



TPTN PROVIDER NEWSLETTER - SUMMER 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. Beginning with this edition, the next few newsletters will 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.

Eugenia Fisher, Member Services Representative

Eugenia Fisher is responsible for providing TheraMatrix members with benefit information, referring members to in-network providers, assisting members with minor claim problems, coordinating access to care with out-of-network providers and supporting Network Development, Provider Relations and the Utilization Management Team.

Prior to Eugenia joining TheraMatrix Team, Eugenia had 12 years Customer Service and 8 years Claims Processing experience in the managed care industry. She has an extensive background in outpatient and inpatient mental health.

Eugenia attends The University of Phoenix and Oakland Community College where she is currently working on her degree in business management.

Dina Hoban, Utilization Review Coordinator

Dina Hoban is part of the utilization team at Theramatrix. In this role, she issues authorizations and provides case management to Theramatrix members and providers. She also is responsible for pursuing single payer agreements with providers for a select group of members, nationally, and redirecting members to network providers.

Prior to joining TheraMatrix, Dina practiced as a Physical Therapist Assistant (PTA) for 8 years in both outpatient and home health care settings. She obtained her PTA degree from Macomb Community College in 2000. Dina is currently working towards a Bachelor's in Health Administration which will be completed in December, 2009 from Baker College.

Robert Kuznia, Utilization Review Coordinator

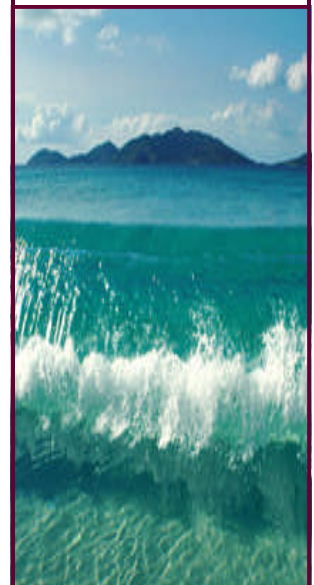
Robert Kuznia is responsible for providing utilization management services to providers regarding outpatient physical therapy services. This includes initial and concurrent authorizations, criteria documentation review and denials.

Prior to joining TheraMatrix, Bob worked at a variety of health care providers doing utilization review, ICD-9-CM coding, credentialing, quality monitoring and billing audits. In the past, Bob has lead numerous educational programs related to medical record documentation requirements to meet Joint Commission, Medicare, Medicaid, and BCBSM standards. Bob has held management positions at St. John Health System and Oakwood Healthcare System.

Bob has a BS Degree in Health Information Management from University of Detroit-Mercy. Bob also has Nursing Home Administrator license (NHA) and has a Registration in Health Information Administration (RHIA).

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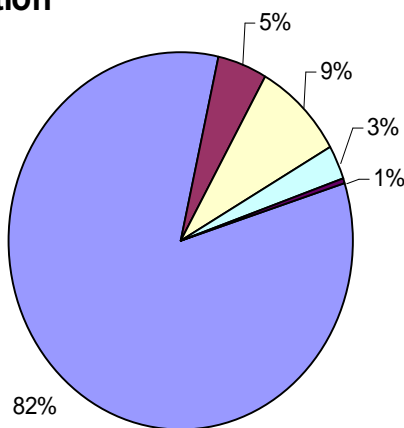




Member Satisfaction Survey Results

Our latest results are in!
477 surveys were sent **NATIONALLY** to members treated from 2/1/09-4/30/09, and our response rate was 33.3% overall.

Overall Satisfaction



Detail of Survey Results:

Very Satisfied	82%
Somewhat Satisfied	5%
Neutral	9%
Somewhat Dissatisfied	3%
Very Dissatisfied	1%

“Achievement is largely the product of steadily raising one’s levels of aspiration and expectation.”

~ Jack Nicklaus (1940 -)

Provider Praise

We continue to salute our network providers for a job well done and we thank you for your commitment to excellence. Listed below are a few member comments that were submitted during our latest member satisfaction initiative.

“Very good at their job and friendly people. The patient is first.” ~ Integrity Therapy Group, Florence, AL

*“I was worried I would have to go out of town but P.T. Works was made available to me (they are a block away from home and 10 minutes from my work). Whoever helped getting P.T. Works certified for me, I thank you. They are the best! I wouldn't want to go to any other physical therapy provider. I received the best therapy. I have the greatest respect for the therapist and her employees. They are great.”
~ P.T. Works of Wapakoneta, Wapakoneta, OH*

*“I am happy with the staff and treatment at Integrated Physical Therapy.”
~ Integrated Physical Therapy, Clifton Park, NJ*

*“Everything was great, clean, understanding, caring, helping, professional.”
~ St. Luke’s Therapy Service, Morristown, TN*

*“I was very happy with the location and the services there and with the main office. They gave me all the information and assistance I needed. They also told me what to do when I am at work and home so I would not re-hurt myself. I really like the people and facility a lot. Nice and friendly. Thanks so much.”
~ East Metro Physical Therapy, Clinton Twp., MI*



Thank you again for your commitment to ensuring quality medical services are provided to our membership.

~TheraMatrix Physical Therapy Network

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



Featured Article

The Benefits of Manual Physical Therapy for Patients with Orthopedic Impairments



Article Submitted by:



Manual physical therapy can be used to evaluate and treat many musculoskeletal dysfunctions in all regions of the body from the spine to the extremities. Manual therapy techniques range from joint mobilization of varying grades to soft tissue techniques and muscle energy techniques. Many of these techniques require advanced, post-professional training to perfect advanced evaluation methods and palpatory skills. With such training, clinicians are able to correctly identify the biomechanical mobility lesion within the joint and to identify dysfunctions in surrounding tissues.

Some research has addressed the benefits that patients with cervical spine impairments have received through manual therapy. When treatment has included a strong manual therapy component, there have been reported improved outcomes with diagnoses such as cervical stenosis, cervical disc herniations, neurogenic cervicobrachial pain, mechanical neck pain, and whiplash. Outlined below are a few excerpts of current evidence-based research of cervical spine dysfunction and the positive effects of manual physical therapy in treating these conditions.

Coppieters et al. (2003) discussed the immediate effects of a cervical lateral glide treatment technique in patients with neurogenic cervicobrachial pain. Patients were randomly assigned to two groups: one that focused on mobilization/manual therapy that included a cervical lateral glide technique to one or more motion segments of the cervical spine, including the level of identified segmental motion restriction; and the other group received ultrasound treatment. The outcome measures used were part of a neural tissue provocation test for the median nerve. The range of elbow extension, symptom distribution, and pain intensity during this test were measured and compared pre-treatment to post-treatment. Significant differences were observed between the two groups with the mobilization group experiencing an increase in elbow extension range of motion, a 43.4% decrease in the area of symptom distribution, and a decrease in pain intensity. There were no significant improvements found in the ultrasound group.

A study by Gonzalez-Iglesias et al. (2009) looked at thoracic spine mobilization for the management of patients with mechanical neck pain. Patients were randomly assigned to receive an electro/thermal therapy program with or without thoracic spine thrust mobilization. Individuals in both study groups received five treatment sessions over a three-week period. Results indicated that patients receiving thoracic spine thrust mobilization experienced greater improvements in pain at the fifth visit and at the 2- and 4-week follow-up periods. In addition, individuals in the thoracic mobilization group demonstrated a greater improvement in cervical range of motion than those in the non-mobilization group.

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A case series by Cleland et al. (2005) looked at the effects of treating patients with cervical radiculopathy with a standardized approach including manual physical therapy, cervical traction, and strengthening exercises. All patients received the following four treatment components: cervical lateral glide mobilization in an upper limb neurodynamic position, thoracic spine mobilization, strengthening exercises of the deep neck flexors, and scapulothoracic muscles and mechanical traction. The results revealed that 91% exhibited reduced pain and improved function at the time of discharge and at a 6-month follow-up. (Given that this is a case series, a cause-and-effect relationship is not suggested by the authors but it does allow for an initial hypothesis from which future studies that are well-designed and randomized can be performed in order to evaluate the effectiveness of this approach).

Although manual therapy as treatment for cervical conditions was discussed above, physical therapists often apply manual therapy techniques to all parts of the musculoskeletal system. Because of the increased research on the improved outcomes produced when treatment includes manual therapy, more physical therapists are pursuing advanced certifications in manual therapy. So in order to achieve better outcomes with patients, it is important to know whether or not the therapist you are referring to is certified in manual therapy techniques.

Accelerated Rehabilitation Centers embraces a **Patients First** philosophy that focuses on patient outcomes, our commitment to manual therapy, and our reputation as a leader in providing treatments that include comprehensive manual and functional exercise components. Part of this commitment also involves advanced training for our clinicians. In fact, Accelerated offers an in-house, on-site, post-professional manual therapy program in conjunction with the North American Institute of Orthopaedic Manual Therapy (NAIOMT).

Our elite and distinct 2-year program results in a certified manual physical therapist (CMPT) certification for the clinician. The program includes didactic and laboratory learning, case studies, as well as practical and written exams. In addition, it is structured to include modules covering the spine, peripheral joints, differential diagnosis, and clinical reasoning. Upon completion, participants have the tools to develop efficient, effective, and safe manual/manipulative physical therapy management. As a result, you can continue to feel confident that the treatments your patients are receiving at Accelerated include a very involved, hands-on, manual component from a highly experienced and trained staff.

For more information, contact Sarah Jensen, PT, MPT, at 312-640-0329.

References

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Special thanks to Accelerated Rehabilitation Centers for this article.



Customer Service - Medicare Members

The TPTN team takes great pride in communicating to our TPTN Medicare members that the clinics in our network provide them with the best customer service. As a TPTN provider, you administer a valuable service to our Medicare eligible population. You are in a position to spend extra time with these members to make sure that they understand the benefits of the program and the rules involved with the Medicare cap. It is important that these members understand what happens to them when the cap is met and that you, as a TPTN provider, are willing to help them with any questions they might have.

As communicated in the Spring, 2009 newsletter, TPTN continues to cover medically necessary services after the cap has been met, therefore patients will have continuity of care and do not have to transition to an outpatient hospital setting to receive necessary care. This is advantageous to the clinic and the member because members can receive the services they need from the therapists they trust and payment will be received from TPTN without any out-of-pocket cost to the member.



Provider Scorecards

As indicated in our Spring, 2009 newsletter, TPTN implemented a Provider Scorecard that measures a provider's compliance with program initiatives. A provider's aggregate score is compared to the overall provider network.



The following are the categories by which network providers are evaluated:

- Compliance with submission of credentialing updates
- Compliance with TPTN prior authorization protocols
- Compliance with claims submission protocols
- Member Complaints
- Member Satisfaction Survey Scores
- Provider Staff Etiquette
- Medical Record Documentation
- Outcome Studies

Any questions, contact Joseph Moton @ 248-333-3335 x 151.



Health Awareness Updates

Following is a calendar of health awareness events taking place September - November. Use the contact listed to obtain materials to pass out at your facility.

September 1 - 30

National Pain Awareness Month

American Pain Foundation
201 North Charles Street, Suite 710
Baltimore, MD 21201-4111
(888) 615-PAIN (7246)
info@painfoundation.org
www.painfoundation.org
Materials available
Contact: Maysa Sultan

October 1 - 31

National Breast Cancer Awareness Month

National Breast Cancer Awareness Month Board of Sponsors
C1C-315
1800 Concord Pike
Wilmington, DE 19850-5437
nbcamquestions@yahoo.com
www.nbcam.org
Contact: None designated



October 1 - 31

National Physical Therapy Month

American Physical Therapy Association
1111 North Fairfax Street
Alexandria, VA 22314-1488
(800) 999-2782
(703) 684-2782 x3248
(703) 706-8578 Fax
public-relations@apta.org
www.apta.org
Materials available
Contact: Public Relations Department



October 1 - 31

National Disability Employment Awareness Month

Office of Disability Employment Policy
U.S. Department of Labor
Frances Perkins Building
200 Constitution Avenue NW, Room S-1303
Washington, DC 20210
(866) 633-7365 or (202) 693-7880
(202) 693-7888 Fax
(877) 889-5627 TTY
www.dol.gov/odep
Materials available
Contact: Carol Dunlap

October 12 - 20

Bone and Joint Decade National Action Week

U.S. Bone and Joint Decade
6300 North River Road
Rosemont, IL 60018
(847) 384-4010
(847) 823-1822 Fax
tobyking@usbjd.org
www.usbjd.org
Materials available
Contact: Toby King

November 19

Great American Smokeout

American Cancer Society
250 Williams Street NW
Atlanta, GA 30303
(800) ACS-2345 (227-2345)
acsf2f.com/gaso/
Materials available
Contact: National Office



SHARE YOUR GREAT IDEAS!

We would love to spotlight them in future newsletters. Our next quarterly newsletter will be the Fall, 2009 newsletter. Please email articles, for the fall edition, to Beth Duncan at bduncan@theramatrix.com, by September 30, 2009.

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