

# NEWSLETTER

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# Your one-stop go-to company of experts.



## **New to 2020!**

It is safe to say that 2020 is not what anyone expected and we have endured challenges at work and at home. The world has experienced a great deal of turmoil, from the Australia fires in January to Covid-19 shutting down the world month after month. It's natural to take in the news and feel anxious, distraught and upset. If there was a way to make this all go away, we would jump at the opportunity, but

since there is no immediate solution, we have to adjust by learning new tasks and coming up with effective solutions.

Workers' Compensation always seems to thrive when disaster hits which means the workload for attorneys, claims examiners and physicians/evaluators will start to pile on. What do you do though when offices and business are closed or working at half capacity? When office staff are working remotely? When claimants are nervous to come see you or aren't technically savvy? We need to find solutions to these obstacles quickly and efficiently.

Let's list a few items that have been delayed and affected due to the shelter in place and possible solutions:

Issue	Solution	Links
Filing All Documents with the DWC	JetFile/TrueFile - quick, reliable and free. True File is a complete filing system which you can safely and securely file over 260 different forms with the DWC.	<a href="#">Click here</a>
Discovery Experts	Use a reliable, experienced and dedicated service. Dunamis Alliance has partnered with ARS and Compex, one of the most reliable companies with over 36 & 48 years of experience respectively. Our partners are experts in the procurement of all types of records and services in all areas of law.	<a href="#">Click here</a>
Return to Work Application and Supplemental Job Displacement Vouchers	Turn around time, experience and compassion with claimants is crucial to the success of these vouchers. P. Steve Ramirez Training Center handles everything from start to end.	<a href="#">Click here</a>
Independent Medical Review	IMRs are time consuming yet have strict timelines which cannot be missed. Dunamis has a dedicated team member solely for IMRs, so you can trust and depend on us successfully submitting your IMRs on time and complete.	<a href="#">Click here</a> <a href="#">Click here</a>
Subsequent Injuries Benefit Trust Fund	The fund has sadly been understaffed for years and with SIF, the situation hasn't improved. But you can still file the applications via fax and EAMS. Dunamis can assist with teaching your team on how to identify	<a href="#">Click here</a>

	SIBTF cases and assist with the application process.	
Vocational Expert	Vocational Experts can be instrumental in closing a case, especially within SIBTF. You want someone with a vast amount of experience, fast report turnaround time and availability. P. Steve Ramirez has decades of experience and a solid team to assist and support all vocational expert requests.	<a href="#">Click here</a>
Medical Cost Projections and Medicare Set Asides	Sometimes a case needs their own independent MSA to ensure the best & fair outcome for their client. MASSIVE has been in business since 2009 and is dedicated to provide you with a detailed cost projection <u>and</u> medicare set asides quickly and at a reasonable cost (payment plans available).	<a href="#">Click here</a> <a href="#">Click here</a>
Interpreting	When an interpreter doesn't show up to the evaluation or is not certified, it can cost and time delays for everyone involved. Selecting a reliable, multilingual, qualified, and cost effect company is crucial. Selecting Trinity Language is the way to go and they can assist with last minute cancellations as well.	
Grandio Center	They specialize in personalizing their customer services to fit your office needs. They have virtual personal assistants, lead management, bilingual customer service personnel and outbound campaigns all at an affordable rate.	<a href="#">Click here</a>
PD Calculators	All Dunamis Alliance Clients are offered free access to our PDRater account. Contact us for more information.	<a href="#">Click here</a>

Now that we have reviewed common issues and their possible solutions, won't it be nice to go directly through one company for everything mentioned above? Dunamis Alliance understands that there are some amazing companies out there that are experts within their fields, so we have partnered with the best to bring our clients all these services. All Dunamis Alliance team members are trained and experienced with our partnered businesses and we will make sure to provide you with platinum service from start to finish. We strive for excellent customer service, so expect us to get to know you, process your request immediately and keep your team updated with the status of your request.

# Our Team

We will be introducing one of our phenomenal team members in each newsletter. In this edition, we are excited to introduce to you: **Nicole McNeill**



## Get to know Nicole

**Nickname:** Nikki    **Birthday:** 5/14

**A little about her:** She enjoys spending quality time with her family. She has a 2 year old granddaughter and just loves being a grandmother.

**Why did she join the Dunamis Alliance team?** “I chose to join Dunamis Alliance because it was an opportunity to expand my involvement and knowledge in the WC industry, alongside with a strong team of valuable and reputable individuals. Dunamis Alliance focuses on providing accuracy and efficiency by connecting attorneys and trustworthy service providers to bring resolutions. Our team at Dunamis all have the same passion and mission which is to provide excellent service and bring results. I love the idea that the company is also based on the understanding of the strength of relationship building and bringing unity within our comp community.”

**Her role within Dunamis Alliance?** Southern California Sales Manager

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**Favorite pastime/hobbies:** Spending time with family, watching movies and listening to music.

**What do people not know about her?** She is a licensed California Realtor.

**Any pets?** Yes, a 4 month old French Bulldog named Stax.

**What's on your bucket list?** To go visit New York.

**What's your favorite movie and why?** Pulp Fiction or any Quentin Tarantino film.

**Favorite place to travel to or desire to travel to? Why?** South America to experience the culture and wildlife.

**If you could dine with anyone (alive or dead), whom would it be and why?** “The Rock because he's the people's champ and I am his number 1 fan and he needs to know lol.”

*You can contact Nikki via*   .



# Hot Topic

## The new proposed Medical-Legal Fee Schedule (MLFS).

Have you heard of the Department of Industrial Relations proposed Medical-Legal Fee Schedule ([MLFS](#)) which is set to start Jan 1, 2021 if approved? If so, are you in agreement or disagreement? Do you expect further delays or a faster process? Will there finally be an increase in qualified medical evaluators or a sharp decrease? These are all valid questions and concerns to have as you evaluate the new proposal. We want to know your thoughts, so please click [here](#) to quickly vote on this topic and the anonymous results will be shown on our next newsletter.

If this topic is new to you, then please click [here](#) to review the new proposed MLFS and to read the comments submitted by various workers' compensation professionals.

### Quick overview of the new proposal:

- Follow-up medical-legal evaluations can occur within 24 months instead of 9 months.
- A page is defined as an 8.5" x 11" - or - 8.5" by 12" single sided.
- Fee for each evaluation will be multiplied by 16.25 instead of 12.50.
- Can charge \$503.75 (ML 200) for no shows, if claimant is 30 mins late and needs to be rescheduled, or appointment is cancelled within 6 business days.
- Records under 1800 pages, then you can charge \$3.00 per page. Records over 2000 pages, then you can charge \$2.00 per page.
- Supplemental records under 1950 pages can bill for \$3.00 per page. Review of records over 2000 pages, reimbursement is \$2.00 per page.

We look forward to hearing your thoughts on this matter, so please make sure to complete the [poll](#) today.

# Guest Authors: Your colleagues viewpoints

## The COVID-19 Pandemic & Medical Practice

By Steven Feinberg, M.D. and Michael Amster, M.D.

The COVID-19 Pandemic has disrupted life as we know it, but we would like to focus on the world of medicine and especially the workers' compensation arena.

Most of us know someone who has been acutely ill from the virus, remains chronically symptomatic or has died. Even for those of us who have avoided infection, there have been consequences physically, psychologically and financially.

While the world of California workers' compensation is only a small part of this, nevertheless, there are both short and long-term effects we can expect from the pandemic.

On a macro scale, the pandemic has kept people away from the doctor, which means that needed and sometimes life-saving treatment whether it be medical management or surgery has been canceled or delayed. There are psychological ramifications from fear of getting the virus, the loss of employment and financial uncertainties.

During the pandemic, direct face-to-face evaluations place the injured worker, office staff and the physician at risk and sometimes at odds with state and local mandates. Fortunately, there is a simple, low-cost solution to this dilemma. Visual telemedicine visits provide all parties a way to achieve a viable physician-patient interaction. This hi-tech approach will undoubtedly expand in scope and use long after the pandemic is over.

In the initial stages of the pandemic, workers' compensation visits were cancelled, and treatment was not rendered for many injured workers. Telemedicine already existed before the pandemic; however, its use has rapidly accelerated such that virtual video visits are now routine. Although these visits do not replace a hands-on examination, they work well for many injured workers and physicians. We can expect continued telemedicine advances in the coming months.

Particularly for routine follow-up visits, the telemedicine visit saves considerable time away from home or work. These telemedicine visits provide a visual interaction with the health care provider to obtain an updated history and recommended appropriate treatment.

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When it comes to QME medical legal reporting, the DWC provided emergency regulations to allow for telemedicine visits. However, there has been a hesitancy by many defense attorneys and payers and some applicant attorneys to authorize such visits. QME evaluations that are best suited for telemedicine visits are mental health evaluations and many other specialties that do not require complex physical examinations. While telemedicine allows for limited “physical examination,” the virtual visit still does not provide face-to-face contact for a true hands-on physical examination.

On the positive side, patients appear more relaxed in their home environment, particularly after avoiding a long drive and wait at the doctor’s office. Many of our physician colleagues report that they have found the interaction via video conference to be quite positive for the patient.

One astute psychiatric physician pointed out that in the office, the patient and the doctor had to wear a mask but over telemedicine, a mask was not necessary and therefore better communication by way of interpreting not just words but also facial expression.

On the business side, there is less need for office staff and space which is potentially cost saving for the physician.

While some physicians have returned to working face-to-face in the office, many of our older colleagues have chosen to not return to in-office visits. One of us, Dr. Feinberg, created a hybrid option, first talking to his patients in a separate room using Zoom to obtain the history and then seeing them face-to-face for a brief directed physical examination after donning the appropriate PPE (Personal Protective Equipment). Dr. Amster wears PPE during the entire evaluation and converted his large office conference room to evaluate patients so they are 16 feet away, except when performing the limited physical examination.

In summary, the appropriate use of telemedicine can provide timely, effective and safe evaluation and treatment for the injured worker. There is an urgent need for healthcare professionals, the DWC, payers and the attorneys to adopt this new standard of care for both treatment and QME evaluations.

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## Dynamic Concepts

### Because Excellence Creates Capacity...

We are living in perplexing times and whether we are speaking about Covid-19, civil unrest, the upcoming election or the uncertainty of the economy, we have been affected by these various events to some degree. Last year, any one of these events alone would be cause for concern. We now find ourselves fighting these battles as if they were one, battling to move forward, fighting individually, yet at times, collectively. It occurred to me as we are fighting to keep our mission on course, this mission to help those injured at work to access the resources they need to heal and return to some semblance of who they were before the injury. With all of these battles regarding polarizing cultural, politics, social and economic crisis, I sought for something we could all agree on. What I found might seem obvious but impacted me greatly. *We need each other now more than ever.* We are all fighting frustrations, long hours and the difficulties that come with changing our business models to operate in this new world. I have a lot of friends in this arena and all of them have expressed the same determination (whether they practice law or medicine), we will adapt, become more efficient and find success in this new world. This is how I came to understand the phrase: **'Excellence Creates Capacity.'**

If there is a silver lining that comes with this new world it is this: *all of the knowledge, technology and efficiencies that we are learning now will propel us forward into stronger individuals and firms.* Consequently, this knowledge for change will allow us to have a greater capacity to serve. Instead of leaning on 'the way we've always done it', we now have built a new and improved platform to operate our businesses on. Now is the time to change our efficient strategies so that we can move forward and prevail as people, as businesses, as a community and as a state. The more we embrace change with excellence the more we will empower the capacity of that change into our future. I cannot articulate it so succinctly then when Trish and I founded Dunamis Alliance, but this is exactly the concept behind our purpose. We set out to start a company that strives and



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delivers excellence in service and time saving access to various product lines meant to assist law firms. We hire only the best qualified team members and have partnered with the best companies (or companies who are committed to becoming the best). Next, we set out to solve the known problems law firms face daily by providing various product lines that Dunamis does or has access to which increases time capacity for our clients. Finally, we partner with law firms that identify with our commitment to excellence. If you are a client of Dunamis Alliance, we **Thank You**. If you are not and would like to be because you identify with our commitment to embracing change with excellence, then please respond to this newsletter and find out what we mean when we say '*Dunamis means Power.*'

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To contact Dunamis Alliance, please click on any of the following icons:



Interested in being an author in our next newsletter? If yes, please email [info@dunamisalliancellc.com](mailto:info@dunamisalliancellc.com)

**More information to come in October.**