

Delaware Physical Medicine Management Program Advisory Committee Meeting Minutes

May 20, 2014

7:00 AM

I. Call to Order

Committee Chairperson Michael Owens, MD, called the meeting to order at 7:00 AM.

II. Roll Call:

Completed by Dr. Owens

Participants:

Michael Owens, MD, Medical Director, Medical Management & Policy, Highmark
Robert Catalano, PT, Physiotherapy Associates
Julie Knowles, PT, Southern DE Physical Therapy
Thomas Windley, PT, MPT, PhD, Premiere PT and Sports Performance
Rebecca Whitney, OT, Christiana Care
George Edelman, PT, Edelman Spine & Orthopaedic PT
Bryan Bass-Riley, Manger, Utilization Mgt. Support Service, Highmark
Charlotte Sarles, Supervisor, Care Management, Highmark
Sharon Zink, Care Manager, Highmark
Cheryl Auth, Care Manager, Highmark
Jennifer Kondash, Business Process Engineer, Highmark
Eileen Smith, Provider Relations, Highmark

III. Welcome and Opening Remarks

Welcome and opening remarks regarding the committee purpose delivered by Dr. Owens.

IV. Review and Approval of the Advisory Committee Charter

The committee reviewed and approved the Delaware Physical Medicine Management Program Advisory Committee Charter, with the following changes:

Under “Role and Function of the Physical Medicine Management Advisory Committee”

- Item Number 3, strike the word “delivery”
- Item Number 4, strike the word “and”

V. Discussion related to PMMP:

- 1) Dr. Owens reviewed the history of the Physical Medicine Management Program to date.
 - Soft implementation began 3/1/2014 with plan for full implementation to begin 7/1/2014
 - No medical necessity denials are being issued during the soft implementation period
- 2) Dr. Owens described the various program resources available to providers.
 - The training module and Administrative Guide are located on the Provider Resource Center and may be accessed via the “Clinical Reference” link
 - Providers needing additional assistance can contact their provider relations representative, as they do for other questions or issues
 - A Webinar that walks the providers through the care registration and authorization process, step by step, is available at any time on the Provider Resource Center
- 3) Dr. Owens elaborated on the PMMP Administrative Guide
 - Members were urged to review the Administrative Guide. The guide is accessible through NaviNet and the Provider Resource Center on Highmark’s public website
 - Highmark will continue to revise the guide as needed
 - Members were informed that the Administrative Guide has been revised more than seven times as a result of feedback received from providers

VI. Provider discussion and feedback:

- 1) A question was raised regarding the proposed change in provider reimbursement. Dr. Owens advised committee members that provider compensation is not under the purview of the PMMP, but a general update would be pursued.
 - **Follow up action item:** Highmark committee member to obtain status of provider reimbursement from DE provider contracting
- 2) A concern was voiced regarding the length of time it takes to credential a new physical therapy graduate. A committee member commented that the process has been taking up to 6 months to complete.
 - **Follow up action item:** Highmark committee member to reach out to DE provider credentialing for clarification of the process
- 3) A committee member inquired about a fix for Apple computer users to allow them to utilize Internet Explorer to gain access to NaviNet.
 - **Follow up action item:** A Highmark committee member to reach out to the Information Technology Department for guidance

4) Discussion ensued regarding care authorizations and date extensions. Committee members explained that members may not be able to complete the authorized visits within the authorized time frame due to weather, transportation, vacation, or illness.

- **Follow up action item:** Highmark will review the status of date extensions with Healthways and explore possibilities for increased flexibility

5) The committee was urged to reach out to their provider relations representatives with any concerns, questions or topics for discussion at least 2 weeks prior to the next scheduled advisory committee meeting.

6) A conversation took place about documentation and denial letters

7) ICD 10 coding was briefly discussed

8) The committee was advised that Healthways does not know if Highmark is the primary or secondary payer when they review cases for medical necessity determinations.

VII. Topic suggestions for future meetings:

- 1) A conversation took place about the issues that providers may have once the program is fully implemented on July 1, 2104.

VIII. Closing comments:

Dr. Owens thanked everyone for their attendance and for the feedback received regarding the PMMP.

IX. Adjournment:

Dr. Owens adjourned the Delaware Physical Medicine Management Program Advisory Committee meeting at 7:45 AM.

The next Physical Medicine Management Program Advisory Committee will be held on August 19, 2014 at 7:00 AM