

Physical Medicine Management Program Advisory Committee Meeting Minutes

November 19, 2013

7:00 - 8:30 am

I. Call to Order

Meeting Chairperson: Michael Owens, MD, Medical Director, called the meeting to order at 7:00a.m.

II. Roll Call:

Completed by Chairperson Michael Owens, MD

Participants:

Western PA:

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

Paul J. Brach, PT, PJB Therapy Services, LLC

Michael Owens, Medical Director, Highmark

Charlotte Sarles, Manager, Care Management, Highmark

Sharon Zink, Care Manager, Highmark

Jennifer Kondash, Business Process Engineer, Highmark

Central PA:

Eric Osterberg, DC, Osterberg Chiropractic

Sandra McCuen, PT, Reimbursement Specialist, PPTA

III. Review and Approval of Meeting Minutes:

The Committee reviewed and approved the 08/06/2013 Physical Medicine Management Program Advisory Committee Meeting Minutes

IV. Follow-up to Action items:

- 1) A discussion took place regarding the care authorization process when a member has not completed the initial 8 registered visits
 - **Follow-up Action item:** The language in the administrative guide will be reviewed to ensure the process is clearly outlined.
- 2) A conversation took place about the essential need of documenting the member's condition as acute, chronic, exacerbated, new, or recurrent

- 3) The committee discussed the “point of contact” to handle issues. All members should be referred to the customer service number on the back of their insurance card. Providers with process/operational issues should contact Healthways initially. If the issue is unresolved, the provider should then reach-out to his/her provider relations representative.

V. Discussion related to PMMP:

- 1) A discussion took place about the UM Department Date Extension form and the process of requesting a date extension
 - **Follow-up Action item:** Highmark will discuss the form and the process with Healthways
- 2) A provider committee member informed of receipt of multiple cover page faxes from Healthways that contained no authorization information
 - **Follow-up Action item:** Examples were requested in order for Highmark to investigate the issue
- 3) Discussion ensued about the language and layout of the denial letters. Examples were presented by the provider committee members
 - **Follow-up Action Item:** Highmark is currently reviewing the language and layout of the denial letters. The committee will be advised of any revisions

VI. Provider discussion and feedback:

- 1) The committee was urged to submit concerns and questions to Highmark prior to the next scheduled advisory committee meeting
- 2) Members were informed that the administrative guide has been revised five times as a direct result of feedback received through the committee

VII. Topic suggestions for future meetings:

None

VIII. Outstanding Business

None

IX. Closing comments:

Michael Owens, MD thanked everyone for their attendance and for the feedback received regarding the Physical Management Program

Thank you to the following for their service on the advisory committee

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

Paul J. Brach, PT, PJB Therapy Services, LLC

Eric Osterberg, DC, Osterberg Chiropractic

X. Adjournment:

Michael Owens, MD adjourned the Physical Medicine Management Program Advisory Committee meeting at 7:50 a.m.

**The next Physical Medicine Management Program Advisory Committee will be held on
February 4, 2014**