FOR RELEASE: March 31, 2017

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**Latest “Who Pays for What” quarterly survey asks shops about body labor billing and insurer payment practices**

A record 84 percent of shops who took one of the quarterly “Who Pays for What?” surveys earlier this year said they have been able to use previous such surveys to improve their business. That’s a statistic making Mike Anderson of Collision Advice, creator of the surveys, pretty happy as the latest of the surveys, covering body labor operations, opens now through April 30.

“In the past, we’ve typically about 70 percent of participants tell us the surveys are helping their business,” Anderson said. “The fact that a growing number now report the surveys are helping makes me very proud. Knowledge is key in this industry.”

The current survey, conducted by CRASH Network and Collision Advice, asks shops about their billing practices – and insurers’ payment practices – regarding 21 “not included” body labor operations. Shops can take the survey before the end of April by clicking below:

[https://www.surveymonkey.com/r/Q6M9ZFM](https://www.surveymonkey.com/r/Q6M9ZFM" \t "_blank)

Newly-released data from the “Who Pays for What?” refinish survey, completed this past January by 936 shops around the country, contained some other evidence indicating the surveys’ positive impact: Of the 27 "not-included" refinish operations covered in the survey, 25 had a higher percentage of shops (compared to a year earlier) now negotiating to be paid for them.

“If you don't bill for it, you will never be paid for it, yet the biggest percentage of shops not billing for these procedures say they never thought of billing for them when they are required as part a repair,” Anderson said. “These surveys were designed to help raise that awareness."

Anderson of Collision Advice noted that with the growing participation in the survey series, the 75-page report on the refinish survey results includes two new ways of looking at the data. First, the results are now broken down into 11 different U.S. regions, compared to just seven regions in previous surveys

“This was done to make the results more valuable and meaningful by allowing shops to compare results with facilities closer to their market,” Anderson said.

Also, thanks to a “big push by some dedicated repairers in Texas,” according to Anderson, the refinish survey report also includes a section of results for Texas alone.

“More than 100 shops from Texas participated in this survey, so as a way to thank them for their effort, we also included the results broken out just for Texas,” Anderson said. “I would love to see more states participate at that level.”

Each of the four different “Who Pays” surveys explores a different area of shop operations. The current survey focuses on “not-included” body-related operations, asking shops how frequently they are paid for each of the operations by each of the eight largest auto insurers in the country.

Survey participants will receive a report with complete survey findings at no charge, broken down by region, insurer and DRP vs. non-DRP. The report also includes analysis and resources to help shops better understand and use the information presented.

Anderson said the survey, which will take about 15-30 minutes, 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 largest national insurers. Each shop's individual responses are held in the strictest confidence; only cumulative data is released.

The results of previous surveys are also available online (<https://www.crashnetwork.com/collisionadvice>).

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