



NEWSLETTER

Managing Disability Forms for Your Patients

Patient Case: Mr. B

Mr. B, who worked at a large shipyard, was the first to admit that he was “not computer-savvy.” He also had very limited use of his left upper extremity. His FMLA forms had been completed and emailed to him in a timely manner; however, he said he never received them.

While Mr. B was very pleasant, he was concerned because his HR Department needed the forms ASAP. Otherwise, he would have to use his vacation or sick time to cover his leave of absence.

Since he lived approximately 30 minutes away, he was grateful to be able to get his forms right from his iPhone and email them to his employer himself. That way, he was 100% certain that his employer received the forms, instead of relying on someone else. He said it gave him a “sense of security” that “my paperwork was safe and I could just do it myself.”

Five Things You Should Know

Managing the Disability Forms completion process on behalf of patients is viewed as an obligatory service by most Healthcare Providers. However, many Providers do not charge patients a processing fee to offset the considerable time and expense involved in completing and submitting Disability paperwork on their patients’ behalf.

Disability Forms Breakdown. For the typical Provider, approximately 40-50% of Disability Forms that need to be processed are Family Medical Leave Act (FMLA) forms; the remainder are primarily Short-Term and Long-Term Disability forms. Based on input from most of our Provider-clients, only about 25% of Disability Forms are received directly from the patient for processing, with the vast majority being sent to them from third parties.

Our Discoveries. Our recent findings contradict some commonly held Provider beliefs regarding patients’ willing involvement in the Disability Forms process.

Here are five things Providers should know:

1. Patients find it highly inconvenient (and even a logistical nightmare) to drive to the doctor’s office to pick up and/or pay for their completed Disability Form, especially if they are recovering from a procedure that affects their mobility. Caretaker family members of patients also report stress and inconvenience.
2. Approximately 60% of patients first present their Disability Forms to the Provider with a very short deadline for completion, which exerts extreme time pressure on physicians and their assistants.
3. Physicians often misplace Disability Forms, which exerts additional pressure on office staff who are faced with re-processing the forms within an even narrower timeframe.
4. Patients adapt to paying a reasonable fee to have their Disability Forms processed.
5. Over 60% of patients are quite willing to *go online* to pay for and access their completed Disability Forms. Providers’ belief that patients are

Patient Case: Ms. W

Ms. W had a total knee replacement and an estimated recovery time of anywhere from 12-16 weeks. However, her Supplemental Disability company sent her last round of forms directly to the orthopaedic clinic, and Ms. W was unaware that those forms had been received and processed.

The form fee was \$25.00 each, and the clinic completed two forms for her. Needless to say, she was not initially happy at the idea of paying \$50.00, but once the Disability Specialist explained that these forms were needed to ensure her only means of income and that she would not have to leave her bed where she was being cared for, she was overjoyed! The patient literally asked, "Is there an extra charge for the online portal because, whatever it is, I'll pay!"

She was grateful that she could pay online, view the forms, download a copy for herself, and email them, all before her home health physical therapist came over. Patients are gaining peace of mind. Can we really put a price tag on that?

unwilling to go online was the most profound misconception that we discovered.

Patients who go online to pay for and access their Disability Forms report these benefits:

- Easier (do not have to leave home; do not have to hunt for that one scarce parking space at the clinic; do not have to drive 100+ miles)
- Greater control over the application process (can print it out or email it whenever and wherever I want)
- Faster (I can submit it the very same day the doctor's office tells me it is ready)

Many of our Provider-clients and prospective clients often comment to us that their patient community is computer-challenged. In our experience, nothing has proven to be farther from the truth. Cell phones and tablets are essentially computers that enable every segment of the population to have easy, intuitive access to the internet, regardless of income level, age, or other demographics.

In this newsletter, we share two case references, taken from real instances in which patients paid for and accessed their Disability Forms from their mobile devices on our d-Request platform, which serves as 24 x 7 electronic storefront for patients. To read more, we invite you to find out more on our [website](#).

24 x 7 Electronic Storefront for Disability Patients



I WANT TO FILL OUT A FORM ONLINE
I will find my form in the Forms Library and complete my form online.



I WANT TO UPLOAD MY FORM
I will submit my form by taking a picture of it or uploading it as a file.



I WANT TO MAIL OR DROP OFF MY FORM
Before I mail or drop off my form, I must click here to pre-pay and submit my authorization online.

d-Request Features:

- Eliminates the need for patients to mail or bring in Disability Forms
- Reduces inbound and outbound patient calls by 90%
- Provides convenient online credit card payment option for patients
- Streamlines form collection, workflow tracking, status alerts, and digital delivery
- Keeps patient updated on current form status through text and email alerts
- At the patient's request, delivers Disability Form to third party seamlessly by email and fax