FOR RELEASE: January 7, 2020

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**Prevalence of vehicle scanning – and insurers’ willingness to pay for it – have risen significantly according to ‘Who Pays for What?’ surveys; latest survey open now**

The industry’s adoption of vehicle scanning as an indispensable part of the repair process can be seen in the results of the “Who Pays for What” surveys conducted for a number of years by Collision Advice and *CRASH Network.*

In the survey conducted this past fall, just 11% of shops said they might skip a post-repair scan because no dash lights are lit – not a legitimate reason – but in the same survey in 2016, nearly half of all shops (44%) said that was a reason they might skip the scan. Likewise, three years ago about 1 in 5 shops said they didn't perform scans because they don't have the tools necessary to perform the scans. In the latest survey, just 2% used that as an excuse.

Payment practices have evolved as well. Back in 2016, a “Who Pays” survey found that more than 30% of all shops said that one of the reasons they didn't perform a post-repair vehicle scan was that insurers didn't pay them for the procedure. Three years later, just 12% of shops say a lack of insurer payment is one of the reasons they might not perform a vehicle scan. More than 97% of shops now say they are at least negotiating to be paid for vehicle scans, and 88% say they are being paid regularly when they do.

“There are very few shops not seeking to be paid, particularly for post-repair scanning.” said industry trainer and consultant Mike Anderson of Collision Advice*.* “This is different from some of the other 'not-included' procedures where a significant percentage of shops aren’t getting paid because they’re not seeking to be paid. But the industry also needs to keep in mind that an insurer refusing to pay for a scan does not remove a shop’s liability for not conducting one."

He said the first of the four 2019 “Who Pays for What?” surveys, which focuses on “not-included” refinish operations, is open now through the end of January at:

<https://www.surveymonkey.com/r/JHPCT8B>

Survey participants 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 15-25 minutes, can be completed by anyone in a shop familiar with the shop's billing practices and the payment practices of at least some of the largest national insurers. Each shop's individual responses are held in the strictest confidence; only aggregated data is released.

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

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