

Recovery & Resolution

A LEGAL NEWSLETTER FOR
HEALTH CARE PROFESSIONALS



Graham Lundberg & Peschel *Founded 1979*

Working With a Personal Injury Attorney

By: Kenneth B. Golden, Managing Partner

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month's
R&R...**

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The advantages of working with an experienced and qualified attorney at Graham Lundberg & Peschel in personal injury cases are many and far-reaching. When people are traumatically injured in an accident, they are rightfully more concerned about recovering from their injuries and getting back to work. The burdens of dealing with the tedium and confusion associated with their insurance claims are often overwhelming, and tend to be ignored. Any such inaction will have a direct impact on their health care providers' ability to get paid, and can indirectly have a long term impact on their ability to make a fair and reasonable settlement at the conclusion of their claims.

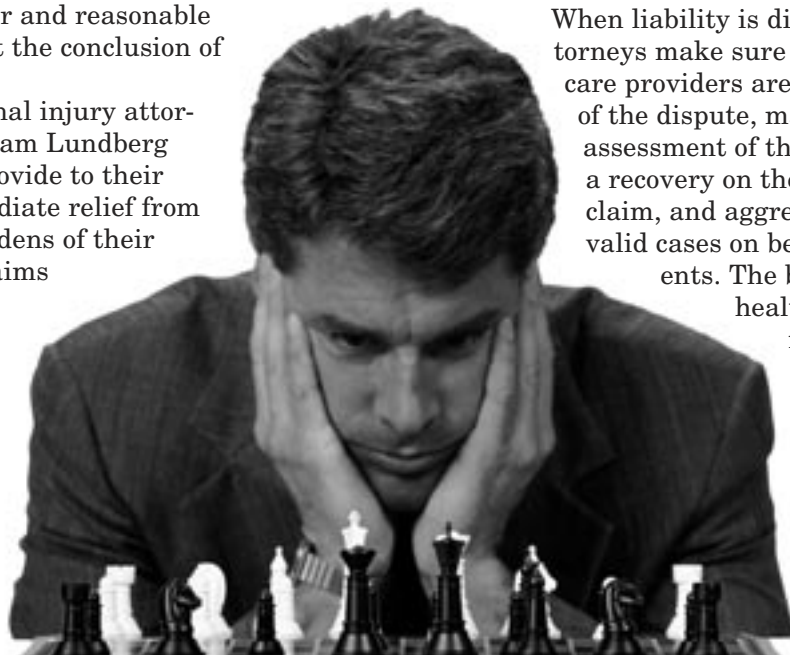
The personal injury attorneys at Graham Lundberg & Peschel provide to their clients immediate relief from the legal burdens of their insurance claims and, in the process, take all necessary actions to assure prompt and complete payment to health care providers.

Our at-

torneys search out all possible insurance coverage that may be available for their clients. On first party claims, whether PIP, Med-Pay, private health insurance, or other benefit programs, we take prompt action to complete all necessary applications, authorizations and other required documents so that there will be no delay in processing of bills for health care services. If first party benefits are not available, or if coverage is exhausted, we notify the health care providers of the situation, and we make all appropriate arrangements to ensure that outstanding bills for treatment get paid from settlement proceeds at the conclusion of the case.

When liability is disputed, our attorneys make sure that the health care providers are made aware of the dispute, make a reasoned assessment of the likelihood of a recovery on the third party claim, and aggressively pursue valid cases on behalf of our clients. The benefit to the health care provider is that he or she can make an informed decision about whether to provide services on a lien basis or to make other payment

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Plan to Attend This Free Educational Seminar...

DO YOU WORK WITH PERSONAL INJURY ATTORNEYS?

See page 3

Working With a PI Attorney— A Case Study

By: Rodney G. Zerr, Attorney

Having a good working relationship with a personal injury attorney is one of the most prudent business moves a health care provider can make. With such a relationship, the health care provider has many options available, including the ability to send patients with personal injury claims for a consultation with the attorney that might facilitate the successful resolution of the case at the conclusion of treatment. By bringing an attorney into the case early, the represented patient will not only have his or her interests protected directly, but the interests of the health care provider may also be protected indirectly.

Recently, we were contacted by a health care provider that had just begun referring patients to our office for consultations. The provider, who had only recently started accepting personal injury patients, had several questions regarding PIP carriers and getting compensated for treatment for those patients. The provider stated that she was running into difficulty getting paid for services rendered.

After discussing the matter in more detail, we asked the health care provider to send us copies of the records, billing, and correspondence between the PIP insurer and the health care provider regarding a new patient that retained us for assistance. Once the requested documents arrived at our office, it was clear what was causing the lack of response from the PIP adjuster. The health care provider had been using abbreviated notes entered into the chart that were

barely legible. Further, the billing documents lacked the necessary items such as, ICD-9 and procedure codes.

It was explained to the health care provider that creating readable and detailed medical records is the most important step to getting paid in a personal injury case, and to getting full compensation for the patient's claims. A legible, typed history in a patient's chart is tremendously effective in telling

the proper story for the patient during all phases of the case.

Once the health care provider made the suggested changes to the format of the patient's chart notes and billing, the PIP carrier began payment without question. This saved the provider weeks of delay and aggravation. Graham Lundberg & Peschel is always here to help the health care provider and the patient manage the complexities of personal injury cases.

Attorney Spotlight — Sean A. Ayres

Sean A. Ayres is an Associate Attorney for the South Sound Offices of Graham Lundberg & Peschel. Sean focuses his practice on motor vehicle collisions, premises liability cases, product liability cases, and other personal injury cases. Sean's commitment to injured victims' rights is demonstrated by the endless efforts he undertakes to understand the circumstances of each claim, and the extent of injuries and damages sustained by each of his clients.

Sean earned his Bachelor of Arts in Political Science from Seattle University in 1987. In 1990, he earned his Juris Doctor from the University of Puget Sound School of Law.

Sean is admitted to practice law in Washington State courts, the United States District Court-West-

ern Washington Division, and the Ninth Circuit United States Court of Appeals.

Sean is the proud father of two children, AJ and Kayla, and has been married to his wife, Gail, for fifteen years. Sean's recreational pursuits include playing softball and basketball, and he has been a youth league basketball and baseball coach for the past fifteen years.

Graham Lundberg & Peschel has over 26 years of experience solely devoted to handling Plaintiff's personal injury claims, including: automobile collisions, product liability claims, premises liability claims, maritime injury claims, wrongful death claims, and construction site accidents. We have ten attorneys serving Washington State.



Working With a Personal Injury Attorney, continued

arrangements with their patients. When necessary, we will assist health care providers in properly preparing medical liens and, occasionally, we assist in the collection on those liens from the third party insurance company.

As our offices work well with many health care providers in the community, we are frequently called upon to assist our clients in arranging second opinion examinations and consultations with health care specialists. This service is of obvious benefit to the primary health care providers as they are not troubled with having to locate

doctors who will see injured patients with pending personal injury claims.

When it is time to evaluate and negotiate settlements for our clients, we leave no stone unturned. Our attorneys and staff collect all pertinent documentation to substantiate our clients' damages. This includes all medical records, reports, billing statements, income loss verification, out-of-pocket receipts, impairment ratings, and other supporting materials necessary to recover the maximum monetary damages that the cases justify. When we successfully resolve our clients' claims, we again contact their health care providers and verify all outstanding bills that need to be paid.

Communication between personal injury attorneys and health care providers is paramount to a successful outcome for an injured victim, both physically and legally. The attorneys at Graham Lundberg & Peschel understand the importance of communication, and are ready to respond to all questions and concerns that their clients' health care providers may have.

When a qualified personal injury attorney is needed, look no further than Graham Lundberg & Peschel. We look forward to serving our clients and working with their health care providers.



DO YOU WORK WITH PERSONAL INJURY ATTORNEYS?

Graham Lundberg & Peschel is going to help you maximize your relationships with PI attorneys.

Graham Lundberg & Peschel welcomes you and your office staff to attend a FREE Educational Seminar.

Join us in a discussion regarding:

- **When do your patients need an attorney?**
- **Factors that should be addressed by your patient's personal injury attorney.**
- **Is your patient's attorney really working to get all of the medical bills paid?**

This is one seminar you cannot afford to miss! Seating is limited so sign up today.

Thursday, August 4
Port Orchard – McCormick Woods Country Club

Wednesday, August 10
Tacoma – La Quinta Inn

Thursday, August 11
Tacoma – Holiday Inn Express

Thursday, August 18
Seatac – Holiday Inn Express

Thursday, August 25
Bellevue – Red Lion Bellevue Inn

Thursday, September 8
Everett – Quality Inn

Thursday, September 15
Seattle – Best Western Executive Inn

Enclosed is an RSVP form. Plan to attend this informative seminar!

- All Seminars: 12:30 – 2:00 pm
- Complimentary Lunch Will Be Served
- This Seminar is for Doctors, Therapists, and their staff!
- Doctors of Chiropractic, Massage Therapists, and Physical Therapists will earn 1.5 CE credits
- Registration is limited to four attendees per office



We are a team of legal professionals working together to advocate for the injured while being recognized in the community for providing the highest level of service.

CONVENIENTLY LOCATED

For the convenience of your personal injury patients, we offer several meeting locations throughout Puget Sound and Peninsula communities. Attorney consultations are encouraged and always free.

Auburn253-931-1111
Bellevue425-827-1111
Burien206-241-1708
Everett425-252-1111
Federal Way ...253-946-1111
Gig Harbor253-853-5005
Lakewood253-274-1111
Lynnwood425-775-1111
Marysville360-658-1111
Olympia360-786-1717
Port Orchard ..360-876-5005
Puyallup253-845-1112
Renton425-235-1111
Seattle206-448-1992
Tacoma253-627-7701

Or Call Toll Free

North Puget Sound area including King & Snohomish Counties
800-422-4610

South Puget Sound area including Pierce, Kitsap, Mason & Thurston Counties
800-273-5005

or visit us online...
www.glpattorneys.com

Attorneys

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John A. Hoglund

Case Manager

Shawn Martinez

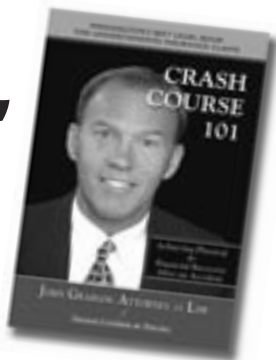
Paralegals

Annie Akamatsu
 Patricia Clanton
 Patti Cryder
 Judy Hanson Earle
 Lorna Holland
 Shirley Johnson
 Grace Stephens
 Catherine Torkelson
 Heather Webb

Administration

Imagen Bush
 Vicki Calahan
 Terra Clendenin
 Trish Driver
 Sacha Edens
 Teresa Garcia
 Lynne Golden
 Ann Harris
 Heather Kelly
 Jeanne Kelly
 Ann Maki
 Becky Moilanen
 Dawn Osborne
 Erin Roudybush
 Melanie Shotts
 Cheryl Stone
 Dean Thomas
 Lisa Traudt

We Rewrote the Book!
"Crash Course 101"
 The 4th Edition of
"Crash Course" is Here!
 by John Graham, Attorney at Law



In the North Sound area call (800) 422-4610 for your complimentary copy.

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We Provide the Highest Level of Service.

Free Consultation: 1-800-422-4610 | Visit our Web site: www.glpattorneys.com



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