



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."