

BECOME A MEDICAL ARBITER

Frequently Asked Questions

Q. Who can perform arbiter examinations and become an arbiter provider?

A. Any licensed medical doctor (M.D.) or doctor of osteopathy (D.O.) who is in good standing with the Oregon Medical Board can be a medical arbiter. Physician associates and nurse practitioners cannot perform arbiter exams. Neuropsychologists are needed to contribute their findings, however, neuropsychological findings must be provided in conjunction with an M.D. or D.O.

Q. Can I do arbiter examinations on the weekend?

A. Yes, examinations can be scheduled at the provider's and worker's convenience.

Q. Do I need to have my own office?

A. No, medical arbiters can use their own office, a home office, a rented space, or any other private space. Any space used for arbiter examinations must meet Health Insurance Portability and Accountability Act (HIPPA) guidelines, be accessible to the worker, and provide a safe environment.

Q. Does the examination need to be done in person or can I use telehealth?

A. It depends. Most examinations require an in-person physical examination. Many psychiatric examinations can be performed through telehealth; however, there are some exceptions. Contact us for more details about your specific situation.

Q. How are arbiter examinations scheduled?

A. The examination support team will collaborate with you to schedule the examination.

The examination will be scheduled at a time that works for the provider and the worker.

Q. How much will I get paid?

A. Payment is determined by three components:

1. The size of the medical record
2. The complexity of the examination
3. The medical conditions involved

The scheduling team will provide you with these details and the set payment rate before every examination. Contact us for more details about your specific situation.

Q. How do I get paid?

A. The workers' compensation insurer pays your fees. In the unlikely event that there are issues with the insurer, the examination support team will assist you with resolving payment concerns.

Q. What is the time commitment?

A. Your time commitment will depend on the size of the medical record, complexity of the examination, and medical conditions involved. Our team will give you the information you need for you to determine the amount of time you will likely need to spend.

Q. Do you provide any support to help with report writing?

A. When you become a medical arbiter, you will receive a provider manual that provides a standard template for you to use as you write your report. The examination support team is available if you have any questions during the report writing process.

Contact a member of the arbiter examination support team with any additional questions you have:

Francis Starling

francis.e.starling@dcbs.oregon.gov

503-947-0086

Elizabeth Shackelford

elizabeth.a.shackelford@dcbs.oregon.gov

503-947-7739

Christine Watson-Husky

christine.l.watson-husky@dcbs.oregon.gov

503-947-7290

