



Collision Industry Information Assistance



New tool helps industry understand shop billing / insurer payment practices

How do your shop's billing practices differ from other shops? Are other shops being paid for procedures you're doing but for which you're not being compensated?

Those questions form the basis of "Who Pays for What, Canada?" a new series of industry surveys being conducted as a joint project by Collision Advice and CRASH Network.

"Ever since we started this type of survey in the United States in 2015, Canadian shops have asked us to do something similar," Mike Anderson of Collision Advice said. "We're pleased to now get that started. The training and consulting work I do in both the U.S. and Canada has shown me that many shops aren't aware of not-included operations they are doing but not itemizing on estimates. These surveys will help shops understand what these operations are, and whether other shops receive compensation for them."

The first of the surveys, which covers refinish-related items and operations, is available online ([CLICK HERE](#)) now through May 31. A second survey, on body, structural and mechanical operations, will be conducted later this year.

The surveys have proven to be popular in the United States, with an average of more than 900 shops participating in each survey. More than 87 percent of those taking last fall's survey reported that participating in "Who Pays for What?" is helping them improve their business.

Anderson said the surveys, which will take about 15-30 minutes each, should be completed by the shop owner, manager or estimator who is most familiar with the shop's billing practices and the payment practices of the insurers in your province. Each individual shop location (whether a stand-alone business or part of a multi-shop operation) may submit one response to the survey.

Each shop's individual responses will be held in the strictest confidence; only aggregated data is released. Participants who choose to provide optional contact information will receive a complete report of the survey findings at no charge along with suggested resources for helping use the survey findings to improve their business.

To take the survey, visit: <https://www.surveymonkey.com/r/Q76RCDD>

Collision Advice (www.CollisionAdvice.com) is an independent training and consulting firm featuring some of the most respected and experienced experts in the collision repair industry. CRASH Network (www.CrashNetwork.co) is a U.S.-based [subscription newsletter offering news and information not available from other industry sources.](#)

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"To represent the best interests of the industry, providing opportunities for growth for environmentally sound, profitable businesses, having trained professionals serving the public"

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