



TPTN PROVIDER NEWSLETTER - FALL 2009

Meet The TPTN Team

The TPTN leadership team takes great pride in the stellar performance of our staff. Based on feedback we receive from network providers, we feel that many of you also believe that our staff is a significant contributor to the success of TPTN. We realize that most of the provider's in our network have never been introduced to the team located at our corporate office. This is the second newsletter edition to feature profiles of the TPTN team. We hope that these profiles allow our readers to connect a little more to our TPTN team members and enhance our already strong provider relationships.

Lisa Pouget, Senior Utilization Review Coordinator

Lisa Pouget is a Senior Utilization Review Coordinator. She has been with TheraMatrix since 2005. She is responsible for reviewing appeals from members and providers. She reviews physical therapy authorization requests and issues authorizations. She also performs outcome studies and works with the Health Services Director to create reports based on outcome study results.

Lisa has her associate degree in applied science and is a Certified Occupational Therapy Assistant (COTA). Prior to joining TheraMatrix, Lisa worked at the Henry Ford Health System in their inpatient rehabilitation department as a COTA. She has experience in work hardening, neurological rehabilitation, and orthopedic rehabilitation.

Beth Sackett, Member Services Representative

Beth Sackett is a member of the TheraMatrix Physical Therapy Network's Member Services Department. In this capacity, she assists members with locating a physical therapy facility and executing Single Payer Agreements for specialized services in remote rural locations where there is not a TheraMatrix approved facility. Beth also enrolls members for coverage and explains benefit coverage to both members and providers. Beth is also involved in provider network development and credentialing. Beth manages the quarterly member satisfaction survey process and helps both members and providers with general claims and billing questions.

Prior to joining TheraMatrix, Beth worked for EDS for 8 years in a customer service role and served as a Team Leader in the request management area for LAN and Mainframe Security. Her client was GMAC. Before her employment with EDS, Beth worked at Liberty Mutual Insurance as a Senior Claims Examiner for several years. Beth has a B.S. degree from Michigan State University in Business Management.

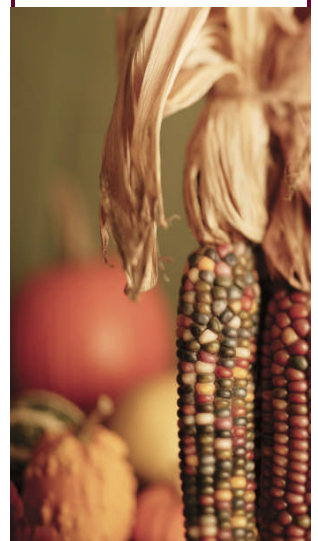
Amanda Hartke, Utilization Review Coordinator

Amanda Hartke has recently joined the TheraMatrix Utilization Management team as a Utilization Review Coordinator. In her role, she reviews submitted documentation, issues initial and recurrent authorizations or denials when required, and performs case management.

Amanda has an M.S. degree in Exercise Science and most recently worked for a hospital owned fitness center. She has an extensive healthcare background, working for St. John Health and Botsford Hospital for the past 7 years. She has experience designing post-therapy maintenance programs to help patients continue their rehabilitation.

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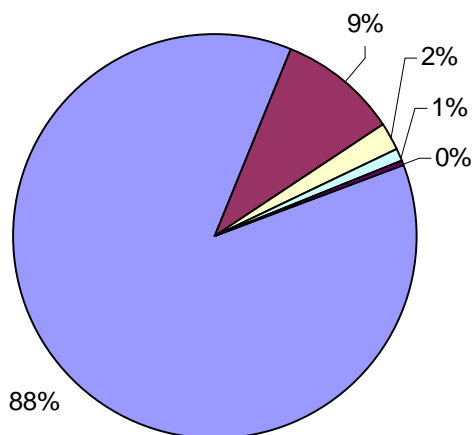




Member Satisfaction Survey Results

Our latest results are in!
498 surveys were sent **NATIONALLY** to members treated from 5/1/09-7/31/09, and our response rate was 35.1% overall.

Overall Satisfaction



Detail of Survey Results:

Very Satisfied	88%
Somewhat Satisfied	9%
Neutral	2%
Somewhat Dissatisfied	1%
Very Dissatisfied	0%

“Riches and power are but gifts of blind fate, whereas goodness is the result of one’s own merits.”

~ The Philosopher Heloise (1098 -1164)

Provider Praise

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. Listed below are a few member comments that were submitted during our most recent satisfaction initiative.

“I am very glad TheraMatrix recommended Sports Rehabilitation Consultants for my therapy. The Physical Therapist staff (all 4 of them) were very friendly & nice. If need be, I will go back in the future.”

~ Sports Rehabilitation Consultants, North Royalton, OH

“I was completely satisfied with the care and attention I received.”

~ CORA Rehabilitation Clinics, Tampa, FL

“I recommend Joyner Therapy to anyone, I’m so glad you sent me there. Therapy isn’t easy, but they were caring, it made each visit so much easier.”

~ Joyner Therapy Services, Harrisburg, IL

“Staff was very courteous & knowledgeable. They also were very flexible in working with my varying schedule.”

~ Northwest Physical Therapy, Elida, OH

“I think the therapist was fantastic. My first and only experience with PT surpassed my expectations. I’m doing great.”

~ TheraMatrix, Sterling Heights, MI

“Everyone there was wonderful - because of insurance, I finished my therapy in a pool during the summer”

~ Buffalo Rehab Group, Buffalo, NY

To all our TPTN providers, thank you for your commitment to excellence.



Congratulations to all TPTN providers for a continued job well done!



Featured Article: HEADACHES

Everyone gets headaches once in a while. Most of the time you can control headaches with pain medication, getting something to eat or getting some rest. The problem comes when you are not able to control those headaches. If you deal with headaches on a daily basis you know there are different types of headaches. And if you know what type of headache you experience you may be able to determine factors that trigger it and how to treat it.



Tension headache: Tension headaches feel like a tightening along the sides of your forehead or at the base of your head. They are brought on by stress or fatigue. To treat a tension headache consider exercise. Regular aerobic exercise can help reduce stress as well as improve circulation. Aromatherapy or acupuncture are holistic approaches that reduce stress as well.

Migraine: Migraines can be triggered by a variety of things. They usually occur on one side of your head, cause nausea and sensitivity to light and sound. Attempt to identify triggers such as chocolate, red wine or processed meats. The food additive MSG (monosodium glutamate) is also a common trigger to migraines.

Sinus headache: Sinus headaches are classified as a deep ache or pressure in the forehead and/or in your cheeks. They may be accompanied by nasal stuffiness and/or discharge, fever, and possibly swollen lymph nodes. Typically antibiotics are the best treatment for sinus infections which trigger sinus headaches.

Rebound headache: Rebound headaches are usually a response to withdrawal from medicine, caffeine, or alcohol. Regarding caffeine, try decaffeinated beverages. When trying to eliminate or reduce medicine, always consult your physician. Daily or weekly reduction in the amount you consume may help you reduce your chance of getting a rebound headache.

If you have chronic headaches, don't ignore them. Speak with your doctor about frequent headaches if you experience them. They may be related to something more serious. ~ (source: "All You", March 2005)

CLINIC MARKETING IDEAS

The TheraMatrix Physical Therapy Network (TPTN) team wants to remind its providers how to capitalize on the opportunities our network presents to them. Simply being in TPTN, you're already a preferred provider for the members we manage in your area, as well as getting Medicare reimbursement for our Medicare members in need of therapy services. Additionally, when the Medicare capitation has been met, we will continue to reimburse at our rates until completion of the therapy plan.



TPTN is the exclusive physical therapy benefit provider for national hourly and Michigan salary UAW-Ford active/retiree populations, their dependents and surviving spouses. However, just because we have a large member population in your area might not mean their referring physicians know you're in our network.

Your clinic will benefit from you communicating to the referring physicians that you are part of TPTN and that UAW-Ford employees can be serviced at your clinic. One benefit of being in our network is increasing referral volume; why not take full advantage of it?



DID YOU KNOW?????

ELIGIBILITY

TPTN has an automated fax-back eligibility system you can use 24 hours a day to verify eligibility. The number to call is 888-NET-TPTN (888-638-8786). Listen for the prompts and input the requested information. Within a few minutes you will receive a fax with the eligibility information. **Please do not confuse this with an authorization.** You are still required to contact us to obtain prior authorization. For outpatient physical therapy services only, eligibility and benefit verification should be checked with **TheraMatrix** (not BCBS) on all UAW-FORD and Ford Motor Company members with the following group numbers:

Nationally: 87950, 87951, 87960, 87961, 87970, 87971 and 87973

Michigan only: all of the above and 87251, 87252, 87254, 87261, 87262, 87264, 87271, 87272, 87274, 87280, 87281, 87282, 87284, 87290, 87291, 87292, 87293, 87294, 87295, 87296 and 87297

AUTHORIZATIONS

As a contracted provider with TheraMatrix Physical Therapy Network, you have agreed to obtain prior authorization for outpatient physical therapy services. You can obtain initial authorization by calling 888-638-8786 and following the prompts for an initial authorization, or by faxing an Authorization Request Form to 248-333-7957. If services are approved, an authorization will be placed in our system and you will receive a fax with the number of visits authorized and the approved date range. Please keep in mind that if authorization is given for a thirty day time frame, it is only good for the number of visits approved in that time frame. In addition, if you are approved for six visits within thirty days, you must call to get the date extended if you have only used four visits in the assigned time frame. As stated above, this is a **prior** authorization requirement. We will not approve retrospective visits for coverage.

Remember:

- All requests for authorization are handled in the order they are received.
- We have two business days to make a determination on a case. Please allow two business days to receive notification.
- Please call 888-638-8786 when calling to obtain authorization. Please **DO NOT** use the direct call back number for the UR Coordinators to obtain authorization.
- Please use two patient identifiers when sending a request in for authorization. For example, please supply a contract number and name, or name and date of birth, or contract number and date of birth, etc.



SHARE YOUR GREAT IDEAS!

We would love to spotlight them in future newsletters. Our next quarterly newsletter will be the Winter, 2009 newsletter. Please email articles, for that edition, to Beth Duncan at bduncan@theramatrix.com, by December 31, 2009.

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