

As of Tuesday April 28, 2020 iPT has received complaints from members about MedRisk and One Call interfering with the patient-therapist-physician relationship and interrupting care

MedRisk & One Call – stealing patients – revoking authorizations

- Reports of both WC middlemen redirecting patients to their telehealth provider
- Interfering with the Patient, PT & MD relationship
- We are betting this is financially motivated

Have patient complain to DWC & employer

- Have patient complain to:
 - Employer
 - Adjustor
 - DWC
- Talking points:
 - I like the PT my doctor referred me to and don't want to switch
 - I am making good progress and want to continue with my current provider
 - I am more comfortable doing telehealth visits with someone who has actually seen me in person and knows my situation
- Complaints about the provision of workers' compensation benefits may also be emailed to
 - dwcauditunit@dir.ca.gov
 - This may be the best way to complain to DWC
- Benefit Delivery Complaints – this is probably the next best option
 - <https://www.dir.ca.gov/dwc/Auditref.pdf>
- UR Complaint Form – neither MedRisk nor One Call claim to be UR companies
 - <https://www.dir.ca.gov/dwc/FORMS/UtilizationReviewcomplaintform.pdf>
- UR Process
 - https://www.dir.ca.gov/dwc/UR_Main.htm
- UR FAQ
 - https://www.dir.ca.gov/dwc/UtilizationReview/UR_FAQ_InjuredWorker.htm