

Medical Support Los Angeles (MLSA) Frequently Asked questions

1) **Who is MSLA?**

MSLA (Medical Support Los Angeles, A Medical Corporation) is a medical services corporation that specializes in independent multi-specialty medical evaluations for the government (including the Veterans Administration) and private sector, as well as second opinion evaluations. MSLA offers a variety of medical evaluation services across a wide spectrum of industries.

2) **Requirements for becoming an evaluator?**

Providers must be credentialed with Optum, as well as a board-certified MD or PhD. Clinicians should be experienced, objective practitioners who are well versed in developing ratable reports. Additionally, psychologists must have a doctoral degree in psychology (e.g. PhD or PsyD) from a graduate program in psychology accredited by the American Psychological Association (APA). The specialty area of the degree must be consistent with the assignment for which the applicant is to be employed (i.e., a child psychologist cannot examine adults).

All providers shall hold a full, current, and unrestricted license to practice psychology at the doctoral level in doctoral level in the State, Territory, Commonwealth of the United States (e.g., Puerto Rico), or the District of Columbia, where the examination takes place.

3) **What is the process for patient evaluations?**

Patient evaluations are a three-step process:

- **Record Review** – Pertinent medical and military records relating to veterans' claims are reviewed in advance of the appointment
- **Face to face evaluation** – These are focused exams; the provider is observing and reporting his/her findings based on the patient's current conditions secondary to their claim condition within the provider's scope of practice
- **Completing and submitting the online report (DBQ)** – At the provider's discretion, he/she may complete the electronic report template on MSLA's Case Management System (CMS) while with the patient.

Providers submit their evaluations and results of Disability Benefits Questionnaires online via MSLA's Case Management System (CMS) where providers log in with a username and password.

4) **What is a Disability Benefits Questionnaire?**

Disability Benefits Questionnaires (DBQs) are medical examination forms used to capture essential information for evaluating disability compensation and/or pension claims. DBQs can help speed the processing of compensation and pension claims. The form consists of a series of "yes" and "no" check boxes. It is an intuitive, streamlined report that can be completed in a minimum amount of time.

5) **What is involved in doing a DBQ?**

Clinicians will complete the Disability Benefits Questionnaires during the evaluation of the member. Generally speaking, the evaluation can take anywhere from 45 to 60 minutes.



Evaluations by psychiatrists will focus on these four areas:

- Eating disorders
- Mental Health (other than PTSD)
- PTSD
- Traumatic Brain Injury (TBI)

Psychologists can evaluate:

- Eating disorders
- Mental Health (other than PTSD)
- PTSD

6) Will there be any training available?

Yes. There are both training requirements as well as training resources.

- Required training includes:
 - VA training - HIPAA; materials to review are related to the types of evaluations that will be conducted. (time to complete is approximately 1 hour)
 - MSLA specific training related to use of their Case Management System
- Training resources include online instructional videos that guide providers through the DBQ process. (the learning curve for this program is approximately 5 evaluations)
- Providers will need access to the internet and a phone for training

7) Must providers be credentialed within the Optum network to participate?

Yes. Providers must be credentialed with Optum. In addition, participating clinicians will need to sign and submit a contract addendum.

8) What is the effective date for this sub-network to commence?

The effective date for this initiative is June 14, 2017.

9) Who is Optum?

Optum is a leading health services and innovation company dedicated to helping make the health system work better for everyone.

10) Why Optum?

Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care. Optum collaborates with all participants in health care, connecting them with a shared focus on creating a healthier world. Hospitals, doctors, pharmacies, employers, health plans, government agencies and life sciences companies rely on Optum services and solutions to solve their most complex challenges and meet the growing needs of the people and communities they serve.