



TPTN PROVIDER NEWSLETTER - WINTER 2011

PROVIDER CONTRIBUTING ARTICLE

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The Benefits of ASTYM for Patients with Musculoskeletal Impairments

By Sarah Jensen, PT, MPT, DSc, CMPT, CEAS



The ASTYM system (A'-stim) is an evidence-based rehabilitation process designed to effectively treat chronic tendon disorders, scar tissue and fibrosis. The goal of the ASTYM treatment is to stimulate the body's healing response, resulting in the resorption and remodeling of scar tissue and the regeneration of degenerative tendons. Certified rehab professionals apply instruments on top of the skin to locate dysfunctional soft tissue, and to transfer pressure and shear forces to the underlying soft tissue structures. The protocols, the force, and direction of the treatment start a healing/regenerative response in tendons, muscles, and other soft tissue structures. This effective therapy, typically provided twice weekly for three to four weeks, also incorporates a customized program of stretching and exercise, which positively influences the alignment of the new collagen.



ASTYM treatment is a revolutionary process that heals soft tissue problems.

The ASTYM system optimizes the patients' ability to regain function and return to normal, active lifestyles. The system offers many benefits:

- Resolves tough, chronic conditions, even where other treatments have failed
- Rapidly resolves pain and increases functional ability (in just 4- 5 weeks)
- Delivers long-term results
- Encourages patients to stay active in their work, sport or activity
- Offers positive and predictable results, supported by outcomes
- Evidence-based process that is supported by extensive research

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PROVIDER CONTRIBUTING ARTICLE (cont.)

Diagnoses that respond well to the ASTYM treatment:

- Post-surgical scarring
- Post-traumatic scarring
- Lateral epicondylitis
- Medial epicondylitis
- Carpal tunnel syndrome
- DeQuervain's tenosynovitis
- Rotator cuff tendinopathy
- Plantar fasciopathy
- Chronic ankle sprains
- Achilles tendinopathy
- Shin splints
- Anterior knee pain
- Patellar tendinopathy
- Hamstring strains
- IT band syndrome
- Hip pain/trochanteric bursitis
- SI/low back pain
- Most chronic tendinopathies

Clinical outcomes from across the country indicate that 88% of all patients treated with the ASTYM system achieve improved function and decreased pain; even if the condition is chronic and previous treatment has been unsuccessful.

Patients should be informed that they will be receiving a treatment that will help stimulate a healing response rather than just treat their symptoms. They may experience some soreness and/or mild bruising following treatments initially; however, this rapidly improves as the healing progresses. Patients are expected to carry out simple stretching exercises at home, and their compliance is essential for maximizing treatment results.

The ASTYM certification includes three days of intensive training whereby the practitioner learns advanced concepts related to tissue healing and protocols for treating the spine and extremities. Upon completion of the certification course and exams, the practitioner has the tools to develop efficient, effective and safe manual/manipulative physical and occupational therapy management using the ASTYM® system

References

Please refer to the ASTYM website (www.astym.com) for a full reference list of peer-reviewed publications related to the ASTYM® system.

About Accelerated Rehabilitation Centers



Accelerated Rehabilitation Centers embrace a **PATIENT FIRST** philosophy which focuses on patient outcomes, commitment to manual therapy and upholding our reputation in the community as a leader in providing treatments that include a comprehensive manual and functional exercise component. Part of this commitment includes providing advanced training to our clinicians.

TPTN has a strict credentialing process to ensure our valued members have access to licensed professionals providing a high level of care. Accelerated has been a TPTN provider in Michigan since August 2005 and nationally (with locations in Illinois, Indiana and Iowa) since March 2009.





FEATURED PROVIDER SPOTLIGHT

Mrs. Jensen is the Vice President of Clinical Operations for Accelerated Rehabilitation Centers and has been a practicing physical therapist for ten years. She earned her Bachelor of Science degree in Engineering from Michigan State University in 1994 and her Master of Science degree in Physical Therapy from Midwestern University in 1999. She received her doctorate from the University of Maryland School of Medicine in 2010. Furthermore, Mrs. Jensen is a certified manual therapist through the North American Institute of Orthopedic Manual Therapy. In addition to her clinical accomplishments, Mrs. Jensen also serves as adjunct faculty in the physical therapy department at Midwestern University, instructing doctoral physical therapy students in orthopedic evaluation and treatment as well as gross anatomy. For questions regarding Accelerated, please feel free to contact Sarah Jensen, PT, MPT, DSc, CMPT, CEAS at 312.640.0329.



TPTN REMINDERS

Benefit Year Changes

Effective January 2011, both Salary and Hourly members have the same benefit year.
Benefit Year = January 1 through December 31

Eligibility

Ford salaried employees residing outside of the state of Michigan are NOT covered under the TPTN benefit plan. Group numbers associated with these plans are: 87241, 87251, 87252, 87254, 87262, 87264, 87271, 87272, 87281, 87282, 87290, 87291, 87292, 87294, 87295, 87296, and 87297. These group numbers are covered under TPTN if the patient resides in Michigan, otherwise please contact the medical carrier for physical therapy benefits.

Medicare Cap

Please remember that prior authorization is required once a member has reached their Medicare cap. The Medicare cap for 2011 is \$1870 for physical therapy and speech therapy combined. Feel free to prior authorize visits from the onset of care to avoid tracking the cap as well as to prevent costly failure to prior authorize denials.

TPTN Authorization Phone and Fax Hours

- Monday – Thursday 8:30am – 6:30pm (EST)
- Friday 8:30am – 6:00pm (EST)
- Any messages left after hours will be returned within 24 hours.
- You may check claim status and eligibility 24 hours a day through our automated fax back process. Call 888-638-8786 and follow the prompts.
- You may send authorization requests 24 hours a day to the Utilization Review Department at 248-333-7957. All authorization requests will be responded to within 48 hours.
- Customer Service – 888-NET-TPTN (888-638-8786)
- Auth Request Fax – 248-333-7957





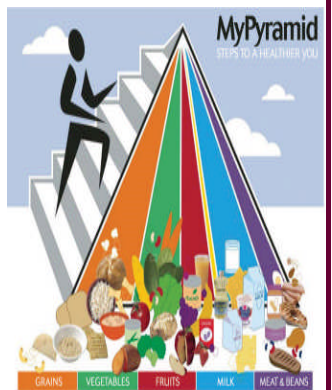
Self Motivation

With the New Year behind us and our resolutions set, how do we keep motivated to maintain our exercise programs, healthy eating, smoking cessation programs or educational or career goals?

According to Wikipedia, *Motivation* is the driving force which causes us to achieve goals.

Here are steps you can follow to help you:

- **You must discover your *motivation* or driving force.**
 - Why do you want to stop smoking, or start exercising or finish your degree?
 - What is important to you? What do you value?
- **Make the *commitment* if you are TRULY ready to commit.**
 - This will help avoid guilt should you fail to follow through until you are ready.
- **Set small, achievable and measurable goals**
 - Setting small, measurable goals helps you see progress.
 - Long term goals that are not reachable in a short period don't provide reinforcement.
- **Track your progress**
 - This reinforces your commitment.
 - You can monitor the progress toward goals.
- **Obtain objective feedback**
 - Talk to an exercise specialist, a nutritionist, a guidance counselor, or a friend.
 - Search online. There is a wealth of knowledge and information.
- **Avoid the “All or Nothing”**
 - Take your successes day by day.
 - If you have a setback one day, restart again the next.
- **Be Accountable**
 - Have a support system or partner as they may be the extra motivation you need.
- **Reward yourself**
 - This could be a small purchase or larger reward such as a massage, etc for an attainable interim set goal.



Recommitting to your goals is a daily decision. Remind yourself of what you have accomplished, how far you have come, and how much closer you are to your goal. Picture yourself succeeding. You will succeed.

Also remember that setting goals or resolutions does not have to be reserved for the New Year. Anyone can choose to make a commitment to change at any point during the year. Just take that first step.



Notes from the Vice President

Lucy Andrews

EVP, Managed Care Operations

We all know the value of good documentation. Without it, physicians may not know the progress their patients are making and insurance companies may not be able to make a determination of medical necessity. When cases are denied for medical necessity, often it is because the notes do not provide enough information or a clear picture of the patient's need for continued therapy. The patient may require continued care but unless the notes support the need, visits often can not be approved. Below we have provided you with some general guidelines for documentation that can assist our reviewers in making medical necessity determinations.

General Guidelines for Documentation

- Records must be **legible**
- All notes must be dated (with the actual time when relevant)
- They must be signed with your credentials
- Notes should be prepared as soon as possible after the service
- Always include patient's full name and identification number
- Always provide **Subjective** and **Objective** findings, evaluation **Assessment** and the **Plan** of care

Specific Guidelines for Documentation

Patient Diagnosis and History

- Primary and all pertinent secondary diagnoses with date or dates of onset
- Diagnosis or diagnoses for which treatment is being provided, with onset date(s)
- Prior hospitalization and surgeries with dates
- Other relevant patient history (such as exacerbation of chronic illness, accidental injury, complicating medical problems, past treatment received, etc.) with onset dates, and where relevant, with references to cause

Evaluations and Re-evaluations

- Date of evaluation
- Description of current status of:
 - Functional status/activity level and description of functional level prior to the onset of the current illness or injury
 - Objective findings such as muscle strength (graded), range of motion measurements and joint stability/play
- Pain level and the effect on the treatment plan
- Mental status and ability to participate
- Neurological findings (sensation, weakness, reflex, areas of desensitization and circulatory complications)



Notes from the Vice President (cont.)

Lucy Andrews

EVP, Managed Care Operations

Treatment Plan

- Include reference to the following:
 - Area(s) of the body to be treated
 - Modality or modalities to be provided
 - Exercise(s) to be provided
 - Frequency of treatment(s)
 - Duration of procedure(s)
 - Patient and family education and home exercise programs provided
 - Rehabilitation potential
 - Functional treatment goals and timeframe—must be measurable
 - Anticipated frequency and duration of treatments and procedures
 - Signature and credentials of the therapist performing the evaluation

Documentation of Individual Services or Sessions

- Date of service and time of service (if treatments are performed more than once a day). The use of a.m. or p.m. is acceptable.
- Duration of service if billing unit is a time interval
- Changes in functional status and explanation of what triggered the functional status to change
- Exercise(s) performed, level of assistance required, the number of repetitions and amount of resistance

Physical Therapist periodic evaluation and response to treatment

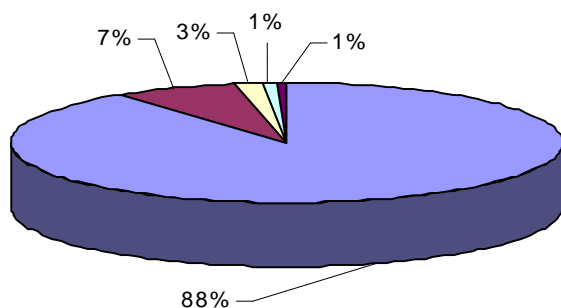
- Progress notes summarizing response to treatment must be written at least once every four weeks or when last plan of care expires, whichever comes first.
- Include the following in every treatment summary or progress note:
- Date of the progress note and dates of service covered by the progress note
 - Detailed, objective evaluation of the patient's progress and response to treatment during the period
 - Changes in medical or mental status and level of cooperation
 - Changes in treatment plan with rationale for the changes



MEMBER SATISFACTION SURVEY RESULTS

Our latest results are in!
 999 surveys were sent **NATIONALLY** to members treated from 8/01/10-10/31/10, and our response rate was 37.9%.
Our overall satisfaction rate is 98%

Overall Satisfaction



Detail of Survey Results:

Very Satisfied	88%
Somewhat Satisfied	7%
Neutral	3%
Somewhat Dissatisfied	1%
Very Dissatisfied	1%

Health is a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity.
 ~World Health Organization, 1948

PROVIDER ACCOLADES

TPTN is appreciative of the efforts of our network providers to continuously render quality medical services to our membership. As evidenced by TPTN's outstanding customer satisfaction scores, you continue to meet and exceed our membership's expectations as it relates to their outpatient physical therapy. Below are a few member comments that were submitted during our most recent satisfaction initiative.

"Advanced Physical Therapy, 1818 N. State Street, Greenfield, IN - "Very helpful. Very informative, and they made sure I was comfortable and not in pain doing my therapy. I had instruction for home therapy, and the facility is a very upbeat place to do therapy."

"Bedford Physical Therapy, 7300 Secor Rd., Lambertville, MI - "My experience at Bedford was great, enjoyable, hard, and a rewarding experience. If it wasn't for the staff and their support, it would be a lot harder to recover from my surgery."

"AllCare Physical Therapy, 6703 38th Avenue North, St. Petersburg, FL - "The staff was very competent and the therapist was excellent! I was hesitant at first but they provided the best therapy care I've received through your network."

"TheraMatrix Physical Therapy, 6041 15 Mile Rd., Sterling Hts., MI - "I've always had great results. They are very helpful and their explanations regarding my therapy were very thorough. I love them all."

"SportsCare of America, P.C., 1952 Rt. 22 East, Ste. 101, Bound Brook, NJ - "I found the Physical Therapy Director to be very professional and even more importantly, very knowledgeable. He is extremely helpful to patients as is the whole staff."

Congratulations to all TPTN providers for adhering to such high standards of patient care!



HEALTH AWARENESS UPDATES

Below is a calendar of health awareness events taking place thru May 2011.
Use the contact listed to obtain materials to pass out at your facility.

March

National Multiple Sclerosis Education and Awareness Month

Multiple Sclerosis Foundation

6520 North Andrews Avenue
Fort Lauderdale, Florida 33309
1-800-225-6495 Administrative
1-888-MSFOCUS Helpline

www.msfact.org



April

Counseling Awareness Month

American Counseling Association

5999 Stevenson Ave.
Alexandria, VA 22304

ACA: 1-800- 347-6647

www.counseling.org



May

National Physical Fitness Month and Sports Month

President's Council on Fitness, Sports & Nutrition

1101 Wootton Parkway, Ste 560
Rockville, MD 20852
240-276-9567 Main

www.fitness.gov



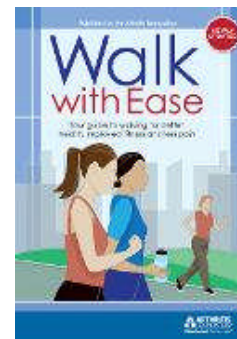
May

Arthritis Month, National and Annual Arthritis Walk

Arthritis Foundation

P.O. Box 7669
Atlanta, GA 30357-0669
1-800-283-7800

www.arthritis.org



LOOKING for Contributing Articles from YOU!!!

- TPTN is looking to feature articles from our providers in future newsletters.
- Wouldn't you love to network your ideas with your colleagues?
- Have you found a unique way to keep authorizations up to date that you would like to share?
- Articles could contain educational tips related to patient and/or clinician interests.
- Providers and clinics featured in the newsletter will be highlighted with a short bio.
- Keep in mind that this is a national publication.
- We would also love to hear about success stories with the TPTN program or TPTN patients.
- Please submit articles by **April 11, 2011** to: Mgarmo@theramatrix.com

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