers comp industry and the affects that third party administrators (TPA) are having on our industry. These problems not only are affecting our profession of Physical Therapy, but they are also negatively impacting employers, patients and our health care system.

I have been in the outpatient physical therapy profession for the past 17 years. During that time I have only see this problem get worse and being driven purely by money not the patients interest. I will cite the examples of what has happened to us in regards to these TPA's and back up my claims.

We have signed 3 contracts with TPA companies with the lure of patient referrals and patient visits. Each company has only disappointed by sending only 1-2 or 0 referrals in a 1 year time span. When asked why the TPA was not sending us more referrals as promised, we were told it was because our contract reimbursement was too high compared to others. We have since discovered that they only reason the TPA would sign our higher reimbursement rate was because they needed to show employers they had facilities to cover their needs. They basically only sign our higher reimbursement agreement for their ability to get contracts then direct the care to facilities they pay less.

We have had multiple incidents where a patient was coming to us and the TPA contacted the patient and told them we were not authorized to see them and that the patient had to go to a certain facility they recommended. You can imagine the battle we then face trying to educate the patient that it is not true and that they have a choice on where they can go to physical therapy. Many times we lose because the patient does not want to be responsible nor get in trouble from their employer.

Another incidence to prove our points is where the TPA told us we were rated an "A" in terms of outcomes, patient and employer satisfaction. They then proceeded to tell us they rated us a "B" overall in their TPA admin side and would not send us more referrals based on reimbursement and ease to work with. Ease to work with we found out was that when not paid we follow up with them and continue to do so until we get paid. Because we did that they sent us less referrals. Shouldn't referrals be driven by patient outcomes. If we are an A with outcomes and satisfaction on return to work, is that not where the employer wants the patient to be treated? Sadly TPA's do not care about outcome as this shows. It is purely all profit driven.

In conclusion TPA's are only middle men looking for profits not patient outcomes and return to work outcomes. I am happy to see the ICA looking into these matters and I approve of the changes proposed. I am not against employers being able to negotiate directly with health care providers on the care being delivered. However, any TPA's ability to do so should be eliminated as they are being driven by profit and not outcomes or the patients best interest.



I hope this helps in your process, I am more than willing to help out if you feel more input is needed to help facilitate this process. Thank you for you time and service.

Sincerely,

A handwritten signature in black ink, appearing to read "Sean Miller".

Sean Miller, PT

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