

MEMORANDUM

May 29, 2018

To: Management-Labor Advisory Committee

From: Lou Savage, Administrator

Subject: SB 533 (2013) MCO report on “come along” providers – 2017 report

When enrolled in a managed care organization (MCO), an injured worker may bring their own provider to the MCO if certain conditions are met. SB 533 (2013) contained MLAC’s recommendations for changes to nurse practitioner authority and added a “come along” for chiropractors. The bill required the director to provide MLAC a report about all denied “come along” provider requests¹. The annual reports must include:

1. Provider type (primary care physician, chiropractic physician, or authorized nurse practitioner) reported by geographical service area (GSA).
2. The number of workers affected (by provider type).
3. Date of denial or termination.
4. The specific reason(s) for each denial or termination, including:
 - a. Provider failed to meet the MCO’s credentialing standards within the last 2 years;
 - b. Provider has been previously terminated from serving as an attending physician within the last 2 years;
 - c. Treatment is not in accordance with the MCO’s service utilization process;
 - d. Provider failed to comply with the MCO’s terms and conditions after being granted come along privileges; or
 - e. Other reasons as authorized by statute or rule.

There are four MCOs operating in Oregon – Kaiser, Caremark, Majoris, and Providence. Each MCO provided their report as required by the rules.

¹ 656.260(5)(b) The director shall adopt by rule reporting standards for managed care organizations to report denials and terminations of the authorization of primary care physicians, chiropractic physicians and nurse practitioners who are not members of the managed care organization to provide compensable medical treatment under ORS 656.245 (5) and subsection (4)(g) of this section. **The director shall annually report to the Workers' Compensation Management-Labor Advisory Committee the information reported to the director by managed care organizations under this paragraph.**

2017 summary of providers denied or terminated by provider type

GSA 4 (Portland Metro)	2 primary care physicians *
GSA 5 (Salem)	1 chiropractor
GSA 9 (Jackson-Josephine)	1 primary care physician
GSA 11 (Bend)	1 chiropractor
GSA 15 (Burns-Ontario)	1 nurse practitioner

* one of the two primary care physicians was denied twice in one year

Number of workers impacted by provider type

7 workers - Primary care physician (4), chiropractor (2), nurse practitioner (1)

Reasons for denial or termination

- 3: Failed to comply with MCO terms and conditions after being granted come-along privileges
- 1: Previously terminated as an attending physician (“come along”) within the last 2 years
- 1: Treatment not in compliance with the MCO service utilization process
- 1: Failed to meet MCO credentialing standards (certification under ORS 656.799)
- 1: Failed to meet MCO credentialing standards (certification under ORS 656.797)