

Physical Medicine Management Program Advisory Committee Meeting Minutes

March 22, 2016

7:00 - 8:00 am

I. **Call to Order:**

Meeting Chairperson: Robert McMurtrie, DO, Associate Medical Director, MM&P, Highmark called the meeting to order at 7:00 .m.

II. **Roll Call:**

Completed by Holli Masci

Participants:

John Bonaroti, PT, ATC, Director, East Suburban Sports Medicine Center Ltd.

Richard Ross, DC, Ross Chiropractic

Scott Gettings, OTR/L, CHT, Keystone Rehabilitation Systems

Robert McMurtrie, DO, Associate Medical Director, Medical Management & Policy, Highmark

Holli Masci, Manager, Care Management, Highmark

Joyce Landers, Director, Provider Relations

Mark Joy, MD, JD, Associate Medical Director, Backline Care Management, Highmark

Brian Cardin, Owner of Cardin Miller Physical therapy, Cardin Miller Physical Therapy

Guests:

Richard Olson, DC, Senior Executive Director, Clinical Services, Healthways

Sue Holko, Account Management, Healthways, Sharon Stalder, Account Management, Healthways

III. **Welcome and Opening Remarks:**

Holli Masci welcomed everyone to the meeting.

Dr. McMurtrie wanted to welcome Dr. Mark Joy who will be taking over as Chairperson on the PMMP Committee. Dr. Joy stated he is new to Highmark and just finished practicing 4 years of Internal Medicine in the hospital.

IV. **Review and Approval of Meeting Minutes:**

The Committee reviewed and approved the 11/03/2015 Physical Medicine Management Program Advisory Committee Meeting Minutes.

V. **Follow up Action Items:**

Moving forward in 2016, we are combining both PA and West Virginia Committees. Holli will confirm that everyone has an updated charter.

VI. **Approval /Denial ratio were provided for Year to 2016:**

Approval/Denial ratios Year to Date 2016

PA	Commercial	Medicare
Approval/Prescreening	42.4%	34.8%
Level 2 Approval	28.1%	35.6%
Partially Approved	17.0%	18.9%
Denied	12.5%	10.7%
Reconsiderations Overturned	37.9%	42.0%
Appeals Overturned	33.4%	56.0%

WV	Commercial	Medicare
Approval/Prescreening	38.1%	35.2%
Level 2 Approval	24.7%	23.6%
Partially Approved	24.1%	25.7%
Denied	13.1%	15.5%
Reconsiderations Overturned	30.3%	42.1%
Appeals Overturned	37.1%	0.0%

VI. **Discussion related to PMMP:**

Dr. Olson informed the group that the Pathway Program has been in effect now over a year, received good feedback from the provider community, and allows Healthways to monitor the development of the program and distribution of the metric results. Highmark will be making some changes to the Pathway Program effective for 2017. The annual analysis that Healthways does in October and November will determine the qualifications for Tier I status and Tier II status in 2017. We are enhancing the ability to qualify for participation in Tier 1 status. The Care Authorization Approval Rate was set at $\geq 95\%$ and now it will be set lower at $\geq 94\%$. We are also adding another utilization metric, which will be the Visit Approval Rate with a qualifying threshold of $\geq 94\%$. Providers will need to continue to meet all qualifying metric thresholds except for these two identified metrics (Care Authorization Approval Rate and Visit Approval Rate), which are "and/or" for Tier 1 qualification. This will enable more practitioners to qualify for the Pathway Program Tier 1 status. Another metric we are going to add is on the annual Profile Scorecard. The new metric is the average cost per visit that will offer insight into provider's cost per visit in comparison to the network at large, which offers directional guidance on effective practice management. Holli stated that communications would be sent out via NaviNet.

VII. **Provider discussion and feedback**

Dr. Scott Gettings wanted to make sure Highmark received the questions that was forward by Kali N. Sprankle, Regional Vice President of Contracting of Physio and if they were addressed. Holli has an e-mail to Kali and she did respond late last night. Holli will follow up with Kali to set-up a time to meet and address the questions.

VIII. **Topic suggestions for future meetings**

A request was made to confirm the 7 AM time slot for all external providers and the group - Agreed

IX. **Outstanding Business:**

None

X. **Closing Comments:**

Dr. McMurtrie thanked everyone for their attendance and for the feedback.

XI. Holli Masci adjourned the Physical Medicine Management Program Advisory Committee meeting at 7:20 a.m.

The next Physical Medicine Management Program Advisory Committee will be held on June 21, 2016.