



# Workers' Compensation Board

April 9, 2019

# IME Committee

## Scheduling & Timing Discussion

# IME Advisory Committee

## Proposed Schedule

- IME Provider Access – *Thursday, March 14*
- Scheduling & Timing ← *Tuesday, April 9*
- Injured Worker Experience – *Wednesday, May 8*
- Cost of IMEs – *Thursday, June 13*
- Quality of Reports – *Tuesday, July 9*
- Process – *Wednesday, August 7*
- Fraud & Abuse – *Tuesday, September 10*
- Review & Discuss Report – *Thursday, October 10*
- Draft Report – *Wednesday, November 13*
- Final Report – *Thursday, December 12*

# Agenda & Topics for Scheduling & Timing

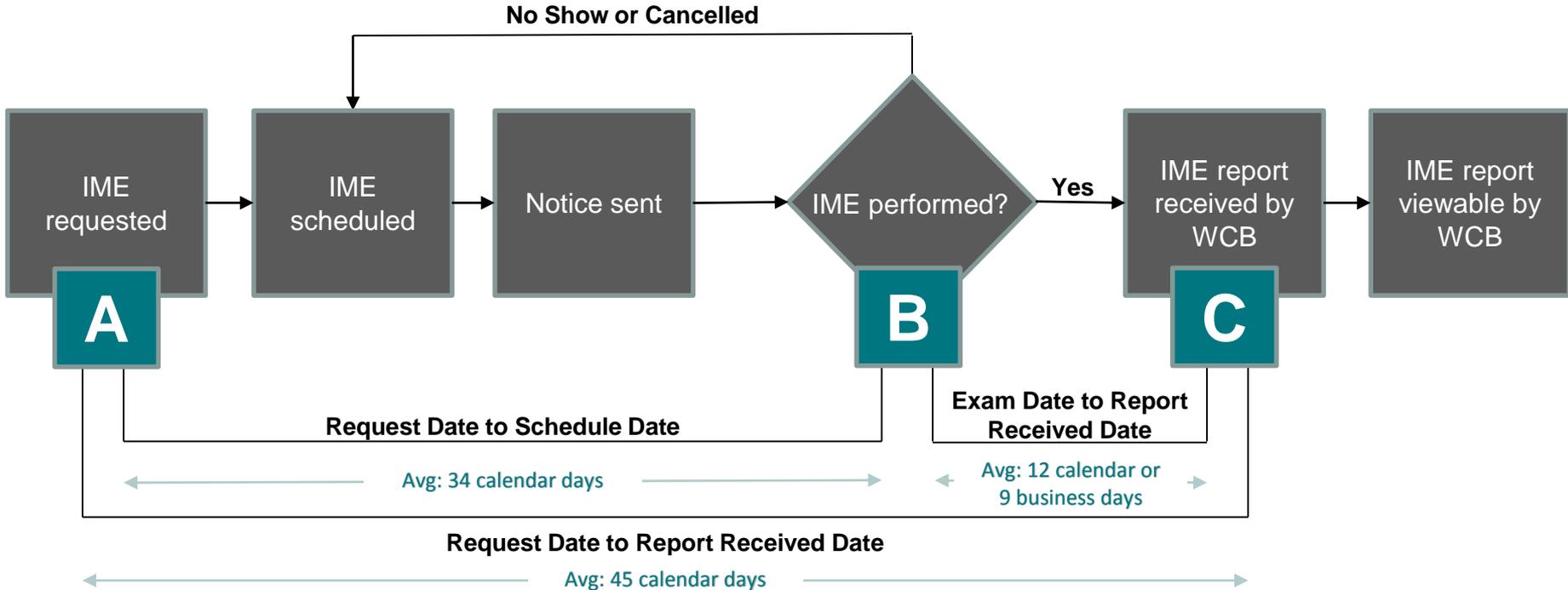
Agenda Topic	Time Allocation
Intro & Recap of Scheduling & Timing Data	15 minutes
Scheduling	70 minutes
Self-initiated (no deadline) vs. directed or required (deadline imposed)	
Specialty providers' availability	
Notice (7 days)	
Cancellations/No-shows	
Break	15 minutes
Reports	70 minutes
10 business days (20 days out-of-state)	
Same day/Same manner	
Wrap-up and Overview of May meeting	10 minutes

# Scheduling & Timing

## Study Findings

- Certain specialty types take more time than others to schedule.
- The Board receives 90% of IMEs within 15 calendar days of the IME.
- On average, it takes 45 days from the initial request to when the Board receives the IME report.
- More than three-quarters of IMEs are performed as scheduled; the remainder are either cancelled or the injured worker does not show.
- There is no significant difference across districts when it comes to cancellations and no-shows.

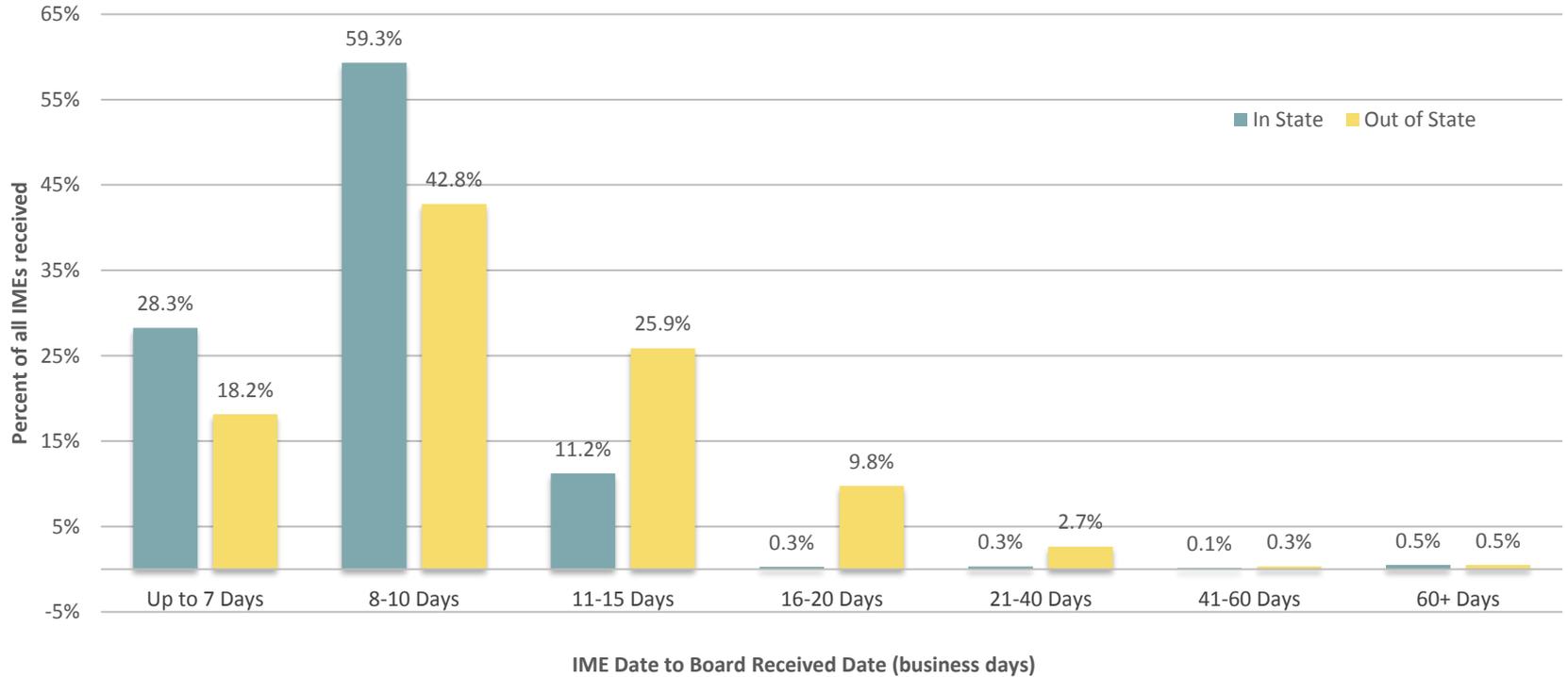
# Scheduling & Timing Issues



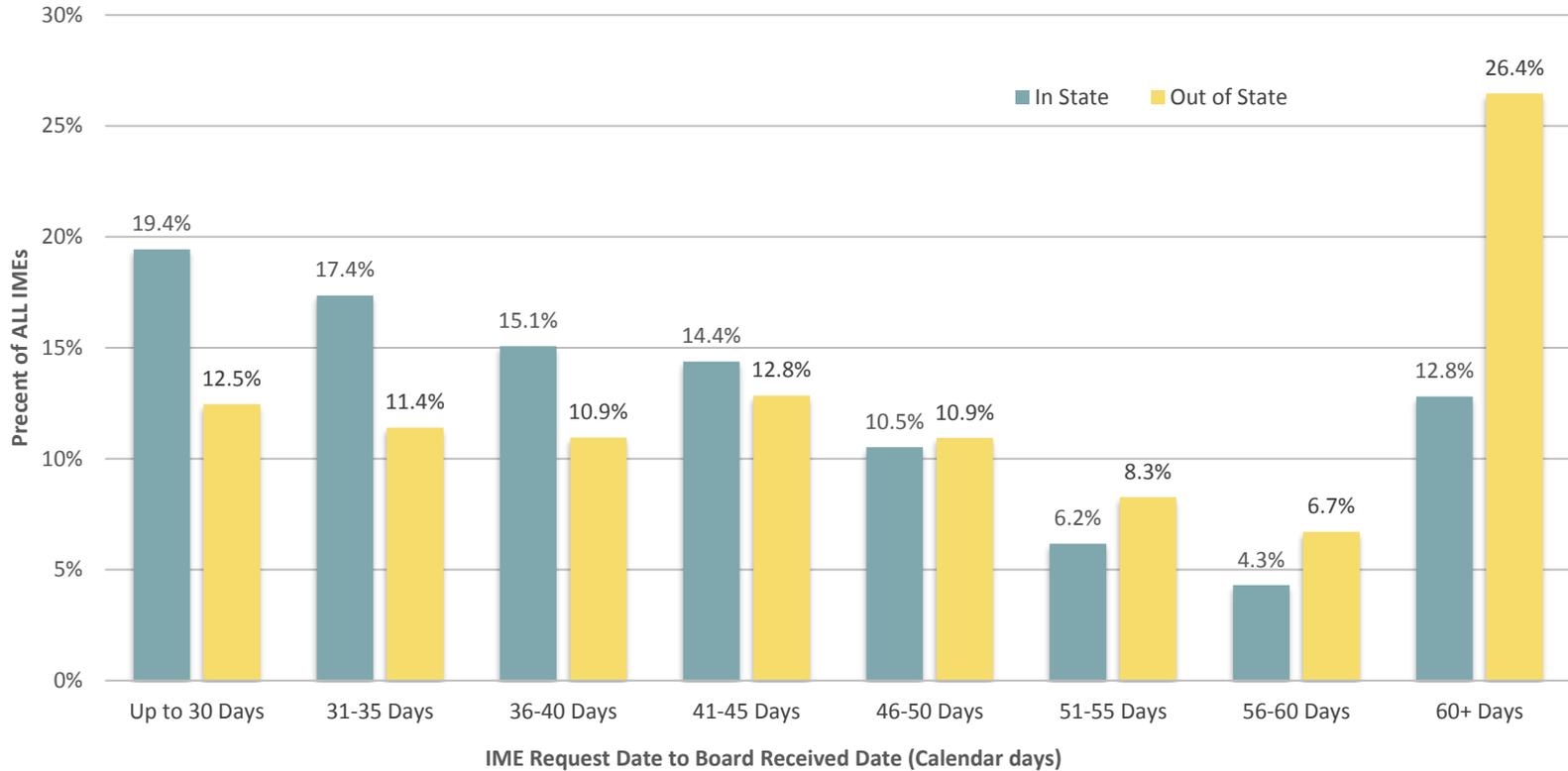
## IME Provider Specialty – Average Time to Schedule (A to B)

Specialty	Average Days between Carrier Request and IME Date (Calendar Days)	
	In State	Out of State
Anesthesiology / Pain Management	42.6	40.3
Neurology and Psychiatry	36.9	41.5
Neurological Surgery	36.2	41.2
Physical Medicine / Rehabilitation	34.0	39.6
Orthopedic Surgery	33.1	38.5
Internal Medicine	32.9	37.6
Surgery	31.2	41.1
Occupational Medicine	30.5	47.9
Psychology	30.3	44.5
Ophthalmology	30.3	37.9
Podiatry	27.5	35.1
Otolaryngology	27.3	41.9
Chiropractic	27.3	29.4

# IME Date to Board Received Date (B to C) – In State and Out of State



# IME Request Date to Board Received Date (A to C) – In State and Out of State



# Distribution of Total IMEs (2014-2016)

IME Range	Total Providers (a)		Total IMEs Performed		Average Days between IME Request Date and IME Service Date	Average Days between IME Service Date and Received Date
	(Total completed)	#	%	#	%	Calendar Days
1-5 IMEs	2,889	70.65%	5,130	1.30%	38.7	12.4
6-100 IMEs	860	21.03%	20,152	5.09%	32.4	9.9
101-500 IMEs	173	4.23%	39,688	10.03%	32.9	9.1
501-1000 IMEs	63	1.54%	44,087	11.14%	33.9	9.3
1001-5000 IMEs	94	2.30%	221,551	55.99%	33.3	9.3
5001-9000 IMEs	10	0.24%	65,105	16.45%	34.2	9.1

a) Total provider counts include the 2,089 authorized providers contained in the Board's HPA system as well as 2,000 other providers who submitted IME-4 reports during 2014-2016. The 2,000 other providers performed less than 1% of total IMEs.

## Distribution of IMEs by District (2014-2016)

District	Cancelled	No-Show	Seen
Albany	14.03%	7.62%	78.35%
Binghamton	14.77%	6.53%	78.70%
Buffalo	14.40%	6.72%	78.88%
Hauppauge	14.15%	9.14%	76.71%
Hempstead	13.04%	9.01%	77.94%
NYC	11.85%	10.17%	77.97%
Peekskill	13.64%	9.15%	77.21%
Rochester	14.17%	6.21%	79.63%
Syracuse	12.59%	5.83%	81.58%
Unidentified	20.00%	10.06%	69.94%
<b>Average Rate</b>	<b>14.04%</b>	<b>8.94%</b>	<b>77.02%</b>

# State-by-State Comparison

Time Frame to Submit Report		
From Examination	Count of States	States
7 days (business)	1	Texas
10 days (business)	2	Nebraska, New York
14 days	4	Alaska, Maine, Rhode Island, Washington
15 days	2	Hawaii, Kentucky
30 days	2	California, Connecticut

- Other states start the time frame for submission at a different point: from date of report request; from a set number of days prior to hearing, or no time frame specified.

[See Handout 3 for more information]

# Discussion

## ■ Scheduling

- Self-initiated (no deadline) vs. Directed or required (deadline imposed)
- Specialty Providers' Availability
- Notice (7 days)
- Cancellations/No-Shows

# 15-minute break

# Discussion

## ■ Reports

- 10 business days (20 days out of state); and
- Same day/same manner

# Consensus on topic?

# Topics for Injured Worker Experience

- Location
- Professionalism
- Wait times
- Duration of IME
- Accuracy of the opinion (per injured worker)
- Recording of exams
- Education regarding IME process/outcomes

# Next Meeting

- Wednesday, May 8<sup>th</sup>
- 12pm-3pm
- Send questions/comments to [IMEAdvisory@wcb.ny.gov](mailto:IMEAdvisory@wcb.ny.gov) if you will not be present for this meeting