

Advocating for our Members and Customers: A Summary of Secure Survey

Earlier this year, APTA Minnesota surveyed our members regarding their experience with SecureCare, with the goal of providing feedback to improve the system. We'd like to share some of the findings with our members, to better inform your practice. Overall:

- Approximately 3-5% of APTA Minnesota members responded to the survey
- Based on the survey methodology, the number of practices responding cannot be determined- only individual members
- Most individual respondents have been a part of at least one SecureCare Audit

The following themes were identified by respondents:

- Did not find the audit process to add value by improving services, documentation, or care quality
- Made changes to their practice to comply with SecureCare benchmarks on future visits, even though the audit process is post-delivery of care and does not limit interventions or visits itself
- May limit care in the future to avoid audits and administrative burden
- Felt that the SecureCare benchmark negatively impacts quality of care customer experience, and clinical outcomes due to the ensuing reductions in the delivery of care

The valuable information of the survey quantifies the experience of respondents which supports anecdotal information received at committee meetings and organizational gatherings. This quantifiable data helps create an advocacy narrative to better communicate to BCBS-MN and SecureCare about the impact of the program. To advocate for our members and serve our collective customers, APTA Minnesota is moving forward through the Payer Advocacy Workgroup of the Payment Committee by:

- Recognizing the impact of the decision by BCBS-MN to contract with SecureCare to manage the independent or private practice network in Minnesota
- Connecting with representatives of BCBS-MN, discussing the results of the survey and seeking positive change for our shared customers
- Meeting with other local commercial payers to communicate the value of physical therapist services and provide member feedback on payment policies and administrative burdens
- Clarifying the impact of prior authorization models or post-delivery audits on the current and future delivery of care

APTA Minnesota is using this survey to leverage improvement in the processes and utilization management model used by SecureCare in Minnesota. We will continue to meet with BCBS-MN, as well as other payers, on behalf of APTA Minnesota members. This type of survey response is critical to the advocacy efforts of APTA Minnesota, and we wish to thank those members that responded.

Visit our website and look for the recent recorded APTA MN Payer Connection that occurred on Dec. 6th, 2022. The featured payer for this meeting is Blue Cross Blue Shield of Minnesota. Each event includes a short presentation by the payer with a Q & A session after the presentation. Join us in advocating for the value of physical therapist services to those in need!

<https://www.mnapta.org/page/275>