



Transportation Survey Results and 10 Things You Should Know About STOPS Transportation Services

In workers' compensation, due to the severity of an injury or the physical limitations resulting from an injury, many claimants are unable to drive themselves to medical or other types of claims-related appointments. As a result, there is a growing demand for transportation services for injured workers. To better assess and ensure it is meeting the industry's needs, STOPS Enterprises, LLC recently sponsored a transportation survey, in which 150 claims professionals across the U.S. participated.



In this month's issue of the OCM News Brief, we share those survey results, as well as 10 things you should know about STOPS transportation services.

Today, workers' compensation claims professionals are extremely busy. They juggle a full plate of responsibilities as they strive to control claims costs, ensure claimants receive quality medical care, and assist employees with returning to work as soon as possible.

To focus on these objectives, claims professionals now partner with One Call Medical and its subsidiaries, such as STOPS Enterprises, LLC, to outsource certain specialty services, including transportation.

By working with STOPS, claims professionals do not have to worry about finding and contracting with local transportation providers, scheduling transportation runs, or following up to see if the runs were successfully completed. Instead, STOPS handles the whole process.

At the same time, claims professionals can rest assured that STOPS is working on behalf of injured employees, providing them with excellent service and minimizing the likelihood of delays or missed appointments.

STOPS Survey Results: A Growing Demand for Transportation Services

To better assess the transportation needs of the workers' compensation industry, STOPS sponsored a phone survey of 150 claims professionals.

Respondents included claims adjusters, who manage anywhere from 100 to 200+ claims at any given time, and nurse case managers who handle fewer claims, but deal with complex medical management issues.

Of the cases these professionals handle, STOPS wanted to assess approximately how many claims required transportation services at least one time:



- 33% of respondents said 1 to 2 claims required transportation
- 32% of respondents said 3 to 4 claims required transportation
- 16% of respondents said 5 to 7 claims required transportation
- 5% of respondents said 8 to 10 claims required transportation
- 13% of respondents said 11 or more claims required transportation

These answers were in sync with STOPS' own research and analyses that indicate approximately 4% to 5% of open claims require transportation services. In 99% of the cases that require transportation, claims professionals arranged transportation service for the injured workers, versus the 1% of the claims in which injured workers arranged transportation themselves. And in 90% of the cases that require transportation, claims professional chose a *national* transportation provider.

Rating Transportation Providers

The survey was also designed to understand how transportation providers were rated against each other in terms of key standards of excellence.

When evaluated against four transportation competitors, STOPS was ranked "the best" in all service categories—receiving a significantly higher percentage of "best" votes than the nearest competitor in these areas:

- Always have a quality local provider (STOPS: 152% more "best" votes)
- Consistently on time (STOPS: 143% more "best" votes)
- Local providers are courteous and helpful (STOPS: 86% more "best" votes)
- Vehicles are clean and comfortable (STOPS: 115% more "best" votes)
- Injured workers feel safe (STOPS: 124% more "best" votes)
- Call center agents are polite and courteous (STOPS: 130% more "best" votes)
- Call center agents keep calls short (STOPS: 155% more "best" votes)
- Client service issues resolved quickly (STOPS: 125% more "best" votes)
- Confirmation of new appointments (STOPS: 108% more "best" votes)
- Online system is easy to use (STOPS: 200% more "best" votes)
- Overall easy to do business with (STOPS: 113% more "best" votes)
- Rates are competitive (STOPS: 240% more "best" votes)
- Invoices are accurate (STOPS: 375% more "best" votes)

STOPS: Key Transportation Differentiators

Survey participants recognized STOPS as the #1 national transportation provider in offering a dedicated client service team, and also rated STOPS as the "overall best" transportation provider. STOPS fared well in the survey due to 10 key differentiators:



1. **Quality Drivers.** The key factor in ensuring successful transportation is utilizing quality drivers. STOPS contracts with only the best drivers who have excellent driving records and client service skills. STOPS employs a large provider development department, which sources and recruits independently contracted drivers throughout the U.S. The department utilizes a stringent driver credentialing process, which includes a criminal background check and a motor vehicle report (MVR) for each driver. STOPS also ensures each driver has a late model vehicle and appropriate commercial liability insurance.

Competitor companies often utilize taxi cab drivers, for which they have no background or driving records. STOPS knows its drivers by name and has proof that its drivers have a safe background and driving record. Statistics show that taxi cab companies have nearly four times the number of client service complaints than that of a STOPS contracted driver.

2. **High Fill Rate.** With its broad and ongoing recruitment efforts, STOPS is able to achieve a 99.98% fill rate, which is its ability to take a referral and provide transportation, even in remote areas where towns may be 50 miles or more apart.
3. **High Success Rate.** STOPS tracks successful completion of transportation runs. It poses questions, such as did we get the patient to the appointment on time? Was the patient seen by the doctor? By understanding and proactively addressing the myriad of reasons a run may fail—such as traffic or drivers not arriving on time—STOPS has been able to achieve a 99.5% success rate.
4. **Excellent Service.** For the busy claims professional, service is paramount. Claims professionals want to know runs will be completed successfully—without much intervention on their behalf. They want an easy order intake and service delivery process that ultimately minimizes hassles. To ensure this occurs, STOPS has multiple touch points with injured workers. For example, employees will receive a call the day before a run to confirm the pick-up date and time, another reminder call on the day of the run, and a follow-up call after the run. This reduces no-shows, and if a problem arises, drivers immediately contact STOPS, so it can proactively troubleshoot the issue, and the run can still be successfully completed.
5. **Partnership with Claims Professionals.** Adjusters and nurse case managers want transportation providers to “save me time,” and their primary expectation is “don’t have services issues,” as it creates additional work and effort on their part. STOPS works as a partner to claims professionals, striving to make their jobs easier. For example, STOPS sends a confirmation for each run, so claims professionals know when patients are attending their doctor appointments, and when they may be out of compliance with treatment plans. If problems arise with transportation, STOPS works with drivers to proactively address issues and present claims staff with solutions that expedite claims handling.
6. **Straightforward Billing (no hidden fees).** Unlike other transportation providers, STOPS has a straightforward billing process—with no hidden fees, whereas other competitors may charge a network access fee, fuel surcharge, lift or load fee, or utilize one-way rates to give the appearance of lower rates. Claims professionals are encouraged to be careful when shopping based on rates. They must make certain they understand the various fees they are assessed. STOPS has helped many clients to spot hidden fees on invoices. What many claims organizations realize is that when they’re comparing apples to apples, STOPS is the best overall value. In fact on average, STOPS is 20% lower on a majority of transportation runs.
7. **Secret Shoppers Ensure Quality.** STOPS utilizes “secret shoppers” to evaluate drivers and their level of service. These “secret shoppers” pose as injured workers. They make appointments and receive rides. Evaluations help to ensure ongoing quality. Drivers know they may be randomly evaluated in this way, which keeps them on their toes.



8. **Ongoing Driver Evaluations.** The STOPS follow-up call with injured workers also serves as a way to rate drivers. The vendor development department will ask the injured worker for feedback on transportation services. Was the driver on time? Was the car clean? Did the driver drive safely? Did the employee have a pleasant experience? In this way, STOPS continually evaluates and hones its network to ensure it is using the best drivers. Drivers who have the highest ratings get the most placements and those with lower ratings are dropped from the network.
9. **Reducing Delays & Lost Time.** When transportation fails, appointments have to be rescheduled. Lost time and temporary disability benefits quickly accumulate and add significant claims costs. Some appointments, such as physical therapy, can be rescheduled the next day; other appointments may take a week to reschedule. However, in some cases, such as with independent medical exams (IMEs), it can take anywhere from between 30 days to four months to reschedule, and could amount to benefits costing upward of \$6,000. With STOPS' high fill and success rates, it is able to minimize delays, which translates into significant savings.
10. **Consultative Approach.** STOPS provides a consultative approach, meeting with clients to ensure they are getting the best value. Toward this end, STOPS provides comprehensive reports with charts that analyze utilization of transportation. Payers and claims staff then know how much they're spending on these services. STOPS will also help claims organizations evaluate particular patient cases that may require significant transportation services. In these consultative meetings, STOPS partners with its clients to further improve savings and service.

With growing responsibilities for claims professionals, quality transportation services are critical to ensuring efficiency and productivity. As indicated by its high fill and success rates, STOPS reliably covers and completes its transportation runs. Extremely high ratings in the transportation survey is further proof that claims professionals believe STOPS is "the best," offering high levels of service in key areas of transportation. And with its commitment to ongoing quality improvements, such as its driver rating system based on patient satisfaction, STOPS transportation services continually improve.

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