

MANAGEMENT/OVERSIGHT OF THE CE PROCESS
ANNUAL REPORT
REPORT PERIOD 10/1/11-9/30/12

NAME OF STATE DDS: ALABAMA

FORMAT USED IS POMS (DI 39545.575)

1. Description of DDS procedures used to resolve various categories of complaints received throughout the year:

The Alabama DDS follows an approved procedure for resolving complaints. This consists of advising the claimant in writing that we (the DDS) have received the complaint and that appropriate action is being initiated. After the correspondence is sent to the claimant, either a letter is mailed to the panelist with a copy of the written complaint or a phone call is made to the panelist by the Medical Relations Officer(s). The specific action taken is based on the severity of the claimant's allegations. If the allegation is more than that of a minor nature, a letter requiring a mandatory, written response, addressing the complaint is mailed or faxed to the panelist. This is usually preceded by a telephone call from the MRO and on some occasions, an unannounced onsite visit to the provider's office. This is particularly true when there is a complaint concerning an unsanitary condition at the office or a condition that would require immediate remediation. A claimant survey is conducted by sending a letter to claimants recently examined by the panelist to ascertain if there is an established pattern. Actions taken by the MROs range from placing the panelist in a special periodic review category, hold our scheduling of appointments until the complaint is resolved, remove the panelist or we make suggestions to the panelist as to the proper resolution of the existing problem to prevent future occurrences.

2. Onsite reviews of CE Providers completed by the DDS

- a. MDSI Physicians Group
- b. Dr. Mary R. Arnold, Psy
- c. Dr. Jack Bentley Jr, PhD
- d. Behavioral Medicine
- e. Dr. Sam Banner, DO
- f. Dr. Sally A. Gordon, PsyD
- g. Dr. Sathyan V. Iyer, MD
- h. Med Plus Disability Evaluations, Inc.
- i. Med Exams, LLC
- j. Dr. Mose Clarke Woodfin Jr., MD
- k. Dr. Philip Kaplan, PhD
- l. Dr. H. Jerry Gragg, PsyD
- m. Capri Medical Group
- n. Dr. Alan Mark Babb, MD
- o. Jasper Medical & Psychological Associates
- p. Dr. John W. Davis

Multiple other onsite visits were made for various reasons but not for CE oversight purposes.

3. Names and addresses of Key providers:

MDSI Physicians Group, Inc (multiple locations)
1507 Fourth Avenue South
Birmingham, Al. 35233-1612

MDSI Physicians Group, Inc
West Bay Chiropractic Center
5631 Cottage Hill Road
Mobile, Al. 36609-4210

MDSI Physicians Group, Inc
2820 Fairlane Drive Suite A-8
Montgomery, Al. 36116-1610

MDSI Physicians Group, Inc
Skelton Chiropractic Center Inc
2601 12th Street
Tuscaloosa, Al. 35401-2807

MDSI Physicians Group, Inc
Gadsden Family Chiropractic
211 South Fifth Street Suite D
Gadsden, Al. 35901-4217

MDSI Physicians Group, Inc
Back & Neck Rehab
1602 20th Avenue
Phenix City, Al. 36867-3714

MDSI Physicians Group, Inc
3001 McClellan Boulevard
Anniston, Al. 36201-2724

Dr. Mary R. Arnold, PsyD (multiple locations)

(b) (6)
Guntersville, Al. 35976-1129

Dr. Mary R. Arnold, PsyD

(b) (6)
Scottsboro, Al. 35768-2123

Dr. Sathyan V. Iyer, MD (multiple locations)
716 A East Tenth Street
Anniston, Al. 36207-4756

Dr. Sathyan V. Iyer, MD
Canterberry Family Practice
502 North 27th Street
Gadsden, Al. 35904-1580

Dr. Sathyan V. Iyer, MD
Greystone Neurology & Pain Center
120 South Anniston Avenue
Sylacauga, Al. 35150-2904

Dr. Jack L. Bentley, Jr, PhD (multiple locations)
(b) (6)
Gadsden, Al. 35901-3918

Dr. Jack L. Bentley, Jr, PhD
(b) (6)
Cullman, Al. 35055-4106

Dr. Jack L. Bentley, Jr, PhD
2525 US Highway 431 Suite 150
Boaz, Al. 35957-5971

Dr. Jack L. Bentley, Jr, PhD
(b) (6)
Fort Payne, Al. 35967-1953

Dr. Jack L. Bentley, Jr, PhD
Hunter Horton & Associates
1606 Cedar Street SW
Decatur, Al. 35601-5534

Behavioral Medicine (multiple vendors & multiple locations)
6324 Woodmere Boulevard
Montgomery, Al. 36117-2537

Behavioral Medicine
Dr. Edwin Larson
2921 Zelda Road
Montgomery, Al. 36106-2682

Dr. Sam R. Banner, DO
(b) (6)
Dothan, Al. 36301-1311

Dr. Sally A. Gordon, PsyD
Crestbrook Plaza
Suite 102
3918 Montclair Road
Birmingham, Al. 35213-2417

Med Plus Disability Evaluations Inc
525 Main Avenue SW
Cullman, Al. 35055-4700

Med Plus Disability Evaluations Inc
2300 McFarland Blvd East
Suite 0A
Tuscaloosa, Al. 35404-5823

Med Plus Disability Evaluations Inc
1812 28th Avenue South
Birmingham, Al. 35209-2602

Med Plus Disability Evaluations Inc
1455 North College Avenue
Jackson, Al. 36545-2410

Med Plus Disability Evaluations Inc
1280 Summit Drive
Jasper, Al. 35501-0102

Med Exams LLC
1526 Fifth Avenue South
Birmingham, Al. 35233-1615

Dr. Mose Clarke Woodfin Jr.
Keystone Business Center
205 South Seminary Street
Florence, Al. 35630-5665

Dr. Philip Kaplan
Hardaway Bldg, Suite 205
945 Broadway
Columbus, Ga. 31901-2773

Dr. H. Jerry Gragg, PsyD (multiple locations)
(b) (6)
Jasper, Al. 35501-5523

Dr. H. Jerry Gragg, PsyD
(b) (6)
Tuscaloosa, Al. 35401-1823

Capri Medical Group
Dr. Carl & Dr. Prima Foster
6400 Flat Rock Road
Columbus, Ga. 31907-5972

Dr. Alan Mark Babb
(b) (6)
Montgomery, Al. 36109-5200

Jasper Medical & Psychological Associates INC (multiple locations)
Dr. Robert Dennis Lyman PhD
1632 US Highway 78 East
Jasper, Al. 35501-4034

Florence Medical & Psychological Associates INC
Dr. Robert Dennis Lyman
168 Anna Drive Suite C
Florence, Al. 35630-1771

Dr. John W. Davis
Two Office Park Suite 413
273 Azalea Road
Mobile, Al. 36609-1931

4. CE panel Information:

- a. Number of Current CE Panelist 674
- b. Process utilized by DDS to insure panelist are licensed and not excluded, etc. The MRO section routinely completes license verification and OIG sanction checks annually. The same checks are done on all new panelists. Prior to placement on the panel, the appropriate board of licensing is contacted online, by fax or we mail a request to verify that the potential panelist is duly licensed and has no pending action concerning licensure, etc. The Board of Medical Examiners provides a quarterly report that has information on any actions taken regarding Physicians/Osteopaths licensed in the State. The Board of Medical Examiners website also provides a monthly update of recent public actions which the MRO section monitors monthly. An ongoing system is in place to review all panelists annually.
- c. Process utilized to ensure CE Provider support personnel is properly licensed or certified. Staff verification information is included in our provider credentialing packet. The appropriate professional verifies that their employees, contractors or others are properly licensed or certified in the State.

5. Medical Fee Schedule:

- a. There were some changes in the panelist fee schedule for Fiscal Year 2013. The Alabama DDS finalizes its annual fee schedule review during the last quarter of the fiscal year so the new schedule could go into effect at the beginning of the new fiscal year. There were some increases in our exam fees commensurate with increases in Medicare fees for the same or similar services. We also increased fees for some ancillary studies in line with the Medicare fees. The fee changes resulted in less than a 1% increase in the consultative exam fees for fiscal 2013.

The current fee schedule is attached.

6. The MROs and Medical Services Coordinator exhibited or presented at several professional conventions during this fiscal year. We also marketed our electronic process through participation and membership in MGMA. The DDS's need for electronic records is one of the topics discussed at any speaking engagements with schools, school boards, mental health organizations and other related professional organizations. We advertise through professional journals and newspapers.

MRO --

Disability and Work Readiness Workshop, Cooper Green Mercy Hospital
March 9, 2012

Medical Association of the State of Alabama (MASA) April 12-14, 2012
The Alabama Academy of Family Physicians Conference June 21-23,
2012

Membership in Medical Group Management Association (MGMA)
SOAR (SSI/SSDI Outreach, Access and Recovery) Meeting September
25-26, 2012

Medical Services Coordinator --

(b) (6) Attorney at Law, meeting on the disability program,
February 16, 2012

University of Alabama in Birmingham 1917 AIDS Clinic, staff meeting on
the disability program, March 9, 2012

Cooper Green Mercy Hospital, St. George's AIDS Clinic, staff meeting on
the disability program, March 30, 2012

Birmingham AIDS Outreach, staff meeting on the disability program,
October 3, 2012

Birmingham AIDS Outreach, staff attorney meeting on the disability
program, October 31, 2012

*Alaska Disability Determination Services
Consultative Examination Management Report
November, 2012
FY2012*

GENERAL

The PRO is involved in the recruitment and instruction of CE panelists, monitoring of report quality and cost containment of the CE process. As the Alaska DDS is such a small office, the Professional Relations Officer position is bundled with the position of Disability Hearing Officer and Quality Analyst. The actual hours worked on PRO issues varies per week depending on the priorities of all positions. The PRO also receives assistance from the DDS Chief and the Chief Medical Consultant.

Complaints

The Alaska DDS uses a wide array of Alaska based professionals as Consultative Examiners to assist adjudicators in obtaining current objective information used in the adjudication process. Our policy is to require adjudicators to first assess if the claimant actually has a complaint they believe requires further investigation and then refer the matter to the PRO for investigation. Such complaints are obtained in writing and shared with the CE source. Depending on the findings and the seriousness of the allegation, the outcome can vary (i.e., referral to authorities, a warning, or removal from the CE panel). Fortunately, complaints about CE providers are very rare. Our goal is to balance the needs to fully investigate allegations, protect claimants from abuse, and protect Consultative Examiners from frivolous allegations while carrying out the mission of the DDS.

The state of Alaska presents unique challenges for the CE process, from recruiting the panelist, to getting the claimant to an examination location. Alaska's geographic size is enormous, but our population is quite small. Thus, the DDS is able to be quite selective in recruitment. We have a fair idea, in terms of reputation, what a physician is like before they are approached for recruitment. This helps to ensure that only the most qualified physicians become part of the consultative exam panel. Thus, the numbers of complaints we receive each year are miniscule.

CE Panel

The Alaska DDS currently has 81 CE providers in the state of Alaska. Most are concentrated in Anchorage with others located in other population centers around the state, such as Fairbanks, Juneau, and Palmer. Our key providers (top 5) are listed at the end of this report. Onsite visits were conducted with all but one of the top 5 providers. Dr. Dean Zuelsdorf is located in Fairbanks. He maintains the same address he has had for over 15 years. This site has been visited on recruitment trips to Fairbanks, most recently two years ago, (b) (6)

CE Medical Credentials Process

The PRO is also responsible for verifying that all consultative examiners have current state licenses. The State of Alaska has a very efficient website (<http://www.dced.state.ak.us/occ/home.htm>) that makes this task quite easy. New CE vendors are required to provide a copy of their business license and occupational license. The occupational license expiration date is confirmed at this website on an annual basis. This process works because the volume of providers in Alaska is relatively small. At the time that each provider is checked for a current state license, they are also checked in the LEIE section of OIG's website to ensure that they are not sanctioned.

It is the responsibility of each vendor to ensure that support personnel are properly licensed and/or credentialed as per Alaska law and regulation. As new CE vendors are added to the panel they are informed of this requirement. They must sign a document indicating that they understand the licensing/credential requirement and are responsible for ensuring that all personnel meet the requirement. A copy of this document is attached at the end of the report. The Alaska DDS has never had problems with unlicensed vendors or support personnel on the CE panel.

Fee Schedules

As the Alaska DDS is part of the Division of Vocational Rehabilitation in the State of Alaska, we use the same fee schedule. Currently the fee schedule is a "Usual and Customary Fee" approach to pay all costs for medical examinations, tests and medical records as set by our parent agency. When a CE source is recruited, the fee that source intends to charge is approved by the PRO. Consideration about the reasonableness of the fee includes travel costs that would be incurred if other providers were to be used, claimant convenience, and availability of other specialists in the field. The DDS Administrator approves the fees once the justification is provided by the PRO and this documentation is retained in the CE provider's file. MER charges are controlled at a three tier level. All charges must be approved first by the adjudicator to ascertain the information is appropriate. The accounting clerk completes the second approval. Lastly, the Chief of the DDS or another designee approves the invoice prior to issuance of payment by our central office in Juneau.

PRO Activities (Including ERE)

Of the top 5 CE providers for Alaska, all submit their records electronically. The Website is used by 3 of the providers and they report that they are very pleased with the process. The others submit reports via fax with the barcode page.

As in previous years the Alaska DDS continues the process of updating the CE Vendor file and we have brought some inactive panelists back to the CE process. Significant time has been spent in recruitment as we are in need of various types of providers. Despite travel, phone calls, meetings and canvassing by the PRO and to some extent the Chief Medical Consultant, progress has been minimal. In 2007 there was a field hearing with Senator Lisa Murkowski, who detailed a report indicating that the State of Alaska was short approximately 400 physicians for the population. It was also predicted that this would worsen. We are seeing

that this was an accurate prediction. Many medical professionals are interested in working with us, but are so overloaded with patients that they do not have the time. Recruitment efforts continue and include outreach to PA-C's and ANP's and other non-acceptable sources to help in cases where the claimant has already seen an acceptable source.

We have brought two PA-C's into the CE panel, who work with one of our longest-serving CE offices. They are used only when the claimant does not have to travel and when the impairment has already been documented by a medically acceptable source. This has gone well and we are hoping to bring more such providers onto the CE panel in the future.

Other PRO Activities

There have been no conferences to attend in the state of Alaska. For the last five years, the PRO has assisted with SOAR (Stepping Stones to Outreach, Access and Recovery) training for social workers and case managers. This occurred three times in this fiscal year. One meeting was attended in person and two via teleconference.

Top Five Providers

Independence Park Medical	General Medicine	\$ 172,087.00
Danelle. Winn, Ph.D.	Psychologist	\$ 75,325.00
Michael Rose, Ph.D.	Psychologist	\$ 43,427.00
William Campbell, M.D.	Psychiatrist	\$ 41,625.00
Dean Zuelsdorf, Ph.D.	Psychologist	\$ 41,600.00

Key Providers

Anchorage

MICHAEL C ROSE PHD
PO BOX 242074
ANCHORAGE AK 99524 907-277-0607

DANELLE WINN PHD
1600 A STREET SUITE 210
ANCHORAGE AK 99501-5147 907-222-1223

INDEPENDENCE PARK MEDICAL SVS
9500 INDEPENDENCE SUITE 900
ANCHORAGE AK 99507 907-522-1341

WILLIAM CAMPBELL MD
1345 W 9TH AVE SUITE 200
ANCHORAGE AK 99501 907-276-7374

Fairbanks

DEAN ZUELSDORF PHD
(b) (6)
FAIRBANKS AK 99709 907-455-4455

Arkansas
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Report

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(b) (6)

Professional
Relations Manager

Procedures for Resolving Complaints

All complaints are forwarded to the Medical Relations Department. We respond to the claimant with a letter of acknowledgment. The department writes to the CE source and requests that they respond to the allegation. However, depending on the severity of comments, a representative from the Medical Relations Department may make an unannounced on-site-visit to the office of the CE source to further investigate the specific complaint. If we receive oral complaints, we request that the claimant provide a written letter. We then forward a copy of the complaint to the CE source, requesting a written response to the allegation.

Some complaints are of a more serious nature. If deemed appropriate, we cease scheduling additional appointments until further investigation has been completed. We notify the CE source in writing of our findings, as well as recommend appropriate actions. The department documents all complaints and they are associated with the CE provider's file.

Our business process for handling complaints with our mental providers in the area of deficient reports includes a "Provider Feedback/Communication" form. The purpose of the form is to alert our mental health providers to issues affecting the quality of their evaluations, as well as, ask questions about significant issues affecting the interpretation of their reports. This form has improved the final product we receive from our mental sources.

General complaints regarding insufficient reports are usually resolved with a phone call to the vendor from the Medical Relations Department. The Medical Relations Department explains the deficiency to the vendor and works with the vendor to provide a complete report to the agency.

Some of the most common complaints during the year have dealt with insufficient examinations, not enough time spent with claimant, rudeness of CE panelist, or the claimant not being seen promptly. We investigate all of these in the form of written inquiries as well as unannounced on-site visits.

We provide training to our panelists in the form of training DVDs, as well as written materials prior to performing CEs. Our DDS SAMCs review the first five to ten reports of the new panelist and provide a feedback letter to each individual panelist. Our SAMCs continue to play a vital role in our report monitoring. They provide written as well as oral feedback to our CE providers.

Onsite Reviews

The Arkansas DDS performed onsite reviews with all key and volume providers as required by POMS DI39545.100. Please see attached spreadsheet detailing the onsite reviews performed in 2012. (b) (6)

CE Panel – Current

The state of Arkansas currently has six hundred and fifty five (655) CE providers; an increase of 35 providers from the six hundred and twenty (620) active providers on our CE panel last year. We were successful in recruiting vendors in some of the more remote areas of the state as well as adding providers in urban areas. These new vendors include Orthopedists, Internal Medicine Physicians, Neurologists, Psychiatrists, Ophthalmologists, a Rheumatologist, Audiologists, Radiologists, Family Practice Physicians and Psychologists.

Ensuring Medical Credentials and License of CE Providers

Providers are required to complete a professional qualifications form, indicating year of license, license number, and expiration, as well as a copy of their current license. We

conduct qualification and credential checks with appropriate State Licensing Boards and HHS OIG Sanctions/Exclusions database (<http://exclusions.oig.hhs.gov/>).

To ensure current licensure for all panelists licensed with their State Medical Boards (all physical CE providers) we perform a query, implementing the Iron Data Case management software, on the first of each month, which provides a list of panelists that have licensure scheduled to expire at the end of the current month. The Arkansas DDS uses the State Medical Board Website to verify current licensure. After verification via the website, the new license is added to the vendor's electronic file. At this time, the Arkansas DDS performs the annual screen for exclusions on all physical CE providers using the HHS OIG Sanctions/Exclusions database. The results from this database check are printed and kept in a separate file.

The Arkansas DDS subscribes to an email service offered by the Arkansas State Medical Board. This service alerts the Arkansas DDS to any actions taken by the Arkansas State Medical Board on current licensed physicians. This ensures the Medical Relations Department is immediately aware of any licensures suspensions or other Arkansas State Medical Board Actions or Adjustments on any Arkansas physical CE provider.

All licensed Arkansas Psychologist and Speech Pathologist licensure expires on June 30th. On May first of each calendar year, the Medical Relations Department mails a request for current licensures to all speech and psychological CE providers. At this time, the Arkansas DDS performs the annual screen for exclusions on all speech and psychological CE providers using the HHS OIG Sanctions/Exclusions database. The results from this database check are printed and kept in a separate file.

Annually, all panelists sign an agreement certifying they are not currently excluded, or otherwise barred from participation in the Medicare or Medicaid programs or any other Federal or Federally assisted programs. This agreement also states that licenses are not

currently evoked or suspended by any state licensing authority for reasons bearing on professional competence, professional conduct or financial integrity; or that licenses have not been surrendered while awaiting final determination on formal disciplinary proceedings involving professional conduct.

If the panelist employs RN's, LPN's, Nurse Practitioners, psychologists, or others that perform ancillary tasks, written confirmation is required that all CE panelist staff persons involved with the consultative examinations are properly licensed or certified.

We maintain a separate electronic folder for each CE provider. The folders are housed at the Arkansas DDS. Each folder contains the most recent credential/license check. Additionally, any complaints against the provider, as well as results of investigations or complaints against the provider, are in the folders.

Medical Fee Schedule

The Arkansas DDS reviews the Fee Schedule on an ongoing basis to ensure compliance with rates of payment of other State and Federal Agencies using same and/or similar services (i.e. Medicaid and Medicare).

There were no fee increases in 2012. Please refer to the current 2012 fee schedule attached.

The Medical Relations staff communicates on an ongoing basis with our MER providers on issues of accepting our releases, and providing adequate medical records as requested.

The state of Arkansas pays a flat fee of \$15.00 for all medical evidence request from Arkansas providers, unless the responding provider request a lesser fee or, as in some cases, no fee for their medical records.

The Arkansas DDS is a Mega Site assisting other states by working disability claims. Arkansas' SOJ component follows the payment requirements and guidelines of the state where the claim originated.

Other Activities

The Medical Relations Department continues its mission of identifying, contacting, educating, and marketing information regarding electronic transmission of evidence. At this time, approximately 60% of our MER providers submit MER electronically, and 93% of our CE providers submit CEs electronically. The Professional Relations Manager leads the ERE activities and is responsible for outreach efforts, as well as training for new users of the ERE website.

We continue with our recruitment activities around the state, targeting critical geographical areas and specialties. This includes monitoring our CE providers to ensure they are following established guidelines and procedures.

The Medical Relations Department initiated a mass mailing to Arkansas MER vendors containing informational materials regarding the new SSA electronic signature process. Currently the top 50 Arkansas DDS MER providers accept the SSA electronically signed release of information (827).

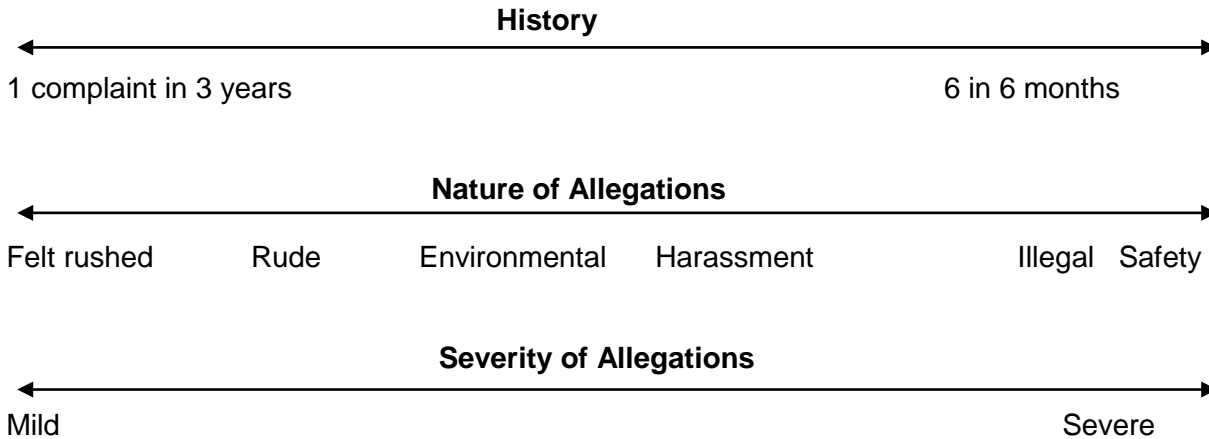
Guidance on Investigating CE Vendor Complaints

Due to the nature and variability of complaints about ce vendors, there is not a one size fits all policy on this issue.

- Record all complaints (verbal and written), investigation results, your conclusion, and final disposition/steps (if any) that you took with the vendor.
- The greater the number of recent complaints, the greater the response should be from DDS
- The more severe the allegations, the greater the response from DDS should be.

Less Severe

More Severe



Investigating the complaint should involve one or more of the following steps:

- *Always make an entry regarding all complaints.*
- *Always examine the complete history of the provider with DDS; is there a history of complaints against this provider?*

Possible and Optional Investigation Steps

1. Call the provider and let them know of the complaint and ask their side.
2. Perform claimant surveys, do they show a pattern, current or past?
3. Write the provider and inform them of the complaint and ask for a formal response in writing.

The response to the vendor regarding the complaint can be greatly varied depending on the circumstances.

Options range from:

- Not informing the vendor of the complaint
- Informing the vendor
- Educating the vendor to our expectations
- Warning the vendor about a repeat offense.
- Restricting or curtailing use of the vendor.
- Referral to appropriate state medical board or legal authority if warranted (after obtaining RO guidance).

Other

- The DDS response should be appropriate to the findings.
- The complaint can be taken from the claimant over the phone.
- Depending on the history of the provider and the severity of the complaint, the claimant may be asked to provide their complaint in writing.
- The claimant should be thanked for their information and told that we will investigate. The results of the investigation are not for public disclosure.
- Depending upon the severity of the complaint, the DDS may send a written response to the claimant to the effect that we are investigating and will take appropriate action.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Janice Brewer
Governor

(b) (6) Director

CE MANAGEMENT/OVERSIGHT REPORT FOR FY 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

All complaints received by the Phoenix or Tucson DDS office are treated seriously and investigated. The following is a summary of the procedure we followed to address complaints:

- a. Process for resolving complaints of rudeness and or unprofessional manner/attitude; environmental factors (cleanliness, poor accessibility, and/or lack of proper facilities); or other complaints of a non-egregious nature:
 - 1) Response to claimants' complaints by sending acknowledgement letters.
 - 2) Copies of complaints sent to the CE provider. Response requested when it was determined necessary (based on factors such as history of previous allegations or complaints.)
 - 3) Complaints and responses were reviewed in light of POMS and State policy to determine if any additional action was required.

- b. Process for resolving complaints or allegations of an egregious nature (which could include illegal/criminal activity, inappropriate sexual behavior, cultural insensitivity, allegations compromising the health and safety of claimants):
 - 1) Suspend all referrals and reschedule any pending appointments while the vendor is being investigated.
 - 2) Notify the DDS Administrator of the nature and severity of the allegations against the provider. Discuss facts and involve law enforcement if there appears to be safety issues or matters involving eminent danger.
 - 3) Respond to claimants' complaints by telephone to determine if personal visit is required. Send acknowledgement letter.
 - 4) Schedule appointment and meet with the provider to discuss claimants' complaints/allegations. Present the CE providers with copies of the claimants/allegations.
 - 5) Document the appropriateness of the CE/provider's responses and determine if further actions are needed.
 - 6) Notify the regional office of the complaints/allegations and the course of action taken by the DDS/state authorities.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

**ONSITE REVIEWS OF CE PROVIDERS (Phoenix)
("K" indicates Key Provider)**

Jeff Levison, MD	Performed: 02/10/2012
Arcadia Radiology	Performed: 02/10/2012
Brad Werrell, MD	Performed: 03/23/2012K
Joseph Ring, MD	Performed: 03/23/2012K

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Robert Darden, PhD	Performed 05/17/2012
Ronn Lavit, PhD	Performed: 06/06/2012
Brian Briggs, MD	Performed: 06/12/2012
Janice Motoike, PhD	Performed: 06/20/2012
Monte Jones, MD	Performed: 07/16/2012 K
Armando Bencomo, PhD	Performed: 07/24/2012 K
Marcel Van Eerd, PsyD	Performed: 07/24/2012
MDSI (Phoenix)William Chaffee, MD	Performed: 08/17/2012 K
Troyer Urgent Care	Performed: 09/07/2012
Glen Kunsman, DO (Medico)	Performed: 09/08/2012 K
Best Medical Imaging Service	Performed: 09/18/2012 K
Angel Gomez, MD	Performed: 09/18/2012

ONSITE REVIEWS OF CE PROVIDERS (Tucson)
 (“K” indicates Key Provider)

Sheila Fitzgerald, AD	Performed: 10/26/2011
Bruce Hart ,PhD	Performed: 10/26/2011
Yuma Regional Medical Center	Performed: 10/27/2011
Ashvin Shah, MD	Performed: 10/27/2011
Thomas Futch, MD (CONCENTRA)	Performed: 01/05/2012
Richard Palmer, MD	Performed: 05/08/2012 K
Hodges Eyecare	Performed: 07/20/2012
Melvyn Weinberg, MD (CONCENTRA)	Performed: 07/24/2012
James Pruitt, MD (James Pruitt Medical Svcs, PLLC)	Performed: 07/26/2012
Shannon Sticken, PsyD	Performed: 07/26/2012
Jerome Rothbaum, MD	Performed: 07/26/2012 K
Francisco Sanchez, PhD	Performed: 08/14/2012 K
Gerald Wilde, MD (James Pruitt Medical Svcs, PLLC)	Performed: 08/14/2012
James Rau, PhD	Performed: 08/14/2012 K
Jeri Hassman, MD	Performed: 08/14/2012 K
Fred Wiggins, PhD	Performed: 09/30/2012

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

KEY PROVIDERS AZ DDSA; FFY 2012

PHOENIX BRANCH	
MDSI PHYSICIAN GROUP, INC P.O. Box 9039 Ogden, Utah 84409	Code: 1, EE Amount: \$378,129.00
Michael Rabara, PsyD Psychological Assessment Associates of Arizona 1802 East Thomas Road, Suite 3 Phoenix, AZ 85016	code: 2, EE Amount: \$363,693.00
Bradley Werrell, DO/ Joseph Ring II, DO Red Rock Healthcare, LLC 1035 East Thornwood Drive Globe, AZ 85501	Code: 3, EE Amount: \$283,059.00
Monte L Jones, MD (b) (6) Chandler, AZ 85225	code: 4, EE Amount: \$275,819.00
Glenn R Kunsman, DO MEDICO 3189 Courtney Avenue Kingman, AZ 86401	code: 5, EE Amount: \$271,931.00

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Jonna Krabbenhoft, PsyD Arizona Psychological Assessment, Inc PO Box 11536 Chandler, AZ 85248	code: 6 Amount: \$211,972.00
Armando Bencomo, PhD 5150 North 16th Street, Ste. A-121 Phoenix, AZ 85016	code: 7 Amount: \$204,802.00
Best Medical Group 325 East Baseline Road Phoenix, AZ 85042	code: 8 Amount: \$197,145.00
Michael Martio Antonelli Language Connection 12417 W Surrey Ave El Mirage, AZ 85335	code: 9 Amount: \$150,090.00

TUCSON BRANCH	
Jeri Hassman, MD 3915 East Broadway Blvd, Ste. 319 Tucson, AZ 85711	code: 1 Amount: \$219,872.00
Jerome Rothbaum, MD 5210 E. Pima Street, Suite 210 Tucson, AZ 85712	code: 2, EE Amount: \$172,951.00
Richard Palmer, MD Palmer Family Medicine, P.C. 3886 East Packard Drive Gilbert, AZ 85298	code: 3 Amount: \$124,120.00
Francisco Sanchez, PhD P.O. Box 289 Tucson, AZ 85702	code: 4, Amount: \$115,735.00
James Rau, PhD 5930 E. Pima, #124 Tucson, AZ 85712	code: 5 Amount: \$103,398.00

Code Key:	<ul style="list-style-type: none"> • Number indicates rank for CE provider by dollar amounts for FFY 2012 (by branch) • "EE" indicates practice is primarily directed towards SSA evaluation exam
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Per POMS DI 39545.100B1, a Key Provider is defined as:
A CE Provider who meets at least one of the following conditions:

1. an estimated annual (fiscal year) billing to the Social Security disability programs of at least \$150,000; or
2. practice of medicine, osteopathy or psychology is primarily directed towards evaluation examinations rather than the treatment of patients; or
3. does not meet the criteria in bullets 1 and 2 of this list but is one of the top five CE providers in the State by dollar volume as evidenced by prior year data.

4. For CE panels:

a. List the number of current CE providers on the panel:

There were a total of 268 providers on the CE panel for the Arizona DDS on 09/30/2012.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

CE Management/Oversight Report-Arizona, FFY 2012

The Arizona DDS maintains credentialing and licensing information:

- 1) On initial Recruitment to the panel by:
 - Obtaining a copy of current licensure by fax or by mail from the prospective CE provider.
 - Checking the appropriate website or medical board (i.e.: Arizona Medical Board) to verify current licensure.
 - Checking the HHS-OIG LEIE (Sanctions List) to verify prospective CE providers are not sanctioned or excluded.

- 2) During Periodic Checks to verify current licensure for entire CE panel by:
 - Checking the HHS-OIG LEIE (Sanctions List) at least semi annually (June and December) to verify that no CE panelists are sanctioned or excluded.
 - Maintaining a combined spreadsheet for both the Phoenix and Tucson DDS offices containing a list of all CE providers and their date of license expiration. The Professional Relations Officers use this list to contact providers that have expiring licenses in the upcoming month so timely licensure documentation can be obtained. This safeguard allows our offices to either obtain licensure information before expiration or to place the provider on "hold status" until license documentation can be obtained.

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

The Arizona DDS requires the CE provider complete the form found at DI 39569.400; Exhibit 1 "License/Credentials Certification for Consultative Examination (CE) Provider and Certification of All Support Staff" (see Attachment 1) when the DDS office initially contracts with a CE provider. CE providers are required to give us assurances that all support staff are appropriately licensed or certified per State regulations/requirements.



5. For Medical fee schedules:

a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).

- 1) There were no additions to the Arizona DDS fee schedule in 2012.
- 2) No volume medical provider discounts are given by the Arizona DDS.

b. Provide a copy of current fee schedule. (See Attachment 2)



6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

CE Management/Oversight Report-Arizona, FFY 2012

Outreach Activities:

- 11/09/2011: Attended and participated in Social Security Benefits Awareness Forum, The Beacon Group, Tucson
- 01/19/2012: DDS liaison at Case-Worker out-service training regarding program policy and SSA/DDS claims processing at Maricopa Association of Governments (MAG), Phoenix
- 05/16/2012: DDS liaison for SSA/SSDI Outreach, Access and Recovery (SOAR), Phoenix
- 07/30/2012: Attended and networked with various hearing impairment and sign language related vendors and individuals at the World Deaf Expo in Las Vegas, Nevada (self-funded.)
- 08/23/2012: DDS liaison at Case-Worker out-service training regarding program policy and SSA/DDS claims processing at Maricopa Association of Governments (MAG), Phoenix
- 08/26/2012: DDS liaison for SSA/SSDI Outreach, Access and Recovery (SOAR), Phoenix
- 09/18/2012: DDS liaison for SSA/SSDI Outreach, Access and Recovery (SOAR), Phoenix

EME:

- FFY 2012: (Various dates): Participated in Joint user Review/ERE Support enhancement teleconferences
- FFY 2012: (Various dates.) Participated in VOT Demo for Regional PRC/MPROs in regards to e-Authorization
- FFY2012: (Various dates): SSA website orientations for CE, MER providers and others.
- FFY 2012: (Various dates): Participated in SSA RO and CO driven net meetings and conference calls regarding upcoming ERE website enhancements, HIT initiatives and other topics.
- FFY 2012 (Various dates): Participated in DCPS Fiscal Business Process Model Improvement teleconferences and meetings.
- FFY 2012 (Various dates): Maintained contact with various agencies, groups, and individuals whose interest and goals are related to HIT and its adoption, proliferation and use in the state of Arizona
- Various dates: One on one contact, phone contact and mail contact with new and existing consultative examiners, MER providers and others regarding use and updates of the ERE platform
- 10/27/2011: Attended and networked with several attendees of "kick-off ceremony" for the Health Information Network of Arizona (HINAZ).
- 03/23/2012: DDS liaison at Case-Worker out-service training regarding program policy, claims processing and orientation/training of the SSA E-application process at Central Arizona Shelter Services (CAS); Phoenix.

Respectfully submitted 11/14/2012

(b) (6)

(b) (6) PRO
Arizona Disability Determination Service

Date:

To:

From: (b) (6)
Disability Determination Services

Federal policy requires that our agency verify that any support staff who assist with examinations for Minnesota Disability Determination Services meet the appropriate licensing or certification requirements of the State. This includes medical staff such as x-ray and laboratory technicians, nurses, optometrists, or speech and language pathologists.

For psychological evaluations, a licensed psychologist (license issued by the Board of Psychology in the state where the exam is held) must administer the mental status interview/clinical interview for adults and children. A psychometrist whose competence is verified by the licensed psychologist may administer psychological testing. The licensed psychologist is required to review all psychological test materials for validity and diagnostic purposes, and sign off on the entire report.

The statement below should be reviewed and signed by the office manager, or the medical consultant (physician or psychologist) who performs examinations for our agency. A return envelope is enclosed, or the form can be faxed to my attention. This will be kept on file and renewed each year.

Statement of Agreement

I certify that all support staff used in the performance of examinations for Minnesota Disability Determination Services will meet the appropriate licensing or certification requirements of the State of Minnesota for the year beginning January 1, 2004 and ending December 31, 2004.

Signature: _____

Title: _____

Date: _____

Return to: (b) (6)
Medical Relations Coordinator
MN Disability Determination Services
P.O. Box 64709
St. Paul, MN 55164

(b) (6)

GB/ja/jcd



CDSS

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

(b) (6)

DIRECTOR

NOV 07 2012

(b) (6)

Director

Center for Disability
Social Security Administration
P.O. Box 4207
Richmond, CA 94804

Dear (b) (6):

The following is the California DDS's Annual Consultative Examination (CE) Oversight Report for Federal Fiscal Year (FFY) 2012. This report was completed as outlined in POMS DI 39545.575, Exhibit 2.

1. DDS's Procedures to Resolve Various Categories of Complaints

All CA DDS Branches: Complaints can vary and can come from any of the following: claimants, staff, oversight visits, congressional/legislative inquiries, claimant satisfaction surveys, and third parties. Most complaints are received in writing. If a complaint is received by phone, an SSA Form 5002, Report of Contact, is written. A letter is sent to the appropriate party acknowledging the complaint.

A thorough and objective investigation is conducted and a letter is sent to the provider to inform them of the complaint received. The investigation includes gathering all the facts and documentation related to the problem. When a complaint is received about a key provider or volume vendor (VV), follow-up is normally performed through contact with the VV management. A physician, psychologist, or other vendor in a private office receives the feedback directly. In most cases, providers are given 15 days to respond to the complaint. An impromptu onsite visit is conducted, if the situation warrants it.

CE reports are reviewed by the Professional Relations Officer (PRO) to substantiate or refute allegations of short or incomplete exams. If necessary, the CE panelist(s) will be scheduled for informal training to discuss the problem or undergo refresher training when there are also concerns/complaints about quality or content of CE reports. The training is provided face-to-face in the DDS branch or by conference call. The staff involved in training CE providers includes medical consultants and the PRO, with input from the adjudicative and support staff.

If complaints continue after direct communication and proper corrective action has been taken by the PRO, adverse action is the next step and the vendor may be placed either on hold or removed from the panel.

All investigations are documented and placed in the vendor's file.

All panelists are reminded of their responsibility in providing professional and courteous service to all claimants, since their actions have a direct impact on the public's perception of the disability program.

To keep the CE panelists informed of the current issues of interest, concern, procedure, and clarification of the CE process, California publishes and provides a copy of our CE Newsletter to each panel member.

2. Completed Onsite Reviews of CE Providers

California conducted and completed a total of 59 comprehensive onsite reviews as specified in the following tables.

Oakland Branch: Nine comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Priority Analysis	San Francisco	01/11/12	N
Pacific Health	Hayward	03/26/12	N
Bay View Medical Clinic	San Leandro	03/26/12 05/31/12	N
Priority Analysis	Redwood City	03/26/12 05/03/12	N
Priority Analysis	Hayward	05/03/12	N
Northstate Clinic	San Francisco	05/24/12	N
Northstate Clinic	Antioch	08/27/12	N

Stockton Branch: Three comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Center for Sight	Stockton	01/19/12	N
MDSI Physician Group	Stockton	05/10/12	N
Diagnostic Evaluation Services	Stockton	06/15/12	N

Sacramento Branch: Three comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Yaffa Schkloven-Williams, SLP	Rancho Cordova	05/22/12	N
MDSI Physician Group	Santa Rosa	06/28/12	N
QTC Medical Group	Sacramento	08/21/12	N

Roseville Branch: Nine comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Aparna Dixit, PhD	Napa	02/02/12	N
Janet Cain, PhD	Napa	02/02/12	N
MSLA - Roseville	Roseville	02/16/12	N
Priority Analysis	Vacaville	03/22/12	N
Diagnostic Evaluation Services	Roseville	05/21/12	N
MSLA - Redding	Redding	05/23/12	N
Sid Cormier, PhD	Redding	05/23/12	N
Joe Azevedo, PhD	Chico	08/22/12	N
MDSI Physician Group	Chico	08/22/12	N

Central Valley Branch: Two comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
MSLA - Fresno	Fresno	06/28/12	N
Izzi Medical Associates	Tulare	07/10/12	N

Sierra Branch: Two comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Tahir Hassan, MD	Madera	05/24/12	Y
Priority Analysis	San Luis Obispo	07/27/12	N

Covina Branch: Eleven comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
S & L Medical Group	El Monte	10/10/11	N
QTC - Kays Medical Evaluation Center	Whittier	10/17/11	N
MedPro Services	Pasadena	10/27/11	N
Steven Garman, PsyD	Claremont	12/20/11	N
FMG Bay View	Buena Park	02/14/12	N
Millennium Multispecialty Medical Group	Pasadena	03/05/12	N
S & L Medical Group	Rancho Cucamonga	03/20/12	N
S & L Medical Group	El Monte	04/03/12	N
MSLA - West Covina	West Covina	04/20/12	N
FMG/Bay View	Bell	05/11/12	N
South Atlantic Medical Group	Huntington Park	06/29/12	N

San Diego Branch: Three comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
S & L Medical Group	Victorville	03/08/12	N
S & L Medical Group	El Centro	03/10/12	N
Frederick W. Close, MD	La Mesa	06/08/12	Y

La Jolla Branch: Four comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
MSLA - Palm Springs	Palm Springs	04/06/12	N
MSLA - San Diego	San Diego	04/17/12	N
Valette & Associates	San Diego	05/08/12	N
QTC - Seagate Medical Group	San Diego	06/06/12	Y

LA West Branch: Six comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
S & L Medical Group	San Fernando	10/13/11	N
MedPro Services	Van Nuys	04/19/12	N
MSLA - Oxnard	Oxnard	06/21/12	N
S & L Medical Group	Van Nuys	07/10/12	N
QTC - Canyon Medical Group	Reseda	08/21/12	N
Millennium Multispecialty Medical Group	Van Nuys	08/21/12	N

LA North Branch: Seven comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
QTC - Cherry Medical Clinic	Long Beach	11/08/11	N
S & L Medical Group	Long Beach	11/08/11	N
Millennium Multispecialty Medical Group	Long Beach	11/08/11	N
MSLA - Inglewood	Inglewood	03/19/12	N
Hillside Medical Evaluation Group	Inglewood	05/25/12	N
S & L Medical Group	South Central Los Angeles	07/16/12	N
South Atlantic Medical Group	Gardena	08/21/12	N

3. Key Providers

The following Key Providers in California had a billing amount of greater than \$150,000 for FFY 2012.

Oakland Branch:

Sunnybrook Medical Group
24700 Calaroga Avenue, Suite 103
Hayward, CA 94545

Priority Analysis
1905 Franklin Street
Oakland, CA 94612

Pacific Health Clinic
1940 Webster Street, Suite 220
Oakland, CA 94612

Bay View Medical Clinic
2831 MacDonald Avenue
Richmond, CA 94804

Health Analysis, Inc.
2280 Diamond Blvd., Suite 330
Concord, CA 94520

Health Analysis, Inc.
424 40TH Street
Oakland, CA 94609

Bay View Medical Clinic
39243 Liberty Street, Suite D6
Fremont, CA 94538

QTC Medical Group
2645 Ocean Avenue, Suite 205
San Francisco, CA 94132

Bay View Medical Clinic
401 29TH Street, Suite 110
Oakland, CA 94609

Health Analysis, Inc.
628 Frederick Street
Santa Cruz, CA 95062

Stockton Branch:

Amberstone Medical Group
415 East Harding Way, Suite F
Stockton, CA 95204

MDSI Physician Group
247 Dorris Place
Stockton, CA 95204

Sacramento Branch:

QTC Medical Group
5120 J Street, Suite A
Sacramento, CA 95819

MDSI Physician Group
1010 Hurley Way, Suite 490
Sacramento, CA 95825

Health Analysis, Inc.
157 Lynch Creek Way
Petaluma, CA 94954

Ewing Diagnostics & Psychological
Services, Inc.
900 Fulton Avenue, Suite 240
Sacramento, CA 95825

MDSI Physician Group
310 3RD Street, Suite A
Eureka, CA 95501

Roseville Branch:

MDSI Physician Group
1881 Esplanade
Chico, CA 95926

MDSI Physician Group
3051 Victor Avenue
Redding, CA 96002

MDSI Physician Group
1511 Butte House Road, Suite A
Yuba City, CA 95993

MDSI Physician Group
640 Tuolumne, Suite B
Vallejo, CA 94590

Roseville Branch continued:

MSLA - Redding
636 Azalea Avenue
Redding, CA 96002

Central Valley Branch:

Health Analysis, Inc.
696 E. Santa Clara Street, Suite 208
San Jose, CA 95112

Health Analysis, Inc.
1230 13TH Street, Suite B
Modesto, CA 95354

MDSI Physician Group
125 E. Barstow Avenue, Suite 130
Fresno, CA 93710

Valley Health Resources
1475 W. Shaw Avenue
Fresno, CA 93711

MDSI Physician Group
830 Coffee Road, Suite 2
Modesto, CA 95352

MDSI Physician Group
6105 Snell Avenue, Suite 101
San Jose, CA 95123

MDSI Physician Group
1526 S. Mooney Blvd.
Visalia, CA 93277

MSLA - Fresno
1300 E. Shaw Avenue, Suite 155
Fresno, CA 93710

Izzi Medical Associates
880 E. Merritt Avenue, Suite 102
Tulare, CA 93274

Sierra Branch:

MDSI Physician Group
2323 16TH Street, Suite 301
Bakersfield, CA 93301

Sierra Branch continued:

MDSI Physician Group
104 W. Alexander Avenue
Merced, CA 95348

MDSI Physician Group
1215 N. Main Street
Salinas, CA 93906

MDSI Physician Group
1767 S. Broadway
Santa Maria, CA 93454

Covina Branch:

Alpha Medical Diagnostics
1125 E. 17TH Street, Suite E113
Santa Ana, CA 92701

S & L Medical Group
1314 S. Euclid Street, Suite 203
Anaheim, CA 92802

S & L Medical Group
11100 Valley Blvd., Suite 200
El Monte, CA 91731

Kays Medical Evaluation Center
11631 Washington Blvd.
Whittier, CA 90602

MedPro Services
111 W. Orangethorpe Avenue
Fullerton, CA 92832

MedPro Services
9555 Foothill Blvd.
Rancho Cucamonga, CA 91730

Royalty Medical Group
1818 N. Orange Grove Avenue, Suite 102
Pomona, CA 91767

Eagle Medical Group
1578 Colorado Blvd., Suite 9
Los Angeles, CA 90041

Covina Branch continued:

Millennium Multispecialty Medical Group
11389 183RD Street., 2nd Floor
Cerritos, CA 90703

S & L Medical Group
1890 N. Garey Avenue, Suite D
Pomona, CA 91767

Multi Specialty Evaluation Clinic
5101 E. Florence Avenue, Suite 8
Bell, CA 90201

Millennium Multispecialty Medical Group
1840 N. Hacienda Blvd., Suite 14
La Puente, CA 92701

Millennium Multispecialty Medical Group
1125 E. 17TH Street North Building
Suite 358
Santa Ana, CA 92701

Arrowhead Medical Evaluation
1900 S. Atlantic Blvd., Suite 5
Monterey Park, CA 91754

San Diego Branch:

Alto Medical Clinic
1799 N. Waterman Avenue, Suite A
San Bernardino, CA 92404

S & L Medical Group
14270 7TH Street, Suite 4
Victorville, CA 92392

MSLA - San Bernardino
1881 Commercenter Drive East, Suite 112
San Bernardino, CA 92408

QTC Medical Group
161 Thunder Drive, Suite 203
Vista, CA 92083

MedPro Services
17151 Main Street
Hesperia, CA 92345

San Diego Branch continued:

S & L Medical Group
1318 S. Imperial Avenue
El Centro, CA 92243

MedPro Services
570 W. 4TH Street, Suite 102
San Bernardino, CA 92401

La Jolla Branch:

Diamond Medical Group
4990 Arlington Avenue, Suite G
Riverside, CA 92504

Seagate Medical Group
2333 1ST Avenue, Suite 104
San Diego, CA 92101

MSLA - Palm Springs
1733 N. Palm Canyon Drive, Suite E
Palm Springs, CA 92262

MSLA - San Diego
3405 Kenyon Street, Suite 101
San Diego, CA 92110

QTC Medical Group
28751 Rancho California Road, Suite 101
Temecula, CA 92590

QTC Medical Group
340 4TH Avenue, Suite 6
Chula Vista, CA 91910

California Care Medical Group
24910 Las Brisas Road, Suite 120
Murrieta, CA 92562

Valette and Associates
5005 Texas Street, Suite 306
San Diego, CA 92108

LA West Branch:

S & L Medical Group
1056 N. Maclay Avenue
San Fernando, CA 91405

LA West Branch continued:

Canyon Medical Group
19231 Victory Blvd., Suite 113
Reseda, CA 91335

Carmel Medical Group
1218 W. Olive Avenue
Burbank, CA 91506

MedPro Services
435 Arden Avenue, Suite 503
Glendale, CA 91203

MDSI Physician Group
4474 Market Street, Suite 503
Ventura, CA 93003

MedPro Services
9555 Foothill Blvd.
Rancho Cucamonga, CA 91730

S & L Medical Group
14600 Sherman Way, Suite 220
Van Nuys, CA 91405

Allspeak Interpreting Services
Traveling Interpreter
PO Box 1606
Glendale, CA 91209

MSLA - Oxnard
451 W. Gonzalez Road, Suite 140
Oxnard, CA 93036

LA North Branch:

Alpine Medical Group
1818 S. Western Avenue, Suite 103
Los Angeles, CA 90006

MedPro Services
5862 Avalon Blvd.
Los Angeles, CA 90003

East West Family Medical Group
3680 Imperial Hwy., Suite 300
Lynwood, CA 90262

LA North Branch continued:

S & L Medical Group
437 E. Washington Blvd., Suite A
Los Angeles, CA 90015

S & L Medical Group
1498 Sunset Blvd., Unit 1
Los Angeles, CA 90026

MedPro Services
3530 Atlantic Blvd, Suite 101
Long Beach, CA 90807

MSLA - Inglewood
301 N. Prairie Avenue, Suite 608
Inglewood, CA 90301

Cherry Medical Clinic
3845 Atlantic Avenue
Long Beach, CA 90807

Dynasty Medical Group
44439 N. 17TH Street West, Suite 105
Lancaster, CA 93534

S & L Medical Group
3377 Long Beach Blvd.
Long Beach, CA 90807

Pelican Medical Group
5830 Hannum Avenue, Suite B
Culver City, CA 90232

Hillside Medical Evaluation
2930 W. Adams Blvd.
Los Angeles, CA 90303

Millennium Multispecialty Medical Group
1726 W. Adams Blvd.
Los Angeles, CA 90018

MDSI Physician Group
44820 10TH Street West
Lancaster, CA 93534

LA North Branch continued:

South Atlantic Medical Group
1030 W. Gardena Blvd.
Gardena, CA 90247

MSLA - Lancaster
43847 N. Heaton Avenue, Suite J
Lancaster, CA 93534

4. CE Panels

- A. Number of CE Providers: As of October 1, 2011, California had 1,715 CE panelists.
- B. Description of process to ensure medical credential checks and exclusion list checks of CE providers:

All CE panel providers' qualifications are checked to ensure both the California and the Social Security Administration's (SSA) standards are met. The PRO and/or a designated staff Medical Consultant will verify the applicant's professional status. This information, along with a completed application and curriculum vitae, is maintained by the recruiting DDS Branch. Copies of any complaints and the resolutions are also retained in the panelist's file. The medical provider's license is checked at the time of placement on the CE panel. Below are instructions used by a PRO and/or a designated staff Medical Consultant to verify the applicant's professional status.

- 1) Internet Verification: Many license verifications are done over the Internet. To verify physician and osteopath licenses, staff checks the Medical Board of California website (<http://www.mbc.ca.gov/>).
 - a) Physician verification – On the "Welcome to the Medical Board of California" website page, click on the box entitled "Check Your Doctor." At the bottom of this screen, click "Continue Search." On the search page, enter the appropriate information and the licensing information will display.
 - b) Osteopath verification – On the same page used to input information for physician license verification, there is a statement located near the top of the page which reads: "Note: If your physician is an osteopath, click [here](#)."
(The current web address is [http://www2.dca.ca.gov/pls/wilpub/wilqryna\\$lcev2.startup?p_qte_cod e=GEN&p_qte_pgm_code=8510](http://www2.dca.ca.gov/pls/wilpub/wilqryna$lcev2.startup?p_qte_cod e=GEN&p_qte_pgm_code=8510))
 - c) From the Medical Board of California home page, select the Quick

Link entitled "Check for Other Department of Consumer Affairs' Licensed Professionals." This brings up a list of license check areas, including psychologists, optometrists, and speech and language pathologists.

- 2) Telephone Verification: The following licensing boards can be contacted directly (limit - three calls per day):
 - a) Physician verification - Contact the Medical Board of California (MBC) at (916) 263-2382 to verify the physician's licensure status. The caller will need the physician's name and/or license number. The website for the MBC is www.mbc.ca.gov.
 - b) Optometrist - Contact the California State Board of Optometry at (916) 575-7170 or visit their website at www.optometry.ca.gov.
 - c) Osteopath - Contact the Osteopathic Medical Board of California at (916) 928-8390 or visit their website at www.ombc.ca.gov.
 - d) Psychologist - Contact the Board of Psychology at (916) 574-7720 or visit their website at www.psychboard.ca.gov.
 - e) Licensed Educational Psychologist (LEP) - Contact the California Board of Behavioral Sciences at (916) 574-7830 or visit their website at www.bbs.ca.gov.
 - f) Speech Pathologist - Contact the California Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board at (916) 263-2666 or visit their website at www.slpab.ca.gov.

The information obtained is documented as follows:

- 1) The date the license was issued
- 2) The date the license expires
- 3) The current status of the license (clear, suspended, revoked)
- 4) The date of the verification and initials of the person verifying status

The following resources are checked on a regular basis:

- The Office of Inspector General's List of Excluded Individuals/Entities Search. This Database is available on the Internet at <http://exclusions.oig.hhs.gov/>.
- The California Department of Health Services/Medi-Cal list of suspended and ineligible providers.

- The Medical Board of California's monthly "Hot" sheet list of disciplinary accusations and actions.

C. Description of process to ensure a license or credential check of CE panelists and support staff:

California has adopted the practice of checking licensure status on an annual basis. Volume vendors are required to provide the current license status of all their employees on an annual basis. The PROs strive to do an annual check of non-volume provider CE panelists.

California requires CE panelists to certify in writing that their staff is appropriately licensed as required by state regulations.

5. Medical Fee Schedules

The following changes were made in California's CE/MER fee schedule during Federal Fiscal Year 2012. California's fee schedule is attached.

Added - None

Removed - 2999MF Miller Forensic Assessment of Symptoms Test (M-FAST)
 2999MMPI MMPI
 2999MMP2 MMPI-2
 2999REY Rey 15 Item Memory Test-II
 2999SIRS Structured Interview of Reported Symptoms Test
 2999TOMM Test of Memory Malingering (TOMM)

Fees

Increased - None

6. PRO/MRO Electronic Records Express (ERE) - Activities

All eleven PROs have jointly participated in the following activities:

- Promoting ERE to vendors during CE onsite visits, CE report follow-up phone calls, and prearranged ERE demonstrations.
- Providing ERE information, demonstrations, and updates to DDS staff through Monthly Update Meetings, visits to team meetings, and a series of email messages during the fiscal year.
- Continuing recruitment efforts, which include contacting and providing training and demonstrations regarding the ERE Website. These efforts are directed towards volume vendors; independent CE panelists; MER providers; medical, homeless, and mental health advocates; and copy companies.

- Requiring all newly recruited CE panelists to submit their reports via the ERE Website or via the DMA fax number of the jurisdictional CA DDS Branch.
- Coordinating efforts with vendors using the ERE Website to resolve problems with printing, billing, electronic signatures, faxing, validation, password reset, and zip files causing printing delays.
- Participating in California PRO conference calls to obtain and share best practices with other California DDS PROs.
- Participating in SSA Regional Office PRO conference calls in October and November 2011, to discuss ERE-related updates, including ERE Website, Internet Browser Compatibility, and using the ERE website to send eOR to school personnel.
- Using California's Consultative Examiner (CE) Newsletter to provide up-to-date ERE-related articles. The CE Newsletter is distributed to all of California's CE providers.
- Continuing to register MER and CE vendors on the ERE Website. Registration also includes school districts and copy companies.
- Continuing to send flyers/mailers to MER providers about ERE with the appropriate PRO contact information when requesting medical evidence.
- Providing ERE training to medical records staff in various VA and Kaiser facilities.

The Los Angeles West PRO participated in the following ERE-related presentations:

- ERE presentation at the Volunteers of America Advocate Presentation on November 15, 2011.
- ERE presentation at the United Homeless Healthcare Partners Advocate Presentation on May 25, 2012.
- ERE presentation at SOAR Advocate Presentation (SSI/SSDI Outreach, Access and Recovery) at Ventura County Behavioral Health.

On November 17, 2011, the La Jolla and San Diego PROs met with Scripps Health. The meeting was collaboration between DDSD and Scripps Health to determine how DDSD can better assist severely disabled patients who have little or no advocacy. ERE was discussed and literature was distributed to all participants.

The Covina PRO served as the CA representative for the National ERE Website Workgroup. The workgroup was originally created to examine the current business process for registering ERE Website users and to explore requirements for implementing

(b) (6)

Page 17

an automated registration process for the website. The workgroup currently is involved in discussing ERE Website issues/enhancements and providing troubleshooting tips.

For further information, you may contact me or have a member of your staff call

(b) (6)

Sincerely,

Original Signed By

(b) (6)

(b) (6)

Deputy Director
Disability Determination Service Division

Enclosure(s)

Colorado Disability Determination Services
FY12 CONSULTATIVE EXAMINATION OVERSIGHT REPORT

In FY12, the Colorado DDS cleared 40,547 cases. The CE rate for all cases was 50.9%; down from 53.6% in FY11. In FY12, 20,638 claims had at least one or more CE's purchased. DDS clearances included 1,868 claims adjudicated by federal disability examiners.

Claimant Complaint Resolution Procedures

During FY12, the PR unit investigated 37 claimant complaints involving CE providers or their staff. Twenty-four of the complaints received were submitted in writing and thirteen were verbal only. The thirteen claimants did not respond to the DDS acknowledgement letter or survey sent out by the PR unit on receipt of the verbal complaint.

The Colorado DDS investigates all claimant complaints. A record of all complaints, PR actions and outcomes are compiled in the PR "shared drive". All DDS Professional Relations Officers have access to the file. If the complaint concerns short examination times, unclean premises, rude staff or demeanor by CE staff or the CE provider an acknowledgement letter and survey is sent to the claimant. In addition, surveys are mailed to 10 other claimants a recently seen by the provider. The survey responses are reviewed to determine any pattern of complaints regarding the provider. DDS contacts and shares a copy of the complaint to the provider and we request a written response. The complaints and provider responses are reviewed to determine trends and if additional actions are required.

If the claimant complaint is determined to be of potential harm to claimants or egregious in nature the CO DDS PR staff immediately contacts the CE provider by telephone and a follow-up letter is sent. The provider is required to submit a written response to the complaint. Depending on the nature of the complaint, pending appointments may be cancelled or rescheduled while DDS investigates the complaint. Colorado DDS administration and Regional Office are notified of the complaint, investigation and outcomes. Law enforcement is notified as required by law. Surveys are sent to other claimants who were recently seen by the provider. The complaint and the provider's response are reviewed to determine if any additional actions are required; including being removed from the CE panel.

Potential Egregious Complaints

DDS received one potential egregious verbal complaint during FY12. (b) (6)
The claimant declined to put the complaint in writing as (b) (6) indicated the police told (b) (6) there would be no way to prove (b) (6) allegations. Although the complaint was verbal only, PR did notify the CE provider, DDS management and the RO of the accusation.

Non-egregious complaints

Twenty-three of the written complaints were regarding the CE provider or the staff's demeanor including complaints of rudeness or unprofessional attitude. The other written complaint involved the cleanliness of the provider's office and equipment. DDS PR followed up with an unannounced site visit and our inspection indicated the office and equipment met SSA requirements. To help eliminate claimant complaints, providers are reminded of the importance of not letting their attitude or actions be perceived as hurried, unprofessional or uncaring.

Summary of CO DDS CE Oversight Activities

FY12 CO DDS CE Onsite Reviews

Due to the DDS workload, PRO staff limited onsite CE reviews to key providers who met SSA's threshold amount of billing the Social Security disability program \$150,000 or more. Onsite visits records are located on DDS's shared drive where the PRO staff has access to the documentation.

Onsite Review List:

Disability Examination Services	5/14/12	Denver (announced)
Columbine Physicians	5/14/12	Denver (announced)
Brett Valette Inc.	5/16/12	Colorado Springs (unannounced)
MDSI	5/16/12	Colorado Springs (unannounced)
Disability Examination Services	5/16/12	Colorado Springs (unannounced)
Brett Valette Inc.	7/23/12	Denver (unannounced)
Allied Assessments	9/12/12	Lakewood (announced)
MDSI	9/25/12	Denver (announced)

Key Providers 2012

Brett Valette Inc.

Brett Valette PhD
2460 W 26th Ave Suite 15-C
Denver, CO 80211

Disability Examination Services (DES)

William Qutub, MD
PO Box 271388
Littleton, CO 80127

Allied Assessments Inc.

Meredith Campbell PhD
363 S Harlan St # 100
Lakewood CO 80226

MDSI Physician Group Inc.

(b) (6) Operations Manager
PO Box 9039
Ogden, UT 84409-9039

Columbine Physicians Group

Richard J Tyre (owner)
2425 S Colorado Blvd #160
Denver, CO 80222

CE Panels

Number of CE Providers

The Colorado DDS has approximately 175 CE providers performing consultative examinations and 30 hospitals performing ancillary testing. Volume providers are counted as one provider rather than by each individual provider within the providers group.

Review of CE Providers

PR keeps a file on every CE provider. Before we add a new provider to the panel, we confirm the provider is of the correct specialty and has the qualifications necessary to perform SSA consultative examinations. If so, then DDS verifies the provider has a valid license or certification with the State of Colorado or the neighboring state in which they practice. In addition, an online search of the HHS Inspector General's List of Excluded Individuals and Entities is performed to ensure the potential provider has no sanctions. PR documents the perspective provider's file with copies of their license status and HHS record showing no exclusions. Colorado medical and psychological licenses are valid for two years and renewed in 'odd' years. The HHS LEIE online database is reviewed bi-monthly to be sure no sanctioned providers are performing examinations. Each month the CO Board of Medical Examiners and the Mental Health Boards on-line lists of disciplinary actions are reviewed to ensure no current CE providers have new actions which would prevent them from performing CE's. Before a new

provider can start performing CE's he/she must sign the License/Credentials Certification as outlined in DI 39569.400.

As part of our CE oversight, The PR unit reviews CE reports from new CE providers, high volume providers and providers referred from medical consultants, disability examiners and ODAR. In FY12, DDS performed quality reviews on 68 CE providers. As part of the review, DDS sends the provider written feedback including recommendations to improve their reports. During the past fiscal year, DDS removed one CE provider from the panel due to chronic timeliness issues.

Support Staff Certification

In addition, providers who use or may use support staff must certify their support personnel are properly licensed or credentialed as required by State law or regulation. The signed certification documents are stored in the provider's file.

Medical Fee Schedules

PR reviewed and updated the DDS FY12 CE Fee Schedule in August and the revised FY13 fee schedule is effective October 01, 2012. The CO DDS used Department of Labor's (DOL) fee schedule as the comparison agency (in accordance with SSA POMS DI 39545.625B1). The DOL fee schedule was used for comparison, as this agency orders similar medical services and authorizes procedures throughout Colorado in the development of worker's compensation claims. Documentation including the worksheet comparisons of DOL and Medicare rates was compiled. Necessary revisions to the schedule including fee adjustments and CPT code updates were done. All fees for FY13 are below those paid by the DOL except for "Exceptions to the Fee Schedule" which were approved by the SSA Regional Office in August. Attached is a copy of the FY13 fee schedule and the Explanation and Exceptions Request.

Professional Relations Officer (PRO) Activities

Recruitment FY12

The Colorado DDS CE panel has remained stable over the past year. In most cases, with our current panel we were able to provide timely CE appointments.

However, we still have need for additional board certified specialists such as cardiologists, orthopedists, neurologists, ophthalmologists and otolaryngologists and providers in rural and remote sections of the State.

The Colorado DDS continues to post all CE openings on the State of Colorado Procurement Website. In addition to the website, PR uses newsletters, phone calls and personal visits in our ongoing recruitment efforts. We attempt to recruit CE providers when making presentations about the disability program or when marketing ERE to the medical community.

During the past year, the PR unit successfully recruited additional otolaryngologists, a neurologist, ophthalmologist (in underserved SW Colorado), several speech and language pathologists and psychologists.

Other PR Activities

The Colorado DDS PR Department works closely with the Regional Office Public Affairs Specialists (PAS) and local field office staff. During the past year, DDS worked in conjunction with the PAS' on homeless and SOAR initiatives. We also performed presentations with Public Affairs Specialists as well as local field office staff to Oncology Social Workers, staff members at the Colorado Mental Health Institute in Pueblo, and to a new authorized representative group in Denver.

Electronic Medical Evidence & e827

DDS continues to recruit providers to submit records/reports electronically. As new CE doctors are added to the CE panel, PR staff encourages the new panel members to sign up to receive their CE authorizations electronically as well as to submit their reports electronically. PR and Information Services staffs have worked diligently to resolve any provider issues involving the uploading of reports, retrieving appointment notifications, and resolving payment issues. Nearly 100% of CE reports continue to be received electronically. During FY12, the number of MER providers transmitting records electronically has increased as well. This past year DDS PRO staff have activated 6 new facilities including Denver Health Medical Center, Poudre Valley Health System, and Children's Hospital Colorado to receive and/or upload their medical records via ERE. PRO staff continues to have ongoing ERE recruitment discussions with medical facilities who routinely submit records for DDS. DDS PRO staff present information about electronic submission of records at all presentations to community, advocacy, medical, and disability groups. Each of these outreach presentations is an opportunity for PR to promote ERE and its benefits.

During FY12, the DDS PRO staff also participated in the national rollout of the e827 initiative. As of 10/23/2012, DDS has confirmed 1,264 MER providers will accept the e827 as a valid medical records release authorization. DDS PRO staff initially contacted the top 70 medical facilities who submit records to the DDS. Once the rollout began, DDS PRO staff shifted to contacting medical facilities who had questions or concerns regarding the e827, and worked to gain their acceptance of the initiative. The e827 rollout allowed the DDS PRO staff to make contact with multiple medical facilities throughout the state of Colorado. In addition to gaining acceptance of the e827, the DDS PRO staff also took advantage of the opportunity to market ERE to those medical facilities as well. The DDS PROs participate in SSA's e827 conference calls and stay current on SSA's HIT initiatives.

Submitted by:

(b) (6) Director; Colorado Disability Determination Services

(b) (6) Professional Relations Supervisor

(b) (6) Professional Relations Officer

(b) (6) Professional Relations Officer

CONNECTICUT
DISABILITY DETERMINATION SERVICES

ANNUAL
CONSULTATIVE
EXAMINATION
OVERSIGHT REPORT

FISCAL YEAR 2012

Prepared by:

(b) (6) Director of Support Services

(b) (6) Medical/Professional Relations Officer

October 2012

Annual Consultative Examination

Oversight Report

FISCAL YEAR 2012

COMPLAINT RESOLUTION

There have been no changes in the investigation and resolution of complaints. All complaints made by claimants or other interested parties are investigated and handled on an individual basis. Complaints are reviewed by the Medical/Professional Relations Officer (MPRO) to determine the most appropriate course of action. Depending on the seriousness and nature of the complaint, the MPRO will contact the claimant. The MPRO will investigate the complaint and ask the claimant to elaborate where necessary. The involved CE provider's file is reviewed as well as other feedback information to determine if there is a history of complaints with this particular provider. The MPRO will contact the CE provider by telephone, letter or personal visits as appropriate. The issues surrounding the complaint will be addressed and appropriate actions taken. A copy of the complaint and a summary of the actions taken are placed in the CE provider's file to document the actions taken and for future reference. If warranted, the CE provider will be removed from the list of active vendors and CEs will no longer be scheduled with that provider. When a complaint is received in writing from an interested third party such as an attorney or OHA staff, they will be advised that the situation is being reviewed and appropriate actions will be taken.

The process for complaint resolution is the same for all types of complaints, rudeness, unprofessional behavior, environmental factors, and/or other types of complaints. All actions taken are documented in the CE provider's file. The nature and severity of the complaint will determine the resolution process, i.e. suspension from the CE process, notifying State authorities and/or law enforcement, meeting with the provider to discuss the complaint, etc.

There are currently no complaints requiring intervention by Regional Office. There is currently one complaint under investigation by the MPRO. It involves the length of time a CE provider spent with a claimant. It should be resolved once the MRPO is able to contact all parties involved.

ONSITE REVIEWS OF CE PROVIDERS

- James B. Ryan, MD, internist in East Hartford, CT, October 2011
- Hartford Psychological Services: Rafael Mora De Jesus PhD, Andrew Pleshkevich PhD, and

- Lashanda B. Harvey PhD, psychologists; and Mabel L. Toledo SLP, in Hartford, CT, December 2011
- Mark Hillbrand, PhD, psychologist, Middletown, CT, July 2012
- Jesus Lago, MD psychiatrist, Hartford, CT, August 2012
- Disability Associates of Connecticut, Yacov Kogan, MD, internist in Waterbury, CT, September 2012
- The IMA Group; internists, psychologists, labs, and imaging in Bridgeport, CT, September 2012

KEY PROVIDERS

The following are key providers:

- Joseph Guarnaccia, MD

Griffin Hospital MS Treatment Center, 130 Division Street, Derby, CT

Because of the volume of CEs performed, Dr. Guarnaccia is a key provider. He works with Patricia A. Garrett, APRN who specializes in pediatric CE's. Contact with Dr. Guarnaccia is regularly every other week by phone to review any issues that may have come up during the previous week's CE appointments as well as to maintain the quality of his CE reports. This prevents any problems and allows for the coordination of the exams scheduled with Dr. Guarnaccia's group.

- Jesus Lago, MD

(b) (6) Purchase, New York

Dr. Lago is a key provider because of the volume of CEs conducted. He sees claimants in Hartford, Bridgeport, Hamden, and Port Chester, NY. He is a bi-lingual (Spanish) psychiatrist. The last onsite visit with Dr. Lago was this year. The visit included a review of CE report content and quality.

- Yacov Kogan, MD

(b) (6) Waterbury, CT and (b) (6) Hartford, CT

Dr. Kogan is a key provider due to the volume of CEs performed. An onsite visit was conducted this year.

- Diana Badillo-Martinez, PhD

60 Old New Milford Road, Suite 3D, Brookfield, CT

Dr. Badillo-Martinez is a key provider due to the volume of CEs performed. The last onsite visit was in August 2011. She sees claimants in Brookfield and Waterbury, CT. She performs bi-lingual mental status and psychological examinations for both children and adults.

- Hartford Psychological Services, Rafael Mora de Jesus, PhD, Mabel Toledo, SLP, Andrew Pleshkevich, PhD, Lashanda Harvey, PhD

210 Wethersfield Avenue, Hartford, CT

This group is a key provider due to volume and because they are a source for bi-lingual psychological as well as bi-lingual speech and language exams.

- Manny Rosales, PhD

(b) (6) Bridgeport, CT 06604

Dr. Rosales is a key provider because he is the only bi-lingual (Spanish) psychologist in the greater Bridgeport area.

STATUS OF CE PANEL

The current number of CE providers is 345.

An annual verification of Licenses of all CE providers is performed. The Connecticut Department of Public Health (DPH) posts license information on line. All CE providers are required to provide a copy of their CT license. Prior to performing CEs, their license is verified with DPH and a search of the online HHS list of Excluded Individuals/Entities is conducted. If the CT-DPH indicates that an action has been taken on the provider's license, a release form is obtained from the physician/psychologist so a record of the actions taken can be obtained. Generally, if an action has been taken, then the physician/psychologist will not be considered for a source of CEs. We have the ability to annotate the CE provider vendor file listing in the legacy system with the provider's license number. This system enhancement and the CT-DPH online services facilitate a yearly verification of the provider's license. All providers are checked against the HHS list of Exclusions annually.

The expectation is that the primary CE provider (physician, psychologist, hospital, lab, etc.) will have properly licensed staff. The orientation process includes an explanation of this expectation. If a complaint is received regarding staff, their credentials are investigated in the same manner as the CE provider licenses are investigated.

- In the past year, eighteen (18) providers were added to the Connecticut CE panel:
 1. Richard Stillson, PhD, psychologist in Wethersfield, CT. Dr. Stillson had performed CEs in the past, but rejoined the panel this past year.
 2. Elizabeth Owen, PsyD, psychologist in Essex, CT
 3. Theresa Covington, PhD, psychologist in Glastonbury, CT
 4. Joanne M. Lertora, PhD, psychologist in South Windsor, CT
 5. Sidney S. Horowitz, PhD, psychologist in Waterbury, CT
 6. Erin Lasher Jacobstein, PsyD, psychologist in Danbury, CT
 7. Jonathan Woodhouse, PsyD, psychologist in Danbury, CT
 8. Steven E. Karashik, PsyD, psychologist in Ridgefield, CT
 9. Tracy Colsen Schaperow, PsyD, psychologist in Waterford, CT
 10. Cheryl Ellis, PsyD, psychologist in Waterbury, CT
 11. Judith Rosenfield, MA, CCC, SLP, speech and language pathologist in Weatogue, CT
 12. Michael S. Cohen, PhD, psychologist in Norwalk, CT
 13. Raheel Shafi, MD, internist in Waterbury, CT
 14. John A. Wilson, MD, internist in Waterbury, CT
 15. Holly A. Silva, PsyD, psychologist in in Norwich, CT
 16. Filepe Hernandez, LCSW, Licensed clinical social worker in Wethersfield, CT
 17. Joanne Gayeski, LCSW, Licensed clinical social worker in Wethersfield, CT
 18. Diane Reese, LCSW, Licensed clinical social worker in Wethersfield, CT

MEDICAL FEE SCHEDULES

The existing CE and MER fee schedules are reviewed annually. Connecticut statute establishes a pay rate of \$0.65 per page for medical records provided by healthcare institutions to cover copying, handling and postage costs. In July 2010, the CT DDS established a flat fee of \$20.00 for all medical provider MER responses received within 30 days. The change has been well received by CT MER providers. Since initiating this change, we have seen an increase in MER responses, and the responses are received more timely. Our CE rate went down again last year and this can be attributed to the increased MER response rate.

As of November 1, 2009, the CT DDS adopted the American Medical Association's standardized Current Procedural Terminology – CPT Coding, and converted our fee schedule to Medicare Fees. There were no changes in Fees for CEs this year as the fee changes were minor and did not warrant updating.

The Director of Support Services and the Fiscal Unit Supervisor closely monitor CE expenses. Efforts are ongoing to de-obligate funds when able, and to encourage CE providers to timely submit reports to avoid payment issues and improve processing time.

Attached is a copy of our current fee schedule. This schedule is reflective only of currently active CPT codes. We have the ability to reactivate inactive codes or add new codes if needed.

PROFESSIONAL RELATIONS ACTIVITIES

Outreach to MER sources remains a top priority. Efforts are made to get as many sources as possible to utilize the ERE website to upload records. The Director of Support Services continues to take an active role in professional relations activities blending those activities with quality assurance duties when possible. The CT MPRO supervises the CE scheduling unit and has implemented several work efficiencies designed to decrease the amount of time it takes to schedule CEs.

Specific activities over the last Fiscal year have been:

- (b) (6) has continued to participate in the MPRO Materials work group over the past Fiscal year, although only one National call was held earlier this summer.
- (b) (6) participated in the National Vendor File conference calls and activities as they pertained to the CT DDS.
- (b) (6) and (b) (6) participated in the Regional PRC/MPRO eAuthorization conference call for the VOTT as well as the UNA session.
- (b) (6) utilized her role as facilitator of the in-house Quality Assurance work group

known as the QA Sounding Board to create a CE Ordering Guide for Examiners. It is a booklet that explains how and when to order CEs.



CE Ordering Guide.pub

(b) (2)

- (b) (6) and (b) (6) have also participated in the ERE Support calls.
- (b) (6) and (b) (6) participated in the national MPRO conference call.
- (b) (6) and (b) (6) have participated in monthly Boston Region MPRO conference calls.
- On March 30, 2012, the CT DDS hosted an In-Service training program for Health Information Providers. The inspiration for this training program was the roll out of SSA's e-Authorization. After surveying the major hospitals and clinics it was determined to be the best way to present the eAuthorization and to explain to this community how and why we request information. The role of an Examiner and interaction with the Fiscal Unit was explained. Attendees were provided with helpful contacts and resources to assist in answering future questions. Of the 54 invitees, twenty-six (26) hospital/clinics representatives attended. Also attending were Boston region office representatives, (b) (6) Program Expert; and (b) (6) Disability Program Administrator, as well as the Director of the Bureau of Rehabilitation Services (our State parent agency), (b) (6). The training session was successful in educating this group about the DDS and eAuthorizations. Direct answers were provided to their questions and concerns. More than 75% of the attendees immediately agreed to accept SSA's eAuthorization. This made the roll out of the eAuthorization proceed smoothly. Organizing and participating in this training program from the DDS were, (b) (6) MPRO; (b) (6) Director of Support Services; (b) (6) Unit Supervisor; (b) (6) Examiner; (b) (6) Fiscal Unit Supervisor; and (b) (6) DDS Administrator.
- On April 23, 2012, (b) (6) MPRO, (b) (6) Unit Supervisor and (b) (6) were guest speakers at a caseload management class at Springfield College's Rehabilitation Services Department. This annual presentation for Springfield College has been done for the last 10 years. The SSA Disability program and the role an Examiner plays were explained. Caseload management techniques were presented and discussed in "real world" terms. From these classroom sessions, the DDS has been able to recruit highly qualified individuals to fill positions as Examiners. The relationship developed with Springfield College has enhanced our profile in the community and has improved the understanding of the SSA's disability program amongst rehabilitation counselors and other individuals entering the rehabilitation field of work.
- On April 18, 2012, (b) (6) (Examiner) participated in a Disabilities Awareness event at the Naugatuck Valley

Community College. We hosted a table in the Student Union where we answered questions about the program and provided material on the Disability Program.

- (b) (6) the Director of Support Services has continued to serve as a member of the Advisory Board for the Springfield College's Rehabilitation Services Department. (b) (6) has started to participate in the Board meetings and attends when (b) (6) is not able to attend.
- In May, (b) (6) participated in an administrative cost audit that looked at CE costs, and CPT coding as part of the audit.
- On May 15, 2102, (b) (6) conducted a presentation about the ERE website and the exchange of records electronically for Community Health Resources in Enfield, CT. Community Health Resources is one of the largest mental health treatment providers in north central Connecticut. They now use the ERE website to respond to all requests for MER.
- The CT DDS lost one of its longest standing CE providers this year. (b) (6) helped the DDS work out the electronic business process for CEs. (b) (6). This was a huge loss for the DDS as (b) (6) could always be counted on to assist with ERE activities.
- (b) (6) restarted the newsletter sent out from the CT DDS to all CE providers. This newsletter goes out quarterly and covers hot topics related to the CE process from payment issues to report content and policy issues. The newsletter spotlights a different Examiner each issue so that CE providers can become familiar with our staff. We have also started using flyers or Information Bulletins to send out breaking news to CE providers. The documents are delivered either via traditional mail or via email.

2012 DC DDS Annual Consultative Examination Oversight Report

By

(b) (6) -MRO

1. Provide a brief description of the DDS's procedures used to resolve various categories of complaints received throughout the year

Consultative Examination (CE) related complaints from claimants are directed to the Medical Relations Officer (MRO). If the complaint alleges unprofessional conduct or a criminal act, the MRO will involve the agency's administrator and the chief medical consultant. The MRO contacts the claimant to get his/her interpretation of what transpired and to clarify the exact nature of the complaint. It is suggested that the claimant put in writing any complaint that may require remedial action. When received, the CE report is reviewed to determine if the complaint is captured in the report. All the facts relating to the complaint are assessed, including the review of each particular case file, the CE provider's folder (for history of previous complaints) and reviewing the online DC Department of Health website to check for any recent disciplinary actions. After this process is completed and there is reason to believe that the allegations rise to a level of unprofessional and/or a criminal act, scheduling with the CE provider would immediately be suspended. This is to protect others from possible exposure to the alleged unprofessional and/or criminal act. The MRO

notifies the CE provider of suspension and informs him/her of the pending allegations.

A call is initiated to gather information from the provider. He/she is informed about the claimant's complaint and asked for his/her opinion in response to the complaint. The response from the provider is then discussed over the phone with the claimant and, when relevant, a letter is sent to the claimant. In instances where the response given by the provider is sufficient and acceptable to the claimant, no further action is taken. In instances where the claimant is not satisfied, he/she is given the opportunity for a second examination by a different CE provider. When the outcome of the investigation merits a detailed face-to-face discussion and/or resolution, the MRO would schedule a meeting with the CE provider to clarify the problem area and to discuss corrective action. If there are repeated complaints or persistence of a particular problem against the same provider, the scheduling of future CE appointments with the provider is suspended indefinitely.

2. List of onsite reviews of CE providers

Spencer Cooper PHD

Crystal Stanley PHD

National Speech and Language Center

Neil Schiff PHD

Elliott Aleskow MD

Taghi Asadi MD

Sambhu Banik PHD

David Sniezek MD

Shirley Middleton MD

Eugene Miknowski MD

Joel Taubin MD

3. List of current key CE Providers

Elliott Aleskow MD- (b) (6) Washington, DC 20037

Joel Taubin MD- 1145 19th Street NW #504, Washington, DC 20036

Eugene Miknowski MD-1145 19th Street NW- #504, Washington, DC 20036

Robert Barnes PHD- (b) (6) Washington, DC 20020

Neil Schiff PHD-4545 Connecticut Ave NW #309, Washington, DC 20008

Sambhu Banik PHD-1012 14th Street NW #903, Washington, DC 20005

4. A. The DC DDS currently has 34 CE providers.

B. I use two Websites to check a CE provider's credentials and check to see if they are on an exclusion list. I use the DC Department of Health Professional Licensing website. This website shows if they are licensed in DC and if there is a history of any actions taken against them by the licensing board. I also use the US Department of HHS website to check if the provider is on any exclusion list. CE providers credentials are checked twice a year. They are checked in June and December.

C. I use the same process as described above for CE provider's support staff

5. Medical Fee Schedule

There have been no changes to the DC fee schedule. Fee schedule submitted in 2011 is still valid.

6. During the past year I have served on two committees involved with the SOAR process. One committee is part of the DC Department of Mental Health. I have provided them with information about the types of evidence needed to make a Social Security Disability Determination. I have also helped them identify and expedite claims through the process.

I have also worked with University Legal Services in DC. They are working to implement the SOAR process for DC residents who are being released from Federal Prisons. On the committee are representatives from the DC Department of Corrections and the Federal Bureau of Prisons.

I did conduct a training session for the DC Legal Clinic for the Homeless. I trained 21 legal and paralegal staff on Social Security Disability Criteria and procedures.

I took two online courses offered by DC Government on HIPAA regulations.

I am always promoting the use of the SSA ERE system. As per the ERE MI Dashboard, The DC DDS has the highest ERE rate in region #3. DC is consistently in the high 70's and for the month of October, 2012 we were at 80%

MEMORANDUM

TO: (b) (6) Disability Program Administrator
FROM: (b) (6) Medical Relations Officer
DATE: October 31, 2012
SUBJECT: CE Oversight Report

Complaint Procedure

When a complaint is lodged by a claimant regarding the consultative exam, the following procedure will be followed:

Whoever receives the complaint will advise the claimant to submit in writing a copy of this complaint to the attention of the Medical Relations Officer.

1. The MRO mails a letter to the claimant which acknowledges the complaint.
2. If additional information or clarification about the complaint is needed, then the MRO contacts the claimant.
3. If no additional information is needed, then the MRO contacts the CE provider
 - a. the complaint is read and the provider is asked to respond to the complaint or the complaint is faxed and the provider is asked to respond by phone or in writing
 - b. the MRO documents what the provider stated.
4. The claimant is then called.
 - a. the claimant is given the opportunity to present the complaint and to discuss the issues
 - b. the MRO will present what the provider stated.
5. The MRO decides if the complaint is valid
6. Depending on the situation, the MRO may read the CE report to the claimant. If the claimant is not satisfied, then the MRO may offer the claimant another CE with a different provider.
7. If the provider is found to be at fault, then the MRO will contact the provider to explain what is needed to improve the situation. At times a written letter is sent to the provider with instructions to correct the situation. Depending on the nature of the complaint, the MRO may make an unannounced visit to the CE provider's office. Depending on the issue, the MRO may reduce the number of referrals.
8. If the CE provider is found to be without fault, then the provider is contacted and this is explained to the provider.
9. Complaints of Egregious Nature:
 - a. Complaint is reported to the MRO, or the Director if MRO is unavailable
 - b. The Regional Office is notified of the complaint
 - c. A courtesy copy is sent to the Director of the Division of Vocational Rehabilitation (parent agency)
 - d. The complaint is reported to the proper Licensing Board, i.e. Board of Medical Practice. A Deputy Attorney General is assigned to each Board.

List of Key Providers/ Performed Onsite Reviews of CE Providers by the DE DDS

1. Frederick Kurz, Ph.D. Visit performed 8/22/12
Trolley Square, Suite 32B Top CE Provider by dollar volume
1601 Delaware Avenue
Wilmington, DE 19806

2. Irwin Lifrak, M.D. Visit performed 7/24/12
1010 N. Union Street Top CE Provider, by dollar volume
Suite 5
Wilmington, DE 19805

3. Joseph B. Keyes, Ph.D. Visit performed 8/6/12
2131 S. DuPont Highway Top CE Provider, by dollar volume
Suite 3
Dover, DE 19901

Joseph B. Keyes, Ph.D. (second office)
Thomas Building, Suite 1
326 High Street
Seaford, DE 19973

Joseph B. Keyes, Ph.D (third office)
Division of Vocational Rehabilitation
20793 Professional Park Blvd.
Georgetown, DE 19947

4. Brian Simon, Psy. D. Visit performed 6/27/12
Suite F-52 Omega Drive Top CE Provider, by dollar volume
Newark, DE 19713

5. William Waid, Ph.D. Visit performed 7/12/12
TRIAD Top CE Provider, by dollar volume
1104 N. Adams Street
Wilmington, DE 19801

All on-site reviews completed by (b) (6) Medical Relations Officer.

Process to Ensure that Medical Credential Checks and Exclusion lists(s) Checks Are Made

Introduction

In the State of Delaware (DE) the Division of Professional Regulation handles the licensing of the vendors. There are various Boards of licensing depending on the specialty.

A web site is used for quick and easy checks: www.professionallicensing.state.de.us

All licenses are good for a two (2) year period. Each Board has its own renewal date.

Process

When a vendor is hired to the CE Panel, the vendor is asked to sign a “License/Credentials Certification” form demonstrating that his/her license is in good standing and a copy of the License is submitted. The MRO will also cross check the professional licensing website.

The vendor is asked to sign a “Support Staff” form certifying that any support staff is also appropriately licensed.

The Delaware DDS performs periodic checks for licensing twice a year, i.e. once when the license is renewed and a second review 6 months later.

The Delaware DDS will check the Board of Licensing website. If there are any concerns, the MRO will contact that Board directly to obtain additional information.

A copy of the consultants check is printed off the web and placed into the consultant’s file. These files are kept by the MRO.

Sanctioned Vendors – Policy

Each month the MRO checks the OIG Lists of Sanctioned and Reinstated Health Care Providers.

When a DE provider is listed as sanctioned, the MRO will send an email to the CE Scheduling Unit. The DE DDS will not purchase/schedule a CE if the provider is on the sanctioned list.

Monthly the MRO also views the reinstated lists of medical providers. When a provider is reinstated, the MRO will e-mail staff of this fact.

Medical Fee Schedules

The Delaware DDS follows the Fee Schedule of the Division of Vocational Rehabilitation (DVR), its parent agency.

Representatives from the DDS meet with representatives of DVR for a Fee Schedule Committee Meeting quarterly. At these meetings fees for MER and CE’s are reviewed and discussed. Any inquiries for fee increases are read and addressed.

At times there are exams, tests, etc. that are exclusive to the DDS. In order to change or establish a fee, the MRO may do a combination of the following:

- contact other state agencies for their fee schedule
- contact providers in the medical community for their fees
- contact other DDS's for their fee schedule

The information obtained is presented to the Fee Schedule Committee and a fee is established.

Delaware DDS does not have any volume medical provider discounts.

The Delaware DDS has removed all fees for tests of malingering from its Fee Schedule.

Fee Schedule for Delaware: See Attachment

Activities

MRO Activities

Identifying CE Provider Needs:

MRO oversees the CE Scheduling Unit which meets regularly to discuss problems and to identify geographic areas that need additional CE panelists.

To obtain leads, the MRO

- uses the on-line phone book and the Medical Society of DE roster and calls docs in the area
- contacts the local county President of the Medical Society of DE and asks for new docs in the area
- places an advertisement in the paper and/or local professional journals
- asks the in-house medical consultants for leads
- asks the CE consultants for leads
- recruits at medical exhibits
- calls the hospitals who have docs set up in the community

ERE Activities by the MRO

(b) (6)

- Provided ERE demos for individual doctors and their staff and signed them up for ERE
- On-going training by phone to Doctor's offices on Faxing via Fax Gateway properly
- Working with the VA Medical Center to get new employees on board with ERE
- Exhibited at the Medical Society of Delaware meeting accompanied by DDS' Chief Medical Officer explaining to docs how ERE and faxing records are handled
- Exhibited at the Academy of Family Physicians meeting accompanied by DDS' Chief Medical Officer explaining to docs how ERE and faxing records are handled
- Trained new adjudicator classes on ERE
- Recruited new CE providers and set up ERE accounts
- Trained new adjudicators on CE process and procedures
- Chairperson for the SOAR project. Schedules joint meetings as needed with FO reps, and Advocates that are involved in helping the homeless/disabled population in DE
- Coordinates the quarterly Fee Committee meetings between DDS and DVR
- Coordinated with Regional and Central Offices to present the eAuthorization initiative at DE Health Information Management Association's (DHIMA) annual meeting

FLORIDA DDS CE OVERSIGHT REPORT

OCTOBER 1, 2011 – SEPTEMBER 30, 2012

1. Provide a brief description of the DDS' procedures used to resolve the various categories of complaints received throughout the year.

The Florida DDS purchased 149,674 consultative examinations (CEs) during the reporting period and received 76 complaints relative to 65 CE providers, for a less than 1% complaint rate. This extremely low number of complaints reflects continued remarkable performance on the part of Florida's CE providers.

Upon receipt of a written CE vendor complaint, Florida Professional Relations Officers (PROs) sent a letter of acknowledgement to the complainant. In some instances, the PRO called the claimant to discuss the complaint. The PRO then sent the CE provider a copy of the client's written complaint. If the complaint was received via telephone contact, a copy of a written summary was sent to the CE provider. We asked the provider to comment on the issues raised by the client.

Upon receipt of the CE provider's response, the PRO reviewed the complaint and forwarded the entire packet to Program Services. The PRO along with Program Services determined if further action was warranted based on the vendor's response and his history with the agency. When appropriate, the PRO counseled the provider on program expectations. Following counseling, PROs, as appropriate, mailed claimant satisfaction surveys and/or conducted random samples of CE reports to ensure the provider implemented corrective actions.

In complaints where site deficiencies were reported, our PRO's conducted on-site visits. In one instance, (b) (6). Our PRO, went on-site unannounced, inspected the facility and interviewed the vendor. The facility was clean (b) (6). The PRO placed the vendor on administrative review until guidance was received (b) (6). The Program Services Bureau Chief contacted the Director of Disability Determinations for any law, rule, or statute (b) (6). The Director forwarded the request to the Medical Quality Assurance (MQA) Office staff expert (b) (6). The vendor was taken off administrative review. (b) (6) assured the PRO (b) (6) will remain in another office (b) (6) while (b) (6) is seeing disability patients.

There were no CE providers terminated this fiscal year. Two CE providers were suspended for failing to comply with the terms of their Vendor Panel Application (VPA). (b) (6)

(b) (6)
Program Services Bureau Chief sent the vendor a letter informing (b) (6) of (b) (6) suspension pending (b) (6) (6)
(b) (6)

The PRO mailed a letter to the vendor asking (b) (6) to contact (b) (6) if (b) (6) wished to remain on the panel. As the vendor did not contact the PRO within the specified time, (b) (6) scheduling privileges were suspended indefinitely.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

Amin Abdelghany, MD (Panama City)	Ayman Aboulela, MD (Panama City)	Access Behavioral (Orlando)
Susan Addis, PhD (Chiefland)	Eftim Adhami, MD (Gainesville)	Raheel Ahmed, MD (Stuart)
Lilian Akagbosu, MD (Ocala)	Fred Alberts, PhD (Tampa)	Linda Appenfeldt, PhD (St. Petersburg)
Assessment & Treatment Centers (Miami)	Associates for Eval & Therapy (Ocala)	Alvan W. Barber, MD (Ormond Beach)
Nina M. Barnes, PhD (Perry)	Susan Barsky, PhD (Jacksonville)	William E. Beaty, PhD (Gainesville)
William Benet, PsD (Gainesville)	Diana Benton, PsyD (Lake City, Gainesville)	David Bortnick, PhD (Ocala)
Capital Research Institute (West Palm Beach)	J. Rodney Cardiff, MD (Port St. Lucie)	Chris J. Carr, PhD (Mayo)
John J. Catano, MD (Miami)	Center for Behavioral Health Care (Ft. Myers)	Colleen Character, PhD (Ocala)
Lance Chodosh, MD (Gainesville)	William V. Choisser, MD (Orange Park)	Clements and Associates (Port Charlotte, Lake Mary)
Clinical Psychology Associates (Pensacola)	Comp Care (Ocala)	Cross Creek Medical (Tallahassee)
Susan Denahy, MD (Pensacola)	John Dawson, MD (Pensacola)	Robert Dehgan, MD (St. Augustine)
DFS Walk-In Clinic (Defuniak Springs)	Disability Consultants (Port Charlotte, Cocoa)	Doctors Memorial Hospital (Perry)
Easter Seal Society (Daytona Beach)	Osma Elshazly, MD (Panama City)	Emerald Coast Neck & Back (Niceville)
Emerald Coast Psychology (Defuniak Springs, Marianna)	Empower Preventative Medicine (Jacksonville, Lake City)	Exodus Rehabilitation (Mariana)
First Coast Hearing Clinic, Inc (Palm Coast)	GNC Therapies, Inc (Coconut Creek)	Malcolm J. Graham, III, PhD (Daytona Beach)
Carol Grant, MD (Orlando)	Robert Greenberg, MD (Gainesville)	Marie Hume Guilford, PhD (Tallahassee)
Patricia Harrison MS, CCC (Jacksonville)	Nitin Hate', MD (Orlando)	James Henderson, MD (Stuart)
Thomas Hibberd, PhD (Inverness)	Stephen Hirschorn, PhD (Pensacola)	Nicole Hite, SLP (Ocala)
Gary Honickman, PhD (Ocala)	Hope Counseling Center (Ocala, Umatilla)	Rhys D. House, MD (Jacksonville)
Janet Humphreys, PhD (Gainesville)	Industrial Medicine Associates (Miami, St. Petersburg, Ft. Myers, Sarasota, Jacksonville)	Jacksonville Eye Center (Jacksonville)
JAS Medical MGT.,LLC (Miramar)	Aimee Jennings, SLP (Starke)	Robin Johnson, PsyD (Jacksonville)
Therese Kemper, PhD (Tallahassee)	Eshan Kibria, DO (Ft. Myers)	Robert Kline III, PsyD (Tallahassee)
KLM Medical Services LLC (Tampa)	Peter Knox, PsyD (Jacksonville)	J. Lucas Koberda, MD (Tallahassee)
LabCorp Inverness (Inverness)	Heather Lasher, SLP (DeBary)	Ciceron Lazo, MD (Jacksonville)
Krzysztof Lewandowski, MD (Panama City)	Kenneth Long, PhD (Quincy)	Lauren Lucas, PhD (Jacksonville)
Mark Manuel, PsyD (Gainesville)	MDSI Physician's Group (Lakeland)	Martin D. Segal & Associates (Coconut Creek)
Med Plus FL (Milton, Mariana, Tallahassee, Winter Haven)	Melbourne Urgent Care LLC (Melbourne)	Hector Meruelo, MD (Hialeah)
Robert Moering, PhD (Plant City)	North Florida Eye Center (Gainesville, Mariana))	North Florida Psychological Services (Palatka)
NW FL Psychological Services (Crestview)	J. Jeff Oatley, PhD (Daytona Beach)	Ocala Family Medical Center, Inc. (Ocala)

Steve Odeh, MD (Havana)	Owen Oksanen, MD (Port St. Joe)	Eniola Owi, MD (Tampa)
Paul Tritsos Assessments Counseling Services (Panama City)	Douglas Porter, MD (Destin)	Premier Medical Center (Perry)
Primary Care Center (Lynn Haven)	Psychological Services of Jacksonville (Orange Park)	Putnam Radiology (Palatka)
Stanley Rabinowitz, MD (Ft. Lauderdale)	Michael Railey, PhD (Tallahassee)	Ada Ramirez, PhD (Casselberry)
Vivian Roy, PhD (Lake Mary)	Shanlis Counseling (Stuart)	Clifford Share, MD (Port Orange)
James R. Shoemaker, DO (Ormond Beach)	Sight & Sun Eyeworks (Tallahassee)	Silver Star Family Medicine (Ocoee)
William Simmons, MD (Tallahassee)	Southeastern Therapy Services (Crawfordville)	Southern Medical Group (Lake City)
Speech Works Pediatric Therapy (Palm Coast)	Target Testing (Lakeland)	Victoria Te, MD (Tallahassee)
Win Thu, MD (Palatka)	Timko Hearing Care (Deland)	Hung V. Tran, MD (Jacksonville)
Thomas G Trimmer, PhD Inc (Tampa)	Tri-State Psychology (Tallahassee)	University Medical Health Center Counseling Center (Miami)
US Healthworks Medical Group (Ocala, Leesburg)	Denise Verones, PhD (Palm Coast)	Vision Arts Eyecare Center of Perry (Perry)
Julie Watts/Small Talk (Jacksonville)	Steven Weiss, PhD (Crystal River)	Stanford Williamson, DO (Dania Beach)

3. Provide a current list of names and addresses of key providers.

VENDOR	ADDRESSES	AREA
Industrial Medicine Associates*	5783 49 th St N, St. Petersburg, FL 33709 2650 Bahia Vista, Ste 202, Sarasota, FL 34239 9407 Cypress Lake Dr, Ste C, Ft. Myers, FL 33919 3901 University Blvd, S, Ste 203 Jacksonville, FL 32216 1431 NW 13 Terrace, Miami 33125, FL 18350 NW 2 nd Ave, Ste 404, Miami Gardens, FL 33169	Tampa Tampa Tampa Jacksonville Miami Miami
Clements & Associates	8359 Beacon Blvd, Ste 116, Ft. Myers, FL 33907 6936 W Linebaugh Ave, Ste 102, Tampa, FL 33625 18245 Paulson Dr, Port Charlotte, FL 33954 2500 W Lake Mary Blvd, Ste 111, Lake Mary, FL 32746 7600 Southland Blvd, Ste 100, Orlando, FL 32809 2001 Palm Bch Lakes Blvd, Ste 300-I, West Palm Beach, FL 33409	Tampa Tampa Tampa Orlando Orlando Miami
US Healthworks Medical Group	210 S Lake St, Ste 4, Leesburg, FL 34748 4780 N Orange Blossom Tr, Orlando, FL 32810 9500 Satellite Blvd, Orlando, FL 32837 1109 SW 10 St, Ocala, FL 34474 5406 Hoover Blvd, Ste 21, Tampa, FL 33634	Orlando Orlando Orlando Jacksonville Tampa
Access Behavioral	225 N John Young Parkway, Kissimmee, FL 34741 6000 Turkey Lake Rd, Ste 211, Orlando, FL 32819 274 W Central Ave, Ste L, Winter Haven, FL 33880 1105 Lake Harris Dr, Tavares, FL 32778 624 Executive Park Ct, Unit 1024 D, Apopka, FL 32703	Orlando Orlando Orlando Orlando Orlando
Hope Counseling	160 Avenue E NW, Winter Haven, FL 33881 4404 S Florida Ave, Ste 3, Lakeland, FL 33813 16311 Whistling Pines Rd, Umatilla, FL 32784 125 Cottonwood Dr, Davenport, FL 33837 2201 Spring Lake Rd, Fruitland Park, FL 34731	Orlando Orlando Orlando Orlando Orlando

	1400 Highway 630 W, Frostproof, FL 33843 601 N 7 th Street, Fort Pierce, FL 34954 3200 US Hwy 27 South, Ste 206 A, Sebring, FL 33870 480 Fentress Blvd, Ste #A, Daytona Beach, FL 32114 1520 NE 14 th St, Ocala, FL 34470 6540 Massachusetts Avenue, New Port Richey, FL 34653	Orlando Orlando Orlando Jacksonville Jacksonville Jacksonville
Stanley Rabinowitz, MD*	3594 Broadway, Ste E, Ft. Myers, FL 33901 (b) (6) Hudson, FL 34667 5601 N Dixie Highway, Ste 317, Ft. Lauderdale, FL 33334	Tampa Tampa Miami
Med Plus*	6312 Powerline Rd, Ft. Lauderdale, FL 33309 2790 N Military Trail, West Palm Beach, FL 33409 706 S 6 th St, Ft. Pierce, FL 34950 820 Spring Lake Square, Winter Haven, FL 33881 4439 Jackson Street, Marianna, FL 32448 5825 Highway 90, Milton, FL 32570 3101 N 12 th Ave, Ste 102, Pensacola, FL 32503 11 Racetrack Rd NE, Bldg D, Ste 1, Ft. Walton Bch 32547 102 Alabama St, Suite B, Crestview, FL 32536 215 Forest Park Circle Panama City, FL 32405 1240 E Normandy Blvd, Deltona, FL 32725 165 Southpark Blvd, Unit C & D, St. Augustine, FL 32086 2408 W Plaza Drive, Tallahassee, FL 32308	Miami Miami Orlando Orlando Pensacola Pensacola Pensacola Pensacola Pensacola Pensacola Pensacola Jacksonville Jacksonville Tallahassee
Silver Star Family Med	1202 E Silver Star Rd, Ocoee, FL 34761	Orlando
John Catano, M.D.	7300 W McNab Rd, Ste 112, Tamarac, FL 33321 (b) (6) Hialeah, FL 33013	Miami Miami
Shanlis Counseling	202 NW 5 th Ave, Okeechobee, FL 34972 1621 14 th Ave, Vero Beach, FL 32960 2506 Acorn St, Ste A, Fort Pierce, FL 34950 430 SW California Ave, Stuart, FL 34994	Orlando Orlando Orlando Orlando
Peter Knox, PsyD*	10 West Adams St, #106, Jacksonville, FL 32202 7855 Argyle Forest Blvd, Ste 907, Jacksonville, FL 32244	Jacksonville Jacksonville
Disability Consultants*	1115 N Central Ave, Kissimmee, FL 34741 275 W Cocoa Beach Causeway, Cocoa Beach, FL 32931	Orlando Orlando
Alvan W. Barber, MD*	70 Fox Ridge Ct, Suite B, Debary, FL 32713 (Inactive) (b) (6) Titusville, FL 32796 (b) (6) Sanford, FL 32771 (b) (6) Ormond Beach, FL 32174	Jacksonville Orlando Orlando Jacksonville
Hector Meruelo, MD	777 E 25 St, Ste 502, Hialeah, FL 33013 11880 SW 40 St, Ste 311, Miami, FL 33175	Miami Miami
Assessment and Treatment Centers, Inc	362 S Main St, Belle Glade, FL 33430 1399 NW 17 th Ave, #306D, Miami, FL 33125 115 Woolbright Rd SW, Ste B, Boynton Beach, FL 33435	Miami Miami Miami
University Medical Health Center	1190 NW 95 St, #302, Miami, FL 33150 9000 SW 87 Ct, Ste 105, Miami, FL 33176 2210 W Atlantic Ave, Delray Beach, FL 33445	Miami Miami Miami
KLM Medical Services*	12140 Cortez Blvd, Brooksville, FL 34613 6545 Ridge Rd, Ste 4, Port Richey, FL 34668 1649 Sun City Center Plaza, Sun City Center, FL 33573 400 E Dr MLK Jr Blvd, Ste 104, Tampa, FL 33603	Tampa Tampa Tampa Tampa
JAS Medical Mgt.	6151 Miramar Pkwy, Ste 104, Miramar, FL 33023	Miami
Cross Creek Medical	1381 A Cross Creek Circle, Tallahassee, FL 32301 609 5 th St, Suite 3, Live Oak, FL 32064	Tallahassee Tallahassee
Brightside Psy- Internal Medicine	1277 N Semoran Blvd, Ste 107, Orlando, FL 32807	Orlando
Timothy Foster, PhD.	30 N Ring Ave, Ste 200, Tarpon Springs, FL 34689 (b) (6) Brandon, FL 33511	Tampa Tampa
Lawrence N. Pasmán, PhD.	(b) (6) Tampa, FL 33604	Tampa
Arthur Pasach, MD*	(b) (6) Tampa, FL 33602 (b) (6) Lakeland, FL 33813	Tampa Orlando
Steve Odeh, MD*	(b) (6) Havana, FL 32333 (b) (6) Thomasville, GA 31792 (Inactive)	Tallahassee Tallahassee
James Shoemaker, MD	(b) (6) Ormond Beach, FL 32174	Jacksonville
Emerald Coast Psychology	1593 County Hwy 393 S, Santa Rosa Beach, FL 32459 1299 US Hwy 90, Ste 1, Defuniak Springs, FL 32433	Pensacola Pensacola

	26 Oak Avenue, Panama City, FL 32401 16708 SW Pear Street, Blountstown, FL 32424 2944 Pen Avenue Suite L, Marianna, FL 32448 339 NW Racetrack Rd, Ste 12, Ft. Walton Beach, FL 32547 1032 Mar Malt Dr, Ste 100, Ft. Walton Beach, FL 32547	Pensacola Pensacola Pensacola Pensacola Pensacola
Linda Appenfeldt, Ph.D.*	(b) (6) St. Petersburg, FL 33707	Tampa
Billie Jo Hatton, PhD*	(b) (6) Largo, FL 33778 (b) (6) Springhill, FL 34608 (Inactive)	Tampa Tampa
Melbourne Urgent Care	395 S Wickham Rd, Melbourne, FL 32904	Orlando
Diana Benton, PhD*	(b) (6) Lake City (b) (6) Gainesville, FL 32601	Tallahassee Tallahassee
Janet Humphreys, PhD*	113 E Call St, Ste C, Starke, FL 32091 1505 NW 16 th Ave, Ste B, Gainesville, FL 32606 (Inactive) 1135 NW 23 rd Ave, Ste E, Gainesville, FL 32609	Tallahassee Tallahassee Tallahassee
Eftim Adhami MD*	720 SW 2 nd Ave, Suite 205, Gainesville, FL 32601	Tallahassee
J. Rodney Cardiff, MD*	(b) (6) Port St. Lucie, FL 34952	Orlando
MDSI Physician's Group*	5325 US Hwy 98 N, Lakeland, FL 33809 7791 South US Hwy 1, Pt. St. Lucie, FL 34952	Orlando Orlando
Carol Grant	8216 World Center Dr, Ste D, Orlando, FL 32821 1540 International Pkwy, Ste 2000, Lake Mary, FL 32746	Orlando Orlando
Robert Kline, PhD*	1282 Timberlane Rd, Suite L, Tallahassee, FL 32308	Tallahassee
Chris Carr, PhD*	(b) (6) Palatka, FL 32177 (b) (6) Mayo, FL 32066 260 S Marion Ave, Suites 140 & 145, Lake City, FL 32055	Jacksonville Tallahassee Tallahassee
Eshan M Kibria, DO	(b) (6) Naples, FL 34108 (b) (6) Ft Myers, FL 33912 (Inactive) (b) (6) Ft Myers, FL 33907 (b) (6) Clewiston, FL 33440 (Inactive)	Tampa Tampa Tampa Tampa
Ada Ramirez	250 Wilshire Blvd, Ste 148, Casselberry, FL 32707 5390 Hoffner Ave Ste G, Orlando, FL 32812 111 E Monument Ave, Ste 301, Kissimmee, FL 34741 1103 West Hibiscus Blvd, Ste 403, Melbourne, FL 32901	Orlando Orlando Orlando Orlando
James Henderson, MD*	(b) (6) Stuart, FL 34994	Orlando
Center for Behavioral Health Care P.A.	3227 S Horseshoe Dr, Ste 101, Naples, FL 34104 3949 Evans Avenue, Ste 202, Ft. Myers, FL 33901	Tampa Tampa
Vivian Roy, PhD*	3074 West Lake Mary Blvd, Ste 140, Lake Mary, FL 32746 (b) (6) Sanford, FL 32771 (b) (6) Flagler Beach, FL 32136 (Inactive)	Orlando Orlando Jacksonville
Raheel Ahmed, MD	1900 Nebraska Ave, Ste 3, Ft Pierce, FL 34950	Orlando
GNC Therapies, INC	8461 Lake Worth Road, Lake Worth, FL 33467 5489 Wiles Road, Coconut Creek, FL 33073 110 Harrell Drive, South Bay, FL 33493	Miami Miami Miami
Tri-State Psychology*	412 Washington St, Chattahoochee, FL 32324 (Inactive) 7363 Hall Rd, Thomasville, GA 31738 (Inactive) 1804 Miccosukee Commons Dr, Ste 206, Tallahassee, FL 32308 2140 Crawfordville Hwy, Crawfordville, FL 32327	Tallahassee Tallahassee Tallahassee Tallahassee
Southern Medial Group*	1233 SW State Rd 47, Lake City, FL 32025	Tallahassee
Empower Preventative Medicine PA*	4221 Baymeadows Rd, Suite 6, Jacksonville, FL 32217	Jacksonville

*PERFORMS CEs ONLY

4. For CE Panels:

a. Current number of CE providers on the panel: approximately 1203.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

When a CE provider is recruited, the vendor completes an application which includes a statement certifying that he has a clear and active Florida license. We obtain License verification from the State of Florida, Department of Health, Division of Medical Quality Assurance (MQA) website, the agency responsible for the oversight of healthcare practitioners in our state. We also review the HHS Office of Inspector General (OIG) List of Excluded Individuals and Entities (LEIE) website to verify that the vendor has no sanctions.

We maintain our CE vendor files electronically within the electronic Vendor File Application (eVPA). Information Services (IS) staff and the PRO cadre monitor the program to capture essential data about each CE vendor, services provided, fiscal information, contact information, and critical review dates. This program allows for a number of useful alerts and management reports. It allows us to match our active CE vendor database with that of Florida's MQA. If MQA has censured any one of our vendors, we receive an automatic alert in our electronic vendor panel application (eVPA) action log. This program alerts us annually to re-check the CE vendor's OIG status. The program also alerts us two months prior to when a vendor's license will expire and every five years, when existing vendors re-apply for continuation of vendor panel membership.

In addition to the alerts built into our eVPA, MQA sends e-mail notification to designated DDS staff when any emergency disciplinary action is taken against a healthcare provider. MQA also provides periodic notification of non-emergency disciplinary actions taken against healthcare providers.

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

When PROs recruit a potential CE provider, they are requested to complete an application, which includes a statement which attests that his support personnel are properly licensed or certified in accordance with State requirements. We request an updated panel application every five years. This updated application also requests that the CE vendor attest to certification requirements regarding support personnel's proper licensure and certification.

5. For medical fee schedules:

a. Provide a description of CE/MER fee schedule changes (include a description of any volume provider discounts).

On February 10, 2012 the Florida fee schedule was revised to reflect increased time needed to administer the updated version of the Wechsler Memory Scale. The time increments for the completion of CPT MT96101, Memory Testing, and MA96101, Memory Assessment, have been increased to 2 1/2 hours and 4 1/2 hours, respectively. Additionally, the General Personality Evaluation (PE96101) was deleted from the Florida fee schedule in accordance with DDS Administrators' Letter No. 866.

The Florida DDS revised its CE fee schedule effective October 1, 2012 to implement 2012 Medicare fee changes. CPT Code 94720, Carbon Monoxide Diffusing Capacity (DLCO), has been replaced by Code 94729, Diffusing Capacity (DLCO).

The Florida DDS continues to pay a flat fee of \$14.00 for MER and \$16.00 for the completion of teacher and speech and language questionnaires.

b. Provide a copy of current fee schedule. A copy of the current CE fee schedule is attached.

6. Provide a brief description of DDS PROs' activities regarding electronic medical evidence, exhibiting at medical conventions, joint actions with regional public affairs offices, etc.

Community Activities:

PROs completed the following activities:

- A Florida PRO provided information to staff at Baker County Health Department to discuss the disability process, procedure and medical documentation that is needed for disability claims.
- A Florida PRO visited Florida Hospital in Deland, Florida Hospital Memorial Medical Center in Daytona and Florida Hospital in Palm Coast to train staff on the ERE process.
- A PRO recruited Tampa General Hospital and Suncoast Mental Center two major providers.
- A PRO coordinated the registration for the Outbound fax for Suncoast Mental Health Center
- Florida PROs educated medical providers concerning the process and benefits of the new electronic 827 authorization (e-827).

Florida's PROs continued to provide technical assistance on the use of ERE to numerous CE and MER sources throughout the state. We continued to register and support MER providers and treating sources that use SSA's ERE website for submission of records. These annual statistics document Florida's success in ERE activities, with percentages well above the national DDS average:

	CE	MER	Non-Medical	All
FLORIDA	99.20%	85.56%	52.46%	74.39%
NATIONAL DDS AVERAGE	96.84%	72.08%	33.22%	60.51%

The Florida PROs actively recruited 16 additional high volume MER sources to participate in Florida's outbound fax initiative for MER requests. These vendors receive our requests for evidence, along with the imaged SSA 827 signed by the claimant for processing.

Georgia Disability Adjudication Services (DAS) CE Oversight Report for FFY 2012

1. GEORGIA DAS PROCEDURES FOR RESOLVING THE VARIOUS CATEGORIES OF COMPLAINTS

- Pull the provider's file and review to see if there have been other complaints.
- Check the Georgia Boards and OIG site to ensure the provider is still licensed and in good standing with the state of Georgia and Medicare/Medicaid.
- Contact the adjudicator and/or claimant to obtain additional information about the complaint in question. We also notify the claimant in writing that we are investigating their complaint and will take appropriate action.
- Contact the provider for his/her response to the complaint. The provider may be contacted by phone for minor complaints, or by mail or in person if complaints are more severe.
- If the complaint is found to be without merit, no action is taken.
- If the complaint is found to be minor, but does not significantly impact the provider's ability to perform exams (things such as "office too difficult to locate", "wait too long", etc.) we may place the provider on a corrective action plan with notification to the provider asking them to take appropriate action and we will follow up as appropriate.
- If the complaint is more egregious, such as unethical or illegal activity, we will notify the DAS Director and DAS Legal Services Officer. If warranted we will contact the office of Georgia Vocational Rehabilitation Agency, SSA Regional Office, Office of Internal Security, SSA Office of the Inspector General and/or the local law enforcement, based on the nature and severity of the complaint. Appropriate action will be taken by the DAS depending on severity of the complaint and findings. These actions could include anything from a Corrective Action Plan to termination from the DAS Panel of Providers.
- Georgia routinely sends questionnaires to claimants regarding their CE experience. Should complaints be lodged against a particular provider, the Professional Relations Unit (PRU) will target that provider and send a larger sample of questionnaires to other claimants who are scheduled to be seen by that provider. The questionnaires are then used to determine if any of the additional steps outlined above should be taken.

2. ONSITE REVIEWS OF CE PROVIDERS COMPLETED BY THE GEORGIA DAS FOR FFY 2012

- **Bennett-Johnson, Dianne, M.D.**
- **Berger, Steven, Ph.D**
- **Besses, Valeri Michelle PH.D.**
- **Brewer, Debbie R., M.D.**
- **Cain, Alicia, M.D.**
- **Evaluation Systems Inc.**
- **Gayer, Harvey, Ph.D.**
- **Gratton, Cheryl A. Ph.D.**
- **Janit, Adrian Stanford Ph.D.**
- **Huthwaite, Justin Scott, Ph.D.**
- **Lee, Tiffany, M.D.**
- **Maierhofer, Richard, Ph.D.**
- **Med Plus**
- **Murray, Darrell L., M.D.**
- **Odeh, Steve O. M.D.**
- **Premier Psychological Center**
- **Roth, Kristiansson, Ph.D.**

- Schacher, Stephen M.D.
- Steinert, Harriett M.D.
- Snook, Steven Ph.D.
- Southern Medical Group Inc.
- The Renaissance Centre
- United Psychology Center
- Walker, Lance, M.D.
- Wallace, Stanley, M.D.
- Whitley III, John, Ph.D.
- Williamson, Stanford, M.D.

3. CURRENT LIST OF NAMES AND ADDRESSES OF KEY PROVIDERS.

The above list (#2) includes all key and volume providers that required an onsite review in the past federal fiscal year. The following list captures all providers billing at \$150,000 or more in the past fiscal year (FFY 2012).

Bennett-Johnson, Dianne, M.D.

(b) (6)
Lilburn, GA 30047-3717

Berger, Steven Gary, Ph.D.

**4939 Lower Roswell Rd.
 Bldg. B Suite 202
 Berger Psychological Services PC
 Marietta, Ga. 30068-4338**

Besses, Valerie, Ph.D.

**45 South Avenue, Suite 100
 Southern Psychological Associates
 Marietta, GA 30060**

Cain, Alicia, M.D.

**210 Willis Drive
 Medstop Consult Group
 Stockbridge, GA 30281-7272**

Evaluation Systems Inc.

**North Georgia Evaluators
 413 Shorter Ave., Suite 105
 Rome, GA 30165**

- **Muller, John S. Ph.D.**

Gayer, Harvey Louis, Ph.D.

**485 Huntington Rd., Suite 199
 Double Tree Place
 Athens, GA 30606**

Gratton, Cheryl, Ph.D.

**550 Peachtree St. N.E.
 Suite 1577
 Emory Midtown Medical Office Tower
 Atlanta, Ga. 30308-2254**

Janit, Adrian S., Ph.D.
3730 B. Executive Center Dr.
Georgia Psychology & Counseling
Martinez, Ga. 30907-2360

Huthwaite, Justin, Ph.D
C/O Arbor Heights Baptist Church
3506 Reynolds Rd.
Douglasville, GA 30135

Lee, Tiffany Strawbride M.D.
4150 Snapfinger Woods Dr., Suite 100
Priority Health
Decatur, GA 30035

Maierhofer, Richard, Ph.D
(b) (6)
Carrollton, GA 30117-2464

Med Plus, GA
602 Abercorn St
Savannah, GA 31401

Murray, Darrell Lee, M.D.
920 Dannon View, Suite 3103
Atlanta, GA 30331-2157

Odeh, Steve O., M.D.
1350 Joe Frank Harris Pkwy., Suite 101
Rhema Clinics PC
Cartersville, Ga. 30120

Premier Psychological Center Inc.
1533 Granby Lane
Locust Grove, Ga. 30248-7032

- **McAdams, Valerie, Ph.D.**

Roth, Kristiansson Ph.D.
C/O Gateway Behavioral Health
600 Coastal Village
Brunswick, Ga. 31520

Schacher, Stephen A., M.D.
105 Whitehead Rd., Unit 4
Athens, Ga. 30607

Steinert, Harriett, M.D.
(b) (6)
Savannah, Ga. 31404

Snook, Steven C., Ph.D.
1651 Phoenix Blvd., Suite 2
College Park, GA 30349-5552

**Southern Medical Group Inc.
C/O Complete Chiropractic
1101 East 51st Street
Savannah, GA 31404-4031**

**The Renaissance Centre
506 N. Jackson St.
Albany, GA 31701**

**United Psychology Center
2849 B Henderson Mill Rd.
Atlanta, Ga. 30341**

- **DeGroot, James, Ph.D.**

**Walker, Paul Lance, MD
Pointmed Inc.
1810 White Cir., Suite 155
Primary Care Office Bldg.
Marietta, GA 30066**

**Wallace, Stanley W., MD
1624 Watson Boulevard
Dehnad Center Unit E
Warner Robins, Ga. 31093-3430**

**Whitley III, John C., Ph.D
1121 White Oak Rd.
McDuffie County Partners for Success
Thomson, Ga. 30824**

**Williamson, Stanford, MD
Physician Disability Examination Services
2402 N. Tift Ave., Suite 103
PDES
Tifton, Ga. 31794**

4. CE PANELS:

- a. Current number of CE Panelists in Georgia: 1110
- b. Below is a description of the process used by GA DAS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter to ensure that no unlicensed or excluded CE providers perform CEs:

When recruiting a new practitioner, the Professional Relations Coordinators (PRC) check the Professional Relations Unit (PRU) folders to see if there is an existing file on the practitioner in question. If so, we review the contents of the file for any adverse information. We then check the different Georgia websites for the various boards of licensure (Medical Examiners, Speech and Audiology, Psychology, Physician Assistant, etc.) to ensure that the practitioner is currently

licensed. The Georgia Medical Board of Examiners web site also contains information concerning any sanctions or board orders. If the practitioner's license is inactive, suspended or revoked we do not recruit that person. We also check the OIG web site for sanctions and should we find any, we do not recruit that individual.

Each year the PRC is responsible for checking the current licensure of the Georgia Boards of Medical Examiners, Psychologists, Audiologists, Speech Pathologists, and Physician Assistants. We run that information against our vendor file. The OIG website is checked quarterly.

Providers are asked to sign a Certificate of Licensure and Credentials attesting to the following:

- they are in good standing with Medicare/Medicaid
- they have an active license that is not suspended or restricted, and
- they have no disciplinary actions against them.

Providers are advised in writing that if their licensure is suspended or restricted or if their standing with Medicare/Medicaid changes, it is their responsibility to notify DAS.

- c. Below is a description of the process used by the GA DAS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation:

All practitioners are advised that they must notify DAS when they use a Nurse Practitioner (NP) or Physician's Assistant (PA) in the CE process. The name of the NP/PA is checked in the Georgia website and the NP/PA is required to sign a Certificate of Licensure and Credentials, as above.

Providers are asked to sign a Certificate of Licensure and Credentials attesting that any support staff who help to perform or otherwise participate in the conduct of consultative examinations are properly licensed and/or certified. The provider is also advised that it is his/her responsibility to bar any support staff person from participating in the CE process if that individual is not properly licensed and/or certified or is barred from participation in the Medicare or Medicaid programs. On every CE appointment letter we include the following: **"It is your responsibility to advise the DAS Professional Relations Unit if you or any of your staff who participate in the consultative examination are currently sanctioned, have lost your license or are excluded from receiving Medicare or Medicaid funding. Failure to notify us immediately will result in permanent removal from the DAS panel"**.

5. MEDICAL FEE SCHEDULES

- a. The Georgia DDS pays \$15 for MER submissions.
A9003 - The MMPI - Minnesota Multi-phasic Personality Inventory which tests for malingering was removed from the fee schedule.

b. Fee Schedule for Evaluations

A0028	Comprehensive All Systems CE (AC)	\$160.00
	• Includes - A0000 Completion of All Systems Form	\$15.00
A0029	Childhood Comprehensive All Systems CE (CC)	\$150.00

09260	Neurological CE (NU)	\$191.84
09340	Ophthalmological CE (OP)	\$127.67
92083	Visual Fields on a standard ARC Perimeter	\$84.61
A0030	Musculoskeletal CE: back, spine, and/or multiple extremities (MS)	\$150.00
	• Includes - A0000 Completion of All System Form	\$15.00
A0002	Psychiatric CE (PA)	\$127.67
09580	Psychological CE – 3 hour limit (indicate time) (PO)	\$234.66
	A0007 Psychological – mental status only (2 hrs) (PX)	\$156.44
	A0008 Psychological – IQ testing only (2 hrs) (PQ)	\$156.44
	A0006 Neuropsych CE (5 hrs)	\$391.10
	A0055 Psychological one additional Hour	Per Hr: \$78.22
	07801 WMS in conj with other testing and MSE (2 hr)	\$156.44
	07802 WMS and brief clinical interview (1 hr)	\$78.22
	*07801 or 07802 to be used only when claimant is sent back for second visit after a full or 2 hr psychological to same provider (A narrative report is assumed with either of these tests)	
92557	Audiometry – basic comprehensive threshold evaluation (HE) and Speech Recognition. Price includes office visit (99201)	\$81.76
69210	Removal of Impacted Ear Wax	\$49.97
92506	Speech CE (speech pathologist) (SP)	\$148.86
09440	Otolaryngological CE (OT)	\$127.67
99201	Office Visit – limited history and physical exam with narrative report	\$41.20
A9029	Office Visit -assess cardiac status only (use with 93015, treadmill EKG)	\$41.20
A9019	Review of Medical Records; completion of medical assess form	\$40.00
93000	EKG, resting, with interpretation and report (CA)	\$19.75
93015	EKG Treadmill, with interpretation and report (unless contraindicated)	\$92.85
93307-TC	Echocardiography	\$101.13
93307-26	Interpretation of Echocardiography	\$47.73
94060	Pulmonary function studies, before and after bronchodilators (PU)	\$61.10
94200	MVV – Maximum breathing capacity	\$24.19
A2005	Arterial blood gas studies, resting only (PU)	\$27.22
A2006	Arterial blood gas studies, resting and exercise	\$27.22
94720	DLCO Carbon dioxide diffusing capacity (PU)	\$52.56
93922-TC	Toe Dopplers	\$98.74
93923-TC	Doppler studies, resting only (VS)	\$148.99
93924-TC	Doppler studies, resting and exercise (VS)	\$189.32
95860	EMG, 1 extremity (95861 – 2 extremities, 95863 – extremities, 95864 – 4 extremities)	\$90.76
7*	RA and A7*	
8*	LB and A8*	
A9005	Snellen	\$10.00

Updated 07/12

6. DAS PROFESSIONAL RELATIONS OFFICER'S/MEDICAL RELATIONS OFFICER'S ACTIVITIES REGARDING ELECTRONIC MEDICAL EVIDENCE

The PRCs encourage the use of electronic transmissions with every CE and MER source they encounter. For several years, all new providers added to our panel have been required to send in evidence electronically. CE providers in the rural areas of Georgia are encouraged to invest in fax machines or computers. We no longer include return envelopes with CE paperwork. We

discontinued sending envelopes to MER providers on April 1, 2008. We have not included envelopes in our Teacher Questionnaire requests since August of 2007.

Currently we have 185 vendors who receive requests and transmit records via Outbound ERE. This enabled these vendors to electronically receive 34,525 requests for evidence. The Georgia DDS received 9,659 ERE responses to these requests. For FFY 2012, 213,065 requests were transmitted via Outbound Fax. For FFY 2012 the GA DDS received 115,697 MER submissions via FAX. We encourage all adjudicators to educate MER providers about electronic transmission choices and to refer anyone with questions to one of the Professional Relations Coordinators. We take every opportunity to provide literature explaining the electronic process to all providers.

On March 23, 2012 our agency offered our first Psychological Conference. All of the psychologist throughout the state who provide psychological CE's or have interest in doing CE's were invited. The conference was entitled "Improving the Experience for Every Contributor". We had 114 attendees. Every attendee received a new training manual created by one of our staff psychologist. The goal of the conference was to re-educate our psychological providers about the information needed in a psychological CE report and introduce this information to those interested in being on the panel. Most importantly, to improve the quality of psychological CE reports and to let the providers know that our staff psychologists are available to answer any question they may have in the future. The material was divided into five (5) sections and the attendees received six (6) hours of free Continuing Education Units. During lunch the CE providers were able to meet and visit with their CE schedulers. They met many of our staff psychologists and were pleased to put names with faces. Many of the attendees expressed appreciation for the opportunity to participate and shared that they were eager to use what they had learned in their future reports.

Prepared by (b) (6)
Professional Relations Manager
Georgia DAS

**State of Hawaii
Disability Determination Branch**

CE Management/Oversight Report for FY 2012

- 1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.**

All complaints received by the Hawaii DDS office are treated seriously and investigated. The procedure used is:

- A. Complaints that a CE provider is rude or acted in an unprofessional manner:**
 - 1. Respond to claimant's complaint by sending a letter of acknowledgement.**
 - 2. CE provider is notified and the allegation is investigated. The chief physical or psychological MC is notified of complaint. The CE report is reviewed and the CE provider is called by the chief MC. The MC will determine whether there is any validity to the complaint and will have this information placed in the claimant's file. Complaints and responses are reviewed per State procedures to determine if any additional action is required.**

- B. Complaints or allegations of an egregious nature (which could include illegal/criminal activity, inappropriate sexual behavior, cultural insensitivity, allegations compromising the health and safety of claimants):**
 - 1. Same as above.**
 - 2. Same as above.**
 - 3. If validity to the complaint is suspected:**
 - a. Suspend any referrals and reschedule pending appointments with the provider while the allegations are being further investigated (meet with the CE provider to further discuss claimant's allegations, present CE provider with copies of the complaints).**

- b. **Notify the DDS Administrator of the nature and severity of the claimant's complaints.**
 - c. **Notify State authorities of law enforcement.**
 - d. **Document the appropriateness of the CE provider's responses and determine if further actions are needed.**
 - e. **Notify the Regional Office of the complaints/allegations and the course of actions taken by the DDS/State authorities.**
- 2. Provide a list of the onsite reviews of CE providers completed by the DDS.**
- A. Joseph Bratton, Ph.D.**
 - B. MSLA (Kevin Adams, M.D.)**
 - C. Dennis Donovan, Ph.D.**
 - D. Deanna Coshignano, Ph.D.**
 - E. I Ola Lahui, Inc. (A. Aukahi Austin, Ph.D., Robin Miyamoto, Psy.D., Jill Oliveira Gray, Ph.D., Victoria Reed, Psy.D.)**
- 3. Provide a current list of names and addresses of key providers:**
- A. Joseph Bratton, Ph.D.
101 Aupuni St. Ste. 216
Hilo, Hi 96720**
 - B. Dennis Donovan, Ph.D.
1164 Bishop St., Rm 1502
Honolulu, Hi 96813**
 - C. Deanna Coschignano, Ph.D.
135 S. Wakea, Suite 208
Kahului, Hi 96732**
 - D. MSLA
99-128 Aiea Heights Dr., Suite 405
Aiea, Hi 96701**
 - E. I Ola Lahui
677 Ala Moana Blvd. Suite 904**

Honolulu, Hi 96813

4. For CE Panels:

A. Number of current CE providers on the panel-22 providers

B. Process used to ensure that medical credential checks and exclusion list checks are made at initial agreement and periodically thereafter:

A check of credentials and the exclusion list is always made by the DDB when using a new panelist. These checks include Hawaii state professional and vocational licensing search and business and licensee complaints history which are done from the Dept. of Commerce and Consumer Affairs. Also, the HHS Office of Inspector General (list of Excluded Individuals/Entities) is researched. An annual check of the CE providers is done.

C. A brief description of the process used by the DDS to ensure That all CE providers' support personnel are properly licensed or credentialed when required by State law/ regulation.:

A certification of Support Personnel is sent to all providers who have support personnel. CE provider will sign the certification if all support personnel is properly licensed or credentialed as required by the State of Hawaii.

5. For medical fee schedules:

A. There were no CE/MER fee schedule changes

B. Current fee schedule- See attached

6. Provide a brief description of DDS Professional Relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices, etc.

- A. Various dates: One on one contact and phone contact with new and existing consultative examiners, MER providers and others regarding participation in ERE. Sign up new participants to use ERE website.**
- B. Various dates: Went to Waianae Coast Comprehensive Medical Center to market and demonstrate ERE website.**

|
Hawaii DDS

CE Oversight Report for Kansas City Region- 2012

PM 00233.005 Regional Office Consultative Examination Oversight Procedures

ROs are responsible for undertaking comprehensive reviews of DDSs to evaluate the States' management of the CE process. The review will involve visits to key providers with DDS staff participation.

The Kansas City Region includes: Nebraska, Iowa, Missouri and Kansas City.

Onsite Review: ROs will periodically visit the DDSs, and accompany the DDS on selected CE provider oversight visits to key or problem providers. On-site CE reviews: ROs will conduct periodic reviews of CE purchase practices in the DDS to determine the appropriateness of CE authorizations in accordance with established protocols.

- The RO

Fee Schedules: ROs will ensure DDS CE/MER fee schedules are current and work with the DDS, if requested, to keep them current.

- The Kansas City Regional Office has a current copy of fee schedules for each DDS.

RO will monitor DDS CE oversight management procedures review the annual CE oversight report and assist the DDSs, where necessary in achieving improvements in the CE oversight process.

- The Professional Relations Coordinator, for Kansas City i
- The PRC notes a significant amount of turnover in the Kansas City Region.
- Spot checks for current licensure and HHS/OIG Sanctions were performed for each state. There was one issue found in the state of Iowa. Dr.

The Kansas City Region completed all of the procedures outlined below:

- a. Obtain the CE Oversight Report from the DDS within 45 days following the end of the fiscal year. (See DI 39545.875, Exhibit 2).
- b. Ensure through spot checks of the DDSs' list of CE providers that they are properly licensed.
- c. Ensure through spot checks of the vendor file that the DDS checked the HHS-OIG LEIE (Sanctions) list (see [DI 39569.300](#)) for all providers during the 12-month period (fiscal year) covered by the DDS CE Oversight Report.
- d. Ensure that DDS Annual CE Oversight Reports include the current criteria for any payments for missed CEs.
- e. Prepare a cover memorandum of RO findings regarding each DDS's compliance

DDS Procedures: DI 39545.575 DDS Annual Consultative Examination Oversight Report

Include all the elements listed below in the DDS Annual CE Oversight Report:

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.
2. Provide a list of the onsite reviews of CE providers completed by the DDS.
3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.
4. For CE panels:
 - a. List the number of current CE providers on the panel.
 - b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.
 - c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.
5. For medical fee schedules:
 - a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).
 - b. Provide a copy of current fee schedule.
6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

November 23, 2012

To: (b) (6)
Center for Disability Operations
Social Security Administration
701 Fifth Ave.
Seattle, WA 98104-7075

From: (b) (6)
Professional Relations Officer
Idaho Department of Labor
Disability Determinations Service Division
1505 McKinney St.
Boise, ID 83704

ANNUAL CE OVERSIGHT REPORT- Fiscal Year 2012

1. Complaint Resolution Procedures

1. Upon receipt of a complaint via telephone, the claimant is asked to put the specifics in writing and include the name(s) and phone number(s) of anyone else who accompanied them to the CE.
2. Upon receipt of a written complaint, a letter is sent to the claimant acknowledging the receipt of their letter and informing them that the complaint will be investigated and any necessary action will be taken.
3. The claimant's file is reviewed, the CE report is reviewed and the CE provider's file is reviewed to determine whether or not there is a history of previous complaints. If deemed necessary, based on the nature of the complaint, the provider is sent written notification of the complaint and asked to respond. If the claimant has filed a complaint with the Idaho Medical Association or the Board of Medicine, the provider is informed of this action.
4. If the complaint contains allegations of an egregious nature, the DDS may suspend any referrals and/or reschedule any pending appointments while the situation is being investigated. The DDS administrator is notified of the nature and severity of the complaint. If deemed necessary, an onsite visit may be conducted by the PRO to discuss the complaint directly with the provider.
5. Additional action is determined after review of the provider's response. This may take the form of a written notice to the doctor addressing the behavior and how exams need to be conducted in order to remain on the panel or a notice that we will no longer use their services. If necessary, appropriate state authorities and law enforcement officials will be notified. The Regional Office will be notified of the complaints and the course of action taken by the DDS/state authorities.
6. If the claimant requires further notification, explanation or information about the outcome of the investigation, they are contacted via letter and/or telephone.
7. All correspondence and reports of contact are kept in the provider's file.

During FY12, there were no specific trends or changes noted in the types of complaints received. In addition, there was no Regional Office involvement in any of the complaints investigated.

2. Onsite Reviews

Onsite reviews were conducted with the following CE providers during FY12:

- James Bates, M.D.
- John Casper, M.D.
- Ryan Hulbert, Ph.D.
- David Starr, Ph.D.
- Martin Seidenfeld, Ph.D.

Issues discussed included quality and timeliness of reports, direct deposit for reimbursement of services, the convenience of block appointment scheduling (for those providers not currently utilizing this option through the DDS legacy system), etc.

Additionally, an onsite review of the Idaho DDS was not conducted by the Regional Office this fiscal year.

3. Key Providers

There were no providers paid in excess of \$150,000. However, the following providers were paid in excess of \$50,000:

Ralph Heckard, M.D.
Boise, ID/Idaho Falls, ID/Twin Falls, ID
\$145,083.00

David Starr, Ph.D.
Nampa, ID/Ontario, OR
\$126,037.50

Gerald Gardner, Ph.D.
Coeur d'Alene, ID
\$77,467.50

Richard Sonnenberg, Ph.D.
Boise, ID/Twin Falls, ID
\$71,798.00

Jay Casper, Ph.D.
Idaho Falls, ID
\$67,829.00

John Crites, MD
Boise, ID
\$62,547.00

James Bates, M.D.
Meridian, ID
\$61,275.00

Donald Whitley, Ph.D.
Blackfoot, ID/Pocatello, ID
\$61,090.00

Jerry Doke, Ph.D.
Boise, ID/Twin Falls, ID
\$60,774.00

Mack Stephenson, Ph.D.
Meridian, ID
\$58,907.50

Thomas Hull, MD
Post Falls, ID/Lewiston, ID
\$55,004.47

Kevin Chicoine, MD
Caldwell, ID
\$50,639.33

During FY12, approximately **7,821** CE's were authorized (broken out into **13,555** CPT codes, including ancillary services).

The total amount obligated was **\$1,965,065** (and total paid through the end of the fiscal year was **\$1,769,673**).

4. CE Panelists

A. Currently, there are approximately **164 active CE providers** on the panel:

M.D.'s ~ 72
Ph.D.'s ~ 32
Other (audiologists, speech pathologists) ~ 13
Ancillary service providers (lab, x-ray, radiologists) ~ 45

Several of the providers on the panel cover multiple specialties and service areas.

B. SSA Regulations at 20 CFR 404.1519g and 20 CFR 416.919g require that "qualified" medical sources are used to perform CE's. These regulations and POMS DI 22505.003.B.1 specify that among other things, CE providers must be licensed in the state where the CE is performed. In addition, the POMS provides direction regarding appropriate certification, education and training.

Process

The Idaho Board of Medicine's web site (www.bom.state.id.us) includes a feature whereby medical and osteopathic physicians' standing with the Board can be easily verified. The information includes, among other things, license status and expiration date.

The Idaho Board of Occupational Licenses' web site (www.ibol.idaho.gov) also includes a feature whereby psychologists' license status and expiration dates can be verified.

The PRO also has access to the various licensing boards for the providers in bordering states who perform exams for Idaho claimants.

At the beginning of each month, the PRO reviews license expiration information. The appropriate web site is checked for providers whose licenses expire that month, and current license information is printed and placed into each provider's file. The information is also updated on the master CE provider Excel spreadsheet. Licensing information can also be entered into the legacy system.

If current license information is not available or the provider's license has been suspended or inactivated, the provider and/or the appropriate licensing board is contacted for further information and the provider is not used until the issue is resolved.

As new CE providers join the panel, licensing information is verified.

In the initial recruiting packet sent to potential panelists, a "Memorandum of Understanding and Agreement" is included. This form includes a section entitled "Program Integrity," which states, **"You must certify (1) that you are not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs, or any other federal or federally-assisted program, (2) that your license is not currently revoked or suspended by any state licensing authority for reasons bearing on professional competence, professional conduct, or financial integrity, and (3) that you have not surrendered your license pending disciplinary procedures involving professional conduct."** This form must be signed by the provider and returned to the DDS prior to the performance of CE's. The form is placed in the provider's file.

Each month the Federal list of sanctioned providers is checked (<http://exclusions.oig.hhs.gov>) to ensure that none of our vendors (CE or MER) are on the list.

- C. Also included in the "Memorandum of Understanding and Agreement" is a section entitled "Fostering Public Confidence." This section states, **"all support staff used in the performance of Consultative Exams must meet the appropriate licensing or certification requirements of the state."** This form must be signed by the provider and returned to the DDS prior to the performance of CE's. This form is kept in the provider's file.
- D. The DDS is working with our parent agency's legal department to develop a formal contract between the DDS and the CE providers. Currently, there are no formal contracts in place between the DDS and the CE providers. Once the contract has been finalized, it will be sent to all CE providers for signature.

5. **Medical Fee Schedule**

- A. The Idaho DDS continues to reimburse CE providers using the fee schedule developed in accordance with POMS DI 39545.625 "Developing Fee Schedules."

Prior to adding a new CPT code to the fee schedule or increasing the amount for an existing CPT code, the PRO compares the proposed fee to the published fee schedules of the Idaho Industrial Commission (Workmen's Compensation), Health and Welfare (Medicaid), Medicare, and Vocational Rehabilitation.

The DDS obtains Regional Office approval prior to making a change to the CE fee schedule.

The fee schedule is reviewed annually (and as needed) and if changes have been made to it, a new administrative order is issued by the Idaho Department of Labor, the Idaho DDS's parent agency.

The fee schedule was reviewed revised during FY12.

All prospective CE panelists are sent a document entitled "Guidelines and Schedule of Fees for Medical Examinations and Services." This document contains information for CE panelists regarding roles and responsibilities, timeframes for examinations and reports, release of information, electronic records, the fee schedule, etc.

An "Acknowledgement of Receipt, Understanding and Acceptance" form is also included for prospective CE panelists to sign and return. By signing the form, panelists acknowledge receipt of the guidelines and fee schedule, agree to abide by the fees published on the fee schedule, and agree to abide by DDS policies and procedures.

With regard to MER, the Idaho DDS continues to reimburse up to \$15 for copies of medical records.

During FY12 approximately **61,019** MER requests (including school requests and VA requests) were sent. The total amount obligated was **\$609,143** (and total paid through the end of the fiscal year was **\$554,695**).

- B. Please see the CE fee scheduled in the attached Excel spreadsheet.

6. **Professional Relations Officer Activities**

ERE/CE

At the beginning of the fiscal year, the Idaho DDS was receiving approximately 99.8% of its CE reports electronically. At the end of the fiscal year, we were receiving approximately 99.7% of our CE reports electronically. For the majority of the year, the percentage of CE reports received electronically fluctuated only slightly from month to month.

Approximately 90% of our CE panelists used SPi/Acusis, a contracted transcription company, for the dictation of reports. These reports were sent by the DDS to the providers via fax/mail for proofing, editing and signature. Providers routinely returned CE reports to the DDS via fax or via the ERE web site. At the beginning of the fiscal year, the Idaho DDS made the decision to discontinue offering transcription services to CE providers effective February 29, 2012. Providers were notified of the decision several months in advance of the decision.

We currently receive CE reports in an average of 9 days. However, several providers on the panel return reports to us within 2-3 days of the date of the exam. We have noticed a decrease in the return time since we discontinued the use of the transcription service due to the Idaho DDS no longer downloading transcribed reports, mailing/faxing them to the providers for proofing and signature, and waiting for reports to be returned to us. Many providers who used the transcription service are now using Dragon Naturally Speaking and are preparing their own reports. Other providers have hired outside transcription services.

ERE/MER

At the beginning of the fiscal year, the Idaho DDS was receiving approximately 77% of its MER electronically. At the end of the fiscal year, we were receiving approximately 79% of our MER electronically.

Fifteen CE providers and 75 MER providers are signed up to use the ERE website. During FY12, 2,725 CE transactions were processed (up from 1,887 in FY11) and 1,105 MER transactions were processed (up from 289 in FY11). We continued to run into obstacles with physical medicine providers when it came to secondary authorizations when ancillary services (lab work, x-rays, etc.) were needed.

The web site only allows one transaction per authorization, therefore, the secondary authorization attached to the primary authorization does not process through the ERE web site. While we did develop a work around (faxing the secondary authorizations to the providers), SSA is continuing to work on this issue for us and for other states utilizing the eOR feature of the ERE website. The DDS MER request letter contains information about contacting the DDS if a provider is interested in utilizing the ERE website.

Periodic training continues to be provided to all staff regarding the importance of encouraging providers to return information to the DDS electronically.

In effort to streamline the traditional MER development process and improve the way the Idaho DDS maintains the MER vendor file in the legacy system, we made significant changes to our processes. Our goals were to:

- Eliminate duplication of existing vendors;
- Maintain the vendor file in a clean state;
- Enable editing of all medical allegations listed in the maintain issues screen, MER requests, CE Order, PDN;

- Reduce paper and save mailing time by obtaining fax numbers for new and current vendors;
- Provide the fiscal staff an opportunity to add the vendor to STARS and request Tax ID information;
- Ensure payment batches prepared by the fiscal staff have a higher success rate of matched Tax ID numbers;
- Allow batch overnight letters and W-9 request to be sent electronically;

Based on a variety of factors, including claimants not always providing accurate vendor information on the SSA3368, a large number of MER requests were returned to us by the post office, access to the MER vendor file for additions/edits is now limited to the fiscal department. This group researches all MER and CE vendor additions/edits to the vendor file through the work queue process in the legacy system.

Prior to claims being assigned to adjudicators, case control staff continue to edit claimants' allegations (misspelled words, duplicate entries, etc.).

Case control staff also handle all medical development prior to cases being assigned to adjudicators. If they are unable to find a vendor match, they generate a work queue through the legacy system. One of the fiscal staff researches the vendor and either adds the vendor to the system or directs the case control staff to the correct vendor in the system. If an existing vendor is not identified as a MER/Fax vendor, a work queue is submitted and the fax number is added.

Because we receive such a high percentage of MER within just a few days of the request, most, if not all of the MER, has been received by the time the case is assigned to the adjudicator.

At the beginning of FY12, there were approximately 15,772 vendors set up on the MER/Fax system. Through an automated vendor clean-up process that runs through the legacy system, vendors that have not been used in a period of time are inactivated in the system. In anticipation of DCPS and the NVF, significant manual clean-up of the MER vendor file occurred throughout this fiscal year. Currently there are 8,924 active vendors in the legacy system and 8,221 (92%) are set up as MER/Fax vendors, an increase of 2% from FY11.

At the beginning of FY12, approximately 98.3% of all MER requests were sent out via the MER/Fax system. Currently, approximately 97% of all MER requests are sent out via the MER/Fax system.

With the assistance of our parent agency IT staff, a management information report is used to assist us in tracking the amount of time between the generation of the MER request and the response from the provider. We are able to view this information for any period of time and for any MER provider.

During FY12, 45% of MER was received between 0-5 days of request (compared to 34% in FY11), 26% of MER was received between 6-10 days of request (compared to 27% in FY11), 21% was received between 11-20 days of request

(compared to 26% in FY11), and 8% was received 21+ days after request (compared to 13% in FY11).

The Idaho DDS has a link on our parent agency's website (<http://labor.idaho.gov/dnn/idl/DisabilityDetermination/tabid/2436/Default.aspx>). It contains information about the disability program and is accessible to the general public. There is a link from the DDS website homepage specifically targeting the medical and educational communities. Information includes how to submit information electronically either via fax or the ERE website, links to the State Controller's Office website so providers can sign up for direct deposit, DDS professional relations officer contact information, etc.

Idaho DDS has only one provider (imaging facility) that will not accept an electronic 827. The PRO has contacted this provider on several occasions without success. Rather than requesting imaging information from this provider, the information is requested from the ordering physician. This has proven to be an effective work around.

The Idaho DDS continues to use the legacy system's electronic fiscal process for MER and CE bill processing. Bills are distributed electronically into queues for the case support staff. They electronically verify the receipt of MER and CE information (signed reports, all tests/exams ordered were received, etc.). Once this has been done, verified MER bills are electronically transferred to the fiscal department. Fiscal staff enter the appropriate payment amount. Verified CE bills are electronically transferred to the CE dept. The CE coordinators enter the appropriate payment amount(s). The administrative support manager batches MER and CE bills and they are transferred to the Idaho Department of Labor (Idaho DDS's parent agency) via an FTP process. Tax ID information is electronically verified through the state accounting system and the bills are paid through the State Controller's Office. This process has significantly improved our bill payment processing time from a month or more to a few days. We have also greatly reduced paper utilization because bills no longer print in our office.

Recruitment:

Eleven CE providers joined our panel during FY12, five MD's, two psychologists, three speech/language pathologists, and one facility who performs cardiac related procedures.

The Idaho DDS's recruitment plan has traditionally been quite informal. In an effort to better identify areas of need and track our recruitment efforts, as well as ensure timely reports are received following the CE appointment, a formal CE recruitment process has been in place for approximately two years. With the help of our parent agency's IT staff, two management information reports were developed to assist in these efforts. The first report tracks the time between the adjudicator's request for a CE and the examination date. The second report tracks the time from the examination date to receipt of the signed CE report. These reports are being used to determine areas of need in terms of CE recruitment and to determine which providers need to be contacted about the expected turnaround time for reports.

In addition to the information previously mentioned on the Idaho DDS web site, there is also a link for those providers interested in becoming medical/psychological consultants or consultative examination providers. The roles of the MC/PC and CE provider is explained and there are links to the DDS CE fee schedule, SSA's green book "Consultative Examinations; A Guide for Health Professionals," a chart listing specialties needed in various areas around the state, etc.

An electronic recruiting packet is used to facilitate timelier exchange of information between the DDS and potential CE providers. We are also using e-mail to communicate with existing CE providers regarding various issues including our new fiscal process, information about signing up for direct deposit, etc.

Recruitment efforts are ongoing. Several providers have been contacted and recruitment packets continue to be sent to interested providers around the state, as well as in bordering states. All recruitment efforts are tracked on Sharepoint and a special site was developed for DDS staff to use to provide us with possible leads based on experiences with their own personal providers. During this last fiscal year, special arrangements were been made with four CE providers to travel to an underserved area around the state to perform exams for the DDS. .

The Idaho DDS implemented the PRO module within the legacy system. This module allows the PRO (and the appropriate medical consultants, as necessary) to track reports for CE providers and includes features to identify all reports to be reviewed for new providers, a sampling of reports for other providers, etc. There are several rating categories set up in the system to allow the reviewer to address issues ranging from whether all allegations were addressed to the overall quality of the report and then provide feedback to the CE provider.

In April 2012, SSA formally implemented the eAuthorization process whereby claimants can electronically 'sign' the SSA 827 "Authorization to Disclose Information to the Social Security Administration (SSA)". Two of Idaho largest facilities, Kootenai Medical Center and St. Luke's Health System, initially refused to accept the eAuthorization. The PRO worked with high level officials at both facilities and they both agreed to accept the new process. Overall, acceptance in Idaho has been very high. As providers contact the DDS with issues or concerns, the PRO answers their questions and provides them with copies of materials developed by SSA including the Commissioner's letter, FAQ's, etc. If a provider continues to reject the eAuthorization, the Regional Office is contacted for assistance.

Misc. PRO Activities

Disability Case Processing System (DCPS): Reviewed wireframes, participated in conference calls, beta scoping, training, and testing for the 1.0 rollout. Participation is ongoing.

PRO Material Workgroup: The PRO Material Workgroup was formed to identify, update and develop materials used by DDS PROs. A list of materials currently used was sent to the workgroup participants. The workgroup obtained input from co-workers and reported whether or not the materials were still needed and/or

whether or not updates were needed. Suggestions for new training materials and additional materials was solicited from workgroup participants. This workgroup is ongoing.

ERE Website PRO Workgroup: The purpose of this workgroup is to examine the current business process for registering ERE website users and to explore requirements for implementing an automated registration process for the ERE web site. The workgroup focused on SSA's initiative to improve the registration process for several public internet applications, including the ERE website. This effort is known as the Single-Sign-On (SSO) project. In the past, ERE web site users have asked for self registration and automatic password reset functionality. These requested enhancements will now be explored in connection with the SSO project. This workgroup is ongoing.

Seattle Regional Office Monthly PRO Call: The PRO participates in a monthly call with the Professional Relations Coordinator (PRC) and other PRO's from the Seattle Region.

ILLINOIS BUREAU OF DISABILITY DETERMINATION SERVICES
CE OVERSIGHT REPORT
October 26, 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

A CE complaint is received in the Program Services Section (PSS) via the electronic queue and is assigned by an Office Coordinator to a Disability Assistance Unit (DAU) Specialist. The Office Coordinator also logs in the complaint and all follow up action on the Weekly CE Complaint Report.

The DAU Specialist annotates claim narrative, "CE complaint received in DAU and appropriate action will be taken." Copies of the complaint, CE report (if received), and history of prior complaints (if prior complaints received) are forwarded to the Auxiliary Services Division Administrator and for association with DAU file. Original CE complaint is associated with MRU consultant file.

If the complaint is vague, the DAU Specialist will call the person who complained and request details. Telephone surveys to other claimants seen by the consultant may be needed to determine if others have the same or similar complaints. If necessary, an onsite visit will be made to meet personally with the consultant or to inspect the facility.

Appropriate action will be taken. In most cases a letter to the claimant or the claimant's representative acknowledging receipt of the complaint, as well as a letter to the consultant with an explanation of the complaint, will be prepared by the DAU Specialist for approval and signature by the Deputy Director. If a group is involved, a copy of the letter to the consultant will be sent to the manager of the group. Contact with consultants will vary depending on the circumstances. Usually consultants are notified that a response is expected within 15 days from the date of the letter.

Copies of all letters are sent to the Auxiliary Services Division Administrator and for association in the DAU file. A copy of the signed letter and all pertinent complaint information is associated with the MRU file for the consultant. If a response is requested and is not received within 15 days from the date of the letter, the DAU Specialist will follow up with the vendor and/or manager of the group. Copies of the response are sent to the Deputy Director, Auxiliary Services Division Administrator and for association in the DAU file. The original response is associated with the complaint information in the MRU file. If no further action is needed, the complaint is closed.

If the complaint or allegation is of an egregious nature (which could include illegal/criminal activity, sexual harassment, cultural insensitivity, allegations compromising the health and safety of claimants), special action will be taken depending on the specific complaint. Many of the steps mentioned in the first segment above would be repeated in most situations. If necessary and as appropriate, referrals would be put on hold, an onsite visit would be made, a referral would be sent to the Fraud Unit, and/or law enforcement would be contacted. Investigations may include contacts with the Illinois Department

of Financial and Professional Regulation. The Department of Children and Family Services, the Illinois Department on Aging's Elder Abuse and Neglect Program, or the Office of Inspector General would be contacted if abuse is suspected. In some instances consultants are removed from the CE Panel. MRU files are documented with a description of actions taken and include copies of pertinent correspondence. SSA staff in Chicago Regional Office and other SSA or BDDS staff would be contacted, as appropriate. If we receive a CE complaint from SSA Chicago Regional Office, we will investigate and work with Regional Office staff.

Good Judgement

Good judgment must be exercised by all staff. The procedure outlined above will apply in most situations; however, in emergency situations, such as those involving the safety of an individual, Auxiliary Services Division Administrator, and the Deputy Director will be notified immediately of the complaint. If one is absent, it is necessary to proceed immediately up the chain of command.

Special Procedures

If a complaint is received from the media, the Deputy Director must be notified immediately. We do not rely on e-mail or voice mail message but personally notify the Deputy Director. We will not discuss with the media any aspect of the complaint or even acknowledge that we have a claim. (All media requests are forwarded to our parent Agency.)

2) Provide a list of the onsite reviews of CE providers completed by the DDS.

Onsite review dates are included with the current list of names and addresses of key providers. Please refer to # 3.

3) Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

Please refer to attachment.

4) For CE panels:

a. List the number of current CE providers on the panel.

There are 661 CE providers on the CE Panel, including doctors and testing facilities.

- b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.**

New Panel Members

The Medical Relations Supervisor will review inactive files and purged lists to determine if the potential provider was ever on the CE Panel and if there were any problems. Regardless of the findings, a new license check will be initiated by accessing the Illinois Department of Financial and Professional Regulation (IDFPR) website www.idfpr.com. The IDFPR routinely monitors the Federation of State Medical Boards (FSMB) data base for any sanctioned providers. MRU staff will also access the HHS Office of Inspector General website <http://exclusions.oig.hhs.gov/> for any sanctioned providers. New panelists are required to submit a completed Medical Facility Usability Survey form to determine if the office/building is accessible. If the consultant's license is active, the consultant is a specialty need, there is no history of discipline, and the site is accessible, the consultant's file will be sent to BDDS Administration for approval.

If the consultant does not have an active license or if there is a history of discipline, a contact will be made with a representative from the Illinois Department of Financial and Professional Regulation for additional information regarding any problems. Action taken will depend on the individual situation.

A consultant who is board certified is asked to provide a copy of his/her certificate. Expiration dates for board certification vary depending on the specialty.

Reviews of Existing CE Panel Members

The MRU Supervisor or MRU Specialist accesses the Internet for the monthly list of sanctioned medical providers from the Illinois Department of Financial and Professional Regulation.

MRU staff will inform BDDS Administration of any CE Panel Members sanctioned or under investigation either by the Illinois Department of Financial and Professional Regulation or by legal authorities. BDDS Administration provides direction of action to be taken.

During the onsite visit the reviewer will ensure that licenses/certifications are prominently posted. BDDS staff will also review the facility for accessibility. Staff from Chicago Regional Office are invited to participate in these onsite reviews.

All new providers are required to sign a License/Credentials Certification form which includes a statement verifying all support staff who participate in the consultative examination process and any third parties who conduct studies purchased by the Illinois DDS meet all appropriate licensing or certification requirements of the State.

Periodically the MRU Supervisor may receive information from SSA and/or BDDS staff regarding doctors who have appeared in the news for questionable activity. All leads are investigated.

Professional Relations Officers from other states contact staff in the Medical Relations Unit to inquire about any consultants who may have practiced in Illinois or been on the CE Panel. Likewise, our Medical Relations Unit staff will contact PROs from other states to request information regarding CE or potential CE Panel members.

In Illinois, as well as in bordering states, licenses expire at different yearly intervals, depending on the specialty of the CE provider. The MRU Supervisor follows up on renewals and keeps Administration informed.

The Health and Human Services Office of Inspector General (HHS-OIG) website is accessed annually to ensure that no current CE panel members are on the List of Excluded Individuals/Entities (LEIE).

- c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.**

BDDS staff conducts onsite reviews and ensures all consultants, as well as all support staff, are properly licensed or credentialed as required by State law or regulations and licenses are prominently posted. Most of the Illinois CE providers refer ancillary testing to local community hospitals.

Periodically in our CE Panel Newsletters or CE provider group email messages from the MRU Supervisor, we stress the importance of all providers being licensed in the state where the examination, as well as testing by support staff, is performed. We will continue to remind our providers in future CE Panel Newsletters and group email messages.

5) For medical fee schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).**

There were no fee schedule changes this report period.

b. Provide a copy of current fee schedule.

Please refer to attachment.

6) Provide a brief description of DDS Professional Relations Officer's/Medical Relations Officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

In the past federal fiscal year, we have continued to encourage and recruit CE vendors into ERE. The option to have a paper-less office is attractive to more and more CE providers. Currently, providers are only added to the panel with the understanding they will send reports by fax or by using the ERE website. We consistently receive 98-99.2% of all CE reports as ERE documents. Recruitment and orientation materials include information needed to fax or send reports on the website. We also send referrals outbound from our DDS to several providers. We continue to coordinate ERE outreach with recruitment of new CE panelists.

MER ERE outreach continues to require more effort than the CE vendors and uses the many resources for our PRO staff. We receive daily inquiries about obtaining an ERE account from the email address we include on our MER request letters. In addition, the number of vendors accepting requests via outbound fax and OR continues to increase and our percentage of ERE receipts has been consistent with the national average. We have exhibited at the Illinois State Board of Education Special Education Directors Conference and annual Illinois Health Information Management Association conference, where we share information about the e827. Mass mailings were done in April and May to notify MER providers of the changes they would see on the SSA-827 signature. We also have coordinated ERE start-ups with copy services and continue to work closely with most of the copy services that have Illinois clients. Calls for ERE outreach are made to providers on a weekly basis.

KEY PROVIDER ONSITE VISITS IN FFY 2012

ARTHRITIS & INTERNAL MEDICINE SPECIALISTS, LTD (AIMS)

Office addresses:

- Vendor (b) (6) 30 S Michigan Ave Ste 404
Chicago IL 60603
Site visited 11-15-11
- Vendor (b) (6) Elgin Physical Health Center
1510 Larkin Ave Ste B
Elgin IL 60123
Site visited 12-13-11
- Vendor (b) (6) 9700 Kenton St Ste 405
Skokie IL 60076
Site visited 03-21-12
- Vendor (b) (6) Doctors Office of Zion – (On HOLD since 09-14-11)
2606 Elisha Ave
Zion IL 60099
Site visited 06-20-11

VITTAL CHAPA MD (BC Internist)

Office addresses:

- Vendor (b) (6) St Elizabeth Hospital
Medical Office Bldg D Ste 100
301 W Lincoln St
Belleville IL 62220
(Duals with Harry Deppe PhD # (b) (6))
Site visited 08-30-12 Vendor (b) (6)
- Vendor (b) (6) Proctor First Care
2535 E. Washington
East Peoria, Illinois 61611
Site visited 08-23-12
- Vendor (b) (6) Effingham Medical Center
900 W Temple Ste 203
Effingham IL 62401
(Duals with Jerry L. Boyd PhD # (b) (6))
Site visited 03-26-12

VITTAL CHAPA MD (continued)

Office address:

Vendor (b) (6) (b) (6)
Springfield, Illinois 62702
Site visited 11-09-11

CHICAGO CONSULTING PHYSICIANS (CCP)

Office address:

Vendor (b) (6) 180 N Michigan Ave Ste 1600
Chicago IL 60601
Site visited 04-11-12

HARRY DEPPE PhD

Office addresses:

Vendor (b) (6) St Elizabeth Hospital
Medical Office Bldg B Ste 103
300 W Lincoln St
Belleville IL 62222
(Singles)
Site visited 08-30-12

Vendor (b) (6) St Elizabeth Hospital
Medical Office Bldg D Ste 100
301 W Lincoln St
Belleville IL 62220
(Duals with Vittal Chapa MD # (b) (6))
Site visited 08-30-12

Vendor (b) (6) Gateway Medical Office Bldg
2044 Madison Ave Ste 21
Granite City, IL 62040
(Duals with Adrian Feinerman MD # (b) (6))
Site visited 06-26-12

Vendor (b) (6) West Park Medical Clinic (w/Dr. Leung) – (On HOLD since 07-14-11)
@ Bowman Chiropractic & Rehab
107 Shiloh Dr Ste B
Mt. Vernon, IL 62864
Dr. Deppe no longer at this site

HARRY DEPPE PhD (continued)

Office addresses:

Vendor (b) (6) Stedelin Realty Building (w/ Dr. Feinerman)
126 S Lincoln Blvd
Centralia , IL 62801
(Duals with Adrian Feinerman MD # (b) (6))
Site visited 04-04-12

Vendor (b) (6) Miners Memorial Health Center
2553 Ken Gray Blvd
West Frankfort IL 62896
(Duals with Adrian Feinerman MD # (b) (6) - Dr. Deppe alternates
weeks with Dr. Peterson # (b) (6).)
Site visited 07-30-12 (office shared by Dr. Feinerman # (b) (6) and
Dr. Peterson # (b) (6) who were present)

ADRIAN D FEINERMAN MD

Office addresses:

Vendor (b) (6) Feinerman Family Practice
205 W Davis (behind bank)
Ava, IL 62907
Site not visited – very low volume

Vendor (b) (6) Gateway Medical Office Bldg
2044 Madison Ave Ste 21
Granite City IL 62040
(Duals with Harry Deppe PhD)
Site visited on 06-26-12

Vendor (b) (6) Feinerman Family Practice
501 W Illinois St
Steeleville, IL 62288
Site not visited – very low volume

Vendor (b) (6) Miners Memorial Health Center
2553 Ken Gray Blvd
West Frankfort, IL 62896
(Duals with Harry Deppe PhD # (b) (6) and James Peterson PhD # (b) (6))
Site visited 07-30-12 (Dr. Feinerman and Dr. Peterson # (b) (6) were present.)

ADRIAN D FEINERMAN MD (continued)

Office address:

Vendor (b) (6) Stedelin Realty Building
126 S Lincoln Blvd
Centralia, IL 62801
(Duals with Harry Deppe PhD # (b) (6))
Site visited 04-04-12

GOZI MED & OCC HLTH LTD - Dr. Ezike

Office addresses:

Vendor (b) (6) Gozi Medical & Occ Health Ltd
c/o Kidney Care Center
812 Campus Drive
Corner of Black Rd & Campus Dr
Joliet IL 60435
Site visited 05-25-12

Vendor (b) (6) Gozi Medical & Occ Health Ltd
Advocate South Suburban Hosp
Physician Pavilion
17850 S Kedzie Ave Ste 3000
Hazel Crest IL 60429
(Duals with Alan Jacobs PhD # (b) (6))
Site visited 05-23-12

JEFFREY T KARR PHD

Office address:

Vendor (b) (6) 10540 S Western Ste 501
Chicago IL 60643
Site visited 08-27-12

LAKE SHORE MEDICAL CLINIC

Office address:

Vendor (b) (6) 30 N Michigan Ave Ste 600
Chicago IL 60602
Site visited 05-17-12

MARK B LANGGUT PhD

Office addresses:

Vendor (b) (6) 180 N Michigan Ave Ste 340
Chicago IL 60601
Site visited 04-12-12

Vendor (b) (6) Lake & Harlem
1140 Lake St Ste 504
Oak Park IL 60302
Site visited 12-14-11

Vendor (b) (6) Fox River Center
110 E Main St Ste 309
Ottawa IL 61350
Site visited 05-10-12

Vendor (b) (6) Medical Building
111 N Church St
Rockford IL 61101
Site visited 12-05-11 (office shared by Dr. Ramchandani # (b) (6) who was present)

PSYCHOLOGY CONSULTANTS PC

Office addresses:

Vendor (b) (6) Psychology Consultants PC
800 W 5th Ave Ste 203A
Naperville IL 60563
Site visited 07-17-12

Vendor (b) (6) Psychology Consultants PC
202 W State Ste 514
Rockford IL 61101
Site visited 12-06-11
(Old site – Inactivated 09-30-12)

PSYCHOLOGY CONSULTANTS PC (continued)

Office address:

Vendor (b) (6) Psychology Consultants PC
City Plaza Bldg
555 N Court St
Suite 100 Lower Level
Rockford IL 61103
(New site added 10-01-12; replaced # (b) (6))
Will be visited FFY 2013

PHYSICIANS MANAGEMENT NORTH (PMN)

Office address:

Vendor (b) (6) 48 S Old Rand Rd
Lake Zurich IL 60047
Site visited 11-16-11

PHYSICIANS MANAGEMENT SYSTEM (PMS)

Office address:

Vendor (b) (6) 205 W Randolph Ste 750
Chicago IL 60606
Site visited 05-06-12

PHYSICIANS MANAGEMENT WEST INC (PMW)

Office address:

Vendor (b) (6) 1440 W North Ave – Rm 308
Melrose Park, IL 60160
Site visited 03-30-12

K (Kamlesh) P RAMCHANDANI MD (BC Internist)

Office address:

Vendor (b) (6) One Eleven Medical Clinic
111 N Church St
Rockford IL 61101
Site visited 12-05-11

GREGORY C RUDOLPH PhD

Office addresses:

Vendor (b) (6) St Elizabeth Hospital
Medical Office Bldg B Ste 103
300 W Lincoln St
Belleville IL 62222
Site visited 08-18-11 (office shared by Dr. Deppe # (b) (6) who was present)
Inactivated 05-18-12; no longer doing exams at this site

Vendor (b) (6) (b) (6)
Chicago IL 60643
Site visited 05-24-12

Vendor (b) (6) 1702 Washington St Ste 202
Waukegan IL 60085
Site visited 09-12-12

AFIZ A TAIWO MD MPH

Office addresses:

Vendor (b) (6) Matzner Chiropractic Clinic
1712 S Duncan Rd Ste B
Champaign IL 61822
Site visited 07-31-12

Vendor (b) (6) Office Apex
605 N. Logan Ste 1
Danville, IL 61832
Site visited 07-31-12

Vendor (b) (6) (b) (6)
East Moline IL 61244
Site visited 05-10-12

Vendor (b) (6) Proctor First Care
2535 E. Washington Street
East Peoria, IL 61611
Site visited 08-23-12

AFIZ A TAIWO MD MPH (continued)

Office addresses:

Vendor (b) (6) Cottage Medical Plaza
Seminary Building
834 N Seminary St Ste 201
Galesburg IL 61401
Site visited 01-27-12

Vendor (b) (6) Perry Memorial Hospital – Main Entrance
530 Park Ave East
3rd Floor-Specialty Clinic
Princeton IL 61356
Site visited 05-10-12

STEPHEN G VINCENT PhD

Office addresses:

Vendor (b) (6) Heritage Behavioral Ctr
151 N Main St 2nd Fl
Decatur IL 62523
Site visited 01-31-12

Vendor (b) (6) West Delmar Professional Bldg
1358 D'Adrian Prof Park
Ste 1358/Next to Edw. Jones
Godfrey IL 62035
(Duals with West Park Med Clinic - Dr. Leung # (b) (6))
Site visited 02-02-12

Vendor (b) (6) Gateway Medical Office Bldg
2044 Madison Ave Ste 21
Granite City IL 62040
(Duals with West Park Medical Clinic - Dr. Leung # (b) (6))
Site visited 07-18-12

Vendor (b) (6) 450 S Durkin Dr Ste C
Springfield IL 62704
Site visited 01-30-12

STEPHEN G VINCENT PhD (continued)

Office address:

Vendor (b) (6) 331 Fulton St
Suite 435
Peoria IL 61602
Site visited 09-19-12

WEST PARK MEDICAL CLINIC INC – Dr. Leung

Office addresses:

Vendor (b) (6) West Delmar Professional Bldg
1358 D’Adrian Prof Park
Suite 1358
Godfrey IL 62035
Clinic Ph 618-474-5059
(Duals with Stephen Vincent PhD # (b) (6))
Site visited 02-02-12

Vendor (b) (6) Gateway Medical Office Bldg
2044 Madison Ave Ste 21
Granite City IL 62040
(Duals with Stephen Vincent PhD # (b) (6))
Site visited 07-18-12

Vendor (b) (6) West Park Medical Clinic Inc
@ Bowman Chiropractic & Rehab
107 Shiloh Dr Ste B
Mt Vernon IL 62864
(Duals with Dr. Klug # (b) (6))
Site visited 09-19-12

Vendor (b) (6) Irvine Neck & Back Chiropractic
1024 Main St
Quincy IL 62301
Site not visited – Low volume

NON-KEY PROVIDERS VISITED IN FFY 2012

ALAN W JACOBS PHD

Office addresses:

Vendor (b) (6) Advocate South Suburban Hosp
Physician Pavilion
17850 S Kedzie Ave Ste 3000
Hazel Crest IL 60429
(Duals with GOZI – Dr. Jacobs no longer at this site)
Site visited on 05-23-12 (office shared by Drs. Ezike (Gozi) Stone who were present)

Vendor (b) (6) Home address:
(b) (6)
Home visits only---no site visit necessary

Vendor (b) (6) Proctor First Care
1120 E War Memorial Dr
Peoria Heights IL 61616
Site visited 08-14-12

Vendor (b) (6) (b) (6)
Savoy IL 61874
Site visited 12-14-11

FRED KLUG PhD

Office address:

Vendor (b) (6) 400 W Jackson
Suite B
Marion IL 62959
Site visited 04-05-12
Inactivated 08-09-12 (b) (6)

M S PATIL MD (BC Internist)

Office address:

Vendor (b) (6) Merrionette Park Medical Ctr
11600 S Kedzie Ave Ste A
Merrionette Park IL 60803
Site visited 08-08-12

JAMES PETERSON PhD

Office address:

Vendor (b) (6) Miners Memorial Health Center
2553 Ken Gray Blvd
West Frankfort IL 62896
(Duals with Key Provider Adrian Feinerman, MD # (b) (6))
Site visited 07-30-12

PHYSICIANS MANAGEMENT JUSTICE (PMJ)

Office address:

Vendor (b) (6) Forest Med-Surg Ctr
9050 W 81st St 2nd Fl
Justice IL 60458
Site visited 07-18-12

DI 39545.525 Exhibit 1 – Suggested Protocol for DDS Onsite Reviews of Consultative Examination (CE) Providers

Date: May 17, 2012

- A. Name and address of facility/provider- (b) (6)
- B. Other office locations- (b) (6)
- C. Types of examinations conducted-Internist, Psychiatric and Psychological
- D. Provider has performed consultative examinations (CEs) for DDS since- (b) (6)
- E. Provider contact name and phone number
- F. Provider classification
Key provider or top five CE provider by dollar volume
(b) (6)
- G. Reason for visit-CE Oversight Visit (b) (6)
- H. Facilities
1. Building
 - a. Identifiability-Good
 - b. Cleanliness -Excellent
 - c. Safe location for claimants to travel-Excellent
 - d. Handicap Accessibility-Yes, Good
 - e. Public Transportation and Parking-Good
 - f. Emergency Exit Signs-Good
 - g. Rest Rooms-Good
 - h. Secure location for medical records and computer records-Good
 2. Equipment/Laboratory Tests
 - a. Onsite-Blood tests, xrays PFTs, Resting Dopplers only
 - b. Offsite-Blood tests are sent to Labcourt. X-rays are interpreted offsite also.
- I. Staff
1. Professionalism-Excellent
 2. Claimants greeted timely-Good
 3. Current Licensing:
 - a. Displayed-Yes Displayed
 - b. On file at DDS-?Yes
 4. Does medical source speak any language other than English?
If so, which language? Spanish
- J. Scheduling
1. What is maximum number of CEs scheduled per medical source per day per specialty?
10/12 per day
 2. What are minimum interval times that the CE provider schedules for an exam? 30 to 45 minutes for Internist. Psychologist with testing is longer
 3. What is actual length of time for exams to be completed per visit? 30 minutes

K. Procedures

- 1.Privacy and confidentiality of claimant information-Complied and regulated
- 2.How and from who is the claimant's medical/psychological history obtained?-Obtained from the physician
- 3.How much time does the medical source spend face-to-face with the claimant? Usually 30 minutes for the examination.
- 4.Does the source certify that assistants meet the appropriate licensing or certification requirements of the State? Yes

L.Laboratories

- 1.Diagnostic and lab tests: Performed by (if by a non-physician, state performer's qualifications) -----yes and qualified
- 2.Interpreted by (if by a non-physician, state the interpreter's qualifications)-yes qualified
- 3.Turnaround timeliness, including both the results of the tests and interpretations- good

M. Exit Interviews of Claimants-Performed 5 interview and all good results.

N. Does provider transmit CE report electronically? If so, fax, website, CD, etc.- Transmit via fax.

(b) (6) Medical Assistant was wonderful in showing and explaining the office procedures. The Office contains 2 examining rooms for Internist, 1 for Psychiatrist and 1 for Psychologist.

Snellen testing is performed in the office. There is no Ophthalmologist on site.

The office is obtaining a new weight scale as the one they just obtained only weighs to 350 pounds and need to go to 500 pounds. The scale is being replaced.

The PFT machine is calibrated every morning. Resting Dopplers are performed in the office and the equipment used is IMEX, maker of the Doppler machine. EKG maker-Burdick's E350i.

The time from the end of the CE to the DDS is 10 days. Doctors use a transcription service. Time from transcription to review of the report to the DDS is 10 days.

**Indiana
2011/2012
CE Management/Oversight Report**

Complaint Resolution Procedures:

Below are DDB instructions on how to proceed in these situations:

1. A complaint should be in written form (see DI 39545.375 B above).
 - a. However, if the caller does not want to submit it in written form, quotes will be recorded by the receiver of the call.
 - b. All attempts should be made to obtain the name and contact information of the complainant.
2. The Professional Relations (PR) Unit Supervisor will keep a log of all complaints.
 - a. Immediately upon the receipt of a complaint, it will be entered into the log.
 - b. It will then be monitored for timely actions until resolved.
3. Within 2 business days of notification, the Professional Relations Officer (PRO) will:
 - a. Notify the vendor of the concerns brought forth.
 - b. Allow the vendor 7 days to respond in writing.
4. Within 3 days of receiving a response from the vendor, the PRO will:
 - a. Assess the situation.
 - b. Take any needed action, i.e., a site visit, to determine if the complaint is valid.
5. Within 2 days, the PRO will:
 - a. Prepare a summary of the issues at hand, conclusions drawn, and any recommended action.
 - b. Draft a notice to the vendor, include the conclusion and any action that has been (will be) taken.
 - c. If notification was requested by the complainant, draft this notice.
 - d. Assemble complaint packet: copies of complaint, vendor response, summary, and draft(s).
 - e. Deliver complaint packet to the PR Unit Supervisor and the PR Department Supervisor for their review and approval.
6. Within 2 days, the PRO will:
 - a. Revise the draft(s), per direction from the PR Unit or Department Supervisor.
 - b. Deliver final versions of the notice(s) to the PR Unit Supervisor.
 - c. Place a copy of the complaint packet in the vendor's paper file, maintained in PRD.
7. Within 2 days, the PR Unit Supervisor will:
 - a. Sign & mail the notice(s), filing a copy in the vendor's paper file.
 - b. Update the log with the final disposition & date.
8. ASD will determine the need to report to RO, based on the information provided by the PR Department Supervisor.

All written complaints are kept in the CE provider's credentials folder. In the last fiscal year the Indian DDB received 75 complaints. These were all investigated. The overwhelming majority ended up being a "He says, she says". There were a couple of complaints regarding cleanliness of offices. In these occasions a Professional Relations Officer made an unannounced visit to inspect the location. There were no serious cleanliness or sanitary

issues discovered. The facility was generally found acceptable or, once brought to the attention of the provider, improvements were made (cleaning of carpet).

Onsite Reviews:

Onsite reviews are conducted during normal visits to both key and non-key consultative source's offices. In the past year the Indiana Professional Relations Department has conducted unannounced onsite inspections of major vendors and several others. Reviews are conducted by members of the Professional Relations staff.

Consultant's licenses are reviewed on an ongoing schedule. Verification of license status is made at the time of recruitment. At photo identification may be requested at the visit.

Providers over \$150,000 annually

<u>Key Provider</u>	<u>Amount Paid</u>	<u>Date of Onsite Review</u>
Meridian Radiology/Diagnostic 3266 N. Meridian Street Suite 101 Indianapolis, IN 46208	\$831,272	8/24/2012
Indy Behavioral Health 1725 N. Shadeland Ave. Indianapolis, INN 46219	\$424,449	9/04/2012
Med-Plus Indiana 6900 Cherry Creek Drive Montgomery, Alabama 36117	\$365,384	8/28/2012
NWI Patient Care 544 South Lake Street Gary, IN 46403	\$308,589	8/21/2012
The Jean Clinic 7321 Shadeland Station Suite 150 Indianapolis, IN 46256	\$258,254	8/20/2012

H.M. Bacchus, M.D. (b) (6) Ft. Wayne, IN 46818 MED-I-QWIK	\$228,662	8/06/2012
Wayne VonBargen, PhD Papermill Office Park Suite 44 1910 St. Joe Center Road Ft. Wayne, IN 46825	\$216,162	9/19/2012
Ace One Services 1815 N. Capitol Ave. Suite 209 Indianapolis, IN 46202	\$196,147	8/11/2012
Albert Fink, Ph.D. 721 Scott Street Suite B Vincennes, IN 47591	\$193,775	8/29/2012
Blackbird Clinical Services 2 Executive Drive, Suite D Lafayette, IN 47905	\$181,814	8/14/2012
Herbert Henry, Ph.D. 3235 N. Meridian Street Suite 200 Indianapolis, IN 46208	\$179,366	9/21/2012
Caryn Brown, Psy.D. (b) (6) Merrillville, IN 46410	\$176,268	8/21/2012
Hubert Reyes, MD & Alexander Dela LLana, MD 2345 W. Franklin Suite 201 Evansville IN 47712	\$175,285	8/30/2012

Chris Catt, Ph.D. Indiana Psych 1169 Eastern Parkway, Suite 2252 Louisville, Kentucky 40217	\$166,428	8/29/2012
Richard Gardner, M.D. (b) (6) New Albany, IN 47150	\$156,743	9/18/2012
Shuyan Wang, M.D. (b) (6) Westfield, IN 46074	\$154,056	9/17/2012
Psychological & Social Services 518 East 86 th Avenue Merrillville, IN 46410	\$153,285	9/05/2012
Nicole Caldwell & Associates Disability Doctors, Inc. 7679 E Lakecliff Way Parker, CO 80134	\$152,997	7/28/2012

CE Vendor Recruitment

This past year has seen a continuation of the directive from the Administrative Services Director, (b) (6), and the Disability Determination Bureau Director, (b) (6), to recruit new members for the consultant panel. Priority needs were established and personnel assigned to the area primarily based on geographical responsibility. However, the entire unit was actively involved in different areas of recruitment. Due to the large number of DC CDR claims received special emphasis was placed on recruiting Speech and Language Pathologists. As in the previous year, significant increases in the number of consultants were realized in all areas of the state. There have been 100 new sources added to the consultant panel in the past year. This list is comprised of physicians, psychologists, hospitals, Speech and Language Pathologists and clinics.

These additions had a tremendous impact on the Indiana Disability Determination Bureau's ability to provide quality service in a timely fashion. By increasing the consultant roster the Indiana Disability Determination Bureau has been better equipped to serve Hoosiers. Thus allowing the Bureau to have a positive impact on the lives of our claimants with a significantly speedier disability determination. Another benefit of increasing the number of consultants is that we are able to dismiss those consultants who are unable to meet quality and/or timeliness goals.

New Vendors added

Koselke PsyD, Michele	MSE/psych	Carmel
Durak PhD, Gary	MSE/psych	Valparaiso
Durak PhD, Gary	MSE/psych	Crown Point
Med-Plus	Int	Terre Haute
Med-Plus	PFS	Terre Haute
Northeast Int Med	TET	Lagrange
Northeast Int Med	TET	Kendallville
Caldwell & Associates	Int/PFS	Muncie
St. Catherine Physician Srvs (Dr. Lang)	Int	Charlestown

Miller PsyD, Andrew	MSE/psych	Fort Wayne
Jacobs DO, Kurt	Int/PFS	Richmond
Jacobs DO, Kurt	PFS	Richmond
Gudan PsyD, Eric	MSE/psych	Indpls
Med-I-Qwik (Bacchus)	PFS	Fort Wayne
Peacock PsyD, Mary Ellen	MSE/psych	New Albany
Compassionate Care	Int	Kokomo
Brennan-Tieman SLP, Gayle	SLP	West Lafayette
Umali PsyD, Melissa (Princeton)	MSE/psych	Princeton
Umali PsyD, Melissa (Evansville)	MSE/psych	Evansville
Lysaker PhD, Paul	MSE/psych	Evansville
Coping & Healing	MSE/psych	Indpls
Suri Medical LLC (Anderson)	Int	Anderson
DDJ Medical	Int	Noblesville
Suri Medical LLC (Anderson)	PFS	Anderson
Suri Medical LLC (Bloomington)	Int	Bloomington
Marlow PhD, Steven	MSE/psych	Terre Haute
Early SLP, Elizabeth	SLP	South Bend
Berchane MD, Rima (UAP Clinic)	Int	Terre Haute
Keris PhD, Ellen	MSE/psych	Indpls
Maguire PhD, Michael	MSE/psych	Indpls
Horwitz PsyD, Javan	MSE/psych	Carmel

Meyer PsyD, Amy	MSE/psych	Connersville
St. Joseph Hospital	PFS, Echos, Dopplers	Fort Wayne
Moreau PsyD, Andrea	MSE/psych	Muncie
IU Health Goshen (Connolly)	SLP	Goshen
Possibilities NE	SLP	Fort Wayne
Wagoner Medical Center (Burlington)	Int/labs/TET/Echos	Burlington
Kirk SLP, Kimberly	SLP	Indpls
Levine MD, Eric (St. Francis Working Well)	Int	Mooresville
Major Hospital	ABG	Shelbyville
Compassionate Care (Muncie)	PFS	Muncie
McGinley PsyD, Allison (Resolutions)	MSE/psych	Indpls
Mid-America Psych (Gopal)	MSE/psych	Gary
Higginbotham PsyD, Darren (DLH Counseling)	MSE/psych	Indpls
St. Mary's Medical Ctr	SLP	Hobart
North Central Cardiovascular	TET/Echos	Elkhart
Caldwell & Associates (Muncie)	PFS	Muncie
DDJ Medical	Labs/anc	Noblesville
Ophthalmology Consultants	Opth/VF	Fort Wayne
UAP Physicians Clinic	Labs/anc	Terre Haute
Choate PsyD, Frank	MSE/psych	Peru

IU Health Goshen (Brock)	SLP	Goshen
Thorne PhD, Michele	MSE/psych	Lafayette
Kledzik MD, Ann	MSE/psych	Lafayette
Wang MD, Shuyan	Int	Madison
Logansport Mem Hosp	PFS/DLCO	Logansport
St. Catherine Hospital	PFS/DLCO	East Chicago
First Health Care	Int	Bloomington
Southern IN Radiological Assoc	XR	Bloomington
Compassionate Care (Kokomo)	PFS	Kokomo
Business Health Plus	Int	Clarksville
Butsch MD, Anne	Int	Evansville
Schaller SLP, Rachel	SLP	Muncie
St. Catherine Physician Services (Dr. Garner)	Int	Charlestown
Whited PhD, Amber	MSE/psych	Muncie
ENT Associates	Audio	Bloomington
Whitney SLP, Lesli	SLP	Richmond
Chheda MD, Manish (Northeast Med Group)	Int	Greenfield
Manneh, Abu (Northeast Med Group)	Int/PFS	McCordsville
Dr Angela Martinez (HealtheAccess)	Int/labs/PFS/X-rays	Valparaiso
Oetting PhD, Ryan	MSE/psych	Lafayette
Connections	MSE/psych	Indpls

Rachel Schaller, SLP	SLP	Marion
Wellcare	Int/anc.	Evansville
Children's Innovation Therapy	SLP	South Bend
Children's Innovation Therapy	SLP	Elkhart
Paula Neuman, Psy.D.	MSE/psych	Huntington
Jen Hutchins, Ph.D. (b) (6) [REDACTED]	Psych testing only	Terre Haute
Michael Knobloch, Ph.D. (b) (6) [REDACTED]	Psych testing only	Terre Haute
Decatur Co. Memorial Hospital	SLP	Greensburg
Amy Meyer, Psy.D.	MSE/psych	Greensburg
Dr Paul Kevin Bolinsky	MSE/psych	Terre Haute
Dr Robert Beilouny	MSE/psych	Greenwood
Angela Hoffman (b) (6) - Connections	Psych testing only	Indpls
Andrea Johnson, Psy.D.	MSE/psych	Indpls
Chad Edwards, Ph.D.	MSE/psych	Mishawaka
St. Catherine Hospital - East Chicago	SLP	East Chicago
Dr William Sobat	Int	Anderson

Initiatives to reduce CE processing time

When studying the Consultative Examination process, the time it takes from date of authorization until the report is actually received can be dissected into three timeframes. Those have been identified as:

- 1) Length of time from CE authorization to time the CE is scheduled.
- 2) Length of time from CE scheduling to actual appointment date.
- 3) Length of time from date of appointment to the date the report received.

All three areas continued experiencing a considerable decline in time, thus allowing the overall consultative examination process to decrease. The average length of time from CE authorization to time the CE is scheduled is less than .50 days. Examinations are generally schedule within 11-14 days. Due to phone calls for reports not received within 6 days and counseling of frequent problem consultants, length of time from date of appointment to the date the report received has declined to an average of 3 days..

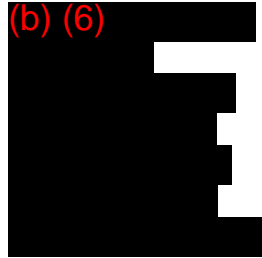
Factors that are attributable to the decline, while not limited to, would include the following action items:

- 1) Emphasizing the requirement that reports be submitted within 5 days of the appointment.
- 2) Follow up for late reports being the responsibility of the Professional Relations Officers
- 3) Follow up for reports 11+ days being performed by the Supervisor of the Professional Relations Unit and speaking directly with the consultant.
- 4) Encouraging the scheduling of earlier appointments
- 5) Expediting "Priority CE" requests from Claims Examiners
- 6) Greater use of ERE
- 7) 98% of vendors utilizing "Block Scheduling"
- 8) Requiring all vendors of Psychological Services to provide a wider assortment of testing.
- 9) Closely monitoring each vendor for all aspects of timeliness.
- 10) Meeting with vendors unable to adhere to timeliness requirements.

Consultants dismissed from the roster

The following consultants have been dismissed from the roster:

(b) (6)

A large black rectangular redaction covers the names and details of the consultants. The text "(b) (6)" is written in red at the top left of this redacted area.

2012
CONSULTATIVE EXAMINATION
MANAGEMENT/OVERSITE
REPORT
IOWA DDS

(b) (6)

PROFESSIONAL RELATIONS OFFICER

10/2012

VENDOR COMPLAINTS:

The following process details the Iowa DDS procedure for CE Vendor complaint reporting, assessment and action.

1. Whomever receives the complaint should:
 - a) Obtain claimant name,
 - b) Obtain name of CE provider,
 - c) Obtain general nature of complaint if possible,
 - d) Inform claimant that if they wish to make a formal complaint, the complaint must be submitted in writing and sent to the DDS Professional Relations Officer (PRO), who will contact the claimant if further information is needed.
 - e) Provide the general information to the PRO or in his/her extended absence to the supervisor of the examiner handling the case.

2. The PRO (or supervisor) will:
 - a) Generally, obtain a copy of the CE report before contacting the CE source to see if the provider mentions the alleged problem. In some cases, however, the complaint may be so significant that it would not be appropriate to wait for the report. When the PRO determines the appropriate time to contact the provider, the contact may be by phone, mail, or in person, whichever the PRO feels is most appropriate. The provider should be informed of the nature of the complaint and offered an opportunity to respond, preferably in writing. If the response is received verbally, the PRO will write a summary and send it to the provider to verify its accuracy.
 - b) Review DDS records and state licensing information for any past complaints or sanctions. PRO may survey other claimants with past exams for similar issues.
 - c) Review the evidence and make a conclusion as to the credibility of the allegations. Next steps depend on if the allegation is deemed credible and the nature of the complaint. The PRO may; counsel the provider, remove the provider from the list of authorized CE providers, or report the provider to the appropriate licensing board. Future CEs may be cancelled if necessary. The PRO may consult with the Bureau Chief or designated staff in the Center for Disability Programs (CDP) in the Regional Office.
 - d) Send a final report to the claimant, the provider, the Bureau Chief, the disability examiner, the unit supervisor, and the designated staff person in the CDP. The PRO will keep a file of all complaints by fiscal year as well as by provider.

The majority of the complaints received by the Iowa DDS were routine in nature. The CE vendor's demeanor such as rudeness or being "Too rough" was identified as the chief complaint. Each complaint was extensively documented. A copy of each complaint is maintained in the doctors file. The exam is reviewed and action taken if necessary.

ONSITE REVIEWS:

The following vendors received an onsite visit this fiscal year (See Attachment 2).

Name:	City:	Specialty:
1. Tim Wahl, PHD	Southeast Iowa	Psychology
2. Midtown Medical Clinic	Council Bluff/Sioux City	General Practice
3. John Kuhnlein, DO	Des Moines/Cedar Rapids/Boone	General Practice
4. Rosanne Jones-Thurmond, PHD	Council Bluffs/Harlan	Psychology
5. Healthy Aging & Memory Clinic	Des Moines	General Practice

KEY VOLUME VENDORS IN IOWA – JUNE 1, 2011- MAY 31, 2012

Rank for Previous Period	Rank for This Period	Name	Amount Paid This Period
4	1	Rich Martin, PHD	\$166,980
1	2	Carroll Roland, PHD	\$147,050
2	3	John Kuhnlein, DO	\$124,754
3	4	Wahl Psychological Services	\$124,445
5	5	Harlan Stientjes, PHD	\$107,010
6	6	Consultants in Disability	\$89,765
8	7	Rosanna Jones Thurmond, PHD	\$83,585
9	8	Midtown Medical	\$68,736
X	9	Family Counseling & Psychology	\$64,530
X	10	Roger Mraz, PHD	\$58,720
		Total paid out this period	\$1,035,575
		Total paid out last period	\$961,661

The following vendors were not reviewed this year: Rich Martin, PHD and Consultants in Disability were both reviewed in 2011. Carroll Roland, PHD, Harlan Stientjes, PHD, and Roger Mraz, PHD were all reviewed in 2010.

The following vendors received an onsite visit this year. John Kuhnlein, DO, Tim Wahl, PHD, Rosanna Jones Thurmond, PHD, Midtown Medical, as they have not been reviewed since 2009. Healthy Aging and Memory Clinic (The Orr Center) also received an onsite visit, as this clinic has consistently ranked in the top 20, but has never been visited.

(3)

CE STATISTICS:

1) Number of CE providers on CE panel;

The Iowa DDS utilizes approximately 215 physical clinic locations, 165 psychological clinic locations and 80 outpatient vendors (i.e. Hospital Radiology Depts.) for consultative examinations. Over 110 Physical Therapy vendors are also utilized by the agency.

2) Credentials Checks:

The IA Board of Medical Examiners provides a public website, www.medicalboard.iowa.gov, which lists licensing information including expiration dates. This information is placed in a spreadsheet and on the agency legacy system. At the start of each month, the spreadsheet is checked to identify any vendors whose license was set to expire. A new check of the website will indicate if the prior expiration date has changed. The new expiration date is noted on the spreadsheet and the legacy system. Those that have lapsed are contacted. Proof of licensure is required. The vendor is suspended until proof of current state licensing is obtained. A yearly check is made on all CE vendors on the national vendor suspension list. (Review was completed in August 2012.) The national list is also reviewed for each new CE vendor.

3) License and credentials of CE support personnel:

Support personnel such as X-ray technicians, RN's, etc... can also be obtained through the Iowa Licensing Board. All volume vendors provide a list of their support staff and credentials. The doctor signs the report and is therefore responsible for the report as a whole.

IOWA FEE SCHEDULE MANAGEMENT - 2012:

The Iowa DDS Fee Schedule continued to reflect Iowa's Medicare fee schedule (see Attachment 1). Changes were made to the schedule based upon the yearly updates completed by Iowa Medicare.

ERE ACTIVITIES:

The Iowa DDS has made extensive progress in the obtainment of electronic medical records. At this point, over 96% of the state's CE vendors have agreed to send in their reports electronically through the fax server or ERE website.

Over 4,100 MER vendors including all Iowa Hospitals are now accepting the agency disability requests through Outbound Fax.

Healthport continues sending in all requests through "Connect Direct."

Over 115 Additional MER and CE vendors were added this year to ERE and all have begun using the ERE fiscal process to request payment. These additions will equate to over 2,700 exams and over 15,000 MER requests being processed fully paperless through ERE.

The agency now receives over 80% of all medical records electronically. Additional work is continuing with all major locations to identify ERE alternatives.

(b) (6) . *Professional Relations Officer (2012)*

Attachment 2

2012 Iowa DDS Onsite Reviews

2012 ONSITE REVIEW – (b) (6)

Date: *8/14/2012*

Provider:

Name: (b) (6)

Address: (b) (6)

Other locations: (b) (6)

Examinations Conducted: *General Physical Examinations*

Number of CE's performed (since): (b) (6)

Phone Number: (b) (6)

Classification - (b) (6)

Review Type - *Comprehensive*

Facility:

Identifiably – *Easy to locate/On main road*

Cleanliness – *Very Clean*

Handicap Accessibility - *Yes*

Public Transportation – *Bus and Taxi available but not close*

Parking Lot – *Large – Handicap spaces directly outside of office*

Emergency Exit Signs - *Yes*

Rest Rooms – *Large – Handicap accessible*

Waiting Room - *Nine chairs, television, magazines, very clean*

Examining Rooms – (b) (6)

Gowns Provided? – *Disposable Athletic Shorts (b) (6) Laundered shorts (b) (6)*

Equipment/Laboratory Tests – *No Lab or X-rays in Office*

Eye Chart Location – *Well marked out and adequately lit.*

Staff

General Appearance – *Very Professional*

Doctor's specialty - *Occupational Medicine*

Does the physician speak easy-to-understand English? - *Yes*

Does the physician speak another language? – *Yes- Some Spanish*

Is someone trained in (CPR) on the premises at all times? - *Yes*

Is an emergency/resuscitation cart easily accessible? - *No*

Scheduling:

Maximum number of CEs scheduled per day? - *10*

Procedures:

Are claimants greeted in a friendly, professional manner? - *Yes*

How long was it before they were greeted? – *Immediately*

How and by whom is the claimant identified? – *Nurse on Duty*

Who obtains the claimant's medical/psychological history? - *Nurse and the Doctor*

Who performs the examination? - *Doctor*

How much time does the physician spend face-to-face with the claimant? *20-35 Minutes*

Do assistants to the physician meet appropriate licensing requirements of the State? - *Yes*

Is the claimant's physical description and claim number in the CE report? - *Yes*

(Signature of Reviewer) – (b) (6) Date *8/14/2012*

2012 ONSITE REVIEW – (b) (6)

Date: *8/20/2012*

Provider:

Name: (b) (6)

Address: (b) (6)

Other Locations: (b) (6)

Examinations Conducted: *Psychological Examinations*

Number of CE's performed (Since): (b) (6)

Phone Number: (b) (6)

Classification: (b) (6)

Review Type: *Comprehensive*

Facility: (Reviewed (b) (6))

Identifiably – *Large Sign*

Cleanliness – *Well-kept appearance*

Handicap Accessibility - *Yes*

Public Transportation – *Bus service available*

Parking Lot – *Large, handicap accessible*

Emergency Exit Signs - *Yes*

Rest Rooms - *Large, handicap accessible*

Waiting Room – *10 Chairs*

Examining Rooms – *Evaluation done in closed conference room*

Staff:

General Appearance – *Very Professional*

Doctor's specialty – *Psychology*

Psychologist license number - (b) (6)

Does the psychologist speak easy-to-understand English? – *Yes*

Does the psychologist speak another language of the claimant? – *No*

Scheduling:

What is the maximum number of CEs scheduled per day? - 6

Procedures:

Are claimants greeted in a friendly, professional manner? - *Yes*

How long was it before they were greeted? *Immediately*

How and by whom is the claimant identified? *The Doctor*

Who obtains the claimant's medical/psychological history? *The Doctor*

Who obtains the claimant's physical/psychological examination? *The Doctor*

How much time does the psychologist spend face-to-face with the claimant? *Depends on what tests are being administered. 1-2 hrs*

Do assistants to the psychologist meet appropriate licensing requirements of the State? - *NA*

Is the claimant's physical description and claim number in the CE report? - *Yes*

(Signature of Reviewer) **(b) (6)** Date: *8/20/2012*

2012 ONSITE REVIEW – (b) (6)

Date: *8/23/2012*

Provider:

Name: (b) (6)

Address: (b) (6)

Other locations: (b) (6)

Examinations Conducted: *General Physical Examinations*

Number of CE's performed (since): (b) (6)

Phone Number: (b) (6)

Classification - (b) (6)

Review Type - *Comprehensive*

Facility:

Identifiably – *Easy to locate/On-main road*

Cleanliness – *Very Clean*

Handicap Accessibility - *Yes*

Public Transportation – *Bus Stop across the street*

Parking Lot – *Large – Handicap spaces directly outside of office*

Emergency Exit Signs - *Yes*

Rest Rooms – *Large – Handicap accessible*

Waiting Room – *Very Clean – 16 Chairs*

Examining Rooms – *3, Modern and well maintained*

Gowns Provided? – *Yes*

Equipment/Laboratory Tests – *No Lab or X-rays in Office*

Eye Chart Location – *Well marked out and adequately lit.*

Staff

General Appearance – *Very Professional*

Doctor's specialty – *Geriatrics and Family Practice*

Does the physician speak easy-to-understand English? - *Yes*

Does the physician speak another language? – *Some French*

Is someone trained in (CPR) on the premises at all times? - *Yes*

Is an emergency/resuscitation cart easily accessible? - *No*

Scheduling:

Maximum number of CEs scheduled per day? - *8*

Procedures:

Are claimants greeted in a friendly, professional manner? - *Yes*

How long was it before they were greeted? – *Immediately*

How and by whom is the claimant identified? – *The doctor*

Who obtains the claimant's medical/psychological history? - *The doctor*

Who performs the examination? – *The doctor*

How much time does the physician spend face-to-face with the claimant? *30-40 minutes*

Do assistants to the physician meet appropriate licensing requirements of the State? - *Yes*

Is the claimant's physical description and claim number in the CE report? - *Yes*

(Signature of Reviewer) – (b) (6) Date *8/23/2012*

2012 ONSITE REVIEW – (b) (6)

Date: *10/16/2012*

Provider:

Name: (b) (6)

Address: (b) (6)

Other locations: (b) (6)

Examinations Conducted: *General Physical Examinations*

Number of CE's performed (since): (b) (6)

Phone Number: (b) (6)

Classification - (b) (6)

Review Type - *Comprehensive*

Facility:

Identifiably – *Easy to locate/On main road*

Cleanliness – *Very Clean*

Handicap Accessibility – *Yes – Currently working to replace ramp*

Public Transportation – *Bus and Taxi available*

Parking Lot – *Large – Handicap spaces directly outside of office*

Emergency Exit Signs - *Yes*

Rest Rooms – *Large – Handicap accessible*

Waiting Room – *Large, very clean (14 Chairs)*

Examining Rooms – *Very Modern – 3 Medical Rooms, 2 Psychological interview rooms*

Gowns Provided? – *If requested*

Equipment/Laboratory Tests – *None on site*

Eye Chart Location – *Well marked out and adequately lit.*

Staff

General Appearance – *Very Professional*

Doctor's specialty – *General Practice*

Does the physician speak easy-to-understand English? - *Yes*

Does the physician speak another language? – *Yes - Spanish*

Is someone trained in (CPR) on the premises at all times? - *Yes*

Is an emergency/resuscitation cart easily accessible? – *No*

Scheduling:

Maximum number of CEs scheduled per day? - *18 between three doctors*

Procedures:

Are claimants greeted in a friendly, professional manner? - *Yes*

How long was it before they were greeted? – *Immediately*

How and by whom is the claimant identified? – *Nurse on Duty*

Who obtains the claimant's medical/psychological history? - *Nurse and the Doctor*

Who performs the examination? - *Doctor*

How much time does the physician spend face-to-face with the claimant? *1-1.5 hours*

Do assistants to the physician meet appropriate licensing requirements of the State? - *Yes*

Is the claimant's physical description and claim number in the CE report? - *Yes*

(Signature of Reviewer) – (b) (6) Date *10/17/2012*

2012 ONSITE REVIEW – (b) (6)

Date: *10/16/2012*

Provider:

Name: (b) (6)

Address: (b) (6)

Other Locations: (b) (6)

Examinations Conducted: *Psychological Examinations*

Number of CE's performed (Since): (b) (6)

Phone Number: (b) (6)

Classification: (b) (6)

Review Type: *Comprehensive*

Facility:

Identifiably – *Large Sign*

Cleanliness – *Well-kept appearance*

Handicap Accessibility - *Yes*

Public Transportation – *Bus service available*

Parking Lot – *Large, handicap accessible*

Emergency Exit Signs - *Yes*

Rest Rooms - *Large, handicap accessible*

Waiting Room – *Very well kept – 8 chairs*

Examining Rooms – *Evaluation done in doctors personal office*

Staff:

General Appearance – *Very Professional*

Doctor's specialty – *Psychology*

Psychologist license number - (b) (6)

Does the psychologist speak easy-to-understand English? – *Yes*

Does the psychologist speak another language of the claimant? - *No*

Scheduling:

What is the maximum number of CEs scheduled per day? *6*

Procedures:

Are claimants greeted in a friendly, professional manner? - *Yes*

How long was it before they were greeted? *Immediately*

How and by whom is the claimant identified? *The Doctor*

Who obtains the claimant's medical/psychological history? *The Doctor*

Who obtains the claimant's physical/psychological examination? *The Doctor*

How much time does the psychologist spend face-to-face with the claimant? *Depends on test type, usually 1-2 hrs.*

Do assistants to the psychologist meet appropriate licensing requirements of the State? – *N/A*

Is the claimant's physical description and claim number in the CE report? - *Yes*

(Signature of Reviewer) *(b) (6)* Date: *10/17/2012*

RO Review of Iowa DDS Management of the CE Process 10/2012

A. DDS Quality Assurance Activities in the CE Process

1. Does the DDS QA unit assure that only necessary CEs are ordered when reviewing CE reports for quality?
What other areas does the QA unit cover to monitor DDS purchase of medical evidence?
Periodic inline reviews are completed by the QA resource unit regarding the proper use of CE's. The unit supervisors and lead workers review examiner CE requests to identify CE need.
2. Describe the method used for periodic review of CE reports.
When the examiner staff orders an examination, the line unit supervisors or lead workers review the request for appropriateness. The DDS legacy (I5) system alerts the supervisor of the requested CE. It cannot be scheduled without authorization.
- a. Has the DDS established a system to assure the quality of CE reports?
Yes, all initial CE reports from a new vendor are reviewed by the PRO. Established vendors are reviewed by the PRO, medical consultant and QA staff by random sampling. Additional reviews are performed when a problem has been noted in an exam.
- b. How and by whom is the review results evaluated? What review criteria are used? **See (2a) above**
- c. If the CE report is inadequate or incomplete, how is this information conveyed to the provider? Is the provider asked to provide the necessary information previously omitted?
The PRO or in some cases an agency medical consultant gives the provider feedback regarding the problem. Additional reports are reviewed following the feedback to see that the necessary changes have occurred.
- d. What is the DDSs policy for handling CE providers who continue to submit CE reports of unacceptable quality?
They are removed from the panel.
3. Describe the selection process for reviewing CE reports under the Independent CE Report Review System.
All new vendors are reviewed. Problem vendors are reviewed when a problem is identified, and sample vendor reviews are by random computer selection.

B. Fee Schedules

1. The Iowa DDS follows the fee schedule policy in DI39545.600.
2. Obtain copies of the current CE/MER fee schedules used by the DDS.
Provided-Attached
3. Does the DDS use a fee schedule or do they pay "usual and customary" charges for medical services?
Fee Schedule
4. Explain the methodology used to establish the rates of payment.
The Iowa DDS fee schedule reflects the Iowa Medicare Fee schedule. Changes are made to the schedule based upon the yearly updates completed by Iowa Medicare. Exceptions to the Medicare rate have been established based upon program needs; vendor surveys, and other state fee schedules. These exceptions were proposed and accepted by Regional and Central office authorities.
5. Does the DDS or State use contracts or negotiated agreements to set rates? **No**
6. Does the DDS use a fee schedule established by any other agency(s) in the State? **Medicare**
7. Is the fee schedule reviewed annually? **Yes**
8. What types of information are used to analyze the need for making changes in the rate of payment?
Completed based on vendor requests or when addressing budget and other fiscal matters.
9. Does the DDS use volume vendors? **Yes.** Are any discounts offered to volume vendors? **No.**

C. Training and Review of New CE Providers

Describe the procedures for the training, and review of new CE providers. (Obtain a copy of the training outline or other materials given to new providers).

The PRO at the time of recruitment provides the new vendor with a training packet. The physician, nurse or the office manager is given a detailed overview of the program. The vendor is provided with information regarding agency needs; processing time requirements, fee schedules, etc...These training packets were developed by the PRO, examiners and MCs.

1. What type of training is provided? **See above**

2. Who conducts it? **See above**

3. What training materials are furnished? **See above**

4. How is the quality of training evaluated?

All initial CE reports from a new vendor are reviewed by the PRO. The vendor is then provided feedback. If additional review is needed after the initial feedback, the PRO again performs the review.

5. Are CE providers encouraged to submit reports electronically? **Yes**

Review of New Providers

1. What type of review is done? (Describe frequency, duration, method of sampling, and how data is collected.)

Enough cases are reviewed to get a clear picture of the vendor's style, ability and completeness. Electronic records are maintained regarding the findings of this review. DDS Staff is given feedback regarding the vendor's quality and turn-around time.

2. Who conducts the review?

The PRO, QA and Medical Consultants perform the reviews.

3. Are the providers given feedback on results of the reviews? **Yes**

D. CE Scheduling Procedures and Controls

1. Are CE scheduling procedures and controls designed to attain a good distribution of examinations and to prevent over scheduling. ***Yes, the examiners choose the vendor to be used, but the schedulers monitor the process to see that exams can be scheduled sooner in other locations.***

2. Does the CE authorization process:

a. Establish procedures for medical or supervisory approval of CE requests as required in regulations?

When the examiner staff orders an examination, the line unit supervisors or lead workers review the request for appropriateness. The I5 system alerts the supervisor of the requested CE. It cannot be scheduled without authorization

b. Include a medical review of CEs that order diagnostic tests or procedures that may involve significant risk as required in regulations? **Yes**

3. How is the determination made as to which CE provider will be used? What consideration is given to the quality of the prior CE reports? What measures are taken to ensure that each CE provider on the panel is given an equitable number of referrals?

The examiners choose the vendor to be used, but the schedulers monitor the process to see that exams can be scheduled sooner in other locations.

4. Is the treating source used as the preferred source of the CE as required in regulations? **Yes**

5. If the treating source is not used for the CE, is the reason properly documented in the claims file on the case development summary? **Yes**

6. Are medical source statements requested? **Yes**

7. Are copies of the background material in the claims file sent to the CE source for review prior to the CE? **Yes**

8. Is the DDS following the guides on CE scheduling intervals? If not, what precautions, if any, are taken to prevent over scheduling? **As stated above the examiners choose the vendor, however, they are provided with resources from the PRO regarding turn-around time, scheduling problems, etc... The clerical staff notifies the examiner of potential CE delays.**

9. No Shows/Cancellations

a. What follow-up procedures are followed to ensure the CE appointment is kept? Does the DDS remind the claimant of the CE several days before the examination? **The IS system provides follow-ups, which produce automated notice reminders to the claimant. The claimant is asked to respond in writing. If no letter is received, the clerical and examiner staff follows guidelines established by SSA in 2011, which provide additional assurances that the CE is kept to avoid any failure issues. A special call-in letter is sent to the claimant to document that they will attend the examination. Clerical staff does a reminder call 3-4 days prior to the appointment if no written or phone contact has been made. Agency Auto-dialer contacts all claimants' prior to the scheduled exam. CE vendors are also encouraged but not required to call the claimant prior to the appointment.**

b. Is the DDS notified that the appointment has been kept? **Yes**

c. What is the rate of no-shows? Of cancellations? Are either paid for? If so, describe the payment policy.

About 18% of examinations are missed or cancelled. More mental related cases are no-shows. The DDS does not pay for missed appointments.

E. Integrity of Medical Evidence

1. Are claimant identification controls in place and being used? **Yes**

2. Are the number of vouchers for purchased medical evidence being checked against the actual number of pieces of purchased medical evidence in file to ensure that all evidence is in file? **Yes**

3. Is hand-delivered evidence reviewed to assess its authenticity and are the steps in DI23025.010G followed if the source is questionable? **Yes**

F. Recruiting Activities

1. Is current CE panel adequate? **Yes. Certain specialties, tests and studies are unavailable in some areas of the state. However, there are no significant problems with the current panel. Due to the rural nature of the state, specialists are mainly found in Des Moines, the state's largest metropolitan area. The IA DDS uses physical therapists (PT) for exams that in the past would have been done by an orthopedist (if available) or by a family physician or general practitioner. The PT exams have been very detailed, and provide good functional evidence for orthopedic impairments if the diagnosis has already been established by an acceptable source in file.**

2. If inadequate, where are more providers needed? Specify geographical area and specialty. **As noted above, most areas have at least one qualified vendor to do general physical evaluations. The DDS is always interested in locating additional sources.**

3. Describe current recruitment activities, paying attention to how often they are carried out - on a continuing basis, or periodically? **Recruitment is on-going. Presentations are given at state conferences, SSA offices are asked to submit names of new doctors to the area, Internet search, Cold calls to new vendors when doing PR visits to established vendors, etc...The PRO also approaches medical sources who do DOT exams and tries to recruit them.**

4. What are the sources of referral and how are these referrals handled? **See (3) above**

5. Are the credential check procedures in DI 39569.300 being followed? **Yes**

G. Claimant Complaints

1. Are all complaints investigated? (**Yes**) By whom? (**The PRO**) **On average, there is only one complaint every 3 or 4 months.**
2. Is there a written procedure or standard form used to investigate complaints?
A narrative is completed and maintained electronically.
3. Does the DDS handle the following?
 - a. Congressional inquiries - **Yes**
 - b. Claimant complaints - **Yes**
 - c. Provider complaints - **Yes**
4. Is the claimant given a response to his/her complaint on a timely basis? - **Yes**
5. What remedial/corrective actions are taken with the CE providers? **The report is reviewed. In most cases, a call is made to the provider for their input. Following vendor input, if the situation can be handled by a discussion with the vendor, (i.e. they agree to proceed differently in the future) No further action is taken. A follow up to the claimant may be made if needed.**
6. Does the DDS have procedures for handling threats and/or statements regarding suicide? - **Yes**
7. What types of situations are referred to the RO? **Legal manners such as vendor subpoenas or unusual incidents such as injuries during an exam.**

H. Claimant Reactions to Key Providers

1. Describe the procedures for obtaining claimant reactions to key providers to determine if problems exist.
Surveys have been done in the past.
2. What type of claimant contacts is made; e.g., letter, telephone, or other personal contacts, such as RO exit interviews of claimants? **Telephone contacts or interviews**
3. Who makes these contacts and what criteria are used to determine if a contact is warranted? **The PRO**
4. Is there a systematic plan for contacting claimants seen by all key providers? **No**

I. List of Key Providers

1. When visited during last fiscal year
Visited this year, for the yearly CE Oversight report
2. By Whom? (**The PRO**)

J. Onsite Reviews of CE Providers

1. Provide a description of the procedures for the systematic onsite reviews of CE providers. Do they include verification from the source that all individuals who perform support services are properly licensed?
POMs procedures completed during yearly CE Oversight review and inspection
2. At a minimum, are the top five key providers reviewed? (**Yes**) How often? **Yearly basis**
3. Describe method for selecting non-key providers for review. How many reviews of non-key providers have been done in the last 12 months? **Review is done based upon need such as a staff or claimant complaint or when other PR activity is being done in a specific area of the state.**
4. Do the physicians or psychologists, as appropriate, participate in onsite reviews? **Yes**
5. Review copies of all reports of onsite reviews to CE providers made in the past year. **Participated in one onsite visit – the others were not yet done for the FY. Past years reports have been reviewed.**

K. Contracting Out for Medical Services

1. Describe the procedures for determining the feasibility of contracting out for medical services with both large and small volume providers, including individual and group practices. **Not Done**

a. Has the DDS targeted geographic areas within the State with high concentrations of claimants and specialists? Has the DDS negotiated a volume discount? **No**

b. Was a survey done in these areas to determine what kinds of CEs are needed, and what types of specialists are available to meet those needs? **No**

c. Has the State contacted these specialists to obtain a preliminary indication of provider willingness to bid at a discounted price in exchange for some or most of the expected CE needs in targeted areas? **NA**

d. What action was taken as a result of this study? **NA**

L. Records Maintenance

1. Does the DDS maintain a separate file for each CE provider? (**Yes – Maintained electronically**)

2. Files contain **Credentials, complaints, complaint results, statistical data and Onsite reviews**

3. Does the DDS complete the "CE Oversight/Management Report" and send it to the RO? **Yes**

M. Onsite Review of CE Provider

(b) (6) office was visited with **(b) (6)**. *The office was clean, secure, and the exam rooms private. All facilities were modern and handicap accessible. A full site visit report is on file in the Iowa DDS.*

(b) (6)
Regional Professional Relations Coordinator

KANSAS DDS CE OVERSIGHT REPORT
FISCAL YEAR 2012
November 14, 2012

This is the annual CE oversight report for the Kansas DDS for fiscal year 2012. The content follows the guidelines in POMS DI 39545.575 Exhibit 2.

CE Provider Visits Performed in FY 2012

- Central Medical Consultants (CMC) provides disability exams at clinics in the Kansas City, KS area, Wichita, Topeka. While no site visits were done during this reporting period; there has been frequent contact with Dr. James Henderson via telephone, fax and email. Dr. Henderson is the CEO of Central Medical Consultants and is responsible for all operation matters including recruitment of clinic doctors and staff. CMC is by far the largest provider for the Kansas DDS. We have worked closely this past year with the Missouri DDS schedulers and PROs in an effort to maintain CMC services for Kansas claimants in the Kansas City, Topeka and Wichita area. The Missouri DDSs receive all of our initial claims from the Kansas City, Johnson County, Topeka, Lawrence, Independence, Emporia and Pittsburg Field Offices. In addition, the Kansas DDS transferred 839 initial claims from our backlog during the time period from May through June 2012. Because of the clinic format that CMC uses and our long relationship with Dr. Henderson; we provide the Missouri schedulers with the dates and location of the CMC clinics for the month. They then email us the names of the claimants they want to schedule and we enter them on our spreadsheet for CMC. We are no longer able to provide CMC services in the Coffeyville area due to the change in case receipts.
- Michael Schwartz, Ph.D. is a key provider and travels throughout the state. He provides mental status evaluations (MSE) and psychological testing for both adults and children. Dr. Schwartz covers the western part of Kansas for us. The Kansas DDS uses SSA's VSD equipment to do a large percentage of our MSEs in the areas west of Wichita. When testing is needed, however, we need for Dr. Schwartz to travel to those western communities. Currently, he sees claimants at DCF offices in El Dorado, Newton, Hutchinson, Great Bend, Dodge City, Garden City, Hays, Goodland and Colby. Dr. Schwartz uses state office facilities to perform his exams; therefore no site visits were done at the above locations. Since Dr. Schwartz does MSEs via video here at the Kansas DDS we have had many opportunities to provide feedback to him. He is responsive to our feedback and suggestions for improvement.
- Stanley Mintz, Ph.D. continues to be key provider because of his willingness to travel throughout the eastern and middle section of the state. He does MSEs and testing for both adults and children. In addition to the above key providers CE site visits were conducted with the following doctors: Dr. Whitmer in Ellsworth, KS; Dr. Trotter and Dr. Hetzel in Dodge City KS and Kristina Jallow, APRN in Colby, KS.

KS DDS MPROs and the Medical Administrator, (b) (6) maintain regular telephone and e-mail contact with all CE providers regarding key issues, concerns and complaints. CE provider reports are reviewed on a regular and consistent basis by both the MPROs and the Kansas Medical Administrator.

CE Complaint Resolution Process

CE complaints involving the actual CE provider primarily come from the claimant or their representative, most generally through telephone contact with the disability examiner working on their claim. CE report complaints come primarily from our disability examiners and our medical/psychological consultants. Complaints made to our disability examiner staff are listened to and then in accordance with DDS office policy the claimant is asked to put their concerns in writing and send to the attention of the MPRO. Our examiner staff does convey the concerns of the claimant to the MPROs via e-mail prior to the receipt of a written complaint. Claimant complaints generally fall into three categories: 1) the CE doctor was rude 2) the CE doctor did not spend sufficient time and 3) the CE doctor did not evaluate all complaints. We assess the reasonableness and/or seriousness of the complaint after talking with the claimant, the CE provider and a review of the CE report. CE report content is addressed with the CE doctor in person or via telephone contact. During all site visits, providers are reminded of the need to submit their CE reports timely and to spend sufficient time with claimants.

Key Providers for FY 2012

Central Medical Consultants
CEO James Henderson, M.D.
334 Charroux Dr.
Palm Beach Gardens, FL 33410

Michael Schwartz, Ph.D.
PO Box 12308
Overland Park, KS 66282

Stanley Mintz, Ph.D.
PO Box 822
Lawrence, KS 66044

CE Panel

As of this date, we have 40 psychologists, while we were able to recruit 3 new doctors we lost 6 doctors this year. We have 38 medical doctors, 22 ophthalmologists/optometrists combined, 30 speech and language pathologists/audiologists combined and 54 hospitals. A complete list of CE vendors is attached with this report (Attachment A). When a CE provider is recruited, they are required to submit a copy of their State license, resume or C.V. (if appropriate) and a signed copy of the Statement of Agreement. All this information is sent to potential providers via e-mail. Included in our "recruitment packet" is a letter with a hyper-link to SSA's website and the Green Book, an explanation of fees, a PowerPoint presentation, a W-9 form and a Statement of Agreement. The KS Board of Healing Arts or the Behavioral Sciences Regulatory Board online databases are utilized to determine whether a provider has the requisite qualifications to be considered. The HHS/OIG Exclusion Search is used to determine if there are federal exclusions. All searches are documented in the CE provider's electronic folder. DDS checks credentials and HHS/OIG Exclusions annually. The CE provider's signature on the required Statement of Agreement stipulates that all support personnel be properly licensed as required by law. This has been a difficult year for many of our CE vendors. Due to the large number of claims being sent to Missouri many of our vendors in the Kansas

City area have not been used or used infrequently for CE exams. As most of them are small business owners this has had a very real economic impact on their practices.

Medical Fee Schedules

An updated fee schedule and our CPT code revisions were submitted to RO earlier this year and is also submitted with this report (Attachment B). Kansas Medicaid rates allow a payment of \$136.62 for a physical examination and report and \$110.00 for a mental status evaluation and report. MER fees currently are \$18.97 as a base fee plus \$.63 per page up to a maximum of \$43.00. Kansas pays a different rate for narrative reports from MER providers, \$15 for a brief report and \$25 for a comprehensive report. The number of temporary staff has been reduced in the fiscal unit due to the large number of Kansas claims that are being sent to the Missouri DDSs. MER bills are paid three times a week and CE bills are paid twice a week.

Missed CE Appointments

We continue to utilize a report which was created last year, which is updated daily to track the CE no show/broken rate by CE provider. This has allowed us to target problems and address no shows/broken appointments in a more effective and efficient manner. We advise our CE providers of their kept, canceled and broken appointments. The fiscal unit is responsible for reminder calls to claimants prior to their appointments. An action note is left for the examiner if the claimant cannot be reached for any reason by telephone. These reminder calls are in addition to the reminder letters that are sent to the claimant. DDS staff is required to call claimants prior to scheduling exams. DDS staff routinely contacts third parties when a claimant cannot be reach or a CE is missed.

MPRO Activities

In September 2012 we were asked to make a presentation at a town hall meeting to the Wounded Warriors Transition Unit at Fort Riley, KS. We were able to answer several questions asked by soldiers after the presentation. It is always an honor and a privilege for the Kansas PROs to be a guest at the Fort. The PROs also were invited to participate in a "round table" meeting with the ALJs at the ODAR office in Wichita, KS. Some of the topics discussed included the following: interrogatories submitted by attorney representatives, medical source statements, and CE vendors. We very much appreciated the judges' perspective and found the meeting to be very productive.

Recruitment

The KS DDS MPROs contact the Board of Healing Arts and the Behavioral Sciences Regulatory Board annually for a list of all members and their email addresses. The lists are sent via e-mail, thus allowing us to share the list with everyone who needs access to the information. In August 2012 I was able to travel to western Kansas to visit 3 of our CE vendors and visit 3 additional rural clinics in Ness City, KS, Scott City, KS and Norton, KS. Dr. Whitmer in Ellsworth, KS has agreed to do more exams for us after the first of the year. The rural clinics in Ness City and Scott City are considering doing exams utilizing one of their mid-level staff after the first of the year. The rural clinic in Norton, KS will do exams on their own patients only. This was an 837 mile trip in two days and one night.

ERE and other PRO Duties

The KS DDS continues to encourage and promote electronic submission of MER and CE reports. We have converted both Dr. Schwartz and Dr. Mintz to eOR this year and all new CE vendors are required to use eOR. E Authorization has been a significant challenge this year and very time consuming. The Kansas DDS appreciates all the help Missouri has given us this year and we particularly appreciate the help the Missouri PRO staff has provided.

Respectfully submitted by

(b) (6)

(b) (6) 11/2012

KENTUCKY DDS REGIONAL OFFICE REPORT FY 2012

I. DESCRIPTION OF COMPLAINT & INADEQUATE CE RESOLUTIONS

The Kentucky DDS handles complaints in the following manner:

- Complaints and clarification requests for non-DMA cases are hand carried to the Professional Relations Section along with a copy of the consultative exam (if the exam is in the office at that time; if not we await a copy of the exam for paper claims). An electronic IOC (interoffice contact), is generated and sent to the Professional Relations Officer for appropriate action.
- Upon receipt of the complaint or clarification report via IOC, the PRO will send a letter to the claimant notifying them that we have received their complaint and that the complaint will be investigated. The PRO will also prepare a letter to the vendor in regards to the complaint and ask for an immediate written response. For inadequate CEs, or clarification requests, the PRO will send a letter to the vendor, which outlines the documentation that we need for assessment. Upon receipt of the stated responses from the vendor, the PRO will review the vendors' response and decide if the issue has been resolved, or if further contact with the vendor is necessary.
- All inadequate and complaint reports are submitted electronically in order to recognize a pattern of issues or concerns in regards to individual vendors. The PROs address all patterns of concern with the vendors, and take any/all corrective actions necessary.

The above are in regards to the routine type of complaint issues (rudeness, not enough time, etc). Any issues that involve an allegation of any unethical (sexual, etc.) behavior are handled as follows:

- The assigned PRO prepares a letter to the claimant stating that their complaint has been received, and that it is being forwarded to our state EEO office for investigation. The KY DDS provides all available information to the EEO office. The EEO office investigates the claimant's allegations, and informs the KY DDS of findings and provides copies of documentation. In the past vendors have been terminated from performing exams based on the findings of the EEO office. Regional Office (ATL) is then be notified of all pertinent case information, actions, and resolutions.

II. COMPLETED ONSITE REVIEWS

	DATE	VENDOR NAME	LOCATION OF CLINIC
*	Oct. 2011	Gary Maryman, PHD	Louisville, KY
*	Oct. 2011	Liberty Medical Assessment LLC	Owensboro, KY
*	Oct. 2011	Tri-State Occupational Medicine	Harlan, KY
*	Oct. 2011	Liberty Medical Assessment LLC	Louisville, KY
*	Oct. 2011	Craig Cabezas, PHD	Bowling Green, KY
*	Nov. 2011	Wellcare, Inc.	Greensburg, KY
*	Nov. 2011	Wellcare, Inc.	Paris, KY
*	Nov. 2011	Tri-State Occupational Medicine	Lexington, KY
*	Nov. 2011	Tri-State Occupational Medicine	Paintsville, KY
*	Nov. 2011	Christopher A. Catt Consulting	Pikeville, KY
*	Nov. 2011	Story Consulting Services	South Williamson, KY
*	Nov. 2011	Gary Maryman, PHD	Madisonville, KY
*	Nov. 2011	Liberty Medical Assessment LLC	Henderson, KY
*	Dec. 2011	Craig Cabezas, PHD	Hartford, KY
*	Dec. 2011	Wellcare, Inc.	Hazard, KY
*	Dec. 2011	Southern Medical Group	Lexington, KY
*	Dec. 2011	Liberty Medical Assessment LLC	Florence, KY
*	Dec. 2011	Christopher A. Catt Consulting	Somerset, KY
*	Jan. 2012	Wellcare, Inc.	Middlesboro, KY
*	Jan. 2012	Southern Medical Group	Jackson, KY
*	Jan. 2012	Tri-State Occupational Medicine	Ashland, KY
*	Jan. 2012	Liberty Medical Assessment LLC	Louisville, KY
*	Feb. 2012	Wellcare, Inc.	Hopkinsville, KY
*	Feb. 2012	Christopher A. Catt Consulting	Morehead, KY
*	Feb. 2012	Craig Cabezas, PHD	Shepherdsville, KY
*	Feb. 2012	Story Consulting Services	Elizabethtown, KY
*	Feb. 2012	Wellcare, Inc.	Campbellsville, KY
*	Mar. 2012	Craig Cabezas, PHD	Bowling Green, KY
*	Mar. 2012	Craig Cabezas, PHD	Hardinsburg, KY
*	Mar. 2012	Tri-State Occupational Medicine	Morehead, KY
*	Mar. 2012	Christopher A. Catt Consulting	Hazard, KY
*	Mar. 2012	Wellcare, Inc.	Louisville
*	Apr. 2012	Wellcare, Inc.	Princeton, KY
*	Apr. 2012	Christopher A. Catt Consulting	Louisville, KY
*	Apr. 2012	Christopher A. Catt Consulting	Ashland, KY
*	Apr. 2012	Timothy Baggs, PSYD	London, KY
*	Apr. 2012	Story Consulting Services	Somerset, KY
*	May 2012	Liberty Medical Assessment LLC	Glasgow, KY
*	May 2012	Liberty Medical Assessment LLC	Leitchfield, KY
*	June 2012	Story Consulting Services	Lebanon, KY
*	June 2012	Story Consulting Services	Louisa, KY

*	June 2012	Tri-State Occupational Medicine	Pikeville, KY
*	June 2012	Story Consulting Services	Prestonsburg, KY
*	June 2012	Christopher A. Catt Consulting	Hopkinsville, KY
*	June 2012	Wellcare, Inc.	Madisonville, KY
*	July 2012	Liberty Medical Assessment LLC	Hopkinsville, KY
*	July 2012	Liberty Medical Assessment LLC	Paducah, KY
*	Aug. 2012	Liberty Medical Assessment LLC	Maysville, KY
*	Aug. 2012	Wellcare, Inc.	Harlan, KY
*	Aug. 2012	Tri State Occupational Medicine	Richmond, KY
*	Aug. 2012	Tri-State Occupational Medicine	London, KY
*	Sept. 2012	Story Consulting Services	Frankfort, KY
*	Sept. 2012	Christopher A. Catt Consulting	Elizabethtown, KY
*	Sept. 2012	Wellcare, Inc.	Bowling Green, KY

*** (b) (6) was a (b) (6) vendor for the KY DDS, and CE onsite were conducted for (b) (6) through the month of (b) (6). In (b) (6) a completed investigative report from the Kentucky state EEO agency within OHRM was submitted to the KY DDS. This report outlined an investigation that determined that (b) (6) had engaged in unprofessional behavior while providing services for our agency as outlined in (b) (6) independent contract. The KY DDS immediately cancelled and rescheduled all future CEs with this vendor. The Professional Relations Unit worked diligently in obtaining additional vendors to cover the clinic site locations that were left vacant by this action. Existing vendors were placed in additional locations expediently, and KY DDS business process was not adversely affected. The PRO Unit also obtained a random sampling of claimant questionnaires for all claimants that had been seen by (b) (6) for the current FY. (b) (6) claimant questionnaires were obtained, with no significantly negative perceptions or opinions in regard to (b) (6). ***

III. KEY PROVIDERS

Christopher A. Catt Consulting Services

Medical Arts Bldg Ste 2252
1169 Eastern Parkway
Louisville, KY 40217

Wellcare, Inc

PO Box 305
Paris, KY 40361

Craig Cabezas, Ph.D.

PO Box 1865
Elizabethtown, KY 42702

Gary Maryman, Ph.D.

(b) (6)

Louisville, KY 40241

Southern Medical Group

3366 Commodore Dr.
Lexington, KY 40502

Tri State Occupational Medicine

PO Box 1180
Ashland, KY 41105

Liberty Medical Assessment LLC

3613-B Lexington Rd.
Louisville, KY 40207

Story Consulting Services

PO Box 1817
Frankfort, KY 40602

Timothy Baggs, PSYD

(b) (6)

London, KY 40741

IV. CE PANELS

- a. The Kentucky DDS has 302 current consultative examination providers (including all resident physicians).
- b. Our i-Series system rejects payment for any vendor whose license has expired. A report is generated to alert DDS PRO staff of upcoming licensure expirations. From this report, the vendors are reminded of the imminent expiration of their licensure, and the need to provide proof of renewal prior to expiration date is explicitly explained. Further consultative examinations are not scheduled until proof of licensure renewal is provided to our agency. When recruiting new vendors, licensure status is verified to ensure current standing (as well as any disciplinary actions), prior to adding to the panel to perform examinations. The Kentucky DDS makes every effort to ensure that all consultative examinations are completed by state licensed qualified physicians.
- c. The Kentucky Board of Psychology standards state that support persons working for psychologists are not required to hold any credentials or meet any professional standards to gather background information, ADLs, list of medications, etc. Such persons are not authorized to conduct any actual testing, formulate diagnostic impressions, offer treatment, etc. without appropriate credentials being met.
- d. Credentials of x-ray technicians are to be displayed at the CE site and are to be verified during onsite visits. CE vendors ensure credential status requirements are met....as required of support staff.

V. FEE SCHEDULES

No changes were made to the KY DDS fee schedule during the current fiscal year.
****KY DDS 2012 FEE SCHEDULE ATTACHED AT THE END OF THIS REPORT****

VI. PROFESSIONAL RELATIONS UNIT ACTIVITIES

Oct. 2010	Morehead State University Career Fair	Exhibits
Feb. 2012	Kentucky Psychological Association	Exhibits/Conference
April 2012	Kentucky State University Career Fair	Exhibits

VII SPECIAL PROJECTS & INITIATIVES - PROFESSIONAL RELATIONS UNIT

ERE INITIATIVE

The Kentucky Department of Disability continued to promote the submission of electronic records within our state. While the electronic records submission percentage for the Kentucky DDS has risen over the past 3 years, KY DDS administration and management have continued to create and implement many innovative & creative programs and procedures. The KY DDS Professional Relations Staff have continued to promote and encourage vendors to register/utilize the ERE website. As we have seen a large increase in disability claims, we are focusing on electronic records submissions as a requirement when we recruit new vendors for consultative examinations and ancillary studies.

National ODO website shows Kentucky's ERE/Electronic cumulative submission rates effective 09/30/12 as:

** Consultative Examinations:	99.32%
** Medical Records Submission	75.01%

SPECIAL PROJECTS

** The KY DDS Professional Relations Unit has been very active within Fiscal Year 2011 by participating on the Atlanta Region PRO Workgroup, Fiscal Expert Meetings, National Vendor File Extended-Week conference calls, Green-Book Conference Calls as scheduled, RRAP initiatives, well as being very proactive in all H.I.T. seminars/training.

** Continued recruitment of vendors when needs arise within certain areas of the Commonwealth.

** One member of the Professional Relations Staff is a member of the Kentucky PRIDE Council, while the Professional Relations Supervisor serves as the Kentucky PRIDE representative for the Atlanta Region.

** Members of the Professional Relations Staff coordinated meetings with two of Kentucky's largest vendors: Jefferson County Public School System and Kentucky Clinic-(UK) for the purpose of developing and implementing procedures that would make certain that the KY DDS received timely electronic records. Both vendors now submit records to the KY DDS via the ERE website.

** Due to extreme back-logs, members of the Professional Relations Staff assisted KY DDS Payment Unit in various ways for extended periods of time-volunteer basis.

** PRO Staff created and mailed flyers to Kentucky MER vendors informing them of the benefits of becoming MCS staff in local Social Security Field Offices.

** Created and submitted CDI/Fraud Unit Information Packets to all consultative examination vendors in the Commonwealth.

** MER PRO travelled to three vendor office sites to education and train office staff on ERE submission guidelines when there were significant technical barriers to overcome.

** Professional Relations Staff undertook initiative requested by Scheduling Unit to have all consultative examination vendors receive their appointment packets electronically. Through this undertaking, now over 85% of Kentucky's CE vendors receive their appointment information electronically.

** Provided all CE vendors with NO WEAPON signs to display at all clinic site locations.

**KENTUCKY
DEPARTMENT FOR DISABILITY DETERMINATION SERVICES
MEDICAL SERVICES FEE SCHEDULE
FY 2012**

The Kentucky Cabinet for Families and Children, Department for Disability Determination Services (DDS) pursuant to Section 221 of the Social Security Act, and in agreement with the Social Security Administration, is charged with the responsibility for making determinations of disability with respect to residents of Kentucky applying for benefits under Title II and Title XVI of the Act.

The Services identified in the Medical Services Fee Schedule are the most commonly requested by the Department for Disability Determination Services when purchasing information by means of a consultative examination (CE). The basis for the fee allowances specified in this schedule is a compilation of information gathered from the following sources:

- Other Federal and State
- agencies using the same or similar services
- DDS fee schedules from bordering states

The allowable fee rates are established to be consistent with other medical service purchasers without exceeding the highest Federal or other state government fee schedule utilized in Kentucky for the same or similar services as specified in SSA regulations 20 CFR 404.1519k(a)/416.919k(a).

Fees listed are published fees.

An early bonus fee of \$25.00 will be paid for signed consultative exam (CE) reports AND signed authorizations (DDS 61-3) received within 15 days of the CE appointment. The bonus fee does not apply to ancillary studies, lab studies or x-rays.

Published fees will be paid for signed CE reports/authorizations received 16 to 30 days following the CE appointment.

Failure to provide an adequate reason for reports delayed beyond 30 days may result in cancellation of payment. NOTE: Allowances can be made when the CE provider experiences delays outside his or her control. However, the DDS must be notified whenever there is a situation that necessitates a period longer than 30 days for completion of the report.

MEDICAL CONSULTATION SERVICE FEES

**ALLOWABLE
CPT#
FEE**

0100	History and Physical Exam.(AS or FP).....	90.00
0200	Ophthalmologic Examination	75.00
0260	Otolaryngological Exam (ENT).....	58.00
0230	Speech and Language Examination	100.00
0300	Respiratory Examination	58.00
0400	Cardiovascular Examination	70.00
0500	Vascular Examination	58.00
0600	Gastroenterology Examination.....	58.00
0610	Urology Examination	58.00
0700	Psychiatric Examination	75.00
0800	Dermatology Examination	50.00
1000	Orthopedic Examination.....	100.00
1010	Pediatric Examination	75.00
1100	Neurological Examination	100.00
1200	Psychiatric Examination	80.00
1220	Neuropsychological Examination	375.00
1255	Psychometric IQ Only	75.00
1270	Developmental Assessment Battery	175.00
	1 cognitive/intelligence test,_1 adaptive behavior test, and interview)	
1250	Psychometric Battery	150.00
1280	Child Psychometric Battery (age 6-15)	

LA DDS
2012 CE Management/Oversight Report

I. Procedures for Resolving Claimant Complaints

Upon receipt, all claimant complaints are forwarded to the Medical/Professional Relations Officer. If a written complaint is received, the claimant is provided with a letter of acknowledgement. For oral complaints, the claimant is asked to provide written documentation.

For complaints such as unprofessional behavior, copies are forwarded to the CE provider for review and to request a response. Upon receipt of more serious complaints/allegations, we immediately cease scheduling additional appointments and notify the appropriate individuals/agencies. The provider is contacted by phone to inform him/her of the allegation, our actions taken, and discuss procedures necessary for resolution.

Documentation is made a part of the provider's file.

Claimant Complaints FY 12

Complaints received over FY 12 dealt primarily with non-egregious issues including rudeness and/or unprofessional manner/attitude of the examining physician and/or staff as well as alleged insufficient examinations. We forwarded acknowledgements of complaints to all. Allegations of rudeness by physicians and/or staff are reviewed to determine if there is a pattern of behavior, and no providers were identified in this regard during FY 12.

II. Onsite Reviews

Comprehensive onsite reviews were made 1) with all key providers for compliance, 2) on providers with various claimant complaints for resolution and compliance (if necessary), and 3) with new providers. Upon receipt of PRO documentation, websites for the appropriate licensing board and OIG Sanctions were checked for each clinic and provider.

As required, onsite reviews were conducted during FY 12 with the following **key providers** (and other providers at PROs discretion) and their staff:

Baton Rouge Area Office

Adeboye A. Francis, MD, (b) (6), Baton Rouge
Sandra Durdin, Ph D, 8676 Goodwood Boulevard, Suite 404, Baton Rouge
Dianna Ducote SLP, 401 North St. Charles, Building B, Abbeville
H & P Medi Consultants, 213 Fourpark Road, Suite C, Lafayette
Mary Lucy Freeman, Ph D, 143 Ridgeway Drive, Suite 208, Lafayette
Med Plus, 309 Walnut Street, Amite
Southern Louisiana Disability, 101 S. Bay Street, Amite
Point of Care, 7354 Alberta Street Suite A, Baton Rouge
James Van Hook, Ph D, 1200 South Acadian Thruway, Suite 110B, Baton Rouge

Shreveport Area Office

Hussein Alamar, MD, (b) (6), Leesville
Gary Futch, Ph D, (b) (6), Alexandria
Tena Malone, Ph D, 2924 Knight Street, Building 3, Suite 320, Shreveport
Med Plus, 1212 Stubbs Avenue, Monroe
Southern Medical Group, 1212 Stubbs Avenue, Lake Charles
Southern Medical Group, 4100 Louisiana Avenue, Monroe

New Orleans Area Office

SF Fontenelle, PhD, (b) (6), New Orleans
William Fowler, Ph D, 3351 Severn Avenue, Suite 101, Metairie
Internal Medicine Associates, 3909 Bienville, New Orleans
Carlos Kronberger, PhD 3445 North Causeway, Suite 601, Metairie
Netcare, 3012 David Drive, Metairie

Additional Monitoring Activities

PROs are scheduling annual office visits with all active CE providers. They also continue to perform “unannounced visits” as a part of our routine. Providers and office staff are appreciative of the face-to-face contact. This allows us the opportunity to observe the physical plant, staff functions, field questions, and discuss program changes such as ERE.

We routinely depend on assistance from DDS Medical/Psychological Consultants for report monitoring. We have taken steps to encourage SAMC/PC assistance and input for provider training, monitoring, and reporting. Each office has formal procedures for CE report reviews. The Baton Rouge PROs continue to use of the PRO Module to assist with monitoring CE report quality and are exploring opportunities to expand use of this monitoring tool.

III. Key Providers for FY13

We have identified the following as key providers for FY 13 (DDS earnings for FY12 year also cited):

Internal Medicine Associates	\$518,606
Southern Medical Group	\$516,593
Med Plus Louisiana	\$478,107
Point of Care Health Solutions	\$259,107
Adeboye A. Francis, MD	\$210,145
Sandra Durdin, Ph D	\$191,190
Scuddy F. Fontenelle, Ph D	\$186,656

The following are FY13 onsite visit assignments for the above key providers:

Baton Rouge Area Office

Sandra Durdin, Ph D	Psychologist	Baton Rouge, Hammond, Lafayette, Ville Platte
Adeboye Francis, MD	Comprehensive Physical	Baton Rouge
Point of Care	Comprehensive Physical	Baton Rouge
Med Plus of LA	Comprehensive Physical	Amite

Shreveport Area Office

Med Plus of LA	Comprehensive Physical	Lake Charles, Monroe, Opelousas, Pineville
Southern Medical Group	Comprehensive Physical	Alexandria, Monroe, Shreveport

New Orleans Area Office

Internal Medicine Associates	Comprehensive Physical	Metairie, New Orleans
Scuddy F. Fontenelle, Ph D	Psychologist	Houma, Metairie, New Orleans

CE Rate and Costs

The number of key providers for FY13 is reduced to seven (7) in comparison to a total of thirteen (13) for FY12. This is due in large part to the heavy emphasis the Louisiana DDS Management Team placed on exploring CE alternatives for securing necessary medical evidence and ordering only needed exams and tests, including a thorough review of CE providers' requests for additional testing. This resulted in a significantly reduced CE rate (FY11 54.33%, FY12 47.75%) and an astonishing \$1.9 million reduction in CE costs (FY11 \$8.5M, FY12 \$6.6M).

IV. CE Panel - Current

Louisiana currently has two hundred thirty-one (231) providers in approximately three-hundred and one (301) locations on the CE panel. These numbers remain significantly lower than FY 05 when we reported 463 providers. The reduction is mainly due to impact of the of Hurricanes Katrina and Rita in 2005.

License Verifications

License verifications and Office of Inspector General (OIG) checks are performed on all active providers at least twice per year - once by the PRO Coordinator and once by PROs when annual visits are performed. The MPRO team members are also encouraged to perform license verifications and OIG checks when there is any significant activity (complaint, inquiry, etc.) involving an active CE provider.

Potential providers provide a copy of their state license and CV for DDS to perform qualification and credentials checks with appropriate State Licensing Boards and HHS OIG Sanctions/Exclusions data base. Once licensing status and OIG clearance are received, the PRO inspects the potential exam site, provides procedural training for the provider and his/her staff, and schedules formal training to be conducted with participation from a DDS Medical/Psychological Consultant. After receiving training, potential providers are then required to sign the LA DDS Statement of Agreement and complete tax reporting forms. Five (5) exams are scheduled and reports reviewed by PRO and Medical/Psychological consultant. PRO provides feedback to new provider. If necessary, DDS works with provider to correct insufficiencies, limit scheduling to a second set of five (5), and so on.

The official provider folder is electronic and accessible to all four (4) of our offices. Folders are annotated with date and results of most recent license/exclusions/credential check. Additionally, the web posted OIG Sanctions list is checked monthly for LA providers.

Language on the LA DDS Statement of Agreement provides assurance that members of the provider's staff meet all state licensing/certification requirements.

Annually, providers are asked to sign and submit current/updated Statement of Agreement at which time complete license/exclusions/credentials checks are conducted.

Mental CEs with Other Sources

SSA policy allows CEs to be performed by "other" sources (those not designated as acceptable medical sources) in cases of claimants with established medically determinable impairments by acceptable medical sources. Licensed clinical social workers (LCSW) and licensed professional counselors (LPC) continue to supplement our mental CE provider panel. We currently have ten (10) providers performing "mental clinical interviews" for a fee of \$50 per exam. Although some of these providers discontinued working with us due to the low exam fee, those remaining are completing and submitting excellent reports. We also continue to remind staff of the availability of these exams.

V. Medical Fee Schedules

The LA CE Fee Schedule is reviewed in January of each year. Rates for FY 13 were established at 85% of the annual LA Medicare charge fee or the lowest negotiated fee. A copy of the current LA DDS Fee Schedule is attached.

We continue to monitor policy to ensure the LA fee schedule contains appropriate evaluations/tests as required by the program. In harmony with SSA's guidance regarding malingering testing, the Minnesota Multiphasic Personality Inventory (MMPI-2) was removed from our fee schedule in January 2012.

We routinely encourage staff to report on appropriateness of MER received and continue to work with sources on furnishing timely, adequate records in an effort to lower rate of necessity to purchase CEs. Additionally, our in-line QA process aids in monitoring appropriate purchasing of evaluations/tests.

Malingering Testing

During FY12, the Louisiana Psychological Association (LPA) published several articles in the pages of its monthly newsletter *The Psychology Times* related to the malingering of disability claimants during mental CEs. The articles have highlighted the "need" for formal malingering testing and the reportedly high rate of faking among disability claimants. The LPA has reached out to DDS for information on SSA policies regarding malingering and SSA is working with our parent state agency to respond appropriately.

VI. Other Activities

PROs have continued to exhibit at conventions for various associations of educators, physicians, and medical support groups. These events represent opportunities to recruit CE providers and promote ERE.

In addition to their routine duties which aid in expediting case processing for the adjudicative staff, PROs have helped to organize workshops with the Office of Disability Adjudication and Review (ODAR) discussing body systems in the listings blue book.

We continue efforts to increase ERE. With 100% of our CE providers using electronic transmissions, we are targeting MER and other sources of evidence. The Louisiana DDS was applauded for its 74% electronic receipt rate for MER.

The PROs have also collaborated with SSA public affairs specialists in outreach efforts including presentations on disability applications for the homeless, prerelease cases, and SSA E-services. Participation in SSI/SSDI Outreach, Access, and Recovery (SOAR) trainings has been beneficial to agencies dedicated to assisting the homeless. Ongoing discussions regarding prerelease procedures with administrators of the Louisiana Department of Corrections (DOC) have proven to be fruitful. PROs and PASs were also busy educating MER providers on SSA's new electronic authorization process.

Additionally, we continue to monitor CE provider specialties across the state and actively recruit as appropriate.

The MPRO team also diligently worked to update our Medical Management Plan (MMP). The MMP is a compilation of all of our internal and SSA mandated procedures for CE and MER oversight and monitoring.

Major PII Loss of June 2011

In June 2011, the work computers of one of our CE providers were stolen. These computers contained (b) (6) disability CE reports along with the reports and records of (b) (6) private patients. The provider's computer files were not encrypted. This constituted a major loss of PII. All appropriate federal and state agencies were notified and all applicable federal and state procedures were followed.

This PII loss led to some significant improvements in our processes. First, with the assistance of Regional Office, we identified Louisiana a state records retention law which indicates records associated with Social Security examination can be destroyed within 90 days or at the time of receipt confirmation. By emphasizing and enforcing this state statute, we will assist providers to discard of reports in a timely manner, thereby greatly reducing the chances of another major PII loss involving DDS claimants.

This incident also led us to revise our Statement of Agreement form to include much stronger language related to safeguarding and protecting PII along with many other important issues. Also using the Oklahoma DDS' Memorandum of Understanding as a reference, we now have a comprehensive document that covers all of our program requirements and clearly explains our expectations for CE providers.

Finally, our MPRO team has endeavored to have a more proactive approach with regard to communicating with our CE providers. Statewide CE provider meetings were held in December 2011 to discuss many important issues including protecting and safeguarding PII as well as CE report content guidelines and handling claimant threats. Over 90 providers attended. The MPRO team received excellent feedback on the material presented. The PROs have an increased awareness to review these important items with new CE providers.

Threats During FY 12

PROs have been at the forefront of handling increasing claimant threats, which often occur at CEs. PROs are fielding these calls and handling them in harmony with SSA policy, which includes detailing the events, notifying the Field Offices, and flagging claims.

In December 2011, we implemented an Iron Data AS400 system enhancement to automatically notate a claimant as "high risk" on the CE authorization if the disability claim as been flagged as "Homicidal/Potentially Violent". The CE scheduling notes are also automatically notated and PROs are responsible for advising prospective CE providers of the claimant's history prior to scheduling the CE.

Attachments

LA DDS Statement of Agreement
LA DDS CE Fee Schedule



Annual Report.zip



Louisiana Disability Determinations Services Consultative Examination Provider Statement of Agreement



Name of Provider _____

Address _____

Specialty _____

Date of Birth _____

Social Security Number _____

Phone Number _____

Fax Number _____

Email Address _____

I certify that:

1. I am not currently excluded, suspended or otherwise barred from participation in any Federal or Federally assisted programs such as Medicare or Medicaid.
2. My State license is active and is not currently revoked, suspended, or restricted by any state licensing authority.
3. I have not surrendered my license while waiting final determination on formal disciplinary proceedings involving professional conduct.
4. I understand I may not conduct examinations if my license to provide health care services is currently revoked or suspended by any State licensing authority pursuant to adequate due process procedures for reasons bearing on professional competence, professional conduct, or financial integrity. I understand I may not conduct examinations if I have surrendered my license to provide health care services while formal disciplinary proceedings involving professional conduct are pending or until a final determination is made. I further understand I must contact DDS immediately if my license to provide health care services is revoked or suspended or any disciplinary action has been taken against me by any State licensing authority.
5. I understand that a credentials check will be made upon my initial agreement to perform services and periodically thereafter by the DDS.

6. I understand as the Provider signing this agreement that I must fully participate in the examination of each claimant. Any support staff (including physician assistants, nurse practitioners, predoctoral internship or otherwise supervised psychologists, psychometrists, and provisional/assistant speech language pathologists) are limited to only assisting in the completion of the claimant's examination.
7. I understand that all support staff used in the performance of consultative examinations must meet the appropriate licensing and/or certification requirements of the State and cannot currently be sanctioned.
8. I acknowledge and understand that the Social Security Act and its implementing regulations (42 U.S.C. 1306; 20 CFR 401.105) prohibit the unauthorized disclosure of information obtained in the administration of Social Security programs and make such disclosure a crime. These prohibitions extend to any background data furnished to me in conjunction with the performance of my service as a provider of consultative examinations for Disability Determinations Services of the State of Louisiana and to any reports generated as a result of providing such services, including any copies of such reports retained by me. Unauthorized disclosure of such records is prohibited. I further acknowledge and understand that should referral of an individual or data pertaining to an individual to any third party provider (for additional diagnostic studies, clerical or transcription services, messenger services, etc.) become necessary in providing services arranged by agreement herein, such third party provider must be aware that services are being performed in connection with a Social Security program, and that improper disclosure of information about the subject individual is prohibited.
9. I understand I am responsible for the protection of the confidentiality of records obtained in the administration of the social security program to the same degree as a DDS or SSA employee. The responsibility applies at all times, regardless of whether the Provider in possession of this information is officially on duty or not on duty. The responsibility also applies if the provider is at the office designated in this agreement, an alternative office, or working at home. Provisions to safeguard Confidential Information/Personally Identifiable Information (CI/PII) include, but are not limited to, the following:
 - Locking file cabinets and desk drawers for storage of CI/PII are required at all work locations. All files containing SSA information must be secured in locked cabinets or drawers when not being used.
 - Storing of electronic files containing SSA information on a computer or access device must be password protected, or better yet encrypted. According to the HIPPA Security Rule, encryption is the preferred method or having an equivalent alternative measure meeting the standard of encryption as part of a required risk analysis. *Refer to the HIPPA Security Rule at <http://www.hhs.gov/ocr/privacy/hipaa/administrative/securityrule/index.html>.*
 - Use of a locking device such as a briefcase or satchel is required to ensure records are safeguarded and protected from theft/damage while being transported.
 - Locked briefcases, satchels or laptop computers are not to be left in unlocked vehicles.
 - Locked briefcases, satchels or laptop computers are not to be left in plain view in locked vehicles. They must be secured in a trunk or other storage area of the vehicle.
 - E-mails containing CI/PII of a claimant are strictly prohibited.
10. I understand I am responsible for reporting loss, theft or inadvertent disclosure of CI/PII. If a loss or suspected loss occurs, the Provider should make every effort to contact the DDS no later than the next business day. Information provided to the DDS shall include the following:
 - The Provider's contact information.
 - A description of the loss or suspected loss including the nature of the loss, scope, number of files or records, type of equipment or media etc.
 - Approximate time and location.
 - Safeguards in place at the time. Examples include locked briefcase, password protection, encryption, etc.
 - Other involved parties who have been contacted.
 - Reports that have been filed with law enforcement and when they will be available.
 - Any other pertinent information.
11. I understand that Louisiana medical records retention laws allow me to discard DDS reports once payment is received. **LA R.S. 40: 1299.96 C** states: ***The provisions of this Section shall not be applicable to a health care provider who has evaluated or examined a patient at the request of any agency of the state or federal government in charge of the administration of any of the assistance or entitlement programs under the Social Security Act. The records of such evaluation or examination shall be retained for ninety days after mailing or upon proof of receipt of the records, whichever period is shorter.***

12. I understand the scheduling interval requirements for all consultative examinations performed for the DDS and agree that I will not schedule consultative examination appointments any closer than is permitted.
- Comprehensive general medical examination (at least 30 minutes).
 - Comprehensive musculoskeletal or neurological examination (at least 20 minutes).
 - Comprehensive psychiatric examination (at least 40 minutes).
 - Psychological examination (at least 60 minutes)
 - All others (at least 30 minutes or in accordance with accepted medical practice).
13. I understand that all rescheduling of appointments must be performed and approved by the DDS. A claimant's rescheduled appointment may or may not be with the same Provider.
14. I agree to provide DDS within 24 hours of the appointment accurate information regarding whether or not the appointment was kept as scheduled.
15. I understand the number of scheduled appointments is based on an indefinite quantity of goods or services, which may or may not be utilized by the DDS. The DDS reserves the right to increase/decrease the quantity encumbered without prior notification to, or approval from, the Provider.
16. I have been provided formal training and reference materials on SSA's disability programs and regulations, operations of the disability function, management of the CE process, elements of a complete CE and the need for the report to include a medical source statement about the individual's ability to perform work-related activities.
17. I understand all examinations and tests are to be performed as outlined on the consultative examination authorization/invoice and any request made for additional testing should be based on functional limitations identified during the consultative examination. I also understand additional testing should not be performed without the prior approval of DDS and I may not receive payment for any additional testing not approved by DDS.
18. I understand I will not treat, prescribe, or provide therapeutic services to the claimant and will not refer the claimant to any other healthcare professional for treatment (except in the event of a medical emergency).
19. I will treat all claimants equally and courteously, and will act in full compliance with all applicable Federal, State and local laws and ordinances, including the Americans with Disabilities Act.
20. I understand that I may not make any indication as to whether or not a claimant is disabled or has a significant medical condition as defined by SSA regulations. I understand that the determination regarding disability and eligibility for disability benefits is strictly the purview of the DDS and the SSA.
21. I, as the Provider, hereby assume responsibility and liability for any and all damage to persons or property caused by or resulting from or arising out of any act or omission on the part of the Provider under or in connection with the performance or failure to perform any work required under this Agreement. I shall save harmless and indemnify the DDS from and against any claims, losses or expenses, including but not limited to counsel fees, which either or both may suffer, pay or incur as a result of claims or suits due to or arising out of or in connection with any and all such damages, real or alleged. I also agree to, upon written demand by the State, assume and defend at my sole cost and expense, any and all such suits or defense of claims.
22. I understand I have an immediate duty to warn the target victim of any threat of violence, whether overt or implied, made by any person against any DDS or SSA employee or contractor. I also understand that any threat made against any DDS or SSA employee or contractor (including myself or my staff) should be taken seriously and acted upon immediately (**contacting law enforcement or emergency services if necessary**). I further understand that in the event of any threat by a DDS claimant I am to contact a Professional Relations Officer or Disability Analyst as soon as possible to notify the DDS of the threat.
23. I understand that my reports will be reviewed for quality on a continuous basis and I may be contacted by the DDS to clarify any deficiencies or inadequacies found within any report. I also understand that my response to any DDS clarification request is due within five (5) days of the date of the request.

24. I understand that my report is due within 2 weeks of the appointment and I may not be reimbursed for late reports.
25. I understand that all reports must be submitted to DDS using one of the Electronic Records Express (ERE) options.
26. I understand that onsite inspections of facilities and equipment will be performed by the DDS annually and announced/unannounced onsite inspections will be periodically performed by the DDS.
27. **For Psychologists:**
I understand I am bound by state and national codes of ethics and conduct to keep current with advances in psychological testing and to apply the most appropriate instruments in my assessment. I agree to use the most updated edition of any psychological tests within 12 months of its publication.
28. **For Laboratory Services:**
I agree to bill and accept as payment for my services the lesser of 1) my usual and customary fee or 2) the rate of payment used by the DDS.

I, as the Provider, understand that if I am unable to certify to the above, I will not be considered for award of agreement. I further understand that any false certification at present and/or future failure to comply with any of the above statements will be grounds for termination of any resulting agreement.

X _____
 Provider's Signature Date

I, as the Professional Relations Officer and representative of the DDS, attest by my below signature that I have reviewed and explained the contents of this Statement of Agreement with the Provider.

X _____
 Professional Relations Officer's Signature Date

To be completed by DDS staff for new providers:

Provider and Staff Technical Training completed:

By _____

Date _____

Provider Program Training completed:

By _____

Date _____

Maryland DDS CE Oversight Report October 2011 – September 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

All complaints from claimants are forwarded to the MRO. If sufficient information regarding the complaint is not provided, the MRO will contact the claimant for a detailed description of his/her experience/complaint. If the MRO does not have telephone contact with the claimant, a letter is sent to the claimant acknowledging the receipt of the complaint and assuring him/her that it will be investigated. Depending upon the nature of the complaint, a decision may be made to place the provider on "temporary do not use" status. The claimant's file may be reviewed to assess prior history of filing complaints. Complaints are submitted to the MRO staff electronically, this allows efficiency in handling complaints and allows MRO staff to identify trends with complaints toward specific providers.

The CE report is reviewed to determine if the complaint is addressed in the CE report. A decision is then made as to whether contact with the provider is indicated. The content of the CE report, the nature of the complaint, and any history of previous complaints against the provider are taken into consideration when deciding whether to contact the provider. In some instances, a decision is made to send claimant satisfaction surveys to other claimants being seen by the same provider to help determine if the complaint represents a trend or an isolated incident. When determined to be appropriate, the CE provider is contacted by letter, telephone, or office visit to apprise him/her of the complaint and ask for his/her response to the specific charges.

After evaluating all of the findings from the investigation of the complaint, the MRO determines how valid and/or serious the complaint is. The next step taken depends on the outcome of the investigation. If the complaint is considered to be valid and is serious enough, the decision may be made to remove the CE provider from the CE panel. In other situations where the complaint is determined to be valid but immediate removal is not indicated, the MRO meets with the provider to discuss the problem area and the means to correct it. If complaints continue to be received against the same provider, despite MRO intervention, no further appointments are scheduled with that provider and he/she is informed of the reasons for this termination.

If the complaint is found not to be valid or reflects a mild infraction, scheduling may resume however claimant satisfaction surveys are sent to every claimant scheduled with that provider and the provider's reports are monitored. The CE provider is advised as to the type of monitoring that will take place as a result of the complaint. Usually a couple of appointments are scheduled, the quality of the exam from everyone's view point is evaluated, and then more appointments are scheduled, if indicated.

In all instances, the provider's file is documented and the claims examiner and claimant are notified as to the outcome of the investigation. If advice was sought from Regional Office (RO) during the investigation, or if contact is indicated with the RO after the investigation, the appropriate staff in the RO is notified. If the nature of the complaint and outcome of the investigation warrant it, referral to the State Medical Board would be made.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

Purcell Bailey, M.D.
Erdman Shopping Center
2511 Edison Highway
Baltimore, MD 21213
(Internal Medicine)
Date of onsite review – 10/2/2012

Additional Offices:
(b) (6)
Hagerstown, MD 21740

(b) (6)
Cumberland, MD 21501

Nicola Cascella, M.D.
(b) (6)
Baltimore, MD 21224
(Psychiatry)
Date of onsite review – 10/16/2012

CE Provider Services
41680 Miss Bessie Drive, Suite 203
Leonardtown, MD 20650
(Internal Medicine & Musculoskeletal)
Date of review (conference call) – 10/9/2012

Additional Offices:
201 Pine Bluff Road, Suite 28
Salisbury, MD 21801

1719 Fleet Street
Baltimore, MD 21231

200 N Philadelphia Blvd, Suite A
Aberdeen, MD 21001

CEI Maryland, Inc.
222 N Charles Street, Suite 101B
Baltimore, MD 21201
(Internal Medicine)
Date of onsite review – 9/25/2012

Stephen Hirsch, M.D.
575 S Charles Street, Suite 504
Baltimore, MD 21201
(Psychiatry)
Date of onsite review – 9/25/2012

Lawrence Honick, M.D.
583 Frederick Road, Suite 4
Catonsville, MD 21228
(Musculoskeletal)
Date of onsite review – 9/24/2012

Additional Office:
1 East Chase Street, Suite 2
Baltimore, MD 21202

Michael Kaiser, Ph.D.
8605 Cameron Street, Suite 214
Silver Spring, MD 20901
(Psychology)
Date of onsite review – 10/10/2012

Additional Offices:
138 Baltimore Street, Suite 201
Cumberland, MD 21502

(b) (6)
Prince Frederick, MD 20678

8 Reservoir Circle, Suite 103
Pikesville, MD 21208

(b) (6)
Bel Air, MD 21014

Alan Langlieb, M.D.
(b) (6)
Baltimore, MD 21202
(Psychiatry)
Date of onsite review – 9/25/2012

Additional Office:
(b) (6)
Towson, MD 21204

Nancy McDonald, Ph.D.
6630 Baltimore National Pike, Suite 204B
Catonsville, MD 21228
(Psychology)
Date of onsite review – 10/4/2012

Additional Office:
1 E. Chase Street, Suite 1105
Baltimore, MD 21202

Sara Phillips, Ph.D.
431 Eastern Blvd, Suite 103
Essex, MD 21221
(Psychology)
Date of onsite review – 9/27/2012

Additional Offices:
(b) (6)
Annapolis, MD 21401

14300 Gallant Fox Lane, Suite 107
Bowie, MD 20715

(b) (6)
Clinton, MD 20735

Ebenezer Quainoo, M.D.
3350 Wilkens Avenue, Suite 307
Baltimore, MD 21228
(Internal Medicine)
Date of onsite review – 10/3/2012

Reza Sajadi, M.D.
1005 North Point Blvd, Suite 706
Baltimore, MD 21224
(Internal Medicine & Cardiology)
Date of onsite review – 9/27/2012

Saluja Medical Associates
6821 Reisterstown Road, Suite 106
Baltimore, MD 21215
(Internal Medicine)
Date of onsite review – 10/5/2012

Mikhael Taller, M.D.
6615 Reisterstown Road, Suite 109
Baltimore, MD 21215
(Psychiatry)
Date of onsite review – 10/2/2012

Varsha Vaidya, M.D.
723S Charles Street, Suite 103
Baltimore, MD 21230
(Psychiatry)
Date of onsite review – 9/25/2012

Sheldon Weinstock, Ph.D.
1800 N Charles Street, Suite 200
Baltimore, MD 21201
(Psychology)
Date of onsite review – 9/27/2012

Kelly Zinna, Psy.D.
7310 Ritchie Highway, Suite 1009
Glen Burnie, MD 21061
(Psychology)
Date of onsite review – 10/19/2012

Additional Offices:
301 St. Paul Place, Suite 311
Baltimore, MD 21202

(b) (6)
Baltimore, MD 21221

Additional Offices:
821 N Eutaw Street, Suite 301
Baltimore, MD 21201

702 W 40th Street
Baltimore, MD 21211

Additional Offices:
10400 Connecticut Avenue, Suite 202
Kensington, MD 20895

186 Thomas Johnson Drive, Suite 200
Frederick, MD 21702

200 Hospital Drive, Third Floor
Glen Burnie, MD 21061

Additional Office:
4405 East West Highway, Suite 601
Bethesda, MD 20814

Additional Office:
4 Professional Drive, Suite 120
Gaithersburg, MD 20879

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

Nicola Cascella, M.D.
(b) (6)
Baltimore, MD 21224
(Psychiatry)

CEI Maryland, Inc.
1101 St. Paul Street, Suite 410
Baltimore, MD 21201
(Internal Medicine)

CE Provider Services
41680 Miss Bessie Drive, Suite 203
Leonardtown, MD 20650
(Internal Medicine and Musculoskeletal)

Lawrence Honick, M.D.
583 Frederick Road, Suite 3
Catonsville, MD 21228
(Musculoskeletal)

Michael Kaiser, Ph.D.
8605 Cameron Street, Suite 214
Silver Spring, MD 20901
(Psychology)

Alan Langlieb, M.D.
(b) (6)
Baltimore, MD 21202
(Psychiatry)

Nancy McDonald, Ph.D.
6630 Baltimore National Pike, Suite 204B
Catonsville, MD 21228
(Psychology)

Med Plus Disability Evaluation
331 Oak Manor Drive, Suite 101
Glen Burnie, MD 21061
(Internal Medicine & Musculoskeletal)

Sara Phillips, Ph.D.
431 Eastern Blvd, Suite 103
Essex, MD 21221
(Psychology)

Ebenezer Quainoo, M.D.
3350 Wilkens Avenue, Suite 307
Baltimore, MD 21229
(Internal Medicine)

Olga Rossello, M.D.
920 St. Paul Street, Suite 2
Baltimore, MD 21202
(Psychiatry)

Additional Offices:
201 Pine Bluff Road, Suite 28
Salisbury, MD 21801

200 N Philadelphia Blvd, Suite A
Aberdeen, MD 21001

Additional Office:
(b) (6)
Baltimore, MD 21202

Additional Offices:
138 Baltimore Street, Suite 201
Cumberland, MD 21502

(b) (6)
Prince Frederick, MD 20678

8 Reservoir Circle, Suite 103
Pikesville, MD 21208

(b) (6)
Bel Air, MD 21014

Additional Office:
(b) (6)
Towson, MD 21204

Additional Office:
1 E. Chase Street, Suite 1105
Baltimore, MD 21202

Additional Office:
300 E Pulaski Highway, Suite 113
Elkton, MD 21921

Additional Offices:
(b) (6)
Annapolis, MD 21401

14300 Gallant Fox Lane, Suite 204
Bowie, MD 20715

(b) (6)
Clinton, MD 20735

Additional Office:
101 W Ridgely Road, Suite 7A
Lutherville, MD 21093

Reza Sajadi, M.D.
1005 North Point Blvd, Suite 706
Baltimore, MD 21224
(Internal Medicine & Cardiology)

Additional Offices:
301 Saint Paul Place, Suite 311
Baltimore, MD 21202

(b) (6)
Baltimore, MD 21221

Saluja Medical Associates
821 N Eutaw Street, Suite 301
Baltimore, MD 21201
(Internal Medicine)

Additional Offices:
6821 Reisterstown Road, Suite 106
Baltimore, MD 21215

702 W 40th Street
Baltimore, MD 21211

Mikhael Taller, M.D.
6615 Reisterstown Road, Suite 109
Baltimore, MD 21215
(Psychiatry)

Additional Offices:
4701 Randolph Road, Suite 209
Rockville, MD 20852

186 Thomas Johnson Drive, Suite 200
Frederick, MD 21702

30 Greenway NW, Suite 5
Glen Burnie, MD 21061

Varsha Vaidya, M.D.
723 S Charles Street, Suite 103
Baltimore, MD 21230
(Psychiatry)

Additional Office:
4405 East West Highway, Suite 601
Bethesda, MD 20814

Sheldon Weinstock, Ph.D.
1800 N Charles Street, Suite 200
Baltimore, MD 21201
(Psychology)

Kelly Zinna, Psy.D
7310 Ritchie Highway, Suite 1009
Glen Burnie, MD 21061
(Psychology)

Additional Office:
4 Professional Drive, Suite 120
Gaithersburg, MD 20879

4. For CE panels:

- a. List the number of current CE providers on the panel.

As of 11/2012, there are 444 providers on Maryland's CE panel.

- b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

The licensure of physicians is currently verified on line at the Maryland Board of Physicians' website, www.mbp.state.md.us. This is the state licensing board where a physician's name can be entered to immediately find out the status of his/her license as well as whether there are or have been any sanctions against that provider. In addition to running this check with new providers, it is done annually for those physicians whose licenses are due to be renewed. In Maryland, renewal dates are broken down alphabetically. A through L are renewed on even years, M through Z on odd years. In addition, this website includes a section on Board Sanctions which is updated by the Board monthly. This is routinely checked on a monthly basis along with the HHS national list of provider sanctions. The website www.docboard.org provides links with the state licensing boards for a number of states, including PA and DE where the MD DDS has some providers. Both of these states have websites where licenses can be verified on line for all specialties.

The MD DDS has one optometrist that performs consultative examinations for our agency. Similar to the Maryland Board of Physicians, Department of Mental Health and Mental Hygiene has a website for license verification. The licensure is for a two year time period and expires on odd years. We are certain to maintain updated licensure for our one optometrist every two years. The following website is the link for optometrist license verification in the State of Maryland <http://dhmh.maryland.gov/optometry>.

Unfortunately, physicians and optometrists are the only group of Maryland providers that can be checked on line. For psychologists, in addition to requiring them to provide a copy of their license with their application, the licensing board is contacted to receive verbal verification of their licensure and status with the board before adding them to the panel. A printout of all psychologists licensed in the state is requested annually and our providers are matched against that list. There is currently a \$150 fee for this list. Psychologists are also licensed for two years on a staggered basis but, unfortunately, there doesn't appear to be any logical order for how it is determined who must renew on odd years vs. even years. Therefore the entire panel is checked annually.

Speech and language pathologists and audiologists are much the same as psychologists. The licensing board is contacted to verify licensure when adding them to the panel, in addition to requiring them to provide a copy of their license. A printout of all speech and language pathologists and audiologists is requested annually from the licensing board which we match against our providers. There is no charge for this list.

- c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

On the application that CE providers submit to us, there is a section above their signature that is preceded by the statement "In signing this application, I certify that:" One of the bullets under this statement reads "All support staff used in the performance of consultative exams meet the appropriate licensing or certification requirements of the State." In addition to requiring their signature to verify this, this topic is also discussed at the time of onsite orientations with new CE providers if services that would require such licensure or certification are going to be purchased from that provider.

5. For medical fee schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).

Effective September 1, 2004, our parent agency, the Division of Rehabilitation Services, adopted a fee schedule for CEs that is 109% of the Medicare fee schedule. Annual adjustments are made in accordance with this. There were no changes in our fee for MER.

Effective January 2012, the Maryland DDS removed all tests for malingering or credibility from our CE tests and studies queue.

- b. Provide a copy of current fee schedule.

Copy attached.

6. For missed CE Appointments:

- a. Describe the follow up procedures for ensuring CE appointments are kept and whether the DDS is notified that the appointment has been kept.

Appointment letters are generated the day the CE appointment is scheduled and mailed to claimants and any appointed representative and/or third party. An automated CE Acknowledgement Letter is generated at the same time as the appointment letter. This letter is mailed at least 10 days prior to the date of the CE requesting the claimant to respond if they will or will not attend the CE. A reminder letter is mailed one week prior to the CE appointment date. In addition, a DDS clerical staff member makes a reminder call to the claimant a couple of days before the exam. CE providers are also encouraged to make reminder calls.

The CE scheduling unit (CEU) is responsible for contacting providers who are not block time providers or who are not on our “do not call list” the day after the appointment to determine if the appointment was kept and annotate the system accordingly. Block time providers are provided a list of scheduled appointments for a particular day which they are required to fax to the CEU at the end of the day indicating if the appointment was kept or broken. The CEU then annotates the system with the appointment status. Providers on the “do not call list” will call the examiner only if the claimant fails to keep the appointment and the examiner updates the system to reflect this. If the provider does not call, then the examiner can assume the claimant kept the appointment. A list of providers on the “do not call list” is housed on the share drive for easy access by examiners. Providers who utilize Electronic Records Express (ERE) submit notification of a broken appointment via the “No Show Respond” link on the ERE website.

- b. If the DDS pays for no-show or cancellations, explain the payment policy and describe what steps are being taken to move toward a no-pay policy.

The DDS follows our parent agency’s (DORS) fee schedule which allows a no-show fee equal to 25% of the core evaluation fee for specialty exams. The fee may be paid if the claimant fails to keep the appointment or if the DDS fails to provide at least 24 hours notice of a cancellation. DORS and DDS share common providers and, by state regulation, DDS follows DORS fee schedule. No steps are currently being taken by DORS to move toward a no pay policy.

7. Provide a brief description of DDS professional relations officer’s/medical relations officer’s activities:

- a. to identify geographic areas in need of additional CE providers and activities to recruit new providers for those areas

Recruitment is an ongoing process with needs identified through the claims examiners, the CE schedulers, the CE monitoring process, and SSA regulation changes. The Medical Relations Office (MRO) is responsible for conducting the recruitment program. Avenues for recruitment include mass mailings to needed specialists in designated geographic areas, recommendations from existing CE providers and DDS medical consultant staff, telephone calls to needed specialists, contacts at conventions, and communication in our annual fee letters to all CE providers.

Basic program information including fees are included in an initial recruitment package which is sent both as part of a mass mailing and in response to expressions of interest. A medical information sheet is included for the provider to complete and return to the MRO if he/she is interested in being considered for addition to the CE panel.

During FY12 recruitment was limited due to a reduction in CE requests across all specialty areas.

- b. on electronic medical evidence, e.g., exhibiting at medical conventions, joint actions with regional public affairs offices

The DDS exhibits annually at the Maryland HIMA Conference. The MD MRO staff continues to promote the electronic initiatives to the hospitals, providers and copy services that attend this conference.

The MRO worked in conjunction with SSA liaisons doing outreach to advocates that work closely with disability claimants on the SSI/SSDI Outreach Access and Recovery (SOAR) Initiative. Several trainings were conducted with SSA liaisons and other community partners (Mental Hygiene Administration, Health Care for the Homeless and Chase Brexton) for advocates in several Maryland counties. The SOAR initiative provides comprehensive training to advocates and case managers working with homeless population to assist claimants applying for benefits. The goal is to increase the number of homeless and at-risk claimants who qualify for SSI/SSDI, and to provide an accurate and timely decision as quickly in the process as possible, by working closely with the DDS. The MRO has participated in monthly implementation meetings with the core SOAR staff as well as presenting on DDS needs in four training sessions. The Maryland DDS continues to host some county SOAR quarterly provider meetings, as well as, some SOAR two day training sessions for the Baltimore metro area and cross county trainings. These meetings provide an opportunity for SOAR trained community providers to discuss

SOAR and the SSI/SSDI application process. These meetings not only provide educational benefit to the advocates, it demonstrates the partnership that has been created with several components, including SSA, DDS and multiple homeless advocacy groups in Maryland. In addition the MRO presented with the SOAR team at Mental Hygiene Administrations Office of Adult Services and Brain Injury Association of Maryland's annual conferences.

The MRO worked with our chief medical consultant, (b) (6) and reviewing medical consultant, (b) (6) to provide two presentations to physicians and clinical staff at grand rounds for St. Joseph Medical Center and University of Maryland Medical System. The presentations focused on DDS program overview, evidentiary requirements and electronic initiatives. In addition the MRO presented to Montgomery County Homeless Family Services and Montgomery County Health and Human Services about understanding the Social Security disability program. The MRO worked closely with DC MPRO, (b) (6) Baltimore Metro and Washington Metro Public Affairs Specialist (PAS), (b) (6) as well as Washington Metro Area Work Incentive Coordinator (AWIC), (b) (6). The Washington Metro PAS and AWIC worked in conjunction with the DDS to provide several presentations at Walter Reed National Military Medical Center for physicians, social workers, case managers, advocates, family members and wounded soldiers and marines. These presentations were well attended and showed fabulous collaborative efforts between WRNMMC, DDS and SSA staff. In addition, the MRO participated in disability summits with the Washington Metro PAS and staff from the Silver Spring and Rockville field offices (FO). Two separate presentations were provided to community advocates, case managers and family members in their respective locations. The MRO and Washington area PAS also coordinated two separate Net Meetings with the Washington Metro FO's. Based on feedback from the FO staff at the disability summits they felt it would be beneficial for all FO staff to have a better understanding of the DDS perspective of the Social Security disability program. The MRO worked with the DC MPRO, (b) (6) to present at Georgetown Hospital for their social work and case management staff. Finally the MRO worked closely with the Baltimore Metro area PAS, (b) (6) providing a presentation for staff of the Baltimore County Department of Aging and the State Department of Public Safety and Correctional Services.

Outreach was made to several facilities to present information about our electronic initiatives, the options for receiving MER requests and submitting MER electronically. We have ongoing contacts with major copy services to encourage and support their transition to electronic submission of records. In addition to our continued push to submit records electronically, we promoted our receipt of requests via electronic outbound requests (eOR). We have participated on conference calls and presented PowerPoint's about exchange of medical evidence via ERE with the medical community. MRO worked closely with State Correctional Facilities to have all sites educated and registered for ERE.

The MRO requires that our CE panel providers submit all reports electronically. We continue to focus on educating providers on the benefits of receiving CE authorization requests via eOR. We have seen an increase in the number of providers that are receiving requests electronically, and we have seen a significant decrease in the volume of paper at the Maryland DDS. Currently we are contacting all CE providers to promote the use of the ERE website. Our ERE guide with step by step instructions, FAQ's and several other tips and fact sheets is shared with providers.

- c. to routinely review State licensure board, sanctions lists and the HHS Inspector General's list of excluded individuals and entities to ensure no unlicensed or excluded CE provider is being employed.

Procedures outlined in section 4.b. are followed as noted.

MASSACHUSETTS
DISABILITY DETERMINATION SERVICES
BOSTON OFFICE

ANNUAL
CONSULTATIVE
EXAMINATION
OVERSIGHT REPORT

FISCAL YEAR 2012

Prepared by:

(b) (6) Director of Medical Contract Management & Professional Relations

(b) (6) Professional Relations Officer

November 2012

Annual Consultative Examination

Oversight Report

FISCAL YEAR 2012

COMPLAINT RESOLUTION

Section 1:

The Boston & Worcester Medical Relations Department investigates all complaints in accordance with the state procedures. All complaints are reviewed by the medical relations officer. A complaint can be received directly from the claimant or through the examiner responsible for the case. If not received directly from the claimant, a contact is made to the claimant to obtain a clear description of the problem.

a. The doctor is asked to respond in writing within 30 days. Copies of complaints involving rude and/or unprofessional behavior are sent in writing to the doctor along with a copy of the CE report. The DDS responds to claimant complaint by sending the claimant a letter of acknowledgement. The doctor's written response is evaluated along with any other complaints, if any, against the consultant. The claimant's case is also reviewed if it is available. Depending on the seriousness of the offense, the Assistant Commissioner and the Director of Medical Relations in the Boston office might be involved in the final resolution.

b. Allegations of an egregious nature (which could include illegal/criminal activity, sexual harassment, cultural insensitivity, allegations compromising the health and safety of claimants) are discussed with management immediately. The agency's General Counsel is involved in these situations. Depending upon the severity of the complaint, appointments are cancelled or suspended pending the investigation. Investigation of serious complaints would involve a telephone call to the claimant or a personal meeting with the claimants to clarify the details. The claimant would also receive an acknowledgement letter

c. Complaints of an environmental nature (cleanliness and/or poor accessibility and/or lack of proper facilities) are initially investigated with an unannounced site visit to assess the situation.

ONSITE REVIEWS OF CE PROVIDERS

Section 2:

a. All of our "Top Five" CE Providers were visited this year. We visited David Husson, Sean Markey, Miguel Suarez, Peter Bishop and Daniel Dress. We Also made fifteen (15) additional site visits to volume providers; the names and addresses are available upon request.

KEY PROVIDERS

Section 3:

DI 39545.100 defines key providers as:

- a) making over one hundred thousand dollars,
- b) whose medical practice is primarily evaluations vs. treatment, and
- c) one of your top 5 providers

The following are key providers:

- David Husson, Psy.D (a, b, c)
144 Merrimack Street, 4th Floor
Lowell, MA 01852
- Sean Markey, Ph.D (b, c)
(b) (6)
Worcester, MA 01605
- Miguel Suarez, Ph.D (c)
(b) (6)
Hartford, CT 06114
- Peter Bishop, Ph.D (b, c)
247 Northampton St, Suite 25
Easthampton, MA 01027
- Daniel Dress, M.D. (c)
300 Stafford St, Suite 210
Springfield, MA 01104

STATUS OF CE PANEL

Section 4:

- a. There are approximately *one hundred and seventy-one (178) current CE Providers* in the Boston and Worcester offices combined.

- b. In Massachusetts both Boston and Worcester offices have online access to the most updated license and credential information on both physicians and psychologists provided by the licensing boards. Verification of MD licenses is provided by the Board of Medicine (www.massmedboard.org) and is accessible with a password issued by the Board. Prior to hiring any consultant, the website is checked and any Board or hospital disciplinary incidents addressed prior to consideration of a contract. Verification of a psychologist's license is provided by the State Licensing Board (www.state.ma.us/reg) and requires no password. In addition, the HHS OIG List of Excluded Individuals is also cross referenced. The contract requires doctors to furnish DDS with a copy of each license renewal as it occurs during the period of the contract. The PRO/MRO routinely reviews State Licensure Board. Sanction lists and the HHS Inspector General's List of Excluded individuals and Entities to ensure no unlicensed or excluded CE provider is a vendor.

- c. When recruiting medical consultants, we require not only confirmation that the physician/psychologist is in good standing but also that any associates or assistants provide us with proof of their own credentials which are subsequently verified with the appropriate Licensing Board. All consultants who have staff assistance sign a form regarding their staff's credentials, but most do not have support staff. This procedure is followed by both the Boston and Worcester.

MEDICAL FEE SCHEDULES

Section 5:

- a. Our fee schedule is attached (page 6 & 7)and no changes were made other than removing the MMPI.

PROFESSIONAL RELATIONS ACTIVITIES

Section 6:

Medical Relations gave a presentation on Electronic Records to the Massachusetts Health Information Management Association. MIT Medical, Community Health Link and Family Medical in Leominster have been added as electronic vendors, as a result of this presentation.

A considerable amount of time was spent marketing SSA's initiative on eAuthorization. Massachusetts Medical Relations Department designed an eAuthorization Survey, which was sent out to our top 300 volume MER providers. We shared this survey with the New England PRO's at their request. For those top volume MER providers that did not respond, several follow up telephone calls were made to contact those vendors. Medical Relations kept track of the responses on an internal Excel spreadsheet and documented the EWS. In addition, the MRO's also entered the results into SSA's VOTT. A list of facilities we failed to reach was turned over to our Regional office and shared with SSA's Public Affairs office to see if they could make some headway. We were notified of a couple of additional contacts but never heard back on the status of the list we provided.

From November to June Medical Relations spend a lot of time negotiating and following up on records requests to the Springfield School System regarding Childhood CDRS.

In House medical consultant contract Amendments were updated for all 82 doctors. Thirty five In House medical consultants and Speech and Language Consultants were interviewed over the course of the last year. We have hired eighteen doctors and are waiting for a few more outstanding contracts from the recent group of interviews.

We hired 19 CE Consultants to the CE Panel and they break down as, one Psychiatrist, ten Psychologists, five Internists, two Orthopedists and one Pediatrician for both offices. We lost 16 psychologists, 2 psychiatrists, 4 internists, 2 Pediatricians and two Orthopedists. One taxi company was hired.

Early on in 2012 a (b) (6) doctor had received several consistent complaints of an unprofessional nature. A site visit was performed but the complaints continued. The consultant was asked to report to the (b) (6) DDS and the PRO explained that (b) (6) behavior was rude and unprofessional and would not be tolerated, the complaints have stopped.

Our only (b) (6) also received consistent complaints of an unprofessional nature such as eating (b) (6) lunch during the interview, showing up late for the CE with (b) (6) shirt tail hanging out, and other complaints which communicate a lack of professionalism. Letters have been sent and site visits conducted. The doctor (b) (6) and the lateness has improved. We will continue to closely monitor any additional complaints and try to recruit for alternative (b) (6).

In addition, we have received consistent complaint regarding short CE's from another (b) (6). An investigation into one of these complaints revealed an inadequate CE. We notified the consultant the CE was inadequate and (b) (6) was told (b) (6) would not be compensated. A special study of a random sample of (b) (6) previous and current CE's passed inspection. On a recent site visit the doctor states that (b) (6) has been

doing these CE (b) (6) knows what needs to be obtained and that some claimants are not forthcoming about their history and background.

The Director of Medical Relations completed a yearlong management course, mandated by the state. To graduate, a special project had to be designed and implemented. The management project implemented the new paperless project for the Lead Copy of the Unsigned CE, provided by the dictation service. The prior procedures consisted of Med Scripts faxing the unsigned lead copy of the CE to the DDS where it would print. Placement clerical staff would produce a bar code and fax the lead copy into the electronic case folder. The "Unsigned Electronic Lead Copy," is now sent directly into the electronic case folder. This saved us 4 hours a day of clerical staff work, as well as paper and toner and resulted in a cost savings of approximately \$35,000 dollars.

DDS Annual Consultative Examination (CE) Oversight Report 2012

Complaint Resolution Procedures

Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year. If applicable, examples of how a DDS would briefly describe their procedures used to address various complaints:

1. If the DDS received complaints that CE providers were rude or acted in an unprofessional manner, the report would describe actions such as:
 - responded to the claimants' complaints by sending the claimants acknowledgement letters;
 - presented the CE providers with copies of the claimants' submitted complaints when appropriate; and
 - determined (based on factors such as whether or not there was a history of previous allegations or complaints) if the providers were required to provide written responses to the claimants' complaints. If it was determined that written responses were required, the CE providers' responses and the claimants' complaints were reviewed per State procedures to determine if any additional actions were required.

We review the claimant's complaint, call the claimant for details, speak with the provider after sending him/her a copy of the complaint and a copy of their report, then try to resolve the problem without having to drop the provider. We also follow up the telephone contact with the claimant with a letter describing what has been done to resolve the issue. We keep a file to document the process for resolving problems by both CE provider and a general folder called "complaints". There has been no change in this process from last year's report.

To address an attorney's concerns that the CE provider is biased, insensitive, and/or not professional conduct. We pull six recent reports. We review all six, but also hand out the six reports, one each, to our psychological consultants or physical (whichever is appropriate), for them to evaluate the reports for bias, insensitivity and/or not professional conduct. We write up a report for the DDS director summarizing the process, the information about service and licensure, and a conclusion.

2. If the DDS received complaints or allegations of an egregious nature (which could include illegal/criminal activity, sexual harassment, cultural insensitivity, allegations compromising the health and safety of claimants).
- suspend any referrals and/or rescheduled any pending appointments with the providers while the allegations were investigated;
 - notify the DDS Administrator of the nature and severity of the claimants' complaints;
 - notify State authorities or law enforcement;
 - responded to the claimants' complaints by telephone, determined if personal visits were required and forwarded claimants acknowledgement letters;
 - schedule appointment to meet with the provider and discussed claimant's complaints/allegations.
 - document the appropriateness of the CE providers' responses and determined if further actions were needed; and
 - notify the RO of the complaints/allegations and the course of action taken by the DDS/State authorities.

We received no complaints that were of this nature and seriousness

Onsite Reviews

Provide a list of the CE provider onsite reviews completed by the DDS

E. Quinn, PhD

Roger Zimmerman, PhD

James Whelan, PsyD

Roger Ginn, PhD

Donald Devine, PhD

Robert Kahl, PhD

Suzanne Stiefel, PhD

John Farquhar, MD

Gary Rasmussen, PhD

Donna Gates, PhD

David Axelman, MD

Central Me Partners in Health, Auburn

WorkMed

Patricia Kolosowski, PhD

Robert Phelps, MD

Richard Parker, PhD

Jonathan Siegel, PhD

Jonathan Freedman, PhD

Robert Charkowick, DO

We do keep a record of all the onsite visits. All onsite visits have been done for the above providers.

Key Providers

We had two providers who were paid over \$100,000.

Provide current list of names and addresses of key providers.

Top ten providers (see attachment for complete list, which includes payments)

**Edward Quinn PhD,
P O Box 1441
Camden, Maine 04843**

**Donna Gates, PhD
PO Box 300
Lincolnvile Center, Me. 04850**

**John Farquhar Jr. MD
(b) (6)
Bangor, ME 04401**

**Roger Ginn, PhD
(b) (6)
Wells, Maine 04090**

**David Axelman, MD
(b) (6)
Norridgewock, Maine 04957**

**Central Me Partners in Health
690 Minot Ave., Suite 2
Auburn, Maine 04210-4086**

**Roger Zimmerman, PhD
(b) (6)
Portland, Maine 04103**

**James Whelan, Jr., PsyD
(b) (6)
Portland, ME 04101**

Robert Phelps, Jr, MD
(b) (6)
South Berwick, ME 03908

James Werrbach, PhD
(b) (6)
Bangor, ME 04401

CE Panels

- List the number of current provider on the panel – **there are 107**
- Provide a brief description of the providers used by the DDS to ensure that both State medical credentials checks and Federal exclusion list(s) checks are made at initial contracting and periodically thereafter to ensure that no unlicensed or excluded CE providers perform CEs – **Our state has a Web page we can access for state licensure for professionals. We check this list and the federal sanction list every quarter for currency of license and any sanctions.**
- Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation. **We ask those providers who hire medical assistants to chaperon during exams to provide a copy of the assistant's certification or license, whichever applies.**

Medical Fee Schedules

1. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts). **We change our rate to coincide with any Medicare rate change. If there is no significant increase, we do not change our rate. We only changed eight fees (seven increases, one decrease) this year, all others stayed the same. There are no volume discounts.**
2. Provide a copy of a current fee schedule (**see attached document**)

Professional Relations Officer (PRO) Medical Relations Officer (MRO) Activities
Provide a brief description of PRO/MRO activities:

The PROs made nineteen site visits, brought on three new psychological providers, four medical providers/practices, and two audiologists, five ophthalmologists and one office that will do the HINT testing, post cochlear implants. We have increased our number of facilities who are willing to get requests electronically by five.

To identify geographic areas in need of additional CE providers and activities to recruit new providers for those areas: **We continuously evaluate service area needs and provider availability.**

On electronic medical evidence, e.g., exhibiting at medical conventions, joint actions with regional public affairs offices; to routinely review State Licensure board, sanctions list and the HHS Inspector General's List of Excluded Individuals and Entities to ensure no unlicensed or excluded CE provider is being employed. **We do check for current licensing at the Maine Web page for Licensing and Regulation and the sanction list once each quarter. We did not attend any outside meetings due to the budget constraints of both SSA and the State of Maine.**

Submitted by (b) (6) 10/12

MICHIGAN DDS ANNUAL CE OVERSIGHT REPORT—FY 12

A. Complaint Procedures

All complaints about CE providers are referred to the PRO for resolution and inclusion in the vendor's file. All complaints are acknowledged by letter or by phone. Sensitive complaints (e.g., sexual improprieties, discriminatory treatment, etc.) are referred to the MRPD Director. After reviewing the evidence gathered, the MRPD Director will decide the course of action which could include suspension or deletion of the provider from the CE panel, referral to an outside agency (e.g. state Bureau of Health Professions Complaint and Allegations Division), and/or referral to Department Legal Affairs/Attorney General. The MRPD Director is responsible for notification to Regional Office.

B. Onsite reviews: CE provider reviews (10) (does not include Key Provider Visits)
--see attachment

C. Key Providers Visits—All visits (10) completed--see attachment

D. CE Panel

1. Number of current CE providers--@250 providers

2. **Credential check procedures**—All new CE providers complete a qualification sheet as well as a signed “license/credentials certification” statement that the provider and all support staff to be used in CEs meet appropriate state licensing/certification requirements and are not under any sanctions. DDS verifies status with the State Licensing Board and also checks the Cumulative Sanctions Report (CSR) on the HHS/OIG website. CE facilities are contacted annually for a copy of each provider's current license. For independent CE providers, DDS tracks each license renewal date or every 2 years (whichever is less) and verifies the license is current. Checks are done with the State Licensing Board, CSR, Community Health Disciplinary Action Report and press releases. All CE providers include their license number and expiration date with each CE report.

E. Medical Fee Schedules

1. No fee schedule changes for FY 12

2. No volume vendor provider discounts in FY 12

3. Copy of FY 12 fee schedule/crosswalk—see attachment

F. Missed CE Appointments (No Shows/Cancellations)

1. Claimants are notified by mail with confirmation phone calls; vendors notify DDS by phone, fax or website of missed appointments

2. No payment for no-shows/cancellations; no payment for review of records effective 10/1/11

G. PRO Activities

1. Geographic areas needing recruitment for additional CE providers

East side of Detroit and northern Michigan, lower peninsula

2. ERE Accomplishments – CE at 99+% YTD; 76.6% MER September, 2012 (76.6% YTD) See attachment for major PRO initiatives as well as list of collaborative conference/presentations

H. Credential Checks—refer to D.2. above

MICHIGAN KEY PROVIDERS – ON SITE VISITS -FY 12

<u>Key Provider</u>	<u>Address</u>	<u>Date of Visit</u>
Sierra Medical Clinic	715 Brookwood Walk Bloomfield, MI 48304	6/25/12 (Detroit)
Michigan Medical Consultants	P. O. Box 81060 Rochester, MI 48308	2/9/12 (Lansing)
Human Capability Corporation	25775 W 10 Mile Rd Ste. B Southfield MI 48202-6036	9/20/12
Jefferson Medical Clinic	2141 East Jefferson Ave. Detroit, MI 48207	8/17/12
Great Lakes Medical Evaluations	330 E. Maple Ste. 285 Birmingham, MI 48009	10/24/11(Dearborn Hts)
Seasons Counseling Center	8311 Office Park Dr. Grand Blanc, MI 48349	12/5/11
Bright Horizons Psych Center	5370 Miller Rd. Swartz Creek, MI 48473	2/16/12
Saginaw Psychological Services	2100 Hemmeter Saginaw, MI 48603	2/16/12
Comprehensive Psychological	2720 E. Lansing Dr. East Lansing, MI 48823	7/27/12
Monarch Medical Services	24474 Goddard Rd. Taylor, MI 48180	5/12/12

EXHIBITS/PRESENTATIONS (DDS and/or in Collaboration with SSA)

(B)=Booth (P)= Presentation (W)=Webinar

- 10/11** MACMHB Annual Fall Conference with SSA **(B) (P)**
- 10/11** MI Assoc of Reimbursement Officers/MARO with SSA **(P)**
- 11/11** Army Wounded Warrior Program with SSA **(P)**
- 2/12** MSU Family Practice residents **(W)**
- 2/12** Providence Hospital Family Physicians **(P)**
- 2/12** Michigan Community Mental Health Conference with SSA **(B) (P)**
- 4/12** National Assoc of Social Workers State Conference **(B)**
- 5/12** CMH Lansing with SSA **(P)**
- 5/12** MHIMA State Conference **(P) (B)**
- 5/12** Rural Health **(W)**
- 5/12** MI Association of Community Health Boards **(B)**
- 5/12** Women's Empowerment/ACCESS Dearborn **(B)**
- 6/12** MHIMA Regional Conference Grand Rapids with SSA **(P)**
- 6/12** RN-AIM Traverse City with SSA **(P)**
- 9/12** Native American Tribal Advocate Training with SSA/ODAR **(P)**
- 9/12** Community Mental Health Advocates with SSA/ODAR **(P)**
- 9/12** MHIMA Regional Conference Saginaw **(P)**

ONSITE REVIEW OF CE PROVIDERS (OTHER THAN KEY PROVIDERS)

- 11/11** Carl's Speech and Language
- 11/11** Harry Bovovik MD
- 11/11** Munson Speech and Hearing
- 2/12** Medical Care Plus
- 2/12** Old Town Psychological Services
- 6/12** Tamarack North Inc.
- 8/12** Meridian Diagnostics Lansing
- 8/12** Battle Creek Counseling
- 8/12** Bright Horizons
- 9/12** AAA Traverse City

MAJOR PRO INITIATIVES FY 12

- **eAuthorization** Implementation
- **MEGAHIT** Implementation—May 2012
- **ERE MER**—76.6% September; 76.9% FY 12YTD

- **Decrease MER response time among top 300 providers with >100 MER requests annually--results:**
 - MER received **within 10 days** has increased 7%, from **34 to 41%**
 - MER received **within 14 days** has increased 11%, from **58 to 69%**
 - MER received **within 21 days** has increased 7%, from **80 to 80%**
 - MER received **within 29 days** has increased 4%, from **92 to 96%**
 - MER received **30 days or more** has decreased 4%, from **8 to 4%**

- **Major cost savings initiative** involving **elimination of payment for search fees and “no record”** results on MER requests (**FY 12 savings=\$527,340**)

- With SSA and Dept of Community Health clarification, initiative with MER providers re: acceptability of SSA 827 with one year expiration after date of signature
Status: general acceptance among MER providers of SSA 827 for one year

- **CE Recruitment**—
Additions: 49 medical consultants; 7 psychologists; 7 SLPs; 4 Audiologists; 15 Clinics; 3 HINT sources

DI 39545.525 Exhibit 1 – Suggested Protocol for DDS Onsite Reviews of Consultative Examination (CE) Providers

Date: August 9, 2012

- A. Name and address of facility/provider (b) (6)
- B. Other office locations- (b) (6)
- C. Types of examinations conducted –Internist only-Physicals performed by (b) (6).
- D. Provider has performed consultative examinations (CEs) for DDS since-XXXXXXXXXX
- E. Provider contact name and phone number- (b) (6), Office Manager (b) (6)
- F. Provider classification
Key provider or top five CE provider by dollar volume
(b) (6)
- G. Reason for visit-CE Oversight - (b) (6)
- H. Facilities
1. Building
 - a. Identifiability-No. There was no street sign visible from the highway. There was a small sign installed on common area near highway.
 - b. Cleanliness – Yes
 - c. Safe location for claimants to travel-Yes
 - d. Handicap Accessibility-Yes
 - e. Public Transportation and Parking-yes plenty of parking
 - f. Emergency Exit Signs- Yes
 - g. Rest Rooms-Yes
 - h. Secure location for medical records and computer records- Yes
 2. Equipment/Laboratory Tests
 - a. Onsite- Pulmonary Functions Tests, X-rays, resting Dopplers and Blood tests. PFS is calibrated every morning. X-ray machine was inspected and passed inspection. Next X-ray inspection is May 2013.
 - b. Offsite- X-rays are interpreted off sight and Blood tests are interpreted by Quest Diagnostics all within 24 hours. PFS and tracings are in house as well as the resting Dopplers. No EKGs or Echocardiograms are performed on premise.
- I. Staff
1. Professionalism-Yes very professional
 2. Claimants greeted timely- Yes arrived 20 minutes early and communicated with staff.
 3. Current Licensing:
 - a. Displayed- No and was brought to the attention of the staff.
 - b. On file at DDS-Yes
 4. Does medical source speak any language other than English? No
If so, which language?
- J. Scheduling

1. What is maximum number of CEs scheduled per medical source per day per specialty?
16 physical examinations per day.
2. What are minimum interval times that the CE provider schedules for an exam? Half hour
3. What is actual length of time for exams to be completed per visit? Half hour to 45 minutes

K. Procedures

1. Privacy and confidentiality of claimant information- No problems all private and confidential
2. How and from who is the claimant's medical/psychological history obtained? History is obtained by the claimant via completion of standardized forms given to claimant prior to examination. More history is obtained from the nurse and vitals such as height, weight, temperature and BP is obtained by the nurse
3. How much time does the medical source spend face-to-face with the claimant? 30 to 45 minutes
4. Does the source certify that assistants meet the appropriate licensing or certification requirements of the State? Yes

L. Laboratories

1. Diagnostic and lab tests: Performed by (if by a non-physician, state performer's qualifications) X-rays are interpreted by outside source and blood tests by Quest. PFS are in the office.
2. Interpreted by (if by a non-physician, state the interpreter's qualifications).
3. Turnaround timeliness, including both the results of the tests and interpretations. All tests within 24 hours

M. Exit Interviews of Claimants – DDS gives a survey form with a return envelope to the claimant to complete regarding the Consultative Examination. Would like to see a face-to-face exit interview with the claimant.

N. Does provider transmit CE report electronically? If so, fax, website, CD, etc.- All CEs are sent to the DDS via fax.

There are a few findings that needed to be addressed.

- The weight scale should be able to weigh a claimant up to 500 pounds. The scale in the office goes to 350 pounds. The office will obtain a scale that weighs up to 600 pounds.
- The licensure of (b) (6) needs to be displayed in the office and the office manager will swiftly take care of this matter. It is important to have the license displayed.
- The Office Manager has been in contact with the state to put a street sign on the corner. The office does call the claimant two times to remind them of the appointment and sends a map to the claimant showing the office location. There should be signage.

DDS CE OVERSIGHT REPORT
10/01/11 – 9/30/12

A brief description of the DDS’s procedures used to resolve the various categories of complaints received throughout the year:

Complaints are handled by the PRO staff. We try to get all complaints in writing. Complaints are reviewed to determine if they are of a serious nature. We investigate by sending a copy of the complaint to the CE provider for his or her written response to the complaint. After the response is received from the CE provider, the PRO will review and decide if further action is needed. If the complaint needs further investigation, a visit will be made to the provider to talk with him or her about the specific complaint. If the complaint has to do with the office appearance or other problems with the office, the PRO will make an onsite visit to inspect the office. If problems are found, recommendations will be made to the CE provider regarding what needs to be done to resolve the problems found. A specific timeframe to correct the problem will be discussed. A follow up onsite visit will be made to verify that the problem was corrected. When complaints of rudeness to the claimant by the doctor or his office staff are received, CE questionnaire comments sheets will be mailed to other claimants that were recently seen by the CE provider or will be seen in the future. In some cases the PRO will call to obtain this information over the phone. We have made unannounced onsite visits to the CE provider’s office to observe how the claimants are greeted and to interview claimants after their consultative examination with the CE provider.

The CE Questionnaire comments sheets are mailed out quarterly on all CE’s scheduled for that month. A support person in the PRO Unit tallies all questionnaires returned with “no problems” indicated. This gives us positive documentation on our CE providers. We have claimants who have very good experiences and will write positive comments about their CE visit on the CE Questionnaire sheet. We have a letter that we send with these to the CE provider. We believe it’s important that they receive this feedback.

List the onsite reviews of CE providers completed by the DDS:

- | | |
|--|-------------------|
| • W. Criss Lott, PhD | Ridgeland, MS |
| • Pamela Buck, PhD | Senatobia, MS |
| • Mia Kimmons, SLP | Southaven, MS |
| • Sarah Lau, PhD | Olive Branch, MS |
| • Jim Adams, MD | Clarksdale, MS * |
| • Bonnie Tubbs (Region 1 MHC) | Clarksdale, MS |
| • Greenwood LeFlore Hospital | Greenwood, MS |
| • Michael Whelan, PhD | Greenwood, MS * |
| • (Med Plus Disability) Stewart Boyd, MD | Tupelo, MS * |
| • Forrest General Hospital | Hattiesburg, MS |
| • Carolyn Gerald, MD | Hattiesburg, MS |
| • Martha D’ilio, PhD | Hattiesburg, MS * |

- Victor D'ilio, PhD Hattiesburg, MS *
- Cleve Johnson, MD Laurel, MS *
- Robert McCrary, MD Hattiesburg, MS
- Curtis Childress, MD Hattiesburg, MS
- Robert Coltharp, MD Hattiesburg, MS
- Todd Williamson, MD Hattiesburg, MS
- Charles David Richardson, MD Hattiesburg, MS
- Stoney Williamson, MD Hattiesburg, MS
- Michael Atkinson, MD Hattiesburg, Ms
- John Petro, MD Hattiesburg, MS
- Stephen Massey, MD Hattiesburg, MS
- Barbara Myers, SLP Hattiesburg, MS
- Stella Brown, PhD Jackson, MS
- Magnolia Regional Hospital Corinth, MS
- William Gary, MD Plantersville, MS
- Samuel Fleming, PhD Tupelo, MS
- Joe E. Morris, PhD Tupelo, MS
- Robert Shearin, MD (Tri-State Occupational) Clarksdale, MS *
- Robert Shearin, MD (Tri-State Occupational) Corinth, MS *
- Robert Shearin, MS (Tri-State Occupational) Oxford, MS*
- Carl Welch, MD Corinth, MS
- Morris Alexander, PhD Tupelo, MS
- Harold Savell, Ph D Corinth, MS
- Cardiology Associates of North MS Tupelo, MS
- Brian Thomas, PhD Batesville, MS *
- Louis Masur, PhD Baldwin, MS
- Michael Morris, MD Flowood, MS
- Andrew Yates, MD McComb, MS *
- Byron Jeffcoat, MD McComb, MS *
- Phillip Drumheller, PhD Starkville, MS
- Mohammad Assaf, MD Memphis, TN
- Yvonne Osborne, PhD Memphis, TN
- Bruce Randolph, MD Memphis, TN
- Tim Callaghan, MD Tunica, MS
- Barry Politi, MD Horn Lake, MS
- Michael Whelan, PhD Southaven, MS *
- Todd Coulter, MD Ocean Springs, MS
- Bruce Bullwinkel, MD (MDSI) Belden, MS

* DENOTES Onsite Visits to Key Providers for 10/01/11 – 9/30/12 Oversight Report.

The total number onsite reviews completed on CE providers: 50.

In addition to the above list of onsite reviews of CE providers, we made visits to 4 other medical sources. Two of these visits were to MER sources and two were to recruit CE providers.

A current list of names and addresses of key providers:

1. Michael Whelan, Ph.D. – Psychological Provider – (b) (6)
Greenwood, MS 38930 – (OVER \$150,000) – 3 locations.
2. Columbia Psychological Services – Victor D’ilio, Ph.D. and Martha D’ilio, Ph.D., P.O. Box 1084, Petal, MS 39465 (OVER \$150,000).
3. MDSI Physician Group Inc. – Comprehensive Medical Exams – 7 doctors - 3 locations– P.O. Box 9039, Ogden, Utah 84409 (OVER \$150,000).
4. Med Plus Disability Evaluation – Comprehensive Medical Exams – 6 doctors – P.O. Box 119, Charleston, MS 38921 (OVER \$150,000) – 5 locations.
5. Tri-State Occupational Med Inc. – Comprehensive Medical Exams - 1 doctor – 612 6th Avenue, Huntington, WV 25701 (OVER \$150,000) 3 locations.
6. Theodore E. Okechuku, MD – Comprehensive Medical Exams – (b) (6)
Jackson, MS 39216
7. Jan Boggs, Ph.D. – Psychological Provider – P.O. Box 4093, Meridian, MS 39304 (OVER \$150,000).
8. James Adams, MD – Comprehensive Medical Exams – (b) (6)
Cleveland, MS 38732 (OVER \$150,000) – 5 locations.
9. Andrew Yates, MD – Comprehensive Medical Exams – (b) (6)
Ridgeland, MS 39157, 2 locations (primarily does CE’s).
10. Byron Jeffcoat, MD – Orthopedic Exams – Orthopaedic Clinics of SW Mississippi - P.O. 2074, McComb, MS 39649 (primarily does CE’s).
11. Cleveland Johnson, MD – Orthopedic Exams – Laurel Bone and Joint Clinic – 424 S. 13th Avenue, Laurel, MS 39442 (primarily does CE’s).
12. John C. Adams, MD – Comprehensive Medical Exams - (b) (6)
Saltillo, MS 38866 (primarily does CE’s).

Number of current CE providers on the panel: 267

Brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter so as to ensure that no unlicensed or excluded CE provider perform CEs:

The PRO requests a copy of the physician's and psychologist's license at initial contracting. Each year prior to June expiration, the PRO sends a letter to each CE source requesting that a copy of their current license be faxed or mailed to the PRO by a certain deadline. After the deadline, the PRO checks to assure that all licenses have been received. If not, a phone contact is made. Afterwards if we do not get the updated license, the PRO initiates a search of the website of the appropriate licensing board (i.e. the MS Board of Medical Licensure at <http://www.msaml.state.ms.us/> or the MS Board of Psychology at <http://www.psychologyboard.state.ms.us/msbp/web.nsf>); or the MS Department of Health at <https://apps.msdh.ms.gov/licreviews/index.aspx> for speech language pathologists). In addition, the PRO verifies with the MS Department of Health that hospitals and health care facilities where ancillary tests and studies are performed are currently licensed by monitoring the directory at http://msdh.ms.gov/msdhsite/_static/resources/4662.pdf.

If the professional's name is not listed, the CE source is removed from the panel. The PRO receives monthly notification from the Mississippi State Board of Medical Licensure when physicians are sanctioned. When these are received, the PRO checks them. If it's a CE source, the person would be removed from the CE panel. We also check and use the OIG Exclusions site - <http://exclusions.oig.hhs.gov> to verify that a physician has no exclusions or restrictions on their licenses.

Brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation:

The physicians/psychologists have standards set by the State of Mississippi that have to be followed. A signed License/Credentials Certification letter was obtained and is in the files of already established CE sources. Any new CE sources recruited are asked to review and sign the License/Credentials Certification letter. Attached is a copy of the certification letter that was to be signed by the doctor or person who oversees licensing/credentialing in the doctor's office or facility:

DATE:

Name:

Address:

Consultative Examination (CE) Provider Certification of Support Staff

I hereby certify that:

- I am not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs or any other Federal or federally assisted programs.
- I certify that the support staff I use who participate in the conduct of consultative examinations, and any third parties who conduct other studies purchased by the Disability Determination Services (DDS) meet all appropriate licensing or certification requirements of the State, as required by the Social Security Administration's (SSA) regulations (20 C.F.R. 404.1519g, 416.919g) and are not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs, or any other Federal or federally assisted programs, as required by SSA's regulations (20 C.F.R. 404.1503a, 416.903a).
- My license is current and active and has not been revoked or suspended by any State licensing authority for reasons bearing on professional competence, professional conduct, or financial integrity.
- I have not surrendered my license while awaiting final determination on formal disciplinary proceedings involving professional conduct.
- I understand that a credentials check will be made upon my initial agreement to perform services and periodically thereafter by the DDS.
- I will immediately notify the DDS if there is any pending disciplinary action against my license. Failure to do so could result in termination of an agreement to perform services and/or legal action.

I certify that, to the best of my knowledge and belief, all of the information on this form is correct. I understand that I will not be considered for an agreement to provide services if I am unable to certify to the above and that false certification will be grounds for termination of any resulting agreement to provide services.

Signature _____ Date _____

Description of CE/MER fee schedule changes:

MER

No Fee increase

CE FEE change

No CE Fee Change

Copy of current fee schedule will be attached as a separate document.

Description of DDS medical relations officers' activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

Activities Regarding Electronic Medical Evidence:

The Mississippi DDS continues to promote the Electronic Transfer of Records by making personal contacts/phone calls to large hospitals, clinics, doctor's offices and key providers showing interest in transferring records electronically. The state is divided into two sections and the PRO's concentrated on ERE in their areas when making onsite visits or phone contacts. We provided each vendor with information on the electronic transfer of records at these visits. We feel these personal contacts are responsible for the consistent increase in our ERE volume. We are currently at 94% MER and 99% CE's.

We continued to focus on the ERE Outbound Website in 2012. We currently have 70 CE/MER vendors utilizing the ERE outbound process. We recently added the fourth largest MER vendor in Mississippi to the ERE Outbound Website. Their training was completed at the end of July 2012 and they began transmitting records through the ERE website August 1, 2012. There are very few large volume MER providers using the ERE Outbound website at the national level. The ERE Outbound process decreased the vendor's paper costs and mailing costs while significantly decreasing the DDS processing time for this vendor.

We have 152 ERE website individual users (135 users are medical providers and 17 are DDS employees). The doctors prefer this method of transfer due to the efficiency of the website. We have set up all ERE Website vendors with secure messaging which makes communication easier and more efficient.

Our Mississippi PRO MIS Liaison assists the doctors and medical facilities with understanding the electronic transfer of records through the SSA ERE Website. He provides training, addresses any questions that arise and answers any systems related questions they may have regarding the website before, during and after training. In order to retain providers using ERE, our PRO MIS Liaison takes their concerns/suggestions and refers the concerns and suggestions to the Atlanta Regional Office for further consideration. Ideas are exchanged in team meetings via the Regional PRO/MRO Workgroup. Action items and changes are posted on SharePoint.

We receive MER via CD from various MER providers across the state and the PRO MIS Liaison uploads this to MER to Eview via the ERE website. As MER providers transition to an electronic environment, this process is becoming much more prevalent.

We continue to add vendors to our Outbound Fax Initiative. There is too much volume for larger providers and schools, but this is an excellent option for small providers.

We attended several medical and health conferences where we had exhibits over the past year. Our main focus at these conferences was to promote the ERE process and to recruit doctors to perform examinations for the SSA Disability Program. We were able to meet face to face with many medical sources to promote ERE but also to address any concerns or questions. We distributed ERE brochures, recruitment information and other materials providing information about programs we offer.

We have promoted ERE with telephone calls to many medical sources/facilities throughout the state. We continue to have contact with the Social Security Field Offices throughout the state about ERE activities that we need to pursue in their areas.

The PRO's and our MIS Liaison have been involved with systems problems by fielding questions from internal DDS employees as well as providers about various systems issues. Through trouble shooting assistance, they have worked to solve these issues.

As we work with schedules of consultative examinations, we identify geographic areas deficient in the number of CE providers. When we see that CE dates are one to two months in the future and we receive feedback from the CE Scheduling Supervisor and the DDS Staff that additional CE sources are needed in specific areas of the state, we enlist the help of current providers who are willing to travel to different towns to set up sites where needed. In addition, we make efforts to recruit additional sources in these areas. We have an ad in the JOURNAL of the

Mississippi State Medical Association magazine (published monthly) that provides us with 5 to 8 phone calls each month from possible CE sources. We also have an ad in the Mississippi State Medical Association 2012 Directory of Mississippi Physicians book. This has contributed to calls from physicians requesting information about performing CEs or being an in-house medical consultant.

SSA and the Department of Defense (DoD) initiated a project to improve the collection of medical records for Military Treatment Facilities. MS began requesting records from the Department of Defense on May 1, 2012 for fully electronic disability claims. We have had a smooth transition with a decrease in processing time due to medical records being in a central location.

One PRO staff member and our DDS director were invited to be a part of the program and participate in a panel discussion at the Mississippi Psychological Association Annual Convention.

We began Video Comprehensive Mental Status Exams on February 16, 2012 through Video Service Delivery (VSD) from the Mississippi DDS. Our CE doctor conducted the video CE with a claimant at the Gulfport Social Security Office. We made calls to several of our CE doctors in the Jackson area about interest in performing Video CE's. After we established interest and in preparation for conducting video exams, CE letters were created with language that informed the claimant the exam would be conducted by video conference. With the assistance of our PRO MIS Liaison, we were able to set up a process where field offices can access in-office appointments electronically through Outlook calendars. We are in the process of bringing on another CE psychologist to conduct Video CEs from the Mississippi DDS with claimants at the Greenwood Field Office.

The Mississippi PRO Unit has promoted the national eAuthorization attestation initiative by resolving issues that may come up with our MER providers. The PROs have maintained the VOTT as required for non-compliant MER providers.

The PRO Unit works closely with the Mississippi Cooperative Disability Investigations (CDI) Unit in efforts to prevent fraud in the Social Security Disability programs. This last year the PROs informed and educated CE providers about our CDI Unit and their work. The CE providers were encouraged to report any observations/issues in a consultative examination that may warrant an investigation by our CDI Unit.

The PRO Presentations/Exhibits this past fiscal year have been:

- MDRS/MDE(Office of Special Education) 2011 Transition Conference – November 2 -4, 2011 – Hilton Hotel, Jackson, MS
- Medical Group Management Association (MGMA) – Fall Conference- November 10 – 11, 2011 – Hilton Hotel, Jackson, MS
- MS Nurse Practitioner Exhibit - October 21 – 22, 2011- Beau Rivage, Biloxi, MS
- MS College Department of Physician Assistants Studies – January 5 – 7, 2012 – MS College – Clinton, MS
- Mississippi Speech – Language – Hearing Association – March 31 – April 1, 2011 – Hilton Hotel, Jackson, MS
- MS Academy of Physician Assistants Conference – May 4 – 5, 2012 – Gulfport, MS
- Madison Chapter of the Mississippi Multiple Sclerosis Association – May 12, 2012 – Madison, MS
- MS Health Information Management Association – June 20 – 22, 2012 – Hilton Hotel - Jackson, Ms
- Medical Group Management Association – June 27 – 29, 2012 – Imperial Palace – Biloxi, MS
- MS Public Health Association Conference – September 12 – 14, 2012 - Pearl River Resort - Philadelphia, MS
- MS Psychological Association Conference – September 12 – 14, 2012 – Courtyard by Marriott, Gulfport, MS

Missouri CE Oversight Report
Federal Fiscal Year 2012
November 14, 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

The Missouri DDS has six Professional Relations Officers, one for each of the 5 district offices. In addition, (b) (6) who was the Pro in St Louis, is with the CDI unit in St Louis 4 days a week with the 5th day as being a PRO in the St Louis office. Each office's PRO handles the claimant complaints from that geographical area. The claimant is usually contacted to clarify the nature and extent of the complaint, often they are asked to submit the complaint in writing. Depending on the complaint and the vendor's history, the Dr. is often contacted and given a chance to respond to the complaint. Depending on the nature of the complaint, survey letters may be sent out to past or future visitors of that medical source. Sometimes surveys are handled by phone. Results may be provided to the Dr. as well as discussing the situation with him or her, again, depending on the nature of the complaint and the results of the survey. Either a copy of the complaint and the resolution is placed in the PRO's vendor's file or a summary is. For more detail, please see included sheet with guidance for Missouri Pros to handle complaints (Attachment A).

2. Provide a list of the onsite reviews of CE providers completed by the DDS. Please discuss methodology in selecting vendors for onsite visits.

Please see attached excel sheet (Attachment B) that documents the top 152 CE vendors in the state by dollar amount of business from 3/1/11 thru 3/1/12 (vendor ranking tab). Dates of visits are listed by the vendor on the "Rank by Office" tab. Basically, we list the vendors by volume for the state and then rank that per office. As required, we make sure that the top 5 for the state get an onsite visit (Attachment C). In addition, each pro is asked to visit at least their top 3 vendors for their geographical area. If a particular vendor has been visited the last two years in a row, and they are not one of the top five in the state, the pro can substitute another vendor in their place for that year. Addresses are on the "Rank by Office" worksheet.

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

Please see the attached Excel sheet, tab marked "Rank by Office", or the tab TOPVEND2. Vendors have been sorted in descending order for each office. Key Providers are highlighted in pink.

4. For CE panels:

a. List the number of current CE providers on the panel.

There are approximately 389 vendors on the Missouri CE panel.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

- When recruiting a new CE provider, the Pros check the national HHS web site (<http://exclusions.oig.hhs.gov/search.html>) and the state web site—Missouri Division of Professional Registration (<http://pr.mo.gov/>) to make sure that the provider's license is current and not sanctioned in the state or nationally. If currently licensed and not sanctioned, the provider signs a statement that he or she is properly licensed and not sanctioned. In addition, the statement states that any technical medical staff participating in an exam for him or her is properly licensed, certified, and trained for the position and is not sanctioned. This statement is kept on file in a central electronic file.

- Next, all CE providers are requested to, and do, put their license number and expiration date on each CE report to us.
- In addition, on a monthly basis, we check the HHS website for that month's sanctioned and reinstated lists. These are downloaded, sorted, and checked by the Pros.
- Finally, the PROs check all CE vendors' status (this includes SLP's, nurse practitioners, psychologists, etc.) with the state web site once a year starting in February. When checking the licenses, the PROs also get new signed source agreements if the old ones are 5 years old or older.
- Although not CE providers, the PROs check the license status of their office MC's once a year on the state web site.

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

Please see above in first bullet.

5. For medical fee schedules:

a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).

Basically, we either use the CE fees established by our parent agency, or we establish fees based on their policies. In March the CE fee schedule was updated according to the Medicare fee schedule that was in effect as of January 1, 2012.

We use the Relative Value Units for Physicians with a geographical index adjustment. Lab fees are set based on the "Physicians Coding Guide" units with a conversion amount. Psychological fees are based on time unit studies/surveys and recommendations

The MER fee amount went up to \$22.01 for a report and \$.52 per page copy fee for paper records. For electronic records, we pay \$5.15 for a report and \$.52 per page with a \$25.77 maximum or cap. This is set by state law and is attached to the U.S. city average, annual average inflation rate of the medical care component of the Consumer Price Index for all urban consumers.

b. Provide a copy of current fee schedule.

We attached the 2012 fee scheduled in Attachment D.

6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

Pro activities this year, besides the usual ones of recruiting CE and eMER vendors, taking care of complaints, trying to track down MER, improving CE report quality, training and educating vendors as to reporting requirements and new testing requirements, educating vendors regarding electronic MER, educating CE vendors to the necessity of encrypting portable devices, educating DD staff to the pro job and how to use the pro as a resource, etc., consisted of:

• **"In person" Presentations:**

- Conducted PowerPoint presentation to Community Resource Class at Southeast Missouri University regarding the adjudicative process for our agency. The class consisted of 20 students in different fields of study. Purpose is to learn about services available in our community.
- PRO attended a training session for SOAR Homeless program case workers. PRO served as a resource to the trainers, and answered questions regarding DDS requirements and practices.

- PROs attended SOAR Homeless case processing training at St Patrick's Center on 11/30-12/2/11. DDS staff served as "experts", educated case managers, answered questions, and provided feedback regarding DDS processes.
- PRO attended SOAR Homeless case processing training 3/13/12-3/15/12, and SOAR planning meetings in 1/12 and 3/12. DDS staff served as "experts", educated case managers, answered questions, and provided feedback regarding DDS processes.
- 6/28/12-PRO co-presented an adult education class at the St Louis Community College-Wildwood campus with a representative from SSA. The format included an explanation of the application process, financial and medical guidelines, and the sequential evaluation process. The class was well attended, and well received, with about 15 in attendance.
- I attended the SOARS training in Columbia at Burrell Behavioral Health. I answered questions about how these local agencies could assist their claimants in applying for disability and what information was most useful in making our decision.
- I attended a SOAR training program on 10-31-2011 and 11-01-11 as the DDS expert.
- On 11-04-11 I went to meet with the Kansas City Region ODAR staff and Judges. This was a good opportunity to see what they do and help them understand our business processes.
- I attended a SOAR quality group meeting where we review application write-ups for applications and I try to offer information to help the social workers be successful in their application attempts.
- Presentation to the Springfield Bar Association about adjudication at the DDS level; presented to local disability attorneys regarding our process and information about DDS
- **Other contacts**
 - Included e mails, e newsletters, faxes, paper mailings, phone calls in a variety of topics ranging from new billing and payment procedures to the need for encryption and the e827 or eAuth form.

Vendor #	Name	Specialty	Location	Scheduling Person	Phone Number	Fax	Elevation	Email	License Expiration	Sent	Received	Used in FY 2011
(b) (6)	Aldridge OD, Karen-inactive	Optometrist	Norton	(b) (6)	(b) (6)	(b) (6)	(b) (6)	(b) (6)	5/31/2012	x	yes	no
	Allen County Hospital	ABG, PFS	Iola									yes
	Allen County Hospital	XR	Iola									yes
	Allen County Hospital	Lab	Iola									yes
	Allen County Hospital	PT/OT	Iola									yes
	Al-Shathir MD, Saad	Physical Medicine	Joplin, MO						6/30/2012	x	yes	yes
	Ammons PsyD, Lorelei	MSE-adults and kids; Sat only	Topeka						6/30/2012	x	yes	yes
	Anderson OD, Curtis	Optometrist	Lawrence						5/31/2013	x	yes	?
	Anliker MD, Wayne- Reynolds & Anliker	Ophthalmologist- Humphrey	Emporia						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Advanced Eye Surgery Ctr	Ophthalmologist	Emporia						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Newman Regional Health	Ophthalmologist	Emporia						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Martin Funk office	Ophthalmologist -Humphrey	Chanute						6/30/2012	x	yes	yes
	Anliker MD, Wayne-William Vietti&Tyler Cook offi	Ophthalmologist	Chanute						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Neosho Memorial Hospital	Ophthalmologist	Chanute						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Iola Vision Source	Ophthalmologist	Iola						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Robert Smith Office	Ophthalmologist	Iola						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Allen County Hospital	Ophthalmologist	Iola						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Flint Hills Eyecare	Ophthalmologist	Herington						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Herington Municipal Hosp	Ophthalmologist	Herington						6/30/2012	x	yes	yes
	Anliker MD, Wayne-David Jacoby Office	Ophthalmologist	Osage City						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Richard Schroeder Office-inactive	Ophthalmologist	Manhattan						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Michael Duffy Office	Ophthalmologist-Humphrey	Eureka						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Greenwood Co. Hospital	Ophthalmologist	Eureka						6/30/2012	x	yes	yes
	Anliker MD, Wayne-Manhattan Surgical Hospital-inactive	Ophthalmologist	Manhattan						6/30/2012	x	yes	yes
	Area Speech & Hearing Clinic	Audiology	Joplin, MO									yes
	Atchison Hospital	Lab	Atchison									yes
	Atchison Hospital	PT/OT/Speech	Atchison									yes
	Atchison Hospital	XR	Atchison									yes
	Audiology & Hearing Services, Inc	Audiology	Wichita									yes
	Aviles, Carlos Montes	Speech-Spanish speaking	Derby						8/22/2012	x	x	no
	Baldwin MA, Stacey-inactive	Audiology	Olathe									no
	Barnett PhD, Robert-inactive 5/2012	MSE- ages 12+	Lawrence						6/30/2012	x	x	yes
	Barnett PhD, Robert-inactive 5/2012	MSE- ages 12+	Topeka						6/30/2012	x	x	yes
	Bean PhD, Bruce	MSE- closed Fri	Kansas City						6/30/2012	x	yes	yes
	Bear MD, J Steven-inactive 12/6/11	Family Practice - no kids	Colby						6/30/2012	x		yes
	Bell MA CCC-SLP-L, Jacquelyn	Speech	Liberal									yes
	Berg PhD, Melvin	Psychology	Emporia-video						6/30/2012	x	yes	yes
	Berg PhD, Melvin	Psychology	Independence-video						6/30/2012	x	yes	yes
	Berg PhD, Melvin	Psychology	Lawrence-video						6/30/2012	x	yes	yes

(b) (6)

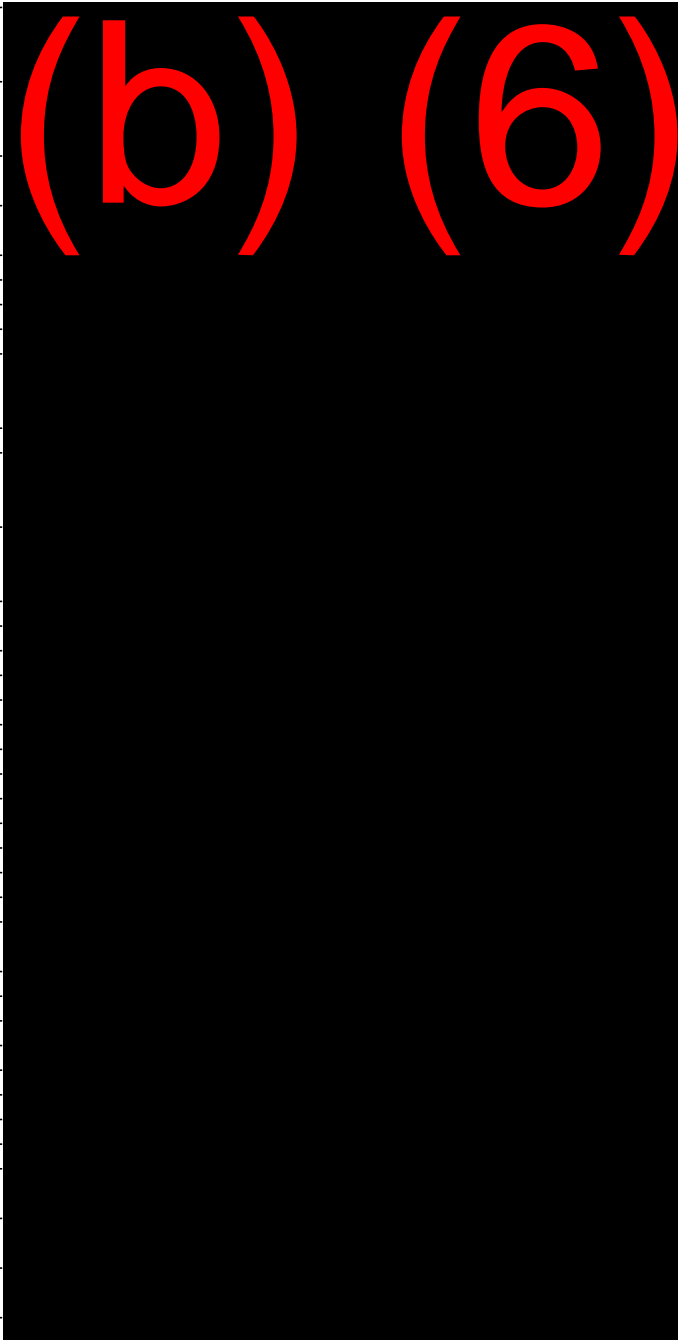
Berg PhD, Melvin	Psychology	Salina-video
Berg PhD, Melvin	Psychology	Wichita-video
Berg PhD, Melvin	MSE	Topeka
Berg PhD, Melvin	MSE-video	Hays-video
Berg PhD, Melvin	MSE-video	Hutchinson-video
Berg PhD, Melvin	MSE-video	Pittsburg-video
Berg PhD, Melvin	MSE-video	Dodge City-video
Berg SLP, Heidi	Speech-summer only	Garden City
Bono MD, Richard	MSE-adults	Overland Park
Bowles SLP, Susan	Speech	Hays
Burke SLP, Stacey-Children's Mercy Hospital	Speech-can do Spanish speaking	KC, MO
Burroughs MD, Nathan	ENT/Otolaryngology	KC, MO
Cabral SLP, Robin-inactive	Speech- Spanish speaking	Wichita
St.Rose Ambulatory Care Center	XR, Doppler	Great Bend
St.Rose Ambulatory Care Center	Lab	Great Bend
St.Rose Ambulatory Care Center	PT, OT	Great Bend
St.Rose Ambulatory Care Center	PFS,ABG,DLCO	Great Bend
Central Kansas Mental Health Center	Psychology	Salina
Central Medical Consultants- James Henderson MD	Internist, Phys Med, Family Practice	Coffeyville
Central Medical Consultants- James Henderson MD	Internist, Phys Med, Family Practice	Kansas City
Central Medical Consultants- James Henderson MD	Internist/Phys Med/Family Practice	Topeka
Central Medical Consultants- James Henderson MD	Internist/Phys Med/Family Practice	Wichita
Citizens Medical Center	Lab	Colby
Citizens Medical Center	XR	Colby
Citizens Medical Center	PFS, DLCO, ABG	Colby
Citizens Medical Center	PT	Colby
Clifford MD, William	Ophthalmologist- Goldman Fields	Garden City
Clinical Associates- Abell PsyD, Emily	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City
Clinical Associates- Chiasson PhD, Melissa K	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City
Clinical Associates-Davenport MA PsyD, Amelia	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City
Clinical Associates-Rooney PhD, Marijo	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City



6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	x	yes
6/30/2012	x	x	yes
6/30/2012	x	x	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2013		yes	
			yes
			yes
6/30/2012	x	yes	yes
	*	*	no
			yes
			yes
			yes
			yes
			no
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
			yes
			yes
			yes
6/30/2012	x	yes	yes
			yes
			yes
6/30/2012	x	yes	yes
			?
6/30/2012	x	yes	?

(b) (6)

Clinical Associates-Scholsberg PhD, Marc	MSE, Peabody, Vineland, TONI-2, TOMM, Woodcock Johnson, ALJ	Kansas City
Clinical Associates-Swearngin PhD, Sheila	MSE, Peabody, Vineland, TONI-2, TOMM, Woodcock Johnson, ALJ	Kansas City
Coffeyville Doctor's Clinic-Anand Balsan, MD	Internist- yes ALJ	Coffeyville
Coffeyville Doctor's Clinic-TM Venkatchalapathi, MD	Internist- no ALJ	Coffeyville
Coffeyville Memorial Hospital	Lab	Coffeyville
Coffeyville Memorial Hospital	XR	Coffeyville
Coffeyville Memorial Hospital	PT, OT	Coffeyville
Cohen MD, Lawrence	Cardiology	KC, MO
Cohlma MD, Sam	Ophthalmologist-adults and kids;Humphrey fields-Spanish speaking	Wichita
Cole OD, Benjamin	Optometrist- Humphrey	Norton
Coleman PhD, Thomas	MSE, WAIS, WISC, WMS, Trails, TOMM, MMPI, WPPSI, ALJ-Spanish speaking	Manhattan
Coleman PsyD, Sarah-inactive	MSE-kids ages 3-18, WPPSI, WISC, Developmental Profile, no Vineland	Wichita
Community Memorial Hospital	XR-wt limit 450#	Marysville
Community Memorial Hospital	Lab	Marysville
Community Memorial Hospital	ABG,PFS, DLCO	Marysville
Community Memorial Hospital	PT, OT	Marysville
Conner MD, Brian	Ophthalmologist-Goldman Fields	Salina
Cox MD, John	Cardiology	Joplin, MO
Curtis MD, Lynn	Physical Medicine	Topeka
Davis MD, Bradley	Physical Medicine	Parsons
Davuluri MD, S R	Neurologist	St Joseph, MO
Diagnostic Imaging	XR	Kansas City
Dixit MD, Manish	Pediatrics-will see up to age 20	Parsons
Dowd PhD, Sue-inactive	Adults and kids	Liberal
Dowd PhD, Sue-inactive	Adults and kids	Ulysses
Downey SLP, Ashley - Russell Child Development	Speech	Garden City
Duffy OD, Michael	Optometrist	Eureka
Edwards County Hospital	PT	Kinsley
Edwards County Hospital	PT	Kinsley
Edwards County Hospital	XR	Kinsley
Edwards County Hospital	Lab	Kinsley
Ellsworth Co Medical Center	Lab	Ellsworth
Ellsworth Co Medical Center	XR	Ellsworth
Estivo DO, Michael - inactive	Orthopedic	Wichita
Family Center for Health Care- J. Steven Bear, MD-inactive	Family Practice - no kids	Colby
Family Center for Health Care- Julia Jennings, APRN	Family Practice - no kids	Colby
Family Center for Health Care-Kristina Jallow, APRN	Family Practice-no kids	Colby
Fierro SLP, Veronica	Speech- Spanish speaking	Topeka



6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
			yes
			yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
5/31/2012	x	yes	
6/30/2012		yes	yes
6/30/2012	x	yes	yes
			yes
			yes
6/30/2012	x	yes	yes
1/31/2012	*	*	no
6/30/2012	x		yes
6/30/2012	*	*	no
6/30/2012	x	yes	yes
			yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
	x	x	yes
	x	x	no-AP
			no
			no
			no
			no
			yes
6/30/2012	x		yes
	x	x	yes
12/31/2012	x	x	no
			yes

(b) (6)

Fishman DO, Ira-inactive 6/21/11	Physical Medicine-no ALJ	Kansas City
Flowers AuD, Laura - inactive	Audiology	Kansas City
Fort Hays State -Hearndon Clinic	Audiology	Hays
Freeman West Hospital	ABG, PFS, DLCO	Joplin, MO
Freeman West Hospital	Lab	Joplin, MO
Freeman West Hospital	XR	Joplin, MO
Freeman West Hospital	Visual Evoked Response	Joplin, MO
Freeman West Hospital	Doppler-rest only	Joplin, MO
Freeman West Hospital	PT	Joplin, MO
Freeman West Hospital	OT	Joplin, MO
Fry MD, Eric	Ophthalmologist-Goldman Fields	Garden City
Fry MD, Luther	Ophthalmologist-Goldman Fields	Garden City
Fulbright MD, Thomas-inactive	Family Practice	Kansas City
Garden City Optometrists-Matthew Gerstberger, OD	Optometrist	Garden City
Garden City Optometrists- Robert Hoch, OD	Optometrist	Garden City
Garden City Optometrists-David Torrey, OD	Optometrist	Garden City
Garden City Optometrists-Dawn Williams, OD	Optometrist	Garden City
Geary Community Hospital	Lab	Junction City
Geary Community Hospital	PFS	Junction City
Geary Community Hospital	XR-wt limit 450#	Junction City
Geary Rehabilitation	PT/OT	Junction City
Gettman PsyD, Dawn-inactive	Psychologist	Lawrence
Gettman PsyD, Dawn-inactive	Psychologist	Topeka
Goodland Medical Center	XR	Goodland
Goodland Medical Center	Lab	Goodland
Goodland Medical Center	PT	Goodland
Goodland Medical Center	Ophthalmologist-Goldman Fields	Goodland
Great Plains Neurology Assoc.	Neurologist	North Platte, NE
iDocs of Dodge City -Gwaltney OD, Jordan	Optometrist	Dodge City
Hackney PhD, Gary	MSE, WAIS, no TOMM, WISC, Ages 6+-closed Fridays	Wichita
iDocs of Dodge City -Hatfield OD, Robert	Optometrist	Dodge City
Hayes PhD, LP, Kaira	MSE, WAIS, WISC, WMS, Trails-ages 5 through adult. No WPPSI. Will do ALJ	Hays
Hays Medical Center/St Anthony Campus	XR, Doppler-rest only	Hays
Hays Medical Center/St Anthony Campus	PFS, DLCO	Hays
Hays Medical Center/St Anthony Campus	PT, OT	Hays
Heartspring	Speech	Wichita
Hemmendinger PhD, Dennis	MSE,WAIS,Trails, WMS, WISC, WPPSI, Vineland, TOMM, MMPI, ALJ, Vineland	Manhattan
Hendricks MA CCC-A, Kim	Audiologist	Garden City
Hetzel DO, Eric	Family Practice- can do XR in excess of 300#, lab	Dodge City
Hiawatha Community Hospital	XR	Hiawatha
Hiawatha Community Hospital	Lab, ABG	Hiawatha
Hiawatha Community Hospital	PT, OT	Hiawatha

(b) (6)

9/30/2012	*	*	yes
	*	*	yes
			yes
			yes
			yes
6/30/2012	x	yes	
6/30/2012	x	yes	yes
6/30/2012	x		yes
5/31/2012	x	yes	no
5/31/2013	x	yes	yes
5/31/2012	x	yes	no
5/31/2013	x	yes	no
			yes
			yes
6/30/2012	*	*	no
	*	*	no
			yes
			yes
			yes
			yes
			no
5/31/2012	x		new
6/30/2012	x	yes	yes
	*	*	no
6/30/2012		yes	
			yes
			yes
			yes
			no
			yes
	x	yes	yes
9/30/2012	x	yes	yes
			yes
			yes
			yes

(b) (6)

Hough PhD, George	MSE-video	Hays-video
Hough PhD, George	MSE-video	Wichita-video
Hough PhD, George - Inactive for Topeka Only	12 and older, MSE, WAIS	Topeka-SRS office
		Hutchinson-video
Hough PhD, George	MSE-video	
Hough PhD, George	MSE-video	Emporia-video
Hough PhD, George	MSE-video	Hays-video
Hough PhD, George	MSE-video	Lawrence-video
Hough PhD, George	MSE-video	Pittsburg-video
Hough PhD, George	MSE-video	Salina-video
		Dodge City-video
Hough PhD, George	MSE-video	
Huffman-Rust SLP, Jill	Speech	Wichita
Hutchinson Regional Medical Center	XR	Hutchinson
Hutchinson Regional Medical Center	Lab, ABG	Hutchinson
Hutchinson Regional Medical Center	PT	Hutchinson
Hutchinson Regional Medical Center	OT	Hutchinson
James MD, Donald	Audiology/ENT	Wichita
Jordan MD, Earl	Ophthalmologist-Humphrey only	Joplin, MO
	Kids-Ages 2+: Stanford-Binet, Woodcock-Johnson, WISC, WPPSI, Vineland, Bayley	Kansas City
Jordan PhD, Karen		
Kimzey PhD, Lloyd-not used in 2011	Psychologist	McCook,NE
Kingman Community Hospital	Lab, ABG	Kingman
Kingman Community Hospital	PT, OT, Speech	Kingman
Kingman Community Hospital	PFS	Kingman
Kingman Community Hospital	XR	Kingman
Klemens PhD, Michael	MSE	Great Bend
		Kansas City, MO
Knappenberger MD, Scott	ENT	
Koeneman PsyD, Scott	MSE, WAIS, WISC, ALJ, no TOMM, WMS, or MMPI	Olathe
		Hutchinson-video
Koeneman PsyD, Scott	MSE-video	Salina-video
Koeneman PsyD, Scott-	MSE	Salina
Koeneman PsyD, Scott-inactive	MSE	Salina
Koeneman PsyD, Scott	MSE-SRS	Topeka
Koeneman PsyD, Scott	MSE-video	Hays-video
Koeneman PsyD, Scott	MSE-video	Lawrence-video
		Dodge City-video
Koeneman PsyD, Scott	MSE-video	
		Independence-video
Koeneman PsyD, Scott	MSE-video	
Koeneman PsyD, Scott	MSE-video	Wichita-video
Koeneman PsyD, Scott	MSE-video	Pittsburg-video
Kohrs PhD, Eldean -inactive	Psychologist	Great Bend
Kovach PhD, Magdalene-	MSE	Topeka



6/30/2012		yes	yes
6/30/2012		yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
	x		yes
			no
			no
			no
			no
6/30/2012	x	yes	yes
9/30/2012		yes	yes
6/30/2012	x	yes	yes
	*	*	no
			yes
			yes
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6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
6/30/2012	x	yes	yes
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6/30/2012	x	yes	yes

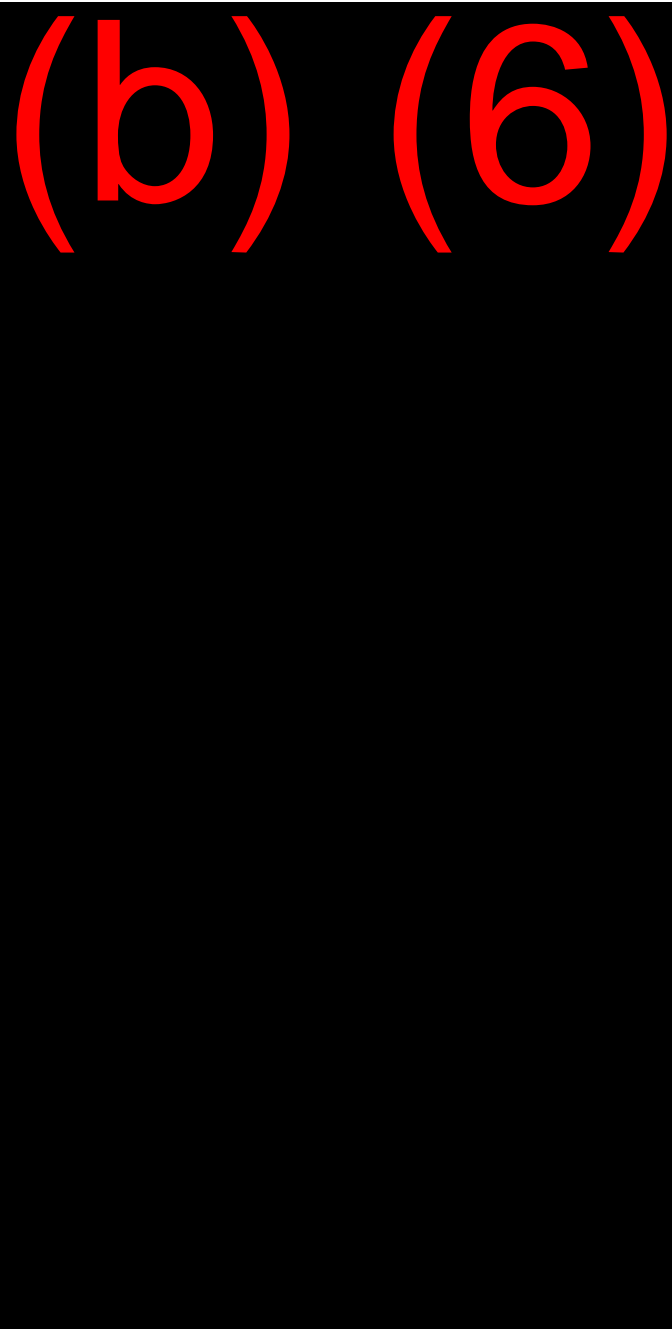
(b) (6)

Kresie MD, Randall	Ophthalmologist- Humphrey only 16+	Topeka
KUMC OT Dept	Hand Function-OT	Kansas City
KUMC-EKG Dept	Treadmill	Kansas City
KUMC-Hearing and Speech Dept	Speech	Kansas City
Lab Corp	Lab	Kansas City
Lab Corp	Lab	Wichita
Labette Health	XR	Parsons
Labette Health	Lab	Parsons
Larsen PhD, Steve- inactive 9/15/2012	MSE, WAIS, WISC	Manhattan
Lawrence Memorial Hospital	Lab	Lawrence
Lawrence Memorial Hospital	PFS, ABG, DLCO	Lawrence
Lawrence Memorial Hospital	XR	Lawrence
Lawrence Memorial Hospital	PT	Lawrence
Lawrence Memorial Hospital	OT	Lawrence
Lieberman PhD, Lynn	MSE, WAIS, WMS, TOMM, ALJ?	KC, MO
Lieberman PhD, Lynn	MSE, WAIS, WMS, TOMM, ALJ?	KC, MO
Lieberman PhD, Lynn	MSE-video	Dodge City- video
Lieberman PhD, Lynn	MSE-video	Hutchinson- video
Lieberman PhD, Lynn	MSE-video	Pittsburg-video
Lieberman PhD, Lynn	MSE-video	Lawrence-video
Lieberman PhD, Lynn	MSE-video	Hays-video
Lieberman PhD, Lynn	MSE-video	Salina-video
Lieberman PhD, Lynn	MSE-video	Wichita-video
Mancao MD, F Richard-inactive	Internist-no ALJ	Wichita
Manhattan Radiology-Interp only	XR	Manhattan
Marston Hearing Clinic	Audiology	Lawrence
Mason OD, Timothy	Optometrist-Humphrey and Goldman Fields only -no exam	Wichita
Matta AuD, M'Elizabeth	Audiology	Manhattan
McCune-Brooks Hospital	XR	Carthage, MO
McCune-Brooks Hospital	Lab	Carthage, MO
McCune-Brooks Hospital	PFS, DLCO	Carthage, MO
McFarland MD, Greta	Pediatrics	Chanute
McIntire DO, Larry	ENT	Joplin, MO
McNeley-Phelps PhD, Joi	Psychologist	Kansas City
Memorial Hospital	XR	Abilene
Memorial Hospital	PFS, ABG	Abilene
Memorial Hospital	Lab	Abilene
McPherson Hospital	XR	McPherson
McPherson Hospital	Lab	McPherson
McPherson Hospital	PT	McPherson
McPherson Hospital	OT	McPherson
McPherson Hospital	PFS, DLCO, ABG	McPherson
Mercy Hospital	Lab	Independence
Mercy Hospital	XR	Independence
Mercy Hospital	PFS	Independence
Mercy Hospital	ABG, Treadmill	Independence
Mercy Health for Life	PT	Independence
Mercy Regional Health Center	Lab	Fort Scott
Mercy Regional Health Center	PT	Fort Scott

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6/30/2012			yes	yes
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6/30/2012	x		yes	yes
	*		*	no
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				yes
				yes
				yes
				yes
				yes
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(b) (6)

Mintz PhD, Stanley	MSE, WAIS, WMS, TOMM, Trails, Vineland, WISC, WPPSI	Troy-NO
Mitchell Sr OD, Stephen	Optometrist	Ft Scott
Mitchell Sr OD, Stephen	Optometrist	Girard/Ft Scott
Moeller PhD, T A	MSE, WAIS, WMS, Trails, TOMM, MMPI, ALJ	Wichita
Mongeau MD, Kimberly -KUMC Rehabilitation Medicine-inactive	Physical Medicine	Kansas City
Morton County Hospital	Lab	Elkhart
Morton County Hospital	XR, Doppler-rest only	Elkhart
Morton County Hospital	PFS	Elkhart
Morton County Hospital	PT, OT	Elkhart
Morton County Hospital	ABG	Elkhart
Mummy MS CCC-SLP, Ana Paula- moving out of state	Speech- Spanish speaking	Wichita
Nassif PhD, Carrie	Adult and children 12+ and ALJ; MSE, WAIS, WMS, WISC, Trails, Vineland, Woodcock	Hays
NEK Center for Health and Wellness	XR	Horton
NEK Center for Health and Wellness	Lab, ABG	Horton
Neosho Memorial Hospital	XR, Doppler-rest only	Chanute
Neosho Memorial Hospital	Lab	Chanute
Neosho Memorial Hospital	PFS, DLCO, ABG	Chanute
Neufeld PhD, Edward-inactive	MSE, WAIS, Trails	Olathe
Neufeld PhD, Jason	MSE, WAIS, WMS, Trails, adults	Olathe
Neufeld PhD, Jason	MSE, WAIS, WMS, Trails, adults	Topeka
Neufeld PhD, Jason	MSE, WAIS, WMS, Trails, adults	Lawrence
Neufeld PhD, Jason	MSE-video	Dodge City-video
Neufeld PhD, Jason	MSE-video	Wichita-video
Neufeld PhD, Jason	MSE-video	Salina-video
Neufeld PhD, Jason	MSE-video	Lawrence-video
Neufeld PhD, Jason	MSE-video	Pittsburg-Video
Neufeld PhD, Jason	MSE-video	Hutchinson-video
Newman Memorial Hospital	XR	Emporia
Newman Memorial Hospital	PT, OT	Emporia
Newton Medical Center	XR	Newton
Newton Medical Center	Lab	Newton
Newton Medical Center	ABG. PFS, DLCO	Newton
Noland MD, Joseph	Orthopdic and Sports Medicine	Kansas City
Northwest Kansas Hearing Services	Audiologist	Colby
Olathe Medical Center-Rehab Services	Speech	Olathe
Olathe Medical Center	XR	Olathe
Olathe Medical Center	Lab	Olathe
Olathe Medical Center	PFS, ABG	Olathe



6/30/2012		yes	yes
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9/30/2012	*	*	?
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			yes
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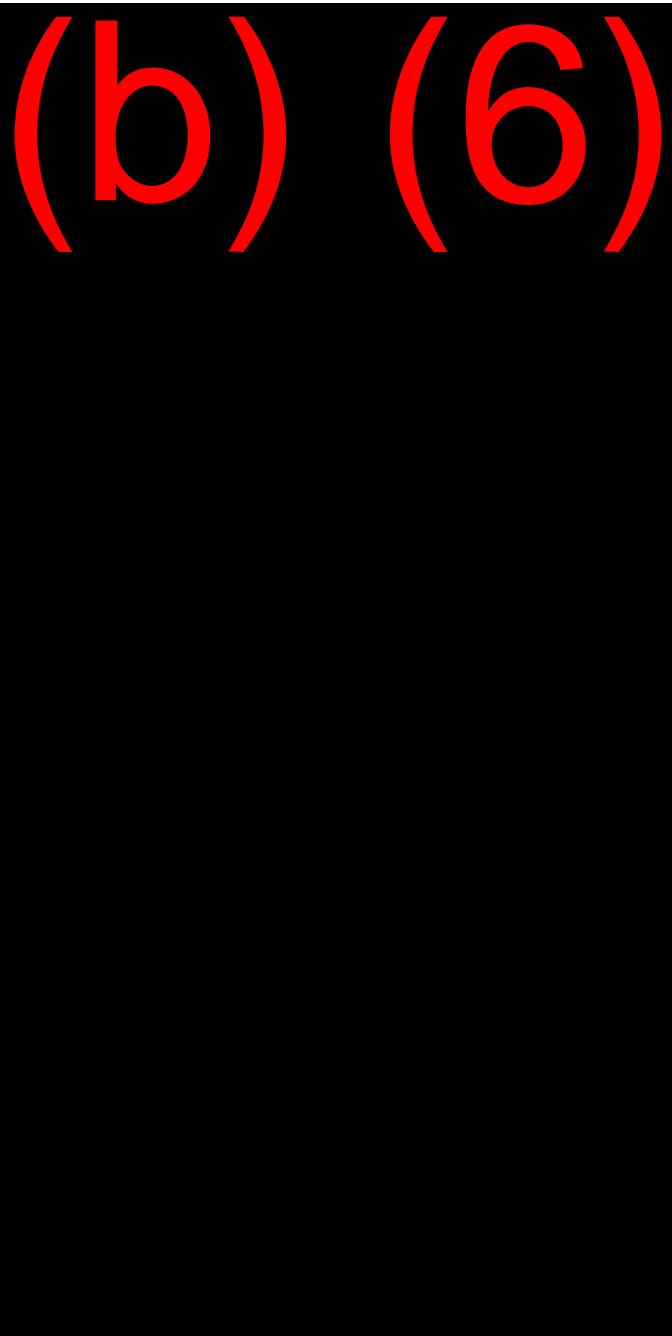
Schwartz PhD, Michael-inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Goodland
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Hays
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Hutchinson
Schwartz PhD, Michael	MSE-video	Hutchinson-video
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WISC, WPPSI	Iola - NO
Schwartz PhD, Michael-inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Junction City
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Kansas City
Schwartz PhD, Michael	MSE-video	Lawrence-video
Schwartz PhD, Michael-inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Leavenworth
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Liberal
Schwartz PhD, Michael-inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Manhattan
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Newton
Schwartz PhD, Michael-inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Pittsburg
Schwartz PhD, Michael		Pratt
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Salina
Schwartz PhD, Michael-inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Wamego
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Wichita
Schwartz PhD, Michael	MSE-video	Wichita-video
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Winfield
Scrafford MD, Donald- inactive as of 3/20/12	Ophthalmologist- Humphrey - will see infants under 1 and kids 3+	Wichita
Scrafford MD, Donald-inactive as of 3/20/12	Ophthalmologist- Humphrey - will see infants under 1 and kids 3+	Hutchinson
Shafer MD, James	Family Practice	Salina
Sheehan JD PsyD, Tammy E	MSE, WAIS, WMS, Trails, TOMM, MMPI	Kansas City, MO
Sheets CCC-SLP, Arleta	Speech	Hutchinson
Siena Medical Clinic	Hand Function-OT	Garden City
Simmonds PhD, David	MSE	Wichita
Smith County Memorial Hospital-Great Plains Wellnes & Physical Therapy Ctr	PT	Smith Center
South Central Regional Medical Ctr	PFS, DLCO	Arkansas City
South Central Regional Medical Ctr	XR	Arkansas City



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/30/2014			yes	yes
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/30/2014			yes	yes
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/30/2012		yes	yes	no
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/30/2012	x	yes	yes	yes
				yes
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(b) (6)

Sumner Regional Medical Center	XR	Wellington
Sumner Regional Medical Center	ABG, PFS	Wellington
Sumner Regional Medical Center	PT	Wellington
Susan B Allen Hospital	Lab	El Dorado
Susan B Allen Hospital	XR	El Dorado
Susan B Allen Hospital	PFS, DLCO, ABG	El Dorado
Susan B Allen Hospital	PT, OT	El Dorado
Susan B. Allen Memorial Hospital	Speech-adults and kids	El Dorado
Taylor MD, John	Ophthalmology-Goldman available	KC, MO
Toma DO, Paul	Orthopedic	Joplin, MO
Torres SLP, Terri-inactive	Speech	Hutchinson
Trotter MD, Roger	Family Practice- can do XR in excess of 300#, lab	Dodge City
Van Kirk, Melissa PhD - inactive	Psychologist	Wichita
Via Christi Clinic-Heart Station	Doppler-rest only	Wichita
Via Christi Hospital Pittsburg, Inc	Lab	Pittsburg
Via Christi Hospital Pittsburg, Inc	XR, Doppler-rest only	Pittsburg
Via Christi Hospital Pittsburg, Inc	PFS, DLCO, ABG	Pittsburg
Via Christi Hospital Pittsburg, Inc	PT	Pittsburg
Via Christi Hospital Pittsburg, Inc	OT	Pittsburg
Via Christi Our Lady of Lourdes	Caloric Testing	Wichita
Via Christi St Francis Medical Center	PT	Wichita
Via Christi St Francis Medical Center	OT	Wichita
Via Christi St Francis Medical Center	PFS, DLCO, ABG	Wichita
Via Christi St Francis Medical Center	Lab	Wichita
Via Christi St Francis Medical Center	XR	Wichita
Via Christi St Joseph Medical Center	Lab	Wichita
Via Christi St Joseph Medical Center	XR	Wichita
Via Christi St Joseph Medical Center	PFS, DLCO, ABG	Wichita
Via Christi St Joseph Medical Center	PT	Wichita
Wallace MD, Wayne	General physical exam-ALJ	Atchison
Wallingford PhD, Priscilla	MSE, Vineland, WISC, WPPSI, Bayley; will see adults if needed	Kansas City
Webster County Community Hospital	PFS, XR	Red Cloud, NE
Wells PsyD, Jason	MSE, WAIS	Atchison
Western Plains Regional Hospital	Lab	Dodge City
Western Plains Regional Hospital	PT	Dodge City
Western Plains Regional Hospital	XR	Dodge City
Western Plains Regional Hospital	ABG	Dodge City
Western Plains Regional Hospital	OT	Dodge City
Wheeler DO, Fred	Pediatrics	Joplin, MO
Whitmer DO, Ronald	Family Practice- lab, EKG, XR all at Ellsworth Co Med Ctr	Ellsworth
William Newton Memorial	Lab	Winfield
William Newton Memorial	XR	Winfield
William Newton Memorial	PFS, ABG	Winfield



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6/30/2012		yes		yes
6/30/2012	x	yes		yes
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9/30/2012	x			yes

(b) (6)

William Newton Memorial	PT	Winfield			yes
Winkler MD, Anne	Rheumatology	Springfield, MO			no
Woodford PhD, Joyce	MSE, WAIS, WMS, Trails, TOMM, MMPI, ALJ, kids over age 14	Manhattan		6/30/2012	yes
					no
WSU Speech & Hearing Clinic	Speech	Wichita			yes
Zainali MD, A	Radiology	Wichita			yes
Tayiem MD, Abdel K		Atchison			yes
Audiology & Hearing Services	Audiology	Wichita			yes
		Independence, MO			yes
Suiter MD, Betty	Ophthalmologist	Osawatomie			yes
Cooke MD, Brian		Coffeyville			yes
Han MD, Chan		Chanute			yes
Chanute Radiology, PA		Concordia			
Cloud County Health Center	Lab, XR, EKG	Joplin			
Freeman Physician Group		Junction City			
Geary Rehabilitation & Fitness Center (Hospital)		Wichita			
Great Plains Imaging	Interp	Kearney, NE			
Great Plains Radiology Services		Kansas City			
Hearing Associates- James E Powell MS		El Dorado			
Zarnow MD, Hilary					
Heartland Counseling Services -22098A Mer source?					
Hesse MD, James		Wichita			
Huang MD, Jonson	Neurologist	Topeka			
Hamm DO, Kevin L		Wichita			
		Kansas City, MO			
Hughes DO, Kevin S	Radiology	Kingman			
Kotecha MD, Krishna M					
KU Midwest- MER?					
Malone PhD, Melissa M	Radiology	Winfield			
Midwest Radiology Institute, PA	Radiology	Topeka			
Milner PhD, Nancy Ross - inactive	Psychologist	Wichita			
Neurology Consultants of KS	Neurologist	Wichita			
Norton Medical Clinic		Norton			
Professional Radiology Services PA	Radiology	Dodge City			
Promise Regional Medical Center	XR, Lab, PT	Hutchinson			
Kueker MD, R J	Radiology	Concordia			
Radiologic Professional Services PA	Radiology	Lawrence			
Radiology & Nuclear Medicine	Radiology	Topeka			
Radiology Associates of Hays, PA	Radiology	Hays			
Radiology Professionals of Hutchison, LLC	Radiology	Hutchinson			
Isaacs PhD, Rebecca E - inactive	Psychologist	Wichita			
Gibbs MD, Robert Charles		Wichita			
		Kansas City, MO			
Knappenberger MD, Scott	ENT	Joplin			
Southwest Radiology, LTD	Radiology	Topeka			
St Francis Health Center	XR, Lab, PT	Joplin			
St John Regional Medical Center					

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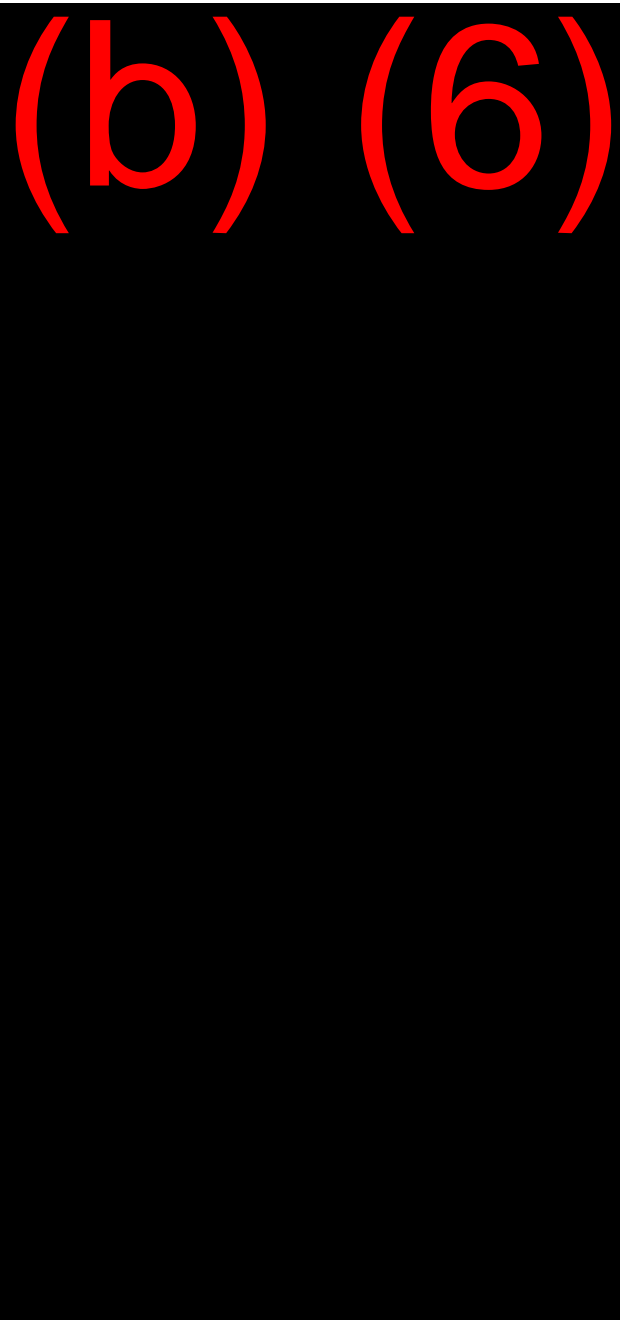
Vendor #	Name	Specialty	Location	Scheduling Person	Phone Number	Fax	Elevation	Email	License Expiration	Sent	Received	Used in FY 2011
(b) (6)	Ammons PsyD, Lorelei	MSE-adults and kids; Sat only	Topeka	(b) (6)	(b) (6)	(b) (6)	(b) (6)	(b) (6)	6/30/2014	x	yes	yes
	Barnett PhD, Robert -Inactive 5/2012	MSE- ages 12+	Lawrence						6/30/2014	x	yes	yes
	Barnett PhD, Robert- Inactive 5/2012	MSE- ages 12+	Topeka						6/30/2014	x	yes	yes
	Bean PhD, Bruce	MSE- closed Fri	Kansas City						6/30/2014	x	yes	yes
	Berg PhD, Melvin	Psychology	Emporia-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	Psychology	Independence-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	Psychology	Lawrence-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	Psychology	Salina-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	Psychology	Wichita-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	Psychology	Topeka						6/30/2014	x	yes	yes
	Berg PhD, Melvin	MSE-video	Hays-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	MSE-video	Hutchinson-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	MSE-video	Pittsburg-video						6/30/2014	x	yes	yes
	Berg PhD, Melvin	MSE-video	Dodge City-video						6/30/2014	x	yes	yes
	Bono MD, Richard	MSE-adults	Overland Park						6/30/2014		yes	
	Central Kansas Mental Health Center	Psychology	Salina						6/30/2014			no
	Clinical Associates- Abell-VanLeeuwen PsyD, Emily	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City						6/30/2014	x	yes	yes
	Clinical Associates- Chiasson PhD, Melissa K	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City						6/30/2014	x	yes	
	Clinical Associates-Davenport-Gosal MA PsyD, Amelia	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City						6/30/2014	x		?
	Clinical Associates-Rooney PhD, Marijo	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City						6/30/2014	x	yes	?
	Clinical Associates-Schlosberg PhD, Marc	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City						6/30/2014	x	yes	yes
	Clinical Associates-Swearngin PhD, Sheila	MSE, Peabody, Vineland, TONI-2,TOMM, Woodcock Johnson, ALJ	Kansas City						6/30/2012	x	yes	yes
	Coleman PhD, Thomas	MSE, WAIS, WISC, WMS, Trails, TOMM, MMPI, WPPSI, ALJ-Spanish speaking	Manhattan						6/30/2014		yes	yes
	Coleman PsyD, Sarah-inactive	MSE-kids ages 3-18, WPPSI, WISC, Developmental Profile, no Vineland	Wichita						6/30/2014		yes	yes
	Dowd PhD, Sue-inactive	Adults and kids	Liberal						6/30/2014	x	yes	yes
	Dowd PhD, Sue-inactive	Adults and kids	Ulysses						6/30/2014	x	yes	yes
	Gettman PsyD, Dawn-inactive	Psychologist	Lawrence						6/30/2014	*	*	no
	Gettman PsyD, Dawn-inactive	Psychologist	Topeka						6/30/2014	*	*	no
	Hackney PhD, Gary	MSE, WAIS, no TOMM, WISC, Ages 6+-closed Fridays	Wichita	6/30/2014	x	yes	yes					

(b) (6)

Hayes PhD, LP, Kaira	MSE, WAIS, WISC, WMS, Trails-ages 5 through adult. No WPPSI. Will do ALJ.	Hays		6/30/2014		yes	
Hemmendinger PhD, Dennis	MSE, WAIS, Trails, WMS, WISC, WPPSI, Vineland, TOMM, MMPI, ALJ, Vineland	Manhattan		6/30/2014		yes	
Hough PhD, George	MSE-video	Hays-video		6/30/2014		yes	yes
Hough PhD, George	MSE-video	Wichita-video		6/30/2014		yes	yes
Hough PhD, George - Inactive for Topeka Only	12 and older, MSE, WAIS	Topeka-SRS office		6/30/2014	x	yes	yes
Hough PhD, George	MSE-video	Hutchinson-video		6/30/2014	x	yes	yes
Hough PhD, George	MSE-video	Emporia-video		6/30/2014	x	yes	yes
Hough PhD, George	MSE-video	Lawrence-video		6/30/2014	x	yes	yes
Hough PhD, George	MSE-video	Pittsburg-video		6/30/2014	x	yes	yes
Hough PhD, George	MSE-video	Salina-video		6/30/2014	x	yes	yes
Hough PhD, George	MSE-video	Dodge City-video		6/30/2014	x	yes	yes
Jordan PhD, Karen	Kids-Ages 2+: Stanford-Binet, Woodcock-Johnson, WISC, WPPSI, Vineland, Bayley	Kansas City		6/30/2014	x	yes	yes
Kimzey PhD, Lloyd-not used in FY2011	Psychologist	McCook, NE			*	*	no
Klemens PhD, Michael	MSE	Great Bend		6/30/2014	x	yes	yes
Koeneman PsyD, Scott	MSE, WAIS, WISC, ALJ, no TOMM, WMS, or MMPI	Olathe		6/30/2014	x	yes	yes
Koeneman PsyD, Scott	MSE-video	Hutchinson-video		6/30/2014	x	yes	yes
Koeneman PsyD, Scott-inactive	MSE	Salina			x	yes	yes
Koeneman PsyD, Scott	MSE-video	Salina-video		6/30/2014	x	yes	yes
Koeneman PsyD, Scott	MSE-SRS	Topeka		6/30/2014	x	yes	yes
Koeneman PsyD, Scott	MSE-video	Hays-video		6/30/2014	x	yes	
Koeneman PsyD, Scott	MSE-video	Lawrence-video		6/30/2014	x	yes	
Koeneman PsyD, Scott	MSE-video	Dodge City-video		6/30/2014	x	yes	
Koeneman PsyD, Scott	MSE-video	Independence-video		6/30/2014			
Koeneman PsyD, Scott	MSE-video	Wichita-video		6/30/2014			
Koeneman PsyD, Scott	MSE-video	Pittsburg-video		6/30/2014			
Kohrs PhD, Eldean -inactive	Psychologist	Great Bend					no
Kovach PhD, Magdalene	MSE	Topeka		6/30/2014	x	yes	yes
Larsen PhD, Steve- inactive 9/15/2012	MSE, WAIS, WISC	Manhattan		6/30/2014		yes	yes
Lieberman PhD, Lynn	MSE, WAIS, WMS, TOMM, ALJ?	KC, MO		6/30/2014		yes	yes
Lieberman PhD, Lynn	MSE, WAIS, WMS, TOMM, ALJ?	Zona Rosa		6/30/2014		yes	yes
Lieberman PhD, Lynn	MSE-video	Dodge City-video		6/30/2012	x	yes	yes
Lieberman PhD, Lynn	MSE-video	Hutchinson-video		6/30/2014	x	yes	yes
Lieberman PhD, Lynn	MSE-video	Lawrence-video		6/30/2014	x	yes	yes
Lieberman PhD, Lynn	MSE-video	Hays-video		6/30/2014	x	yes	yes
Lieberman PhD, Lynn	MSE-video	Pittsburg-video		6/30/2012	x	yes	yes
Lieberman PhD, Lynn	MSE-video	Salina-video		6/30/2014	x	yes	yes
Lieberman PhD, Lynn	MSE-video	Wichita-video		6/30/2014	x	yes	yes
McNeley-Phelps PhD, Joi	Psychologist	Kansas City		6/30/2014	x	yes	yes
Miles PhD, Rebecca	MSE	Kansas City		6/30/2014	x	yes	yes
Miller PhD, David	Neuro/Psychological	KC, MO		6/30/2014	*	*	no
Mintz PhD, Stanley	MSE, WAIS, WMS, TOMM, Trails, Vineland, WISC, WPPSI	Atchison	(b) (6)	6/30/2014		yes	yes

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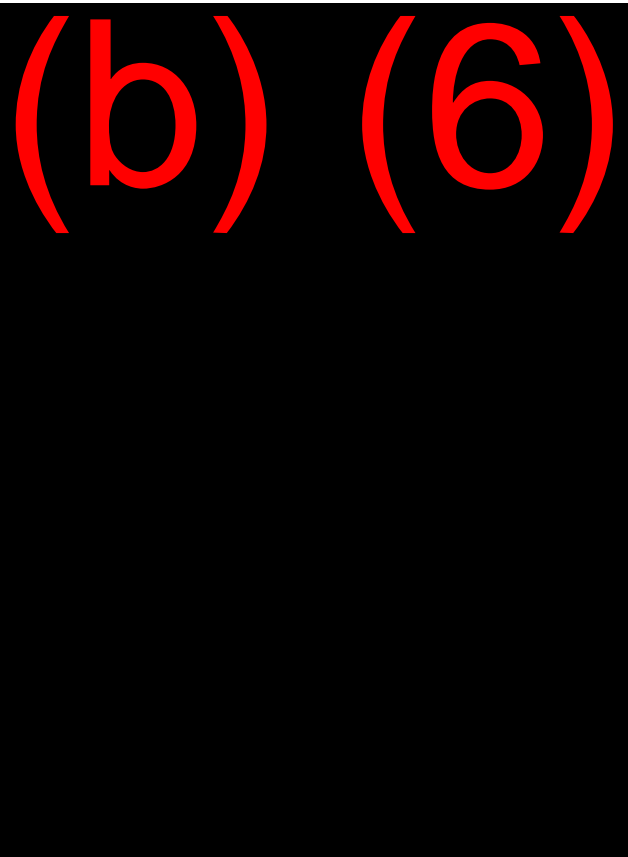
River Park Psychologists - Arlene Gaut, PhD- inactive	MSE,TOMM, Trails, WAIS no kids testing	Wichita	
River Park Psychologists - Molly Allen, PsyD	MSE- adult and could do kids ; no testing	Wichita	
River Park Psychologists -Bruce Nystrom, PhD	MSE- adult; no testing	Wichita	
River Park Psychologists -Laura DeGrandis, PsyD- Inactive	MSE,TOMM, Trails, WAIS no kids testing	Wichita	
Schemmel PhD, Todd	10+, MSE, WAIS, WISC, TOMM, WRAT, MMPI	Olathe	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Colby	(b) (6)
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Great Bend	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Columbus - NO	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Concordia	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Dodge City	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	El Dorado	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Emporia	
Schwartz PhD, Michael	MSE-video	Emporia-video	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Garden City	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Goodland	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Hays	
Schwartz PhD, Michael	MSE-video	Hutchinson-video	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WISC, WPPSI	Iola - NO	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Junction City	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Kansas City	
Schwartz PhD, Michael	MSE-video	Lawrence-video	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Leavenworth	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Liberal	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Manhattan	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Newton	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails,Vineland, WPPSI, WISC, ALJ	Pittsburg	
Schwartz PhD, Michael		Pratt	



	x	*	yes
6/30/2014	x	yes	yes
6/30/2014	x	yes	yes
	x	yes	yes
6/30/2014	x	yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
		yes	yes
		yes	yes
6/30/2014		yes	yes
		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
		yes	yes
6/30/2014		yes	yes
		yes	yes
6/30/2014		yes	yes
		yes	yes
6/30/2014		yes	yes

(b) (6)

Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Salina	
Schwartz PhD, Michael- inactive	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Wamego	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Wichita	
Schwartz PhD, Michael	MSE-video	Wichita-video	
Schwartz PhD, Michael	MSE, WAIS, WMS, TOMM, Trails, Vineland, WPPSI, WISC, ALJ	Winfield	
Sheehan JD PsyD, Tammy E	MSE, WAIS, WMS, Trails, TOMM, MMPI	Kansas City, MO	
Simmonds PhD, David	MSE	Wichita	
Snider-Kent PhD, Jan	MSE, WAIS, WISC, WPPSI, Vineland, Bayley, kids 4+, ALJ	Joplin, MO	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	El Dorado	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	Emporia	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	Hutchinson	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	Newton-NO	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	Salina	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	Wichita	
Steffan PhD, Jarrod	MSE, WAIS, TOMM, Trails, WRAT, WMS, ALJ	Winfield	
Stern PhD, Avner	MSE only	Kansas City	
Wallingford PhD, Priscilla	MSE, Vineland, WISC, WPPSI, Bayley; will see adults if needed	Kansas City	
Wells PsyD, Jason	MSE, WAIS	Atchison	
Woodford PhD, Joyce	MSE, WAIS, WMS, Trails, TOMM, MMPI, ALJ, kids over age 14	Manhattan	



6/30/2014		yes	yes
		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	no
6/30/2014	x	yes	yes
1/31/2013	x	yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014		yes	yes
6/30/2014	x	yes	yes
6/30/2014		yes	yes
6/30/2014	x	yes	yes
7/31/2012		yes	no

Vendor #	Name	Specialty	Location	Scheduling Person	Phone Number	Fax	Elevation	Email	License Expiration	Sent	Received	Used in FY 2011
(b) (6)	Wallace MD, Wayne	General physical exam-ALJ	Atchison	(b) (6)	(b) (6)	(b) (6)	(b) (6)	(b) (6)	6/30/2013		yes	yes
	Subramanian MD, S.	Internist- no ALJ	Carthage, MO						01/31/12- MO license	x		yes
	McFarland MD, Greta	Pediatrics	Chanute						6/30/2013	x		yes
	Central Medical Consultants- James Henderson MD	Internist, Phys Med, Family Practice	Coffeyville						6/30/2013	x	yes	yes
	Coffeyville Doctor's Clinic-Anand Balsan, MD	Internist- yes ALJ	Coffeyville						6/30/2013	x	yes	yes
	Coffeyville Doctor's Clinic-TM Venkatachalapathi, MD	Internist- no ALJ	Coffeyville						6/30/2013	x	yes	yes
	Family Center for Health Care- J. Steven Bear, MD-inactive	Family Practice - no kids	Colby							x		yes
	Family Center for Health Care- Julia Jennings, APRN-inactive	Family Practice - no kids	Colby							x	x	yes
	Family Center for Health Care-Kristina Jallow, APRN	Family Practice-no kids	Colby						6/30/2013	x	x	no
	Hetzel DO, Eric (inactive) 9/2012	Family Practice- can do XR in excess of 300#, lab	Dodge City						9/30/2012			yes
	Smith MD, Lyle	Pediatrics to age 18, will do XR, speaks Spanish	Dodge City						6/30/2013	x		yes
	Trotter MD, Roger	Family Practice- can do XR in excess of 300#, lab	Dodge City						6/30/2013	x		yes
	Whitmer DO, Ronald	Family Practice- lab, EKG, XR all at Ellsworth Co Med Ctr	Ellsworth						9/30/2012	x		yes
	Toma DO, Paul	Orthopedic	Galena						9/30/2012	*	*	no
	Siena Medical Clinic	Hand Function-OT	Garden City									no
	Carr MD, Alfred- Goodland Medical Center	Audiology and ENT	Goodland						6/30/2013	x		yes
	Smith DO, Frederick	Physical Medicine- Rehab medicine, will do ALJ	Hays						9/30/2012	x		yes
	Al-Shathir MD, Saad	Physical Medicine	Joplin, MO						6/30/2012	x		yes
	Cox MD, John ??	Cardiology	Joplin, MO						6/30/2013			no
	Porte MD, Michael-inactive	Pediatrics-age 8 and under	Joplin, MO							*	*	no
	Wheeler DO, Fred	Pediatrics	Joplin, MO							*	*	no
	Central Medical Consultants- James Henderson MD	Internist, Phys Med, Family Practice (Scales up to 300 lbs.)	Kansas City						6/30/2013	x		yes
	Fishman DO, Ira- inactive 6/21/11	Physical Medicine-no ALJ	Kansas City							*	*	yes
	Fortune MD, Cedric- deceased 11/14/2011	Family Practice	Kansas City									yes
	Fulbright MD, Thomas-inactive	Family Practice	Kansas City						6/30/2012	x		yes
	Mongeau MD, Kimberly -KUMC Rehabilitation Medicine-inactive	Physical Medicine-inactive after 12/31/11	Kansas City						9/30/2012	x		no
	Noland MD, Joseph-inactive	Orthopedic and Sports Medicine	Kansas City						6/30/2012	x		yes
	Ruggles MD, Debbie	Pediatrics-no ALJ ,call when scheduling any exam	Kansas City						6/30/2013			yes
	Cohen MD, Lawrence	Cardiology	KC, MO						6/30/2013	x		yes
	Podrebarac MD, Pierre	ENT	KC, MO						6/30/2013	x		yes
	Sand MD, John	EMG/Neurological	KC, MO						6/30/2013	x		yes
	Great Plains Neurology Assoc.	Neurologist	North Platte, NE									no
	Davis MD, Bradley	Physical Medicine	Parsons						6/30/2013	x	*	no
	Dixit MD, Manish	Pediatrics-will see up to age 20	Parsons						6/30/2013	x		yes
	Pauls MD, Daniel	Internist- only his own patients	Parsons							*	*	no
	Shafer MD, James	Family Practice	Salina						6/30/2012	x		yes
	Winkler MD, Anne	Rheumatology	Springfield, MO									no
	Davuluri MD, S R	Neurologist	St Joseph, MO						6/30/2013	x		yes
	Central Medical Consultants- James Henderson MD	Internist/Phys Med/Family Practice(Scales up to 400 lbs)	Topeka						6/30/2013	x		yes
	Curtis MD, Lynn	Physical Medicine	Topeka						6/30/2013	x		yes
	Midwest Rehab- Verner MD, Dina(former San Diego)	Physical Medicine	Topeka	6/30/2013	x		yes					
	Midwest Rehab- Sankoorikal MD, Joseph	Physical Medicine	Topeka	6/30/2013	x		yes					
	Midwest Rehab- Velloor MD, Sushmita	Physical Medicine	Topeka	6/30/2013	x		yes					
	Central Medical Consultants- James Henderson MD	Scales up to 380 lbs Pin hole correction only on 20/100+	Wichita	6/30/2013	x		yes					
	Estivo DO, Michael - inactive	Orthopedic	Wichita		*	*	yes					

(b) (6)	James MD, Donald	Audiology/ENT	Wichita		(b) (6)	6/30/2013	x	yes	yes
(b) (6)	Miller MD, Sitha-inactive 6/4/12	Internist- NO x-rays here	Wichita				x	yes	yes

Vendor #	Name	Specialty	Location	Scheduling Person	Phone Number	Fax	Email	License Expiration	Sent	Received	Used in FY 2011
(b) (6)	Aldridge OD, Karen-inactive	Optometrist	Norton	(b) (6)	(b) (6)	(b) (6)	(b) (6)	5/31/2012	x	yes	no
	Anderson OD, Curtis	Optometrist	Lawrence					5/31/2013	x	yes	?
	Anliker MD, Wayne- Reynolds & Anliker	Ophthalmologist- Humphrey	Emporia					6/30/2013	x	yes	yes
	Anliker MD, Wayne-Advanced Eye Surgery Ctr	Ophthalmologist	Emporia					6/30/2013	x	yes	yes
	Anliker MD, Wayne-Newman Regional Health	Ophthalmologist	Emporia					6/30/2013	x	yes	y
	Anliker MD, Wayne-Martin Funk office	Ophthalmologist -Humphrey	Chanute					6/30/2013	x	yes	y
	Anliker MD, Wayne-William Vietti&/Tyler Cook offi	Ophthalmologist	Chanute					6/30/2013	x	yes	y
	Anliker MD, Wayne-Neosho Memorial Hospital	Ophthalmologist	Chanute					6/30/2013	x	yes	y
	Anliker MD, Wayne-lola Vision Source	Ophthalmologist	lola					6/30/2013	x	yes	y
	Anliker MD,Wayne-Robert Smith Office	Ophthalmologist	lola					6/30/2013	x	yes	y
	Anliker MD, Wayne-Allen County Hospital	Ophthalmologist	lola					6/30/2013	x	yes	y
	Anliker MD, Wayne-Flint Hills Eyecare	Ophthalmologist	Herington					6/30/2013	x	yes	y
	Anliker MD, Wayne-Herington Municipal Hosp	Ophthalmologist	Herington					6/30/2013	x	yes	y
	Anliker MD, Wayne-David Jacoby Office	Ophthalmologist	Osage City					6/30/2013	x	yes	y
	Anliker MD, Wayne-Richard Schroeder Office-inactive	Ophthalmologist	Manhattan					6/30/2013	x	yes	y
	Anliker MD, Wayne-Michael Duffy Office	Ophthalmologist-Humphrey	Eureka					6/30/2013	x	yes	y
	Anliker MD, Wayne-Greenwood Co. Hospital	Ophthalmologist	Eureka					6/30/2013	x	yes	y
	Anliker MD, Wayne-Manhattan Surgical Hospital-inactive	Ophthalmologist	Manhattan					6/30/2013	x	yes	y
	Clifford MD, William	Ophthalmologist- Goldman Fields	Garden City					6/30/2013	x	yes	yes
	Cohlmia MD, Sam	Ophthalmologist-adults and kids;Humphrey fields-Spanish speaking	Wichita					6/30/2013	x	yes	yes
	Cole OD, Benjamin	Optometrist- Humphrey	Norton					5/31/2014	x	yes	
	Conner MD, Brian	Ophthalmologist-Goldman Fields	Salina					6/30/2013	x	yes	yes
	Duffy OD, Michael	Optometrist	Eureka					5/31/2013	x	yes	no-AP
	Fry MD, Eric	Ophthalmologist-Goldman Fields	Garden City					6/30/2013	x	yes	
	Fry MD, Luther	Ophthalmologist-Goldman Fields	Garden City					6/30/2013	x	yes	yes
	Garden City Optometrists-Matthew Gerstberger, OD	Optometrist	Garden City					5/31/2014	x	yes	no
	Garden City Optometrists- Robert Hoch, OD	Optometrist	Garden City					5/31/2013	x	yes	yes
	Garden City Optometrists-David Torrey, OD	Optometrist	Garden City					5/31/2014	x	yes	no

(b) (6)	Reynolds MD, Michael-St Luke Hospital	Ophthalmologist	Marion	(b) (6)	6/30/2013	x	yes	y	
	Robben OD, Heather	Optometrist-no fields	Hays		5/31/2013	x	yes	yes	
	Rothstein MD, Terry	Ophthalmologist-Humphrey and Goldman Fields	Parsons		6/30/2013	x	yes	yes	
	Schuetz MD, Perry	Ophthalmologist - will see kids	Great Bend		6/30/2013	x		yes	
	Scrafford MD, Donald- inactive as of 3/20/12	Ophthalmologist- Humphrey - kids 8+	Hutchinson		6/30/2012	x		yes	
	Scrafford MD, Donald- inactive as of 3/20/12	Ophthalmologist- Humphrey - will see infants under 1 and kids 3+	Wichita		6/30/2012	x		yes	
	Suiter MD, Betty	Ophthalmologist	Independence, MO		1/13/2013	x		yes	
	Taylor MD, John	Ophthalmology-Goldman available	KC, MO		1/31/2013	x		yes	

Vendor #	Name	Specialty	Location	Scheduling Person	Phone Number	Fax	Email	License Expiration	Sent	Received	Used in FY 2011
(b) (6)	Area Speech & Hearing Clinic	Audiology	Joplin, MO	(b) (6)	(b) (6)	(b) (6)	(b) (6)				yes
	Audiology & Hearing Services, Inc	Audiology	Wichita								yes
	Aviles, Carlos Montes	Speech-Spanish speaking	Derby					8/22/2012	x	x	no
	Baldwin MA, Stacey-inactive	Audiology	Olathe								no
	Bell MA CCC-SLP-L, Jacquelyn	Speech	Liberal								yes
	Berg SLP, Heidi	Speech-summer only	Garden City								no
	Bowles SLP, Susan	Speech	Hays								yes
	Burke SLP, Stacey-Children's Mercy Hospital	Speech- Spanish speaking	KC, MO								yes
	Burroughs MD, Nathan	ENT/Otolaryngology	KC, MO					6/30/2012	x		yes
	Cabral SLP, Robin	Speech- Spanish speaking	Wichita								no
	Carr MD, Alfred- Goodland Medical Center	Audiology and ENT	Goodland					6/30/2012	x		yes
	Downey SLP, Ashley - Russell Child Development	Speech	Garden City						x	x	yes
	Fierro SLP, Veronica	Speech- Spanish speaking	Topeka								yes
	Flowers AuD, Laura - inactive	Audiology	Kansas City								yes
	Fort Hays State -Hearndon Clinic	Audiology	Hays								yes
	Heartspring	Speech	Wichita								no
	Hendricks MA CCC-A, Kim	Audiologist	Garden City						x	y	yes
	Huffman-Rust SLP, Jill	Speech	Wichita								yes
	James MD, Donald	Audiology/ENT	Wichita					6/30/2012	x		yes
	Knappenberger MD, Scott	ENT	Kansas City, MO							x	
	KUMC-Hearing and Speech Dept	Speech	Kansas City								yes
	Marston Hearing Clinic	Audiology	Lawrence								no
	Matta AuD, M'Elizabeth	Audiology	Manhattan								yes
	McIntire DO, Larry	ENT	Joplin, MO								no
	Midwest Ear Institute	ENG	KC, MO								no
	Mummy MS CCC-SLP, Ana Paula- moving out of state	Speech- Spanish speaking	Wichita								yes
	Northwest Kansas Hearing Services-not used in FY2011	Audiologist	Colby								no
	Perkins MA CCC-SLP, Ramona	Speech	Webb City, MO								yes
	Podrebarac MD, Pierre	ENT	KC, MO					6/30/2012	x	yes	yes
	Professional Hearing Aid Associates	Audiology	Topeka								yes
	Putzier MS, Patrick	Audiology	Salina							x	
	Ring MS CCC-A, Traci - inactive	Audiology	Kansas City								yes
	Ring MS CCC-A, Traci - inactive	Audiology	Olathe								yes
Schiefelbusch Speech/Language Hearing Clinic	Speech	Lawrence				no					
Sheets CCC-SLP, Arleta	Speech	Hutchinson									
Staab SLP, Faye	Speech	Topeka	(b) (6)	x	yes	yes					
Susan B. Allen Memorial Hospital	Speech-adults and kids	El Dorado									
Torres SLP, Terri-inactive	Speech	Hutchinson				yes					
WSU Speech & Hearing Clinic	Speech	Wichita				yes					

Vendor #	Name	Specialty	Location	Scheduling Person	Phone Number	Fax	Elevation	Used in FY 2011
(b) (6)	Allen County Hospital	ABG, PFS	Iola	(b) (6)	(b) (6)	(b) (6)	1020	yes
	Allen County Hospital	XR	Iola				1020	yes
	Allen County Hospital	Lab	Iola				1020	yes
	Allen County Hospital	PT/OT	Iola				1020	yes
	Atchison Hospital	Lab	Atchison				1070	yes
	Atchison Hospital	PT/OT/Speech	Atchison				1070	yes
	Atchison Hospital	XR	Atchison				1070	yes
	St.Rose Ambulatory Care Center	XR, Doppler	Great Bend				1890	yes
	St.Rose Ambulatory Care Center	Lab	Great Bend				1890	yes
	St.Rose Ambulatory Care Center	PT, OT	Great Bend				1890	yes
	St.Rose Ambulatory Care Center	PFS,ABG,DLCO	Great Bend				1890	yes
	Citizens Medical Center	Lab	Colby				3535	yes
	Citizens Medical Center	XR	Colby				3535	yes
	Citizens Medical Center	PFS, DLCO, ABG	Colby					
	Citizens Medical Center	PT	Colby				3535	yes
	Coffeyville Memorial Hospital	Lab	Coffeyville				751	yes
	Coffeyville Memorial Hospital	XR	Coffeyville				751	yes
	Coffeyville Memorial Hospital	PT, OT	Coffeyville				751	yes
	Community Memorial Hospital	XR-wt limit is 450#	Marysville				1283	yes
	Community Memorial Hospital	Lab	Marysville				1283	yes
	Community Memorial Hospital	ABG,PFS, DLCO	Marysville				1283	yes
	Community Memorial Hospital	PT, OT	Marysville				1283	yes
	Edwards County Hospital	PT	Kinsley					no
	Edwards County Hospital	XR	Kinsley					no
	Edwards County Hospital	Lab	Kinsley					no
	Ellsworth Co Medical Center	Lab	Ellsworth					
	Ellsworth Co Medical Center	XR	Ellsworth					
	Freeman West Hospital	ABG, PFS, DLCO	Joplin, MO				980	yes
	Freeman West Hospital	Lab	Joplin, MO				980	yes
	Freeman West Hospital	XR	Joplin, MO				980	yes
	Freeman West Hospital	Visual Evoked Response	Joplin, MO				980	
	Freeman West Hospital	Doppler-rest only	Joplin, MO					
	Freeman West Hospital	PT	Joplin, MO					
	Freeman West Hospital	OT	Joplin, MO					
	Geary Community Hospital	Lab	Junction City		yes			
	Geary Community Hospital	PFS, DLCO	Junction City					
	Geary Community Hospital	XR- wt limit 450#	Junction City		yes			
	Geary Rehabilitation	PT/OT	Junction City					
	Goodland Medical Center	XR	Goodland	3651	yes			

(b) (6)

Goodland Medical Center	Lab	Goodland	(b) (6)	3651	yes
Goodland Medical Center	PT	Goodland		3651	yes
Goodland Medical Center	Ophthalmologist-Goldman Fields	Goodland		3651	yes
Lab Quest	Lab	Hays		1998	yes
Hays Medical Center/St Anthony Campus	XR, Doppler-rest only	Hays		1998	yes
Hays Medical Center/St Anthony Campus	PFS, DLCO	Hays		1998	yes
Hays Medical Center/St Anthony Campus	PT, OT	Hays		1998	yes
Hiawatha Community Hospital	XR	Hiawatha		1130	yes
Hiawatha Community Hospital	Lab, ABG	Hiawatha		1130	yes
Hiawatha Community Hospital	PT, OT	Hiawatha		1130	yes
Kingman Community Hospital	Lab, ABG	Kingman		1606	
Kingman Community Hospital	PT, OT, Speech	Kingman		1606	yes
Kingman Community Hospital	PFS	Kingman		1606	yes
Kingman Community Hospital	XR	Kingman		1606	yes
KUMC OT Dept	Hand Function-OT	Kansas City		785	yes
Labette Health	XR	Parsons		899	yes
Labette Health	Lab	Parsons		899	yes
Lawrence Memorial Hospital	Lab	Lawrence		832	yes
Lawrence Memorial Hospital	PFS, ABG, DLCO	Lawrence		832	yes
Lawrence Memorial Hospital	XR	Lawrence		832	yes
Lawrence Memorial Hospital	PT	Lawrence	832	yes	
Lawrence Memorial Hospital	OT	Lawrence	832	yes	
Manhattan Radiology-Interp only	XR	Manhattan	1056	yes	
McCune-Brooks Hospital	XR	Carthage, MO	980	yes	
McCune-Brooks Hospital	Lab	Carthage, MO	980	yes	
McCune-Brooks Hospital	PFS, DLCO	Carthage, MO	980		
Memorial Hospital	XR	Abilene	1151	yes	
Memorial Hospital	PFS, ABG	Abilene			
Memorial Hospital	Lab	Abilene	1151	yes	
McPherson Hospital	XR	McPherson	1497	yes	
McPherson Hospital	Lab	McPherson	1497	yes	
McPherson Hospital	PT	McPherson	1497		
McPherson Hospital	OT	McPherson	1497		
McPherson Hospital	PFS, DLCO, ABG	McPherson	1497	yes	
Mercy Hospital	Lab	Independence	825	yes	
Mercy Hospital	XR	Independence	825	yes	
Mercy Hospital	PFS	Independence	825	yes	
Mercy Hospital	ABG, Treadmill	Independence	825	yes	
Mercy Health for Life	PT	Independence	825		
Mercy Regional Health Center	Lab	Fort Scott			
Mercy Regional Health Center	PT	Fort Scott			
Mercy Regional Health Center	XR	Fort Scott			
Mercy Regional Health Center	XR	Manhattan	1056	yes	

(b) (6)

Mercy Regional Health Center	Lab	Manhattan
Mercy Regional Health Center	PFS, DLCO, ABG	Manhattan
Mercy Regional Health Center	PT	Manhattan
Mercy Regional Hand Center	OT	Manhattan
Miami County Medical Center	XR	Paola
Miami County Medical Center	Lab	Paola
Miami County Medical Center	PFS, ABG	Paola
Miami County Medical Center	PT, OT	Paola
Midwest Ear Institute	ENG	KC, MO
Morton County Hospital	Lab	Elkhart
Morton County Hospital	XR, Doppler-rest only	Elkhart
Morton County Hospital	PFS	Elkhart
Morton County Hospital	PT, OT	Elkhart
Morton County Hospital	ABG	Elkhart
NEK Center for Health and Wellness	XR	Horton
NEK Center for Health and Wellness	Lab, ABG	Horton
Neosho Memorial Hospital	XR, Doppler-rest only	Chanute
Neosho Memorial Hospital	Lab	Chanute
Neosho Memorial Hospital	PFS, DLCO, ABG	Chanute
Newman Memorial Hospital	PFS, DLCO, ABG	Emporia
Newman Memorial Hospital	Lab	Emporia
Newman Memorial Hospital	XR	Emporia
Newman Memorial Hospital	PT, OT	Emporia
Newton Medical Center	XR	Newton
Newton Medical Center	Lab	Newton
Newton Medical Center	ABG, PFS, DLCO	Newton
Olathe Medical Center-Rehab Services	Speech	Olathe
Olathe Medical Center	XR	Olathe
Olathe Medical Center	Lab	Olathe
Olathe Medical Center	PFS, ABG	Olathe
Phillips County Hospital	XR	Phillipsburg
Phillips County Hospital	Lab, ABG	Phillipsburg
Phillips County Hospital	PT, OT, Speech	Phillipsburg
Pratt Regional Medical Center	Lab, ABG	Pratt
Pratt Regional Medical Center	XR, Doppler-rest only	Pratt
Pratt Regional Medical Center	PFS, DLCO	Pratt

(b) (6)

1056	yes
1056	yes
1056	yes
1056	yes
945	yes
945	yes
945	
945	yes
785	no
3617	yes
3617	yes
3617	yes
3617	yes
3617	yes
1130	no
1130	no
1001	yes
1001	yes
1001	yes
1204	yes
1204	yes
1204	yes
1204	yes
2365	yes
2365	yes
2365	yes
1100	yes
1100	yes
1100	yes
1100	yes
1882	yes
1882	yes
1882	yes
1950	yes
1950	yes
1950	yes

(b) (6)

Pratt Regional Medical Center	PT	Pratt
Pratt Regional Medical Center	OT	Pratt
Hutchinson Regional Medical Center	PFS,DLCO	Hutchinson
Hutchinson Regional Medical Center	XR	Hutchinson
Hutchinson Regional Medical Center	Lab, ABG	Hutchinson
Hutchinson Regional Medical Center	PT	Hutchinson
Hutchinson Regional Medical Center	OT	Hutchinson
Pinnacle Sports Med and Ortho	PT, OT	Newton
Providence Medical Center	Lab	Kansas City
Providence Medical Center	XR	Kansas City
Providence Medical Center	PFS, DLCO, ABG	Kansas City
Providence Medical Center	Doppler-rest only	Kansas City
Providence Medical Center	PT	Kansas City
Providence Medical Center	OT	Kansas City
Quest Diagnostics	Lab	Hays
Ransom Memorial Hospital	XR	Ottawa
Ransom Memorial Hospital	Lab	Ottawa
Ransom Memorial Hospital	PT, OT	Ottawa
Ransom Memorial Hospital	ABG	Ottawa
Salina Regional Hospital	Lab	Salina
Salina Regional Hospital	PFS, ABG	Salina
Salina Regional Hospital	XR, Doppler-rest only	Salina
Salina Regional Hospital	PT	Salina
Salina Regional Hospital	OT	Salina
Salina Regional Imaging Ctr		
Smith County Memorial Hospital-Great Plains Wellnes & Physical Therapy Ctr	PT	Smith Center
South Central Regional Medical Ctr	PFS, DLCO	Arkansas City
South Central Regional Medical Ctr	XR	Arkansas City
South Central Regional Medical Ctr	Lab, ABG	Arkansas City
Southwest Medical Center	XR, Doppler-rest only	Liberal
Southwest Medical Center	Lab	Liberal
Southwest Medical Center	PT	Liberal
Southwest Medical Center	PFS, DLCO, ABG	Liberal
Southwest Medical Center	OT	Liberal
St John's Hospital - with Providence-KC	XR	Leavenworth
St John's Hospital - with Providence-KC	Lab, ABG	Leavenworth
St John's Hospital - with Providence-KC	PT	Leavenworth
St John's Hospital - with Providence-KC	PFS, DLCO	Leavenworth
St John's Hospital - with Providence-KC	OT	Leavenworth



1542	no
1542	no
1542	no
1542	no
785	yes
785	yes
785	yes
785	
785	
1998	yes
975	yes
975	yes
975	yes
975	yes
1271	no
1271	
1271	
1271	no
1271	no
	yes
1141	yes
1141	yes
2888	yes
2888	yes
2888	yes
2888	yes
2888	
770	yes
770	yes
770	yes
770	yes

(b) (6)

St. Catherine Hospital	PT	Garden City
St. Catherine Hospital	PFS, DLCO	Garden City
St. Catherine Hospital	Lab, ABG	Garden City
St. Catherine Hospital	OT	
St. Catherine Hospital	XR	Garden City
St. Francis	Lab	Topeka
St. Francis	PFT, DLCO, ABG	Topeka
St. Francis	XR	Topeka
Stevens County Hospital	Lab	Hugoton
Stevens County Hospital	XR	Hugoton
Stevens County Hospital	PFS, ABG	Hugoton
Stevens County Hospital	PT	Hugoton
Stormont Vail Healthcare	PT, OT	Topeka
Stormont Vail Healthcare	PFS, DLCO, ABG	Topeka
Stormont Vail Healthcare	XR, Lab, Doppler	Topeka
Sumner Regional Medical Center	Lab	Wellington
Sumner Regional Medical Center	XR	Wellington
Sumner Regional Medical Center	ABG, PFS	Wellington
Sumner Regional Medical Center	PT	Wellington
Susan B Allen Hospital	Lab	El Dorado
Susan B Allen Hospital	XR	El Dorado
Susan B Allen Hospital	PFS, DLCO, ABG	El Dorado
Susan B Allen Hospital	PT, OT	El Dorado
Via Christi Clinic-Heart Station	Doppler-rest only	Wichita
Via Christi Hospital Pittsburg, Inc	Lab	Pittsburg
Via Christi Hospital Pittsburg, Inc	XR, Doppler-rest only	Pittsburg
Via Christi Hospital Pittsburg, Inc	PFS, DLCO, ABG	Pittsburg
Via Christi Hospital Pittsburg, Inc	PT	Pittsburg
Via Christi Hospital Pittsburg, Inc	OT	Pittsburg
Via Christi Our Lady of Lourdes	Caloric Testing	Wichita
Via Christi St Francis Medical Center	PT	Wichita
Via Christi St Francis Medical Center	OT	Wichita
Via Christi St Francis Medical Center	PFS, DLCO, ABG	Wichita
Via Christi St Francis Medical Center	Lab	Wichita
Via Christi St Francis Medical Center	XR	Wichita
Via Christi St Joseph Medical Center	Lab	Wichita
Via Christi St Joseph Medical Center	XR	Wichita
Via Christi St Joseph Medical Center	PFS, DLCO, ABG	Wichita
Via Christi St Joseph Medical Center	PT	Wichita

(b) (6)

2895	yes
2895	yes
2895	yes
2895	yes
	no
	no
	no
	no
1064	yes
1064	yes
1064	yes
1273	yes
1273	yes
1273	yes
1273	yes
138	yes
138	yes
138	yes
138	yes
984	yes
984	yes
984	yes
984	yes
984	yes
	yes
1720	?
1720	?
1720	?
1720	?

(b) (6)	Webster County Community Hospital	PFS, XR	Red Cloud, NE	(b) (6)		no
	Western Plains Regional Hospital	Lab	Dodge City		2594	yes
	Western Plains Regional Hospital	PT	Dodge City		2594	yes
	Western Plains Regional Hospital	XR	Dodge City		2594	yes
	Western Plains Regional Hospital	ABG	Dodge City		2594	yes
	Western Plains Regional Hospital	OT	Dodge City		2594	
	William Newton Memorial	Lab	Winfield		1562	
	William Newton Memorial	XR	Winfield		1562	
	William Newton Memorial	PFS, ABG	Winfield		1562	
	William Newton Memorial	PT	Winfield		1562	yes

Billed Amt	Vendor	Organization Name	Last Name	City	DDS	
\$623,536.24	(b) (6)	FOREST PARK MEDICAL CLINIC		ST LOUIS	SL	
\$241,541.22		TRI-STATE OCCUPATIONAL MEDICIN		HUNTINGTON	Cape	
\$187,740.61		EXAM PRO LLC		SPRINGFIELD	Spgfld	
\$115,281.67		ASSOCIATED BEHAVIORAL CONSULT		FULTON	JC	
\$96,254.81				REXROAT	PACIFIC	SL
\$93,139.27				ISRAEL	SHAWNEE MISSION	KC
\$91,560.33				LUTZ	SPRINGFIELD	Spgfld
\$84,206.89			WESTWOOD MEDICAL CLINIC INC		POPLAR BLUFF	Cape
\$83,323.57				FORSYTH	SPRINGFIELD	Spgfld
\$76,208.97			KALA DANUSHKODI MD LLC		N KANSAS CITY	KC
\$69,695.03				KEOUGH	RAYMORE	KC
\$65,227.55				ANDERSON	TURNERS	Spgfld
\$60,174.51			MINERAL AREA REGIONAL MED CTR		FARMINGTON	Cape
\$57,485.95			FOREST PARK MEDICAL CLINIC	MOORE	ST LOUIS	SL
\$57,467.24			ST LOUIS PSYCHOLOGICAL SERV		WILDWOOD	SL
\$54,919.38				WALKER	IRONTON	Cape
\$54,497.96			HEARTLAND OCCUPATIONAL MED		ST JOSEPH	KC
\$53,472.66				MAULDIN	SPRINGFIELD	Spgfld
\$52,070.76			TWIN RIVERS REGIONAL MED CTR		KENNETT	Cape
\$50,008.78				PRESTAGE	KANSAS CITY	KC
\$49,005.78			FOREST PARK MEDICAL CLINIC	CASON	ST LOUIS	SL
\$48,554.85				EPPERSON	KANSAS CITY	KC
\$48,374.69			ST FRANCIS MEDICAL CENTER		CAPE GIRARDEAU	Cape
\$46,011.78			DISABILITY MANAGEMENT ASSOC		LEAWOOD	Kansas
\$45,474.00				FORTUNE	OLATHE	KC
\$44,726.28			FREEMAN HEALTH SYSTEM PHY BILL		JOPLIN	Spgfld
\$43,996.37				LANPHER	BLOOMFIELD	Cape
\$42,878.04				LIEBERMAN	WESTWOOD HILLS	KC
\$41,222.08			FOREST PARK MEDICAL CLINIC	BHATTACHARYA	ST LOUIS	SL
\$40,532.82			M D ELECTRODIAGNOSIS, INC		KANSAS CITY	KC
\$39,220.80				ASH	SPRINGFIELD	Spgfld
\$39,195.77			CENTRAL MO PSYCHOLOGICAL CTR		WARRENSBURG	KC
\$38,772.01			WEST PARK MEDICAL CLINIC		CLAYTON	SL
\$38,763.95			FOREST PARK MEDICAL CLINIC INC	MADES	ST LOUIS	SL
\$37,999.20				ARMOUR	CLAYTON	SL
\$37,263.36			ST JOHNS CLINIC INC		SPRINGFIELD	Spgfld
\$35,597.22			FOREST PARK MEDICAL	SKLAR	ST LOUIS	SL
\$35,134.49				FREDERICK	SPRINGFIELD	Spgfld
\$34,927.03			HEALTHPOINT		CAPE GIRARDEAU	Cape
\$34,349.71			FOREST PARK MEDICAL CLINIC	SILVERMINTZ	ST LOUIS	SL
\$33,771.60			SALEM MEMORIAL DISTRICT HOSP	DEMORLIS	SALEM	JC
\$32,921.28				BLEAZARD	KANSAS CITY	KC
\$32,361.08			ROSENBOOM	POPLAR BLUFF	Cape	
\$32,310.90			REXROAT	PACIFIC	SL	
\$32,013.24		CLINICAL NEUROLOGY INC		ST LOUIS	SL	
\$31,944.63		UNIVERSITY PHYSICIANS		COLUMBIA	JC	
\$31,885.08		MIDWEST CES		NORTH SALT LAKE	KC	
\$31,354.51			SCHWARTZ	OVERLAND PARK	KC	
\$31,000.23		SAAD M AL-SHATHIR MD LLC		JOPLIN	Spgfld	
\$30,993.44		SHEEHAN PSYCHOLOGICAL SERIVCES		KANSAS CITY	KC	
\$30,941.13		CITY SPEECH INC		CLAYTON	SL	
\$30,910.34		APPLIED PSYCHOLOGICAL SERVICES		JOPLIN	Spgfld	
\$30,443.85			LIPSITZ	ST PETERS	SL	
\$30,204.47			LEONBERGER	ST LOUIS	SL	
\$30,192.43		HERNDON A SNIDER & ASSOCIATES		JOPLIN	Spgfld	
\$29,886.08		ST CHARLES WESTPSYCHOLOGICAL		WENTZVILLE	JC	
\$29,869.53			LUCIO	JEFFERSON CITY	JC	
\$28,740.84		COLLEGE SKYLINE CENTER		JOPLIN	Spgfld	

(b) (6)

\$28,543.28	ST MARYS HEALTH CENTER		JEFFERSON CITY	JC
\$26,954.35		CROSS	IRONTON	Cape
\$26,759.71	NORTHWEST BEHAVIORAL HLTH CONS		CHILLICOTHE	KC
\$26,749.02		WHISENHUNT	SPRINGFIELD	Spgfld
\$26,330.39	HEARTLAND COUNSELING SERVICES	BEIN	ST JOSEPH	KC
\$26,179.38		LITTLETON	ST LOUIS	SL
\$26,065.36	WEST PARK MEDICAL CLINIC PC	RABUN	CLAYTON	SL
\$25,551.70	PATHWAYS COMM BEHAV HLTHCARE		CLINTON	KC
\$24,868.85	AMARA PC		ST LOUIS	SL
\$24,829.45	FOREST PARK MEDICAL CENTER	MENDOZA	ST LOUIS	SL
\$24,302.73		BRECKENRIDGE	HOLT	KC
\$24,155.46	KUPI-OTHOPEDECS		KANSAS CITY	KC
\$24,004.08	JOHN O WOOD PSYCHOLOGICAL SERV		POPLAR BLUFF	Cape
\$23,461.55	FOREST PARK MEDICAL CLINIC INC	JONES	ST LOUIS	SL
\$23,407.65	SPRINGFIELD NEUROLOGICAL INST		SPRINGFIELD	Spgfld
\$23,396.28		BRENNER	COLUMBIA	JC
\$23,204.20		KING	LEAWOOD	Kansas
\$23,149.05		LONG	WASHINGTON	JC
\$22,799.27	JEFFERSON CITY MEDICAL GROUP		JEFFERSON CITY	JC
\$21,613.75		MINTZ	LAWRENCE	Kansas
\$21,602.82	CAPE RADIOLOGY GROUP INC		CAPE GIRARDEAU	Cape
\$21,292.10	MO DELTA MEDICAL CENTER		SIKESTON	Cape
\$20,176.35	HORIZON MEDICAL		SPRINGFIELD	Spgfld
\$20,167.59	JB ASTIK MD PC		WARRENSBURG	KC
\$19,722.85		RUEDI	BLUE SPRINGS	KC
\$19,642.90		SCHMITZ	COLUMBIA	JC
\$19,463.99		HWANG	SPRINGFIELD	Spgfld
\$18,660.35	MIDWEST BEHAVIORAL HEALTH		TROY	JC
\$18,462.48	FOREST PARK MEDICAL CLINIC	LONDON	ST LOUIS	SL
\$18,458.42	SPRINGFIELD NEUROLOGICAL INST		SPRINGFIELD	Spgfld
\$18,250.98	LAURA R TISHLEY PSYD LLC		CLAYTON	SL
\$18,131.48	MISSOURI OCCUPATIONAL MEDICINE		WASHINGTON	JC
\$17,594.51	COMPREHENSIVE PSYCHIATRY LLC		KANSAS CITY	KC
\$17,564.16		TAYLOR II	ST JOSEPH	KC
\$17,492.79	BURTON CREEK MEDICAL CLINIC		WEST PLAINS	Spgfld
\$17,285.90	SKAGGS OCCUPATIONAL HEALTH		KANSAS CITY	KC
\$17,227.86	ST JOHNS PHYSICIANS		ST LOUIS	SL
\$17,145.07	PSYCHOLOGICAL CONSULTANTS		ST LOUIS	SL
\$16,949.46	FOREST PARK MEDICAL CLINIC	NASEER	ST LOUIS	SL
\$16,897.15	KOENEMAN PSYCHOLOGICAL SERVICE		OLATHE	KC
\$16,871.61	PSYCHOLOGY ASSOCIATES INC		QUINCY	JC
\$16,836.58	ST LOUIS ORTHOPEDIC INSTITUTE		ST LOUIS	SL
\$16,530.75	FOREST PARK MEDICAL CLINIC INC	SALE JR	ST LOUIS	SL
\$16,524.64	MENTAL WELLNESS LLC		OSAGE BEACH	JC
\$15,972.71		HAMPTON	ST LOUIS	SL
\$15,655.03	ASSOCIATED BEHAVIORAL CONSULT		FULTON	JC
\$15,591.81	DIAGNOSTIC IMAGING CENTERS PA		KANSAS CITY	KC
\$15,338.49		MOCCIA	COLUMBIA	JC
\$15,133.28		RUCKER	TROY	JC
\$14,917.50	HEARTLAND CTR PROF COUNSELING		CAPE GIRARDEAU	Cape
\$14,851.65		ENGELKING	SPRINGFIELD	Spgfld
\$14,835.82		KARR	KANSAS CITY	KC
\$14,682.21		ARMAS	KENNETT	Cape
\$14,597.87		PIETZ	OZARK	Spgfld
\$14,271.81		JUSTICE	LEES SUMMIT	KC
\$13,974.88	SPECIALISTS IN INTERNAL MED		CLAYTON	SL
\$13,861.94	ST JOHNS HEALTH SYSTEM		ST LOUIS	SL
\$13,812.81		PULCHER	RAYTOWN	KC
\$13,323.81	DISCOVER VISION CENTERS	TAYLOR	KANSAS CITY	KC

\$13,204.41
 \$13,114.41
 \$12,813.06
 \$12,803.57
 \$12,704.19
 \$12,536.37
 \$12,535.10
 \$12,513.04
 \$12,363.60
 \$12,060.42
 \$12,054.65
 \$11,933.04
 \$11,540.94
 \$11,454.89
 \$11,410.56
 \$11,312.92
 \$11,275.65
 \$11,264.28
 \$11,141.76
 \$10,958.19
 \$10,918.21
 \$10,850.74
 \$10,729.20
 \$10,690.77
 \$10,665.92
 \$10,566.35
 \$10,518.34
 \$10,457.74
 \$10,362.27
 \$10,279.55
 \$10,199.10
 \$10,155.69
 \$10,154.69
 \$10,130.25
 \$10,127.03

(b) (6)

WARRENSBURG MEDICAL CLINIC	WARRENSBURG	KC
SIKESTON URGENT CARE	SIKESTON	Cape
HEARTLAND REGIONAL MED CENTER	KANSAS CITY	KC
	LEWIS	ST LOUIS
	HIGGINS	ST LOUIS
OZARK FAMILY HEALTHCARE INC	MOUNTAIN GROVE	Spgfld
EVERGREEN BEHAVIORAL SERVICES	MEXICO	JC
HANNIBAL CLINIC OPERATIONS LLC	HANNIBAL	JC
	BENDER	SPRINGFIELD
	UHRIG	MARSHALL
MISSOURI VALLEY PHYSICIANS	NEVADA	Sprgfld
BUTLER DAVIDSON COUNSELING SVC	POPLAR BLUFF	Cape
KNEIBERT CLINIC	SPIEGEL	BRIDGETON
	POLITTE	ST LOUIS
PSYCHOLOGISTS & EDUCATORS INC	GLEN CARBON	SL
BRIDGET A GRAHAM PSYD LLC	ST LOUIS	SL
A TO Z THERAPY SERVICES LLC	HANNIBAL	JC
HANNIBAL REGIONAL MED GROUP	KANSAS CITY	KC
DR KY BENNETT PC	WEST PLAINS	Spgfld
OZARKS MEDICAL CENTER	CHILLICOTHE	KC
NORTH MISSOURI MEDICAL CLINIC	DAHLGREN	KIRKWOOD
	TICHENOR	KIRKSVILLE
SOUTHEAST MO HOSPITAL PHYS LLC	CAPE GIRARDEAU	Cape
MORE THAN THERAPY	ST LOUIS	SL
TO YOUR HEALTH FAM MED CLINIC	COLUMBIA	JC
CHRISTIAN PSYCHOLOGICAL SERV	OVERLAND PARK	KC
FOSTER FAMILY MEDICINE & ASSOC	COLUMBIA	JC
ST FRANCIS HOSPITAL	MARYVILLE	KC
ST JOHNS CLINIC INC	SPRINGFIELD	Spgfld
KEVIN M WHISMAN LLC	JOPLIN	Spgfld
	HOLLIS	SPRINGFIELD
MIDWEST HEALTH-CONVENIENT CARE	FARMINGTON	Cape
	COHEN	KANSAS CITY
COLUMBIA PSYCHOLOGICAL SERV IN	COLUMBIA	JC
NEUROPSYCHOLOGICAL ASSOC SW MO	SPRINGFIELD	Spgfld

Billed Amt	Vendor	Organization Name	Last Name	City	DDS	Visits					
						2012	2011	2010	2009	2008	
\$241,541.22	(b) (6)	TRI-STATE OCCUPATIONAL MEDICIN		HUNTINGTON	Cape	5/17/2012	XXXX	XXXX	XXXX	XXXX	
\$84,206.89		WESTWOOD MEDICAL CLINIC INC		POPLAR BLUFF	Cape	5/16/2012			XXXX	XXXX	
\$60,174.51		MINERAL AREA REGIONAL MED CTR		FARMINGTON	Cape		XXXX	XXXX			
\$54,919.38			WALKER		IRONTON	Cape	5/17/2012		XXXX	XXXX	
\$52,070.76			TWIN RIVERS REGIONAL MED CTR		KENNETT	Cape				XXXX	
\$48,374.69			ST FRANCIS MEDICAL CENTER		CAPE GIRARDEAU	Cape		XXXX		XXXX	XXXX
\$43,996.37				LANPHER	BLOOMFIELD	Cape					
\$34,927.03			HEALTHPOINT		CAPE GIRARDEAU	Cape			XXXX		
\$32,361.08				ROSENBOOM	POPLAR BLUFF	Cape					
\$26,954.35				CROSS	IRONTON	Cape					
\$24,004.08			JOHN O WOOD PSYCHOLOGICAL SERV		POPLAR BLUFF	Cape					
\$21,602.82			CAPE RADIOLOGY GROUP INC		CAPE GIRARDEAU	Cape					
\$21,292.10			MO DELTA MEDICAL CENTER		SIKESTON	Cape					
\$14,917.50			HEARTLAND CTR PROF COUNSELING		CAPE GIRARDEAU	Cape					
\$14,682.21				ARMAS	KENNETT	Cape					
\$13,114.41			SIKESTON URGENT CARE		SIKESTON	Cape					
\$11,933.04			KNEIBERT CLINIC		POPLAR BLUFF	Cape					
\$10,729.20			SOUTHEAST MO HOSPITAL PHYS LLC		CAPE GIRARDEAU	Cape					
\$10,155.69			MIDWEST HEALTH-CONVENIENT CARE		FARMINGTON	Cape					
\$115,281.67			ASSOCIATED BEHAVIORAL CONSULT		FULTON	JC	6/7/2012	XXXX	XXXX	XXXX	XXXX
\$33,771.60			SALEM MEMORIAL DISTRICT HOSP	DEMORLIS	SALEM	JC	6/19/2012				
\$31,944.63			UNIVERSITY PHYSICIANS		COLUMBIA	JC	6/21/2012	XXXX			
\$29,869.53				LUCIO	JEFFERSON CITY	JC	5/30/2012				
\$28,543.28			ST MARYS HEALTH CENTER		JEFFERSON CITY	JC			XXXX		
\$23,396.28				BRENNER	COLUMBIA	JC			XXXX		XXXX
\$23,149.05				LONG	WASHINGTON	JC		XXXX			
\$22,799.27			JEFFERSON CITY MEDICAL GROUP		JEFFERSON CITY	JC					
\$19,642.90				SCHMITZ	COLUMBIA	JC				XXXX	
\$18,660.35		MIDWEST BEHAVIORAL HEALTH		TROY	JC						
\$18,131.48		MISSOURI OCCUPATIONAL MEDICINE		WASHINGTON	JC						
\$16,871.61		PSYCHOLOGY ASSOCIATES INC		QUINCY	JC						
\$16,524.64		MENTAL WELLNESS LLC		OSAGE BEACH	JC						
\$15,655.03		ASSOCIATED BEHAVIORAL CONSULT		FULTON	JC						
\$15,338.49			MOCCIA	COLUMBIA	JC						
\$15,133.28			RUCKER	TROY	JC						
\$12,535.10		EVERGREEN BEHAVIORAL SERVICES		MEXICO	JC						
\$12,513.04		HANNIBAL CLINIC OPERATIONS LLC		HANNIBAL	JC						
\$12,060.42		MISSOURI VALLEY PHYSICIANS	UHRIG	MARSHALL	JC						
\$11,275.65		HANNIBAL REGIONAL MED GROUP		HANNIBAL	JC						
\$10,850.74			TICHENOR	KIRKSVILLE	JC			XXXX			
\$10,665.92		TO YOUR HEALTH FAM MED CLINIC		COLUMBIA	JC						
\$10,518.34		FOSTER FAMILY MEDICINE & ASSOC		COLUMBIA	JC						
\$10,130.25		COLUMBIA PSYCHOLOGICAL SERV IN		COLUMBIA	JC						
\$93,139.27			ISRAEL	SHAWNEE MISSION	KC		XXXX	XXXX	XXXX	XXXX	
\$76,208.97		KALA DANUSHKODI MD LLC		N KANSAS CITY	KC	6/21/2012					
\$69,695.03			KEOUGH	RAYMORE	KC		XXXX	XXXX			
\$54,497.96		HEARTLAND OCCUPATIONAL MED		ST JOSEPH	KC	6/27/2012				XXXX	
\$50,008.78			PRESTAGE	KANSAS CITY	KC	8/9/2012			XXXX		
\$48,554.85			EPPERSON	KANSAS CITY	KC	6/20/2012					
\$45,474.00			FORTUNE	OLATHE	KC		XXXX	XXXX			
\$42,878.04			LIEBERMAN	WESTWOOD HILLS	KC	6/7/2012					
\$40,532.82		M D ELECTRODIAGNOSIS, INC		KANSAS CITY	KC				XXXX		
\$39,195.77		CENTRAL MO PSYCHOLOGICAL CTR		WARRENSBURG	KC						
\$32,921.28			BLEAZARD	KANSAS CITY	KC						
\$31,885.08		MIDWEST CES		NORTH SALT LAKE	KC						
\$31,354.51			SCHWARTZ	OVERLAND PARK	KC			XXXX			
\$30,993.44		SHEEHAN PSYCHOLOGICAL SERIVCES		KANSAS CITY	KC						
\$26,759.71		NORTHWEST BEHAVIORAL HLTH CONS		CHILLICOTHE	KC						
\$26,330.39		HEARTLAND COUNSELING SERVICES	BEIN	ST JOSEPH	KC						
\$25,551.70		PATHWAYS COMM BEHAV HLTHCARE		CLINTON	KC						
\$24,302.73			BRECKENRIDGE	HOLT	KC						
\$24,155.46		KUPI-OTHOPEDECS		KANSAS CITY	KC						
\$20,167.59		JB ASTIK MD PC		WARRENSBURG	KC						
\$19,722.85			RUEDI	BLUE SPRINGS	KC						
\$17,594.51		COMPREHENSIVE PSYCHIATRY LLC		KANSAS CITY	KC						
\$17,564.16			TAYLOR II	ST JOSEPH	KC						
\$17,285.90		SKAGGS OCCUPATIONAL HEALTH		KANSAS CITY	KC						
\$16,897.15		KOENEMAN PSYCHOLOGICAL SERVICE		OLATHE	KC						
\$15,591.81		DIAGNOSTIC IMAGING CENTERS PA		KANSAS CITY	KC						
\$14,835.82			KARR	KANSAS CITY	KC						
\$14,271.81			JUSTICE	LEES SUMMIT	KC						
\$13,812.81			PULCHER	RAYTOWN	KC						
\$13,323.81		DISCOVER VISION CENTERS	TAYLOR	KANSAS CITY	KC						
\$13,204.41		WARRENSBURG MEDICAL CLINIC		WARRENSBURG	KC						
\$12,813.06		HEARTLAND REGIONAL MED CENTER		KANSAS CITY	KC						
\$11,264.28		DR KY BENNETT PC		KANSAS CITY	KC						
\$10,958.19		NORTH MISSOURI MEDICAL CLINIC		CHILLICOTHE	KC						
\$10,566.35		CHRISTIAN PSYCHOLOGICAL SERV		OVERLAND PARK	KC						
\$10,457.74		ST FRANCIS HOSPITAL		MARYVILLE	KC						
\$10,154.69			COHEN	KANSAS CITY	KC						
\$980,194.62		FOREST PARK MEDICAL CLINIC		ST LOUIS	SL	7/10/2012	XXXX	XXXX	XXXX	XXXX	

\$96,254.81	(b) (6)	REXROAT	PACIFIC	SL	7/10/2012	XXXX	XXXX	XXXX	XXXX
\$57,467.24		ST LOUIS PSYCHOLOGICAL SERV	WILDWOOD	SL		XXXX	XXXX		
\$38,772.01		WEST PARK MEDICAL CLINIC	CLAYTON	SL	7/10/2012		XXXX	XXXX	
\$37,999.20		Butler	ARMOUR	CLAYTON	SL	7/10/2012			
\$32,310.90			REXROAT	PACIFIC	SL				
\$32,013.24		CLINICAL NEUROLOGY INC		ST LOUIS	SL				
\$30,941.13		CITY SPEECH INC		CLAYTON	SL				
\$30,443.85			LIPSITZ	ST PETERS	SL				
\$30,204.47			LEONBERGER	ST LOUIS	SL				
\$29,886.08		ST CHARLES WESTPSYCHOLOGICAL		WENTZVILLE	SL				
\$26,179.38			LITTLETON	ST LOUIS	SL				
\$26,065.36		WEST PARK MEDICAL CLINIC PC	RABUN	CLAYTON	SL				
\$24,868.85		AMARA PC		ST LOUIS	SL				
\$18,250.98		LAURA R TISHLEY PSYD LLC		CLAYTON	SL				
\$17,227.86		ST JOHNS PHYSICIANS		ST LOUIS	SL				
\$17,145.07		PSYCHOLOGICAL CONSULTANTS		ST LOUIS	SL				
\$16,836.58		ST LOUIS ORTHOPEDIC INSTITUTE		ST LOUIS	SL				
\$15,972.71			HAMPTON	ST LOUIS	SL				
\$13,974.88		SPECIALISTS IN INTERNAL MED		CLAYTON	SL				
\$13,861.94		ST JOHNS HEALTH SYSTEM		ST LOUIS	SL				
\$12,803.57			LEWIS	ST LOUIS	SL				
\$12,704.19			HIGGINS	ST LOUIS	SL				
\$11,540.94			SPIEGEL	BRIDGETON	SL				
\$11,454.89		PSYCHOLOGISTS & EDUCATORS INC	POLITTE	ST LOUIS	SL				
\$11,410.56		BRIDGET A GRAHAM PSYD LLC		GLEN CARBON	SL				
\$11,312.92		A TO Z THERAPY SERVICES LLC		ST LOUIS	SL				
\$10,918.21			DAHLGREN	KIRKWOOD	SL				
\$10,690.77		MORE THAN THERAPY		ST LOUIS	SL				
\$187,740.61		EXAM PRO LLC		SPRINGFIELD	Spgfld	07/10/12	XXXX	XXXX	XXXX
\$91,560.33			LUTZ	SPRINGFIELD	Spgfld		XXXX	XXXX	
\$83,323.57			FORSYTH	SPRINGFIELD	Spgfld	7/10/2012	XXXX		
\$65,227.55			ANDERSON	TURNERS	Spgfld	7/11/2012			
\$53,472.66			MAULDIN	SPRINGFIELD	Spgfld				
\$44,726.28		FREEMAN HEALTH SYSTEM PHY BILL		JOPLIN	Spgfld				
\$39,220.80			ASH	SPRINGFIELD	Spgfld			XXXX	
\$37,263.36		ST JOHNS CLINIC INC		SPRINGFIELD	Spgfld				
\$35,134.49			FREDERICK	SPRINGFIELD	Spgfld				
\$31,000.23		SAAD M AL-SHATHIR MD LLC		JOPLIN	Spgfld				
\$30,910.34		APPLIED PSYCHOLOGICAL SERVICES		JOPLIN	Spgfld				
\$30,192.43		HERNDON A SNIDER & ASSOCIATES		JOPLIN	Spgfld				
\$28,740.84		COLLEGE SKYLINE CENTER		JOPLIN	Spgfld				
\$26,749.02			WHISENHUNT	SPRINGFIELD	Spgfld		XXXX		
\$23,407.65		SPRINGFIELD NEUROLOGICAL INST		SPRINGFIELD	Spgfld				
\$20,176.35		HORIZON MEDICAL		SPRINGFIELD	Spgfld				
\$19,463.99			HWANG	SPRINGFIELD	Spgfld				
\$18,458.42		SPRINGFIELD NEUROLOGICAL INST		SPRINGFIELD	Spgfld				
\$17,492.79		BURTON CREEK MEDICAL CLINIC		WEST PLAINS	Spgfld				
\$14,851.65			ENGELKING	SPRINGFIELD	Spgfld				
\$14,597.87			PIETZ	OZARK	Spgfld				
\$12,536.37		OZARK FAMILY HEALTHCARE INC		MOUNTAIN GROVE	Spgfld				
\$12,363.60			BENDER	SPRINGFIELD	Spgfld				
\$11,141.76		OZARKS MEDICAL CENTER		WEST PLAINS	Spgfld				
\$10,362.27		ST JOHNS CLINIC INC		SPRINGFIELD	Spgfld				
\$10,279.55		KEVIN M WHISMAN LLC		JOPLIN	Spgfld				
\$10,199.10			HOLLIS	SPRINGFIELD	Spgfld				
\$10,127.03		NEUROPSYCHOLOGICAL ASSOC SW MO		SPRINGFIELD	Spgfld				
\$12,054.65		BUTLER DAVIDSON COUNSELING SVC		NEVADA	Spgrfld				
\$46,011.78		DISABILITY MANAGEMENT ASSOC		LEAWOOD	Kansas				
\$23,204.20			KING	LEAWOOD	Kansas				
\$21,613.75			MINTZ	LAWRENCE	Kansas				

1. General Info

A. DATE 5/30/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS

E. TYPES OF EXAMINATIONS CONDUCTED Physical Medicine

F. PROVIDER HAS PERFORMED CE's FOR DDS SINCE (b) (6)

G. PROVIDER

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names:

4. FACILITIES**A. Building**

1. Identifiability Clinic is held in (b) (6) office- (b) (6) has sign on the door on the day of the exam.

2. Cleanliness Yes

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Everything is on ground floor with slight ramp on walk

5. Public Transportation OATS

6. Public Parking parking is right at front door

7. Emergency Exit Signs Yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No
(comments)

a. If records are kept on a computer or electronic drive or container, are they encrypted? Everything is stored in (b) (6) desktop computer which is password protected. (b) (6) uses audio files to send information to the transcriptionist and receive the report back. (b) (6) only keeps the background medical and report until (b) (6) is paid.

10. Other (comments)

B. Waiting Room
1. Cleanliness Yes
C. Examining Rooms
1. Cleanliness of Rooms Yes
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> if so, which language? Spanish
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 7 to 8 on Saturdays
B. What are the minimum interval times that the CE provider schedules for An exam? 45 minutes
7. PROCEDURES
A. How are records kept private and confidential? in desktop computer at (b) (6)
B. How and from who is the claimant's medical history obtained? (b) (6)
C. How and by whom is the claimant identified? (b) (6) Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes
D. How much time does the medical source spend face to face with the claimant? 45 to 60 minutes
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Is so, who? (b) (6) assistant, is always present if it is a female patient. (b) (6) will allow family to come in if patient asks for this.
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> ?

(Signature of Reviewer or Head of Review Team)

(b) (6)

Date

5/31/12

Remarks (optional):

(b) (6) joined me for this onsite visit and provided some information to (b) (6) about managing (b) (6) computer files using drop box. (b) (6) is interested in using eOR so I have set (b) (6) up and forwarded the DEMO for (b) (6) to review.

Empty table rows for additional remarks.

1. General Info

A. DATE 6/19/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS PO (b) (6)

D. OTHER OFFICE LOCATIONS

E. TYPES OF EXAMINATIONS CONDUCTED Internist

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: (b) (6) accompanied me

4. FACILITIES**A. Building**

1. Identifiability The office is located in building (b) (6)

Hospital

2. Cleanliness Yes

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Ramp and Rails to entrance and rails in bathroom

5. Public Transportation City bus and SMTS transportation

6. Public Parking Large lot with HC spots by entrance

7. Emergency Exit Signs all signs are lights

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No

(comments) Kept in file cabinet until they are paid and then shredded.

a. If records are kept on a computer or electronic drive or container, are they encrypted?

10. Other (comments)

B. Waiting Room

1. Cleanliness Yes-seats 12 to 14

C. Examining Rooms

1. Cleanliness of Rooms Yes- 3 exam rooms
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> if so, which language? Spanish and Greek
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 10
B. What are the minimum interval times that the CE provider schedules for An exam? 30 to 40 minutes
7. PROCEDURES
A. How are records kept private and confidential? In file cabinets until paid and then destroyed
B. How and from who is the claimant's medical history obtained? (b) (6)
C. How and by whom is the claimant identified? (b) (6) Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes
D. How much time does the medical source spend face to face with the claimant? 30 to 40 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input type="checkbox"/> ?

1. General Info

A. DATE May 17, 2012

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS yes - (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Internist/Family Practice

F. PROVIDER HAS PERFORMED CE's FOR DDS SINCE (b) (6)

G. PROVIDER

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATION

A. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for Visit

A. Annual/Comprehensive

B. Partial/Special Problems

C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names:

4. FACILITIES

A. Building

1. Identifiability yes - (b) (6) completes exams in Chiropractic office

2. Cleanliness very good

3. Safe location for Claimant travel? yes

4. Handicap Accessibility yes

5. Public Transportation yes

6. Public Parking yes

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No

Clean Yes No

Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No

9. Secure location for medical and computer records? Yes No

(comments) (b) (6) uses a laptop to send audio files to cooperate office

a. If records are kept on a computer or electronic drive or container, are they encrypted? Laptop is not encrypted, but is in process

10. Other (comments)

B. Waiting Room

1. Cleanliness very good

C. Examining Rooms

1. Cleanliness of Rooms very good

D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks: PFS -- calibrated daily
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 20
B. What are the minimum interval times that the CE provider schedules for An exam? 20-30 minutes
7. PROCEDURES
A. How are records kept private and confidential? Audio files, no paper, laptop will be encrypted in near future
B. How and from who is the claimant's medical history obtained? Assistant ^{(b) (6)}
C. How and by whom is the claimant identified? ^{(b) (6)} Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? 25 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who? Maybe a family member
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input type="checkbox"/> ?

1. General Info

A. DATE May 16, 2012

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Internist

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATION

A. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for Visit

A. Annual/Comprehensive

B. Partial/Special Problems

C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names:

4. FACILITIES

A. Building

1. Identifiability yes

2. Cleanliness good

3. Safe location for Claimant travel? yes

4. Handicap Accessibility building is accessible

5. Public Transportation yes

6. Public Parking yes

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No

Clean Yes No

Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No

9. Secure location for medical and computer records? Yes No

(comments) desktop computer - password protected

a. If records are kept on a computer or electronic drive or container, are they encrypted? n/a

10. Other (comments)

B. Waiting Room

1. Cleanliness good

C. Examining Rooms

1. Cleanliness of Rooms 4 rooms - good

D. Equipment/Laboratory Tests
1. X-ray Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Performed At office
2. Lab Work Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Performed At office
E. Remarks: PFS - calibrated daily
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> if so, which language? Korean
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 3 or 4 daily
B. What are the minimum interval times that the CE provider schedules for An exam? 30 minutes
7. PROCEDURES
A. How are records kept private and confidential? locked separate file room
B. How and from who is the claimant's medical history obtained? nurse and (b) (6)
C. How and by whom is the claimant identified? staff makes copy of DL Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? 30 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE May 17, 2012

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Psychological, WAIS, WISC, ODAR

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME

PHONE NUMBER (b) (6)

CONTACT:

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names:

4. FACILITIES**A. Building**

1. Identifiability yes

2. Cleanliness very good

3. Safe location for Claimant travel? yes

4. Handicap Accessibility yes - level parking lot

5. Public Transportation yes

6. Public Parking yes

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No
(comments)

a. If records are kept on a computer or electronic drive or container, are they encrypted? (b) (6) uses a desktop computer to type exams

10. Other (comments)

B. Waiting Room

1. Cleanliness very good

C. Examining Rooms

1. Cleanliness of Rooms very good
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 4-5 exams - 2 days per week
B. What are the minimum interval times that the CE provider schedules for An exam? depends of amount of testing ordered
7. PROCEDURES
A. How are records kept private and confidential? Desktop computer - password protected, (b) (6) takes notes during exam and types (b) (6) own reports
B. How and from who is the claimant's medical history obtained? (b) (6)
C. How and by whom is the claimant identified? (b) (6) Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? 1-2 hours, depends on testing
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> ?

(Signature of Reviewer or Head of
Review Team)

(b) (6)

Date

May 17, 2012

Remarks (optional):

No complaints regarding this vendor has been received. (b) (6) calls the claimant day before exam to help eliminate "no shows". (b) (6) confirmed during visit that (b) (6) is going to stop saving copy of typed exam on disc to avoid encryption policy.

1. General Info

A. DATE 6/21/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS

E. TYPES OF EXAMINATIONS CONDUCTED Occupational Medicine

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: (b) (6) accompanied me on this visit

4. FACILITIES**A. Building**

1. Identifiability Large sign on outside of building

2. Cleanliness Yes

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Elevator to upper floors

5. Public Transportation City bus stops in front as well as OATS

6. Public Parking Valet parking

7. Emergency Exit Signs Yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No
(comments) Everything is stored in the (b) (6) network system

a. If records are kept on a computer or electronic drive or container, are they encrypted? I have followed up with (b) (6), Asst Dir with (b) (6), about marking the DDS reports to keep them out of the general medical records so they do not get released to anyone.

10. Other (comments)

B. Waiting Room

1. Cleanliness Yes
C. Examining Rooms
1. Cleanliness of Rooms Yes
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> if so, which language? Russian
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 2
B. What are the minimum interval times that the CE provider schedules for An exam? 45 minutes
7. PROCEDURES
A. How are records kept private and confidential? They are part of the (b) (6) network system.
B. How and from who is the claimant's medical history obtained? (b) (6)
C. How and by whom is the claimant identified? receptionist Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes- they make a copy of the driver's license and put in report.
D. How much time does the medical source spend face to face with the claimant? 45 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Is so, who? Will allow family if necessary and ask Nurse to assist when (b) (6) feels it is appropriate
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input type="checkbox"/> ?

1. General Info

A. DATE 6/7/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Psych

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATION

A. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area) ? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider

3. Reason for Visit

A. Annual/Comprehensive

B. Partial/Special Problems

C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names:

4. FACILITIES

A. Building

1. Identifiability Installing large sign on side of building with his name on it

2. Cleanliness Yes

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Small ramp at end of walk

5. Public Transportation Yes-Medicaid transport and OATS

6. Public Parking parking in front of building with HC spots marked

7. Emergency Exit Signs Yes

8. Rest Rooms accessible from inside the office building Yes No

Clean Yes No

Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No

9. Secure location for medical and computer records? Yes No
(comments)

a. If records are kept on a computer or electronic drive or container, are they encrypted? (b) (6) is working on it and will have completed by end of June

10. Other (comments)

B. Waiting Room

1. Cleanliness very nice

C. Examining Rooms

1. Cleanliness of Rooms Yes

D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 9
B. What are the minimum interval times that the CE provider schedules for An exam? 45
7. PROCEDURES
A. How are records kept private and confidential? Paper reports are kept for 7 years in (b) (6) with a security system and locked door. Current exams are on (b) (6) laptop and thumbdrive
B. How and from who is the claimant's medical history obtained? (b) (6)
C. How and by whom is the claimant identified? (b) (6) Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes
D. How much time does the medical source spend face to face with the claimant? 45 minutes plus testing
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED psychological consultation, WAIS IV, WISC IV, Trails A and B, WMS IV, MSS. No Binet.

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: n/a

4. FACILITIES**A. Building**

1. Identifiability well identified. Name on marquis and on office.

2. Cleanliness clean

3. Safe location for Claimant travel? yes

4. Handicap Accessibility yes

5. Public Transportation yes

6. Public Parking public metered parking in front, Some free parking in back. parking grage across the street. \$1.00 per hour.

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No

(comments) Uses a laptop computer and flash drive, and is working on completing the encryption process. Keeps paper files after (b) (6) has faxed to the DDS. Files in locked cabinets in (b) (6). (b) (6) keeps paper reports for about 7 years. (b) (6) keeps reports stored electronically back to the mid 1990's. External hard drive at (b) (6).

a. If records are kept on a computer or electronic drive or container, are they encrypted? not at this time

10. Other (comments)
B. Waiting Room
1. Cleanliness clean
C. Examining Rooms
1. Cleanliness of Rooms clean
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes. There is a labeled buzzer system in the waiting room. The claimant is to buzz the appropriate person, and wait in the waiting area.
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 6 maximum in one day
B. What are the minimum interval times that the CE provider schedules for An exam? 30 minutes to 3 hours, depending upon the type of testing
7. PROCEDURES
A. How are records kept private and confidential? Electronic reports on laptop that is to be encrypted. Paper files kept at (b) (6).
B. How and from who is the claimant's medical history obtained? History is obtained from the claimant by the PhD.
C. How and by whom is the claimant identified? Examiner identifies with photo ID Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7? yes
D. How much time does the medical source spend face to face with the claimant? 30 minutes to 3 hours, depending upon the testing
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Is so, who? parent as needed
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by n/a If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?

9. Are there exit interviews with the claimants? Yes No If yes, who performs these?

10. Does provider transmit the CE report electronically? Yes No
If yes, is this by fax Yes No manually thru website Yes No ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED internal medicine exams, general medical exams, limited exams

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6) (MD prefers to speak to the DDS rep directly)

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: n/a

4. FACILITIES**A. Building**

1. Identifiability clinic name and suite on lobby roster and clinic door

2. Cleanliness clean

3. Safe location for Claimant travel? yes

4. Handicap Accessibility accessible

5. Public Transportation easy access to Metrolink and bus line. Close to (b) (6)

6. Public Parking Metered street parking. Also, has an attached 2 level free parking garage.

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No

(comments) Uses a transcription service. Provider dictates the reports onsite, using a dictaphone. (b) (6) dictates on the same day as the appointment. Reports are transmitted through a telephone line. Reports are typed by typists at another location. MD checks, then prints and faxes to us. (b) (6) does not use any portable device. Only uses the office PC. (b) (6) keeps a copy of the paper reports in a locked file in the office. (b) (6) shreds the

background materials.

- a. If records are kept on a computer or electronic drive or container, are they encrypted? No. No portable device.

10. Other (comments)

B. Waiting Room

1. Cleanliness clean

C. Examining Rooms

1. Cleanliness of Rooms clean

D. Equipment/Laboratory Tests

1. X-ray Yes No Performed At
2. Lab Work Yes No Performed At

E. Remarks:

5. STAFF

A. Professionalism uniformed staff at reception desk

B. Claimants greeted timely Yes No

C. Current Licensing

1. Displayed Yes No

2. On file with DDS Yes No

D. Does the medical source speak easy-to-understand English?

Yes No

E. Does the medical source speak any language other than English?

Yes No if so, which language?

6. SCHEDULING

A. What is the maximum number of CEs scheduled per medical source per day per specialty? [REDACTED] keeps 2 appointments per day open for DDS claimants-10:00 and 2:00. On Friday, [REDACTED] has one appt open.

B. What are the minimum interval times that the CE provider schedules for An exam? 30 minutes.

7. PROCEDURES

A. How are records kept private and confidential? Paper records in a locked room on site. Background materials shredded. Reports are dictated onsite. No portable devices used.

B. How and from who is the claimant's medical history obtained? examiner obtains from the claimant

C. How and by whom is the claimant identified? front desk staff identify the claimant with a photo ID. They make a copy of the ID. Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes

D. How much time does the medical source spend face to face with the claimant? at least 30 minutes.

E. Is someone present in the room with the physician/psychologist during the examination? Yes No Is so, who? medical assistant present for female claimants. Others do not have someone present unless they are needed for history. Depends on the claimant's limitations.

F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes No

8. LABORATORIES

A. Diagnostic and lab tests:

Performed by n/a

If by a nonphysician, state the performer's qualifications.
B. Interpreted by n/a If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab? n/a
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6) also works for (b) (6) medicine in (b) (6) MO. (b) (6) does exams at the (b) (6) location on Saturdays, approximately one time per month. At (b) (6) performs internal medicine exams, orthopedic exams, and neurological exams.

E. TYPES OF EXAMINATIONS CONDUCTED internal medicine exams, general medical exams, PFT, labs-rare, EKG-rarely. Will complete the cardiac questionnaire with an internal medicine exam.

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATIONA. Key Provider for *your area*: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the *State* by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: n/a

4. FACILITIES**A. Building**

1. Identifiability Well identified. Name on marquis and on office.

2. Cleanliness clean

3. Safe location for Claimant travel? yes

4. Handicap Accessibility yes

5. Public Transportation yes

6. Public Parking Public metered parking in front. Large free 2 level parking garage attached.

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No

9. Secure location for medical and computer records? Yes No

(comments) (b) (6) -Uses a desktop computer. (b) (6) uses a dictaphone and dictation service. Keeps paper files for 1 year after (b) (6) has faxed the report to

the DDS. Files in locked cabinets in office.

For (b) (6) mails information to (b) (6) performs the exam, and dictates using a dictaphone. (b) (6) uses (b) (6) own typist, as (b) (6) does for (b) (6) other reports. (b) (6) sends (b) (6) the report by Fed Ex. (b) (6) faxes the report into the DDS file.

- a. If records are kept on a computer or electronic drive or container, are they encrypted? n/a

10. Other (comments)

B. Waiting Room

1. Cleanliness clean

C. Examining Rooms

1. Cleanliness of Rooms clean

D. Equipment/Laboratory Tests

1. X-ray Yes No Performed At

2. Lab Work Yes No Performed At Medlab or Quest

E. Remarks: labs are send out of the office. These are rarely done for the DDS, and really are not very cost efficient for them. They do not do xrays for DDS. They are considering. These would likely be performed at Metro Imaging.

5. STAFF

A. Professionalism Yes. Patients are greeted by a uniformed medical assistant.

B. Claimants greeted timely Yes No

C. Current Licensing

1. Displayed Yes No

2. On file with DDS Yes No

D. Does the medical source speak easy-to-understand English?

Yes No

E. Does the medical source speak any language other than English?

Yes No if so, which language?

6. SCHEDULING

A. What is the maximum number of CEs scheduled per medical source per day per specialty? depends on the type of exam

B. What are the minimum interval times that the CE provider schedules for An exam? 30 minutes minimum

7. PROCEDURES

A. How are records kept private and confidential? Paper files kept in locked area of office.

B. How and from who is the claimant's medical history obtained? History is obtained from the claimant by the MD.

C. How and by whom is the claimant identified? Receptionist identifies with photo ID
Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes

D. How much time does the medical source spend face to face with the claimant? at least 30 minutes

E. Is someone present in the room with the physician/psychologist during the examination? Yes No Is so, who? Not usually. A spouse or relative may be present as needed. A CMT is present for female patients.

F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes No

8. LABORATORIES

A. Diagnostic and lab tests: Performed by medical assistant If by a nonphysician, state the performer's qualifications.
B. Interpreted by Medlab or Quest If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab? yes
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ?

(Signature of Reviewer or Head of Review Team)

(b) (6)

Date

7/10/12

Remarks (optional):

Provider sees DDS claimants at (b) (6) location. (b) (6) also works for (b) (6) and see claimants on Saturdays approximately one time per month. (b) (6) recently lost their psychiatrist-(b) (6) They are considering adding a psychiatrist or psychologist, as they feel that they have lost business without the ability to schedule combination physical and psych exams. They are also considering adding xrays. They do offer PFT's. They also offer labs and EKG's-but these are rarely ordered by the DDS.

(b) (6) has started to accept limited exams(general medical). (b) (6) indicates that (b) (6) will see these occasionally. (b) (6) asked that schedulers do not scehdule only limited exams, due to the cost difference between this typs of exam and an internal medicine exam.

Dr has just started to see orthopedic and neuological exam patients in (b) (6) MO. (b) (6) has been given the expectations and requirements for these exams. The first few reports have been checked, and they are satisfactory. (b) (6) has been reminded to read the counselor questions carefully, particularly with the specialty exams. (b) (6) will complete the locally-developed cardiac questionnaire, when it is included with an internal medicine exam. PFT is located with in the office, and is calibrated before each use. (b) (6) was reminded to be sure that the PFT results are legible, as there was an issue with readability of one of the PFT's performed in (b) (6).

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED internal medicine exams, general medical exams, limited exams, orthopedic, neurology, psychiatric, psychological consults and various psych testing, other ancillary testing-labs, PFT's, xrays.

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME

PHONE NUMBER (b) (6)

CONTACT: (b) (6), Office Manager

2. PROVIDER CLASSIFICATIONA. Key Provider for *your area*: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area) ? (b) (6)

B. A top Five CE Provider for the *State* by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: n/a

4. FACILITIES**A. Building**

1. Identifiability clinic name and suite on lobby roster and clinic door

2. Cleanliness clean

3. Safe location for Claimant travel? yes

4. Handicap Accessibility accessible

5. Public Transportation easy access to Metrolink and bus line. Close to (b) (6)

6. Public Parking large free front surface parking lot. Also, has a large covered parking garage.

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No 9. Secure location for medical and computer records? Yes No

(comments) Physical exams are performed onsite, and no notes, etc leave the premises.

Psych testing is performed and scored onsite. Information does not leave the office.

When testing is complete, CE examiners dictate their reports using a digital hand-held recorder, somewhat like an MP3. Information is uploaded to the server. They are sent to and from transcription via Drop Box, which is encrypted. Reports are printed and faxed to the DDS from (b) (6).

CE report files are stored electronically on a PC in the office. The PC is protected by Truecrypt. Currently, there are electronic report copies back to 2003. Paper reports are kept in the office in a locked file cabinet for 5 months. Then they are shredded.

Background materials are kept in the office for 1 week after the exam. Then they are shredded using the Shred-It service.

- a. If records are kept on a computer or electronic drive or container, are they encrypted? yes, as above

10. Other (comments)

B. Waiting Room

1. Cleanliness clean

C. Examining Rooms

1. Cleanliness of Rooms clean

D. Equipment/Laboratory Tests

1. X-ray Yes No Performed At (b) (6) digital xrays. Can also be sent out for interpretation if needed.

2. Lab Work Yes No Performed At drawn at (b) (6). Sent out to Quest offsite.

E. Remarks: Quest is no longer in the building there.

5. STAFF

A. Professionalism uniformed staff at reception desk

B. Claimants greeted timely Yes No

C. Current Licensing

1. Displayed Yes No

2. On file with DDS Yes No

D. Does the medical source speak easy-to-understand English?

Yes No

E. Does the medical source speak any language other than English?

Yes No if so, which language?

6. SCHEDULING

A. What is the maximum number of CEs scheduled per medical source per day per specialty? 3-8 depending upon the specialty and the type of testing. Time-30 minutes to 3 hours depending upon the type of testing.

B. What are the minimum interval times that the CE provider schedules for An exam? 30 minutes to 3 hours depending upon the type of testing

7. PROCEDURES

A. How are records kept private and confidential? Paper records in a locked room on site. Background materials shredded. Reports are dictated onsite and sent through a secure server.

B. How and from who is the claimant's medical history obtained? examiner obtains from the claimant

C. How and by whom is the claimant identified? front desk staff identify the claimant with a photo ID. Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.?

yes
D. How much time does the medical source spend face to face with the claimant? 30 minutes to 3 hours-depending upon exam and testing recommended.
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Is so, who? A parent may be present with a child. Another person may be present, if the claimant requests, the person is needed, and the examiner agrees.
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by certified medical assistant. Labs interpreted by Quest Diagnostics. If by a nonphysician, state the performer's qualifications.
B. Interpreted by Labs interpreted by Quest. Digital xrays generally interpreted on site. May be send out for interpretation if needed. If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab? yes
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ?

(Signature of Reviewer or Head of
Review Team)

(b) (6)

Date

7/10/12

Remarks (optional):

No new equipment reported. Scale weighs to 1000 lbs, and is calibrated monthly. Xray chart given. Penetration of xrays depends upon weight and location of the xrayed area. Call rotation system at the DDS appears to be working. Calls are rotated through mgmt, during lunch, breaks, etc, when they are not able to reach a counselor.

(b) (6) continues to use secure server for CE report transmission.

(b) (6) no longer gives handout to DDS claimants regarding clinical trials availability. They had discussed a DDS approved poster in the waiting room, but there has been no progress on this. No mention on TV ad in waiting room. No signs regarding clinical trials observed by PRO.)

Use of the hand evaluation form seems to be going well. It does not appear to be overused.

(b) (6) asks that the cardiac questionnaire only be used with an internal medicine exam.

(b) (6) asks that CEU identify child psych cases when scheduling, to be sure that appropriate staff is available.

(b) (6) feels that general medical exams(99242) are used at times, when an internal medicine or orthopedic exam would be more appropriate. They asked that counselors be reminded.

They did indicate that they are hiring new staff, and have already hired one psychologist.

They also indicated that they are considering moving within the next year. They are looking at new sites. The landlord would like all medical providers to leave the building.

CE SITE REVIEW FORM POMS 39545.900	
1. General Info	
A. DATE	06-27-2012
B. NAME OF FACILITY/PROVIDER	(b) (6)
C. ADDRESS	(b) (6)
D. OTHER OFFICE LOCATIONS	(b) (6)
E. TYPES OF EXAMINATIONS CONDUCTED	internist, orthopedic, x-rays
F. PROVIDER HAS PERFORMED CE _s FOR DDS SINCE	(b) (6)
G. PROVIDER	
NAME	(b) (6)
PHONE NUMBER	(b) (6)
CONTACT:	(b) (6) office manager handles DDS scheduling
2. PROVIDER CLASSIFICATION	
A. Key Provider for <i>your area</i> : primarily does Evaluation Examinations, or one of the top 5 volume providers for your area)?	(b) (6)
B. A top Five CE Provider for the <u>State</u> by dollars spent (annual billing of \$100,000 or more a year)?	(b) (6)
C. Non key Panel Provider	(b) (6)
3. Reason for Visit	
A. Annual/Comprehensive	<input type="checkbox"/>
B. Partial/Special Problems	<input type="checkbox"/>
C. Unannounced regarding complaint	<input type="checkbox"/>
Describe complaint	
D. Other	<input checked="" type="checkbox"/>
E. If RO Staff has accompanied you, list names:	
4. FACILITIES	
A. Building	
1. Identifiability	Large building with very large signage on three sides of it
2. Cleanliness	older building, still clean and well maintained
3. Safe location for Claimant travel?	yes
4. Handicap Accessibility	one level, ramped floors, wide hallways
5. Public Transportation	no
6. Public Parking	parking lot around the building, no curbs to deal with, all flat ground to doorway
7. Emergency Exit Signs	all exits are marked with lighted signs
8. Rest Rooms Accessible from inside the office building	yes Clean yes Identified yes Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches?yes
9. Secure location for medical and computer records?	mainframe system part of (b) (6), encrypted
10. Other (comments)	moving toward electronic records in 2013
B. Waiting Room	

1. Cleanliness	clean, 14 chairs, TV and magazines
C. Examining Rooms	
1. Cleanliness of Rooms	8 exam rooms, all clean
D. Equipment/Laboratory Tests	
1. X-ray – Onsite	yes Performed At
2. Lab Work-Onsite	no Performed At
E. Remarks:	
5. STAFF	
A. Professionalism Receptionist was friendly, all staff greeted people if they were walking by them	
B. Claimants greeted timely yes	
C. Current Licensing	
1. Displayed yes	
2. On file with DDS yes	
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?	
6. SCHEDULING	
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 3-4, group clinic and we take some of their appointment times.	
B. What are the minimum interval times that the CE provider schedules for An exam? 30-45 minutes	
7. PROCEDURES	
A. How are records kept private and confidential? locked file room, new records are stored electronically in mainframe server off site.	
B. How and from who is the claimant's medical history obtained? med assistant	
C. How and by whom is the claimant identified? receptionist/doctor Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes	
D. How much time does the medical source spend face to face with the claimant? 30-45 minutes	
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Is so, who? if female claimant- a med assistant is present	
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
8. LABORATORIES	
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.	

CE SITE REVIEW FORM POMS 39545.900	
1. General Info	
A. DATE 06-20-12	
B. NAME OF FACILITY/PROVIDER	(b) (6) psychologist
C. ADDRESS	(b) (6)
D. OTHER OFFICE LOCATIONS	(b) (6)
E. TYPES OF EXAMINATIONS CONDUCTED	psych evals and testing
F. PROVIDER HAS PERFORMED CE _s FOR DDS SINCE	(b) (6)
G. PROVIDER	
NAME	(b) (6) Psychologist
PHONE NUMBER	(b) (6)
CONTACT:	(b) (6) directly- leave a VM if (b) (6) does not answer
2. PROVIDER CLASSIFICATION	
A. Key Provider for <i>your area</i> : primarily does Evaluation Examinations, or one of the top 5 volume providers for your area)?	(b) (6)
B. A top Five CE Provider for the <u>State</u> by dollars spent (annual billing of \$100,000 or more a year)?	(b) (6)
C. Non key Panel Provider	(b) (6)
3. Reason for Visit	
A. Annual/Comprehensive	<input checked="" type="checkbox"/>
B. Partial/Special Problems	<input type="checkbox"/>
C. Unannounced regarding complaint	<input type="checkbox"/>
Describe complaint	
D. Other	<input type="checkbox"/>
E. If RO Staff has accompanied you, list names:	
4. FACILITIES	
A. Building	
1. Identifiability	Large building with clear address and signage
2. Cleanliness	nice and clean
3. Safe location for Claimant travel?	yes
4. Handicap Accessibility	ramped sidewalk, elevators, electric door
5. Public Transportation	bus line has a stop in sight of the building
6. Public Parking	large parking lot
7. Emergency Exit Signs	all exits marked with lighted signs
8. Rest Rooms Accessible from inside the office building	yes
Clean	yes Identified
Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? ADA restrooms are on floors 5 & 8	
9. Secure location for medical and computer records?	office locks, computer is encrypted and goes with the doctor, nothing stored here in terms of records, only testing tools.
10. Other (comments)	
B. Waiting Room	
1. Cleanliness	clean, sofa and two chairs, some reading

material.
C. Examining Rooms
1. Cleanliness of Rooms office was decorated and tasteful/ relaxing setting.
D. Equipment/Laboratory Tests
1. X-ray – Onsite Performed At
2. Lab Work-Onsite Performed At
E. Remarks:
5. STAFF
A. Professionalism Examiner greets the claimants
B. Claimants greeted timely I was greeted promptly, (b) (6) has a camera system set up to see the waiting area from (b) (6) desk.
C. Current Licensing
1. Displayed yes
2. On file with DDS yes
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 4-8 depends on if any testing is ordered
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes
7. PROCEDURES
A. How are records kept private and confidential? locked in (b) (6) with security system. computer is encrypted now.
B. How and from who is the claimant's medical history obtained? all by the examiner
C. How and by whom is the claimant identified? photo ID is looked at if available Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? at least 60 minutes if just a mental status evaluation, more for testing.
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.

CE SITE REVIEW FORM POMS 39545.900	
1. General Info	
A. DATE	06-07-12
B. NAME OF FACILITY/PROVIDER	(b) (6)
C. ADDRESS	(b) (6)
D. OTHER OFFICE LOCATIONS	(b) (6)
E. TYPES OF EXAMINATIONS CONDUCTED	psych MSE and testing
F. PROVIDER HAS PERFORMED CE _s FOR DDS SINCE	(b) (6)
G. PROVIDER	
NAME	(b) (6)
PHONE NUMBER	(b) (6)
CONTACT:	(b) (6)
2. PROVIDER CLASSIFICATION	
A. Key Provider for <i>your area</i> : primarily does Evaluation Examinations, or one of the top 5 volume providers for your area)?	(b) (6)
B. A top Five CE Provider for the <u>State</u> by dollars spent (annual billing of \$100,000 or more a year)?	(b) (6)
C. Non key Panel Provider	(b) (6)
3. Reason for Visit	
A. Annual/Comprehensive	<input type="checkbox"/>
B. Partial/Special Problems	<input type="checkbox"/>
C. Unannounced regarding complaint	<input type="checkbox"/>
Describe complaint	
D. Other	<input checked="" type="checkbox"/>
E. If RO Staff has accompanied you, list names:	
4. FACILITIES	
A. Building	
1. Identifiability	address clear and large on building
2. Cleanliness	new building, very clean
3. Safe location for Claimant travel?	secure shopping district with security driving around, nice area
4. Handicap Accessibility	doors have electronic openers, elevators
5. Public Transportation	bus does not run this far North
6. Public Parking	yes, very large parking lots around the building
7. Emergency Exit Signs	all exits marked and accessible
8. Rest Rooms Accessible from inside the office building	yes Clean yes Identified yes Accessible and Useable by someone using a wheel chair, walker, or crutches yes
9. Secure location for medical and computer records?	yes
10. Other (comments)	
B. Waiting Room	
1. Cleanliness	suite shared by many renters, large waiting area, very clean
C. Examining Rooms	

1. Cleanliness of Rooms office space may vary but all are new and equipped with desk, chairs, clean offices.
D. Equipment/Laboratory Tests
1. X-ray – Onsite Performed At
2. Lab Work-Onsite Performed At
E. Remarks:
5. STAFF
A. Professionalism Dr is very friendly, receptionist was pleasant
B. Claimants greeted timelygreeted me immediately
C. Current Licensing
1. Displayed yes
2. On file with DDS yes
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? varies if there is testing requested, 3-5
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes
7. PROCEDURES
A. How are records kept private and confidential? typed by dr at (b) (6) on main frame, stored in locked room in (b) (6) with security system.
B. How and from who is the claimant's medical history obtained? Doctor by talking with the claimant.
C. How and by whom is the claimant identified? Dr does this, looks at ID Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? 60+ minutes
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?

CE SITE REVIEW FORM POMS 39545.900
1. General Info
A. DATE 06-21-12
B. NAME OF FACILITY/PROVIDER (b) (6)
C. ADDRESS (b) (6)
D. OTHER OFFICE LOCATIONS (b) (6)
E. TYPES OF EXAMINATIONS CONDUCTED physical, PM&R
F. PROVIDER HAS PERFORMED CE _s FOR DDS SINCE (b) (6)
G. PROVIDER NAME (b) (6) PHONE NUMBER CONTACT:
2. PROVIDER CLASSIFICATION
A. Key Provider for <i>your area</i> : primarily does Evaluation Examinations, or one of the top 5 volume providers for your area? (b) (6)
B. A top Five CE Provider for the <u>State</u> by dollars spent (annual billing of \$100,000 or more a year)? (b) (6)
C. Non key Panel Provider
3. Reason for Visit
A. Annual/Comprehensive <input checked="" type="checkbox"/>
B. Partial/Special Problems <input type="checkbox"/>
C. Unannounced regarding complaint <input type="checkbox"/> Describe complaint
D. Other <input type="checkbox"/>
E. If RO Staff has accompanied you, list names:
4. FACILITIES
A. Building
1. Identifiability clearly marked with address
2. Cleanliness older medical office building, still very clean
3. Safe location for Claimant travel? yes
4. Handicap Accessibility ramped side walk, electric doors, office on main floor, wide doors, large exam rooms
5. Public Transportation bus does run during the week but not on a regular/consistent schedule to this location.
6. Public Parking large parking lot and covered parking across the street at the (b) (6) pavillion.
7. Emergency Exit Signs all exits are marked
8. Rest Rooms Accessible from inside the office building yes Clean yes Identified yes Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? ADA bathrooms are on marked floors, not each level.
9. Secure location for medical and computer records? desktop that is encrypted per SSA rules.
10. Other (comments)

B. Waiting Room
1. Cleanliness very clean and open, 9 chairs
C. Examining Rooms
1. Cleanliness of Rooms very clean
D. Equipment/Laboratory Tests
1. X-ray – Onsite Performed At
2. Lab Work-Onsite Performed At
E. Remarks: can do EMGs but told (b) (6) we don't order these often.
5. STAFF
A. Professionalism friendly and greeted me and other patients quickly
B. Claimants greeted timely yes, as they enter the waiting area
C. Current Licensing
1. Displayed yes
2. On file with DDS yes
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 2-4, (b) (6) has (b) (6) own practice and does exams for DDS
B. What are the minimum interval times that the CE provider schedules for An exam? 45 minutes
7. PROCEDURES
A. How are records kept private and confidential? records are kept electronically in an encrypted computer system
B. How and from who is the claimant's medical history obtained? Dr, from a form that is handed out or directly from the claimant.
C. How and by whom is the claimant identified? receptionist or Dr Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? 45 minutes on average
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who? if so, is a medical assistant
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.

CE SITE REVIEW FORM POMS 39545.900	
1. General Info	
A. DATE	08-09-2012
B. NAME OF FACILITY/PROVIDER	(b) (6)
C. ADDRESS	(b) (6)
D. OTHER OFFICE LOCATIONS	(b) (6)
E. TYPES OF EXAMINATIONS CONDUCTED	child/adult psych evals
F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE	(b) (6)
(b) (6)	
G. PROVIDER	
NAME	(b) (6)
PHONE NUMBER	(b) (6)
CONTACT:	(b) (6) is office manager or receptionist who answers
2. PROVIDER CLASSIFICATION	
A. Key Provider for <u>your area</u> : primarily does Evaluation Examinations, or one of the top 5 volume providers for your area) ?	(b) (6)
B. A top Five CE Provider for the <u>State</u> by dollars spent (annual billing of \$100,000 or more a year)?	(b) (6)
C. Non key Panel Provider	
3. Reason for Visit	
A. Annual/Comprehensive	<input checked="" type="checkbox"/>
B. Partial/Special Problems	<input type="checkbox"/>
C. Unannounced regarding complaint	<input type="checkbox"/>
Describe complaint	
D. Other	<input checked="" type="checkbox"/>
E. If RO Staff has accompanied you, list names:	
4. FACILITIES	
A. Building	
1. Identifiability	(b) (6) building, address clearly marked
2. Cleanliness	very clean
3. Safe location for Claimant travel?	yes, on the (b) (6)
4. Handicap Accessibility	yes, use lower level parking lot
5. Public Transportation	bus runs right out front of building
6. Public Parking	two lots available right by building
7. Emergency Exit Signs	all exits marked with lighted signage
8. Rest Rooms Accessible from inside the office building	yes Clean yes Identified yes Accessible and Useable by someone using a wheel chair, walker, or crutches yes
9. Secure location for medical and computer records?	locked files in locked office, outer office has a security system.
10. Other (comments)	computer is encrypted
B. Waiting Room	
1. Cleanliness	very clean, 8 chairs and reading materials
C. Examining Rooms	

1. Cleanliness of Rooms office is nicely decorated with comfortable chairs and a sofa, desk and decorative accents.
D. Equipment/Laboratory Tests
1. X-ray – Onsite Performed At
2. Lab Work-Onsite Performed At
E. Remarks:
5. STAFF
A. Professionalism receptionist greeted me promptly when I walked in.
B. Claimants greeted timelyyes and friendly staff
C. Current Licensing
1. Displayed yes
2. On file with DDS yes
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 4-5 but we work out appointments into (b) (6) private practice schedule
B. What are the minimum interval times that the CE provider schedules for An exam? 60+ minutes, more if testing is done
7. PROCEDURES
A. How are records kept private and confidential? stored in locked files, computer is encrypted and files are not kept after report is paid for.
B. How and from who is the claimant's medical history obtained? (b) (6) does this (b) (6)
C. How and by whom is the claimant identified? photo id by receptionist if available or by asking questions to establish ID Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? 60+ minutes
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who? sometimes the parent but (b) (6) prefers the child to separate and come in alone
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Psych consults, WAIS IV, WISC IV, MSS for ODAR, Trails AB, WRAT, Vineland. No Binet or WPPSI. Will perform IQ's on those ages 6 and older. Will see for just a psych consult at younger ages.

F. PROVIDER HAS PERFORMED CE's FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME

PHONE NUMBER (b) (6)

CONTACT: (b) (6) -office manager

2. PROVIDER CLASSIFICATION

A. Key Provider for *your area*: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for Visit

A. Annual/Comprehensive

B. Partial/Special Problems

C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names: n/a

4. FACILITIES

A. Building

1. Identifiability Location is well identified. (b) (6) office is located in the (b) (6) building.

2. Cleanliness clean

3. Safe location for Claimant travel? yes

4. Handicap Accessibility yes

5. Public Transportation yes. Located on major bus route.

6. Public Parking Large free level lot.

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No

Clean Yes No

Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No

9. Secure location for medical and computer records? Yes No

(comments) Provider uses a laptop and flash drives. Also has locked paper files at (b) (6). Uses external hard drives as well for storage. (b) (6) reports that (b) (6) has recently encrypted all of the above. (b) (6) purchased a new laptop, which is encrypted. (b) (6) demonstrated the process by which the document is encrypted on the laptop. (b) (6) thinks that (b) (6) may have stored reports up to 15+ years old.

a. If records are kept on a computer or electronic drive or container, are they encrypted? yes
10. Other (comments)
B. Waiting Room
1. Cleanliness clean
C. Examining Rooms
1. Cleanliness of Rooms clean
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes. Patients are greeted by desk staff/receptionist
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? depends on the type of exam. 8 maximum in one day.
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes allotted for a psych consult. 90 minutes for a psych consult and IQ's.
7. PROCEDURES
A. How are records kept private and confidential? Laptop/flash drives/portable hard drive are all encrypted. Paper files/external hard drives are in a locked location in the examiner's (b) (6).
B. How and from who is the claimant's medical history obtained? History is obtained from the claimant by the examiner.
C. How and by whom is the claimant identified? Examiner identifies with photo ID Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? yes
D. How much time does the medical source spend face to face with the claimant? at least 60 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who? Not usually. A spouse or relative/parent may be present as needed.
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by n/a If by a nonphysician, state the performer's qualifications.
B. Interpreted by n/a

If a nonphysician, state the interpreter's qualifications.

C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab? n/a

9. Are there exit interviews with the claimants? Yes No If yes, who performs these?

**10. Does provider transmit the CE report electronically? Yes No
If yes, is this by fax Yes No manually thru website Yes No ?**

1. General Info

A. DATE 7/11/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Psychological & testing

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)
NAME

PHONE NUMBER (b) (6)

CONTACT:

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)B. primarily does Evaluation Examina
volume providers for your area)? (b) (6)B. A top Five CE Provider for the State by dollars spent (annual billing
of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for VisitA. Annual/Comprehensive B. Partial/Special Problems C. Unannounced regarding complaint

Describe complaint

D. Other New location (new suite only)

E. If RO Staff has accompanied you, list names:

4. FACILITIES**A. Building**

1. Identifiability Yes

2. Cleanliness Good

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes

5. Public Transportation Yes, on bus route

6. Public Parking Yes

7. Emergency Exit Signs Yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No Do you believe that the restrooms are accessible and usable by someone
using a wheel chair, walker, or
crutches? Yes No 9. Secure location for medical and computer records? Yes No

(comments) Lock box for paper records; locked storage off-site

a. If records are kept on a computer or electronic drive or container, are
they encrypted? Yes

10. Other (comments)

B. Waiting Room

1. Cleanliness Good

C. Examining Rooms

1. Cleanliness of Rooms Good

D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? Varies with testing/exams scheduled
B. What are the minimum interval times that the CE provider schedules for An exam? 1 hour
7. PROCEDURES
A. How are records kept private and confidential? Paper in lock box, locked area
B. How and from who is the claimant's medical history obtained? Vendor
C. How and by whom is the claimant identified? Vendor Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes
D. How much time does the medical source spend face to face with the claimant? 1-1+ hours
E. Is someone present in the room with the physician/psychologist during the examination ? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ?

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Internist

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6) Manager

2. PROVIDER CLASSIFICATION

A. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for Visit

A. Annual/Comprehensive

B. Partial/Special Problems

C. Unannounced regarding complaint

Describe complaint

D. Other

E. If RO Staff has accompanied you, list names:

4. FACILITIES

A. Building

1. Identifiability Sign

2. Cleanliness Good

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes

5. Public Transportation Yes

6. Public Parking Yes

7. Emergency Exit Signs Yes

8. Rest Rooms accessible from inside the office building Yes No

Clean Yes No

Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes No

9. Secure location for medical and computer records? Yes No
(comments)

a. If records are kept on a computer or electronic drive or container, are they encrypted? They do not store electronically, records stored with transcription service and paper stored in locked area

10. Other (comments)

B. Waiting Room

1. Cleanliness Good

C. Examining Rooms
1. Cleanliness of Rooms Good
D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? varies with hours the doctors are available to work
B. What are the minimum interval times that the CE provider schedules for An exam? 30 minute intervals
7. PROCEDURES
A. How are records kept private and confidential? Stored in locked area; records shredded after 2 months
B. How and from who is the claimant's medical history obtained? Claimant
C. How and by whom is the claimant identified? Picture ID Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes
D. How much time does the medical source spend face to face with the claimant? 20-30 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by NA If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> ?

1. General Info

A. DATE 7/10/12

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Psychological & testing

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)
NAME

PHONE NUMBER (b) (6)

CONTACT:

2. PROVIDER CLASSIFICATION

A. Key Provider for your area: (b) (6)

B. primarily does Evaluation Examinations, or is one of the top 5 volume providers for your area? (b) (6)

B. A top Five CE Provider for the State by dollars spent (annual billing of \$150,000 or more a year)? (b) (6)

C. Non key Panel Provider (b) (6)

3. Reason for Visit

A. Annual/Comprehensive

B. Partial/Special Problems

C. Unannounced regarding complaint

Describe complaint

D. Other New location

E. If RO Staff has accompanied you, list names:

4. FACILITIES

A. Building

1. Identifiability Yes

2. Cleanliness Good

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes, elevator

5. Public Transportation No

6. Public Parking Yes

7. Emergency Exit Signs Yes

8. Rest Rooms accessible from inside the office building Yes No

Clean Yes No

Identified Yes No

Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or

crutches? Yes No

9. Secure location for medical and computer records? Yes No

(comments) Desktop computer, locked (b) (6) office

a. If records are kept on a computer or electronic drive or container, are they encrypted? N/A

10. Other (comments)

B. Waiting Room

1. Cleanliness Good

C. Examining Rooms

1. Cleanliness of Rooms Good

D. Equipment/Laboratory Tests
1. X-ray Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
2. Lab Work Yes <input type="checkbox"/> No <input type="checkbox"/> Performed At
E. Remarks:
5. STAFF
A. Professionalism Yes
B. Claimants greeted timely Yes <input type="checkbox"/> No <input type="checkbox"/>
C. Current Licensing
1. Displayed Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? Depends on the clinic
B. What are the minimum interval times that the CE provider schedules for An exam? Schedule about every 30 minutes, with no shows that gives him adequate time for claimant to complete paperwork and then see them.
7. PROCEDURES
A. How are records kept private and confidential? Kept in locked (b) (6) office.
B. How and from who is the claimant's medical history obtained? Claimant
C. How and by whom is the claimant identified? ID, by provider Does the CE provider include the claimant's physical description (if needed) and claim number or SSN in the CE report as required by DI 22510.015A.7.? Yes
D. How much time does the medical source spend face to face with the claimant? 45 minutes
E. Is someone present in the room with the physician/psychologist during the examination? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Is so, who?
F. Does the medical source certify that assistants meet appropriate licensing or certification requirements of the State? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by (b) (6) (psych testing) If by a nonphysician, state the performer's qualifications.
B. Interpreted by If a nonphysician, state the interpreter's qualifications.
C. If tests are performed by an outside source, does the provider have an effective working relationship with the outside lab?
9. Are there exit interviews with the claimants? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, who performs these?
10. Does provider transmit the CE report electronically? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, is this by fax Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> manually thru website Yes <input type="checkbox"/> No <input type="checkbox"/> ?

(Signature of Reviewer or Head of Review Team)

(b) (6)

Date

7/10/12

Remarks (optional):

This is a new location for (b) (6) and (b) (6) will start seeing claimants there on 7/16. During the visit, I gave (b) (6) the PII flyer and reviewed again regarding encryption. (b) (6) utilizes a desktop computer which is not required to have encryption at this time. Copies of reports are stored in a locked area in (b) (6) office. (b) (6) holds clinics in several rural locations for DDS. (b) (6) schedules the clinic exams about every thirty minutes; with no shows this gives the claimant and (b) (6) plenty of time to complete paperwork and perform the exam. (b) (6) face time with the claimant is 45 minutes. (b) (6) stays to complete all of (b) (6) scheduled exams, no matter how long it takes. I did review with (b) (6) regarding our expectations for a fair and unbiased report and that our agency goal is for all of our claimants to be treated with compassion and respect. (b) (6) practices this regularly. (b) (6) has never had a complaint from a claimant. (b) (6) is prompt with (b) (6) reports, they are returned in 3-5 business days. (b) (6) discussed that (b) (6) is trying to do better with the diagnostic portion of (b) (6) exams since our last discussion. (b) (6) is trying to make sure all the diagnostic criteria are included in the report to support the diagnosis. After so many years in clinical practice, (b) (6) says it is easy for (b) (6) to diagnosis and (b) (6) can tell a person may have a specific condition but (b) (6) has not always included every detail to support the diagnosis. (b) (6) is trying to perform that function better for our reports. We also reviewed that with (b) (6) added locations in (b) (6), it has quadrupled (b) (6) business since 2008! (b) (6) is happy to serve DDS and is open to any feedback and communication. (b) (6) was very complimentary of our CE staff with scheduling interactions.

ANNUAL CONSULTATIVE EXAMINATION MANAGEMENT
OVERSIGHT REPORT
FY2012

MINNESOTA DISABILITY DETERMINATION SERVICES

SU Y
Medical R (b) (6) ordinator

MN DDS PROCEDURES: COMPLAINT RESOLUTION

General procedure per the Consultant Examination Oversight Plan, Section D: All complaints referred to Medical Services are investigated. A complete description of the complaint is obtained. The CE Panelist is contacted to discuss the complaint. The claimant or other party is contacted regarding action taken and resolution of the problem. Documentation concerning the complaint is kept in the CE provider's folder. If the complaint is of a serious nature, a visit may be made to the consultant's office for further investigation of the problem. Chicago Regional Office is notified in the event of serious complaints, i.e., physical or sexual abuse by a provider.

LIST OF KEY PROVIDERS & ONSITE REVIEWS

Alford Karayusuf, MD

1. Metro Square Bldg., 7th & Robert Sts., St. Paul, MN 55101*
2. 3100 Lake Pt. Corporate Bldg., #210, MPLS, MN 55404
*onsite: 08/29/12

Donald Wiger, LP & Associates

1. 229 Jackson St. #136, Anoka, MN 55303
2. 155 S Wabasha #122, St. Paul, MN 55107*
3. 155 Commerce St., Wabasha, MN 55981
*onsite: 10/22/12

Craig Barron, PsyD., LP

1. Our Savior's Housing, 2219 Chicago Ave. S., MPLS., MN 55404*
2. Spruce Tree Center, 1600 University Ave. W. #303, St. Paul, MN
3. St. Francis Ctr., 116 8th Ave. SE, Little Falls, MN 56345
*onsite: 08/24/12

Ward Jankus, MD

1. University Park Med Bldg, MN Surgical Assoc #270, St. Paul MN 55104
*onsite: 11/13/12

A. Neil Johnson, MD

1. District One Hospital 200 State Ave., Faribault, MN 55021
2. Now Urgent Care Clinic 1955 W County Rd B2, Roseville, MN
3. Brookdale Integrative Health 5740 Brooklyn Blvd , Brooklyn Ctr, MN
4. Cambridge Chiropractic Clinic 137 SW 2nd Ave., Cambridge, MN
5. Mariner Medical Clinic, 109 N 28th St. E., Superior, WI 54880*
6. Bentz Chiropractic Clinic, 1022 S 19th St., LaCrosse, WI 54601
*onsite: 10/04/12

Dustin Warner, PsyD., LP

1. 325 Cedar St. #312, St. Paul, MN 55101
*onsite: 08/16/12

Marlin Trulsen, LP

1. 102 S 29th Ave. W #106, Duluth, MN 55806*
2. Lakeview Psychological Clinic 600 Union St. So., Mora, MN 55051
*onsite: 10/04/12

Lyle Wagner, PhD., LP

1. Carnegie Bldg #103, 101 W 2nd St., Duluth, MN 55802*
2. (b) (6) Brainerd, MN 56401
3. (b) (6) Litchfield, MN 55355
*onsite: 10/04/12

Robert Barron, PhD., LP

1. (b) (6) MPLS, MN 55408*
2. (b) (6) Mankato, MN 56001
3. 3800 American Blvd W. #1500, Bloomington, MN 55431
4. Lao Family Community Ctr., St. Paul, MN 55103
*onsite: 10/23/12

CE PANEL INFORMATION

Current number of CE Providers on Panel: 232

Process for review of CE Panelist exclusion lists, credentials checks:
See MN DDS Policy Memo 2347 (attached)

Process used by the DDS to ensure CE Providers support personnel
are properly licensed/credentialed: See MN DDS Policy Memo 2347

Medical Services Outreach:

(b) (6) MRO
(b) (6) MRO
(b) (6) MRO (former)
(b) (6) State Program Admin.

Medical Relations staff have been involved in the following activities (FY12):

- Review of Military Casualty cases and follow-up with Veterans medical facilities to expedite receipt of MER.
- Monitored ERE Helpline for questions concerning electronic MER & CE submissions from statewide vendors.
- 4/12: Staffing a booth at the MN Health Information Medical Association annual conference to promote ERE.
- Provided eCat training & support for State Agency Medical Consultants & staff.
- 6/12: Staffing a booth at the 2012 MN e-Health Conference to promote ERE. This annual conference provides an opportunity for the MN DDS MRO staff to network with ERE providers including the Community Health Information Collaborative (CHIC), the University of MN Hospitals & Clinics, HealthPartners (HMO), and the MN Department of Health.
- 9/12: Presentation at MN Congressional Briefing regarding the disability claims process.
- Interface with statewide MER vendors to coordinate eAuthorization rollout.

- Presenting information re: the MN DDS and the SSA Disability Programs to the Dept. of Employment & Economic Development's Communications Team & Area One Director's Office: 4/12
- MRO presentation at MN Dept. of Human Services to SOAR Initiative outreach workers, advocates, and attorneys regarding SSI Disability evaluation criteria & process.
- Participant in homeless initiative stakeholder's meeting involving attorneys, advocates, and program administrators sponsored by the MN Dept. of Employment & Economic Development (DEED).
- Coordinated & scheduled all consultative exams in the MN prison system for the DDS.
- Presented to statewide components of SSA (e.g., ADO, FOs) regarding DDS staffing, workflow, quality, systems, and delivery of services.
- Provided eCat and e827 training & support to in-house medical & examiner staff.
- Created databases to gather, analyze, and evaluate vendor information. Contributed recommendations for improvements to legacy and ERE systems.
- Conducted training session regarding outbound & incoming MER document workflow, troubleshooting, and error queues.
- Organized training presentation to DDS staff by CE Panelist regarding the components of the mental status examination and challenges to the CE provider.
- Provided technical support & training to ERE website users/medical consultants.

Policy: Verifying licenses of CE panelists/Identifying sanctioned panelists

Minnesota DDS must verify current licensure for consultative examination panelists when they are hired, and will assure that licenses remain current.

Verification is conducted by DDS staff on a quarterly basis.

PROCEDURE

<u>WHO</u>	<u>STEP</u>	<u>WHAT ACTION</u>
PRO	1	Add new licensed CE panelists as needed and make sure that all panelists are entered in our license verification table. This table should be accessible by the PROs and the ACE supervisor.
	2	Contact the Minnesota Medical Association or Minnesota Board of Psychology to determine the license expiration date of the panelist.
	3	Give the name of the new consultant, the license number , and the license expiration date to the ACE supervisor.
ACE Sup	4	Enter the new panelists and the license expiration dates in a “license verification” table.
	5	From 1 month to 2 weeks p rior to the license expiration date, verify that a new license has been issued.
	6	If the panelist has renewed his/her license, enter the new expiration date in the license verification table.
	7	If the new license has not been issued, inform the PRO immediately.
PRO	8	Call the panelist immediately to determine if the consultant intends to renew the license. If the answer is yes, verify the license renewal with the MN Board of Psychology or the MN Medical Association. This can be done by sending the appropriate form to the MN Board of Psychology, or by accessing the MN Medical Association website. The Board of Psychology is located at 2829 University Ave SE, #320, St. Paul, 55414-3237 (telephone 612-617-2230). Their website is www.psychologyboard.state.mn.us . The website for the Board of Medical Practice is www.bmp.state.mn.us , their

address is 2829 University Ave SE, #400, Mpls, MN. 55414-3246 (telephone 612-617-2130).

- 9 If we are unable to verify license renewal prior to the expiration date, the PRO should inform the Assistant Director of Operations and the Assistant Director of Medical Services.
- Asst. Dir, Ops & 10 Agree to suspend use of the consultant immediately.
Asst. Dir, Med Ser
- 11 The ADO will ask the ACE Sup to cancel pending exams.
- PRO 12 Follow up with the panelist until we are assured that the
panelist is currently licensed, or until we decide the
license will not be renewed.
- 13 Reinstatement the consultant on our C/E panel, or remove the
consultant permanently for lack of licensure. Inform the
AD's of the decision.
-
- ASSURING VALID LICENSURE OF STAFF ASSISTING
VOLUME PROVIDERS.
- PRO 1 Send form VPI (Attached) to all volume providers each year.
- 2 Returned positive responses will be kept on file.
- 3 If the volume provider does not verify valid licensure of
staff assisting with the exam, we will contact the volume
provider and take steps to assure licenses are valid, or
discontinue use of the volume provider/assistant.

SANCTIONED PANELISTS

- PRO 1 Compare the monthly sanctioned providers list issued by
SSA to our list of panelists. If our providers have been
sanctioned, obtain approval from DDS administrative staff
and take the necessary steps to discontinue the service of
the panelist.



Statement of
Agreement - Feder..

Montana DDS Annual Consultative Exam (CE) Oversight Report
Fiscal Year 2012

I. Complaints:

All complaints, verbal or in writing, are brought to the attention of the MPRO, Adjudication Operations Section Chief, or DDS Bureau Chief as appropriate. There are no State-mandated protocols for dealing with complaints. All complaints are monitored and filed by the MPRO.

Less serious complaints are most common, which include statements from claimants stating the provider treated them unprofessionally. Most of our complaints come from claimant phone calls. We document the calls and place them in a complaint file. We request the caller submit his/her complaint in writing if s/he would like us to further investigate. If the caller does not submit a written response, we take no further action. If we receive a frequent number of verbal complaints pertaining to one specific CE provider or facility, we will bring this to the provider's attention and request a response. We may put this provider on a probationary status and review the next five (5) CEs they perform. If we see improvement the probation will end, otherwise we may terminate the provider from our list.

Less common are the more serious complaints, which include those involving allegations of questionable conduct. We ask for any complaint of more serious nature to be put in writing. We place the written complaint in the DDS complaint file and the disability applicant's case file. We send the claimant a letter of acknowledgement that we received their complaint. We discuss the complaint with the CE provider over the phone or in person. We also request a formal response from the CE provider in writing. We place the provider responses in the DDS complaint file. Depending on the severity of the complaint, we may send a formal reply to the claimant and include a copy of the CE provider's response describing the action(s) taken.

Depending on the frequency or severity of complaints, we may send a survey to the next five claimants receiving a CE from that particular provider or facility. We may also perform an additional on-site review. If the complaints are valid, repetitious, or cumulative we may discontinue using the provider for consultative exams.

For FY2012, we received 6 written complaints out of over 5500 scheduled consultative examinations. We placed one provider in a probationary status (b) (6). We did not terminate any providers in FY2012 due to complaints. There is no apparent trend or changes in claimant complaints from previous years. The RO was not involved in any complaint in FY2012.

II. Onsite Reviews:

The PRO performed 48 visits to CE providers or exam sites, which 29 of those visits were formal onsite evaluations. The DDS keeps onsite evaluation reports on file. The PRO visited five (5) out of the top seven (7) providers by volume: Mark Mozer PhD, James Crichton MD, Michael Doubek MD, Occupational Health and Wellness, and David Mahoney PhD. The PRO

was unable to perform onsite review the other two (2) top providers: AMCE Physicians Group and Patricia Webber PhD. AMCE Physicians Group's primary physician went on sabbatical and they were unable to secure another physician by the end of FY 2012. They have since acquired a new physician and a formal onsite review is being planned. Patricia Webber PhD was unavailable for an onsite evaluation during the PRO's visit to that community, though an upcoming onsite evaluation is scheduled.

III. Key Providers by volume, in order of highest to lowest number of exams-

Mark Mozer PhD
111 N Last Chance Gulch
Arcade Bldg Suite 4G
Helena, MT 59601

AMCE Physicians Group
Gary Lord MD
PO Box 460
Hooper, UT 84315

James Crichton MD
(b) (6)
Helena, MT 59601

Michael Doubek MD
(b) (6)
Great Falls, MT 59401

Patricia Webber PhD
1001 SW Higgins Ave #207
Missoula, MT 59801

Occupational Health and Wellness
205 Sunnyview Lane
Kalispell, MT 59901

David Mahoney PhD
Riverside Plaza
100 Second Street
Whitefish, MT 59937

IV. CE Panels:

The MT DDS has over 255 active CE providers and exam locations on our CE panel. We verify all new provider licenses through the State of Montana online database. Providers and facilities are also checked on the OIG exclusion site to ensure there are no sanctions in place. Mid-levels such as nurse practitioners and physician assistants are also included in the

credentialing process. We recheck licenses and OIG status for all providers and facilities at least annually. When licenses are not renewed by the expiration date, we notify the provider and allow a 30-day grace period for renewal. We also recheck credentials and OIG status when we receive any written complaint.

VI. Medical Fee Schedules:

Rates of payment are in accordance with the CFR regulations. Beginning April 1, 2012, we adopted the State of Montana, Department of Labor, workers' compensation fee schedule. Rates for physical and mental exams were raised, consistent with regional DDS rates, in an effort to remain competitive and retain current providers. Despite increase the fee schedule rates, the average cost per claim raised only 1.16% over FY2011. A higher fee is at times necessary for examinations conducted in rural and isolated areas, including critical access hospitals for ancillary studies. Exceptions to this schedule are approved by Regional Office. See our attached current fee schedule.



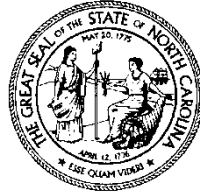
FY2012 Fee
Schedule.xlsx

VII. PRO Activities and Electronic Medical Evidence:

The DDS Bureau Chief, PRO, and other DDS staff made nearly 80 visits to hospitals, clinics, mental health centers, Native American tribes, and CE providers during FY2012. The PRO performed 72 visits to hospitals, clinics, and CE providers. DDS Medical Consultants networked with providers in their specialties to assist with CE recruitment at medical conferences. We recruited 33 new providers or exam locations during FY2012, and lost nearly the same number due to retention or those performing only one-time exams for their own patients.

The PRO met with Indian Health Service (Tribal Health) personnel from all 5 of the 7 Montana Indian reservations. The Bureau Chief visited mental health networks and conducted 3 SOAR trainings across the state. Exhibiting at conferences, workshops, and other public events allows for marketing the DDS, recruiting CE providers, and encouraging ERE.

The PRO encourages the use of technology to increase processing time of CE reports and MER responses, while reducing the cost of paper, ink, and postage. The PRO introduced the use of outbound fax in FY2012 and increased usage to over 100 CE providers. The PRO also promotes using Electronic Records Express during face-to-face visits, phone calls, mailings, and email. The PRO signed up 16 new ERE accounts in FY2012. The PRO also introduced use of eOR (electronic outbound request) in FY2012 and signed up 2 medical records providers and 4 CE providers. DDS reduced the amount of inbound and outbound mail by encouraging fax and ERE processes. The average CE report response time for FY2012 is 11.48 days, which is a decrease of 4.25% from the prior year.



Division of Vocational Rehabilitation Services

(b) (6), Director

Post Office Box 243
Raleigh, North Carolina 27602
Michael Kaess, Administrator

Date: November 15, 2012

To: (b) (6)
Social Insurance Specialist
Center for Disability

From: (b) (6)
NC DDS Professional Relations Supervisor

Subject: 2011-2012 NC DDS CE Oversight Report

I. Complaint Procedures

North Carolina DDS investigates each unique complaint submitted to the Professional Relations Office. A claimant complaint is defined as a written or verbal complaint regarding a CE provider that may require remedial action. Claimant complaints are received in various ways; however, they are most often received on the Client Survey Form, which is completed and returned by the claimant after their examination. If a verbal complaint is received, the claimant is requested to submit the complaint in writing. Complaints that are submitted on behalf of the claimant by a family member, attorney, claimant representative, etc. are also investigated. We utilize the Client Survey Form to obtain the necessary information in writing. In addition to completing the form, claimants are encouraged to submit any additional information, which is relevant to the complaint. Complaints that concern the examination itself, the professionalism of the physician/psychologist, and/or office staff are viewed as major complaints. An unannounced office visit, telephone call, or letter to the CE panel member's office may be necessary for resolution of the complaint. All claimant complaints are responded to in a timely manner by telephone or letter. Corrective action is taken when necessary. A written summary is prepared detailing the nature of the complaint and any actions taken for resolution. A copy of the complaint and subsequent actions are maintained in the Client Survey File and the CE panel member's individual file. Any complaint deemed significant is placed in the Major Complaint File and a list of major complaint summaries is maintained.

Complaints concerning rudeness and/or unprofessional manner or attitude of the CE provider and/or their staff members are usually deemed a major complaint. In these instances, the CE report completed by the provider is normally reviewed prior to taking action. The complaint(s) are shared with the CE provider and a verbal or written response is obtained to address the claimant's allegations. After the response is received, the relevant party is contacted by phone and/or letter.

Complaints involving environmental factors or conditions usually require unannounced onsite visits for investigation. Providers are requested to make appropriate changes when indicated. Continued client surveys are used to monitor the situation.

Various other complaints such as pain during the examination, incomplete examinations, lack of ancillary studies, inconsistent findings with medical history, lack of provider qualifications, office accessibility issues, difficulty locating the office, extended waiting times, and privacy issues are investigated on a case by case basis. Copies of reports are obtained and reviewed for adequacy of assessment of the claimant's impairments. CE providers are contacted so concerns can be addressed. Necessary actions are taken for resolution when appropriate and the complainant is advised of the actions. Documentation of complaints is retained on file for future reference as needed.

II. Onsite Reviews performed by NCDDS Professional Relations Officers

Onsite visits for Key Providers are listed in descending order based on earnings. There were thirty-four Key Providers identified for fiscal year 2011-2012. Twenty-three earned in excess of \$150,000 annually and the remaining eleven primarily performed consultative examinations.

Exhibit 1—List of onsite visits in fiscal year 2011-2012

III. Key Providers

- | | | |
|---|-------------------------|------------------------|
| 1. \$516,720.00
MDSI Physicians Group
P.O. Box 9039
Ogden, UT 84409 | Onsite Visit
6/7/12 | Office
Charlotte |
| 2. \$485,591.06
Occumed Walk-In and Urgent Care
530 N. Elam Avenue
Suite C
Greensboro, NC 27403 | Onsite Visit
8/21/12 | Office
Greensboro |
| 3. \$484,767.50
The Neuropsychology Consultants
P. O. Box 18926
Raleigh, NC 27619 | Onsite Visit
5/24/12 | Office
Fayetteville |
| 4. \$279,520.07
Southeast X-ray (SXR Evaluations)
102 N. 17 th Street
Ozark, Arkansas 72949 | Onsite Visit
7/19/12 | Office
Durham |
| 5. \$322,242.02
Charlotte Medical Center
Tuan Anh Huynh, M.D.
7940 Williams Pond Lane
Suite 250
Charlotte, NC 28277 | Onsite Visit
3/6/12 | Office
Charlotte |
| 6. \$316,265.00
Medical Support Associates
2349 Hearthstone Drive
Gastonia, NC 28056 | Onsite Visit
8/22/12 | Office
Hickory |

7.	\$297,940.24 Tri-State Occupational Medicine 612 Sixth Avenue Huntington, WV 25701	Onsite Visit 6/27/12	Office Greenville
8.	248,055.00 Rehabilitation and Pain Management Family Medicine and Rehabilitation Center 2902 Central Heights Road Suites A-C Goldsboro, NC 27534	Onsite Visit 12/12/11 1/5/12	Office Goldsboro Kinston
9.	\$234,752.20 Med First Inc. 2731 B. Capital Blvd. Raleigh, NC 27604	Onsite Visit 5/7/12	Office Raleigh
10.	\$224,656.90 Anthony G. Carraway, MD (b) (6) Raleigh, NC 27608	Onsite Visit 3/30/12	Office Raleigh
11.	\$223,165.00 CE Provider Services LLC 2190 E. 3715 S. Salt Lake City, UT 84109	Onsite Visit 1/21/12 6/7/12	Office Chapel Hill Burlington
12.	\$208,465.00 Pineview Psychological Services David Johnson, M.A. P.O. Box 159 Candor, NC 27229	Onsite Visit 12/1/11	Office Fayetteville
13.	\$200,416.00 Virginia Medical Exams 11357 Nuckols Road Suite 163 Glenn Allen, Virginia 23059	Onsite Visit 10/3/11 10/28/11	Office Henderson Raleigh
14.	\$190,330.00 HealthCo Ferris Locklear MD 522 Peterson Drive Lumberton, NC 28358	Onsite Visit 12/1/11	Office Lumberton
15.	\$173,482.05 Lifeworks Professional Corporation 205 E. Union Street Morganton, NC 28655	Onsite Visit 3/7/12 8/22/12	Office Hickory Morganton

16. \$183,870.00 Carol Gibbs, MD (b) (6) Cary, NC 27519	Onsite Visit 2/8/12	Office Durham
17. \$169,263.08 Med Plus Disability Evaluations PO Box 1590 Southaven, MS 38671	Onsite Visit 7/21/12	Office Raleigh
18. \$168,592.00 Huntersville Family Practice Vincent Hillman, M.D. 12531 Kane Alexander Drive Huntersville, NC 28078	Onsite Visit 3/6/12	Office Charlotte
19. \$168,218.03 Cabarrus Mercy Clinic Adebola K. Adekanmbi, M.D. 271 Executive Park Drive Concord, NC 28025	Onsite Visit 6/11/12 8/29/12	Office Concord Concord
20. \$167,745.00 Scott Schell, M.D. P.O. Box 1163 Southern Pines, NC 28387	Onsite Visit 2/2/12	Office Southern Pines
21. \$168,686.52 Occupational Health Partners 112 Donmoor Court Garner, NC 27529	Onsite Visit 11/7/11	Office Garner
22. \$153,527.40 Coastal Internal Medicine, P.A. 2032 S. 17 th Street Suite 101 Wilmington, NC 28401	Onsite Visit 2/13/12	Office Wilmington
23. \$150,432.63 John K. Warnken, MS 4425 Randolph Road Suite 208 Charlotte, NC 28211	Onsite Visit 3/6/12	Office Charlotte
24. \$146,017.75 Jerome B. Albert, PhD (b) (6) Goldsboro, NC 27534	Onsite Visit 12/7/11 5/8/12	Office Kinston Roanoke Rapids
25. \$100,193.91 Kumar Internal Medicine Associates 108 N. Englewood Drive	Onsite Visit 1/18/12	Office Rocky Mount

Rocky Mount, NC 27804

- | | | |
|---|----------------------------------|--------------------------|
| 26. \$99,027.49
Dale Caughey, M.D.
(b) (6)
Wilmington, NC 28403 | Onsite Visit
Retired
10/11 | Office
Wilmington |
| 27. \$77,175.00
John A. Surmonte, MD
P. O. Box 5130
Pinehurst, NC 28374 | Onsite Visit
2/2/12 | Office
Southern Pines |
| 28. \$77,595.00
Gary Bachara, Ph.D.
101 Brentwood Center Lane
P. O. Box 278
Wilson, NC 27894 | Onsite Visit
4/5/12 | Office
Wilson |
| 29. \$70,875.00
Glenn J. Baumblatt, MD
(b) (6)
Charlotte, NC 28262 | Onsite Visit
Retired
4/12 | Office
Charlotte |
| 30. \$55,080.00
George Mills, MD
(b) (6)
Monroe, NC 28112 | Onsite Visit
6/7/12 | Office
Monroe |
| 31. 43,785.02
Frank T. Shafer, MD
P.O. Box 2129
Salisbury, NC 28145 | Onsite Visit
3/6/12 | Office
Salisbury |
| 32. \$42,680.00
James Frazier, Ph.D.
1100 Navaho Drive
Woodoak Building, Suite 102
Raleigh, NC 27609 | Onsite Visit
6/16/12 | Office
Raleigh |
| 33. \$39,161.52
Southern Medical Group Inc.
2439 Churchill Drive
Bossier City, LA 71111 | Onsite Visit
5/12/12 | Office
Washington |
| 34. \$34,710.00
Romeo Atienza, MD
(b) (6)
West End, NC 27376 | Onsite Visit
8/14/12 | Office
West End |

IV. CE Panel

A. Current Number of CE panel members----- 1419 active CE providers
227 hospitals and related facilities

B. The PRO staff, in conjunction with the Medical Peer Review Consultant, conducts a complete credentials check on all potential CE panel members at the initial application. This includes requiring the potential CE provider to sign a Memorandum of Understanding and Agreement, which specifically states they must not be excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs, or other federally assisted programs. We verify that the source is currently licensed and in good standing in the state of North Carolina through their respective licensing board including the North Carolina Medical Board, North Carolina Psychology Board, North Carolina Board of Examiners for Speech & Language Pathologists and Audiologists, and HHS Office of Inspector General Website. Potential CE panel members in Border States are credentialed through their respective licensing board in that state. If credential verification reveals any type of board action, NC DDS requests a copy of the action(s) when they are unavailable on the respective board's website. Public file information on physicians licensed with the North Carolina Medical Board can be accessed via the North Carolina Medical Board website. In addition, the Medical Peer Review Consultant in PRO and the PRO Supervisor receives immediate notification of disciplinary actions from the North Carolina Medical Board via e-mail. The Medical Peer Review Consultant and PRO Supervisor are also responsible for checking the Bimonthly Disciplinary Notice posted on the North Carolina Medical Board's website. To ensure CE sources renew and maintain their licenses appropriately, NC DDS verifies licensure on a yearly basis through the NC Medical Board website and HHS OIG website for each provider. A database was established in an effort to complete this task. The North Carolina Medical Board requires yearly license renewal based on the physician's date of birth. NC DDS verifies annual license renewal and checks for possible board actions on a monthly basis corresponding with the physician's date of birth. Physician assistants and nurse practitioners who participate in consultative examinations are also verified through the North Carolina Medical Board and the HHS Office of Inspector General Website on a yearly basis. The North Carolina Psychology Board requires license renewal in October of every even numbered calendar year for psychologists. NC DDS PRO staff performs licensure verification on a yearly basis and throughout the year as needed based on client surveys, complaints, onsite visits or other significant situations. The North Carolina Psychology Board annotates any board actions on their website; however, a copy of the actual action must be requested via an on-line request form. In addition, they also send us a copy of board actions after each board meeting.

C. Licensure for support personnel such as nurses and medical assistants is addressed in our Memorandum of Understanding and Agreement that is signed at the initial application period. This memorandum clearly states all support staff used in the performance of consultative examinations must meet the appropriate licensing or certification requirements of the State. It is the responsibility of the CE provider to ensure they utilize appropriately licensed staff on a regular basis. During onsite visits, we request verification of licensure of support staff as well. In addition, a letter is sent to each group and provider yearly asking them to certify they are not excluded, suspended or otherwise barred from participation in the Medicare/Medicaid programs or any other federally assisted program and that their licenses are in good standing with their respective licensing board. Providers are asked to submit a copy of all support personnel's licenses involved in the CE process. Providers failing to respond will be contacted and scheduling terminated if they do not respond within 30 days after the second contact.

D. Effective April 25, 2012, NC DDS initiated a new procedure for annual review of hospitals and radiologists. Initially, we queried our database and obtained a list of all hospitals and radiology groups that were used in the consultative examination process within the last year. The Professional Relations Office (PRO) verified that each hospital and radiology group was not on the list of Excluded Individual/Entities by checking the United States Department of Health and Human Service, Office of Inspector General website. This ensured that they were not currently excluded, suspended, or barred from participation in federal or federally assisted programs. PRO also utilized the North Carolina Division of Health Service Regulation website to verify that the hospital was also currently licensed by the State of North Carolina.

A letter was mailed initially to each hospital and radiology group requesting a signed statement certifying that all support staff meet the appropriate State licensing or certification requirements and that they have not been sanctioned. A review will be performed annually to ensure providers are not excluded for improprieties in a Federal program that would prevent them from performing consultative examination services. State licensure will also be verified annually for hospitals. Going forward, these procedures will be used prior to adding any new hospital or radiology groups to the consultative examination panel.

Exhibit 2—Memorandum of Understanding and Agreement

Exhibit 3---Credentialing letter for CE providers and support personnel

V. Medical Fee Schedule

A. During fiscal year 2011-2012, there were no changes made to the NC DDS fee schedule used for consultative examinations. Currently North Carolina DDS does not provide any volume medical provider discounts. The reimbursement rate for MER remains at a maximum of \$15.00.

B. Exhibit 4—NC DDS Schedule of Consultative Examinations and Procedures

Exhibit 5—Comprehensive NC DDS Fee Schedule

VI. Outreach Activities

The Professional Relations Staff participated in various types of outreach activities throughout FFY 2011-2012 in an effort to recruit CE panel members, recruit ERE sources, and educate the public about Social Security Disability. The PRO staff exhibited at major medical and professional meetings throughout the state. Presentations were made to various health care related and other professional groups. PRO participated in 22 Outreach Activities during the fiscal year.

Exhibit 6—Outreach Activities Fiscal Year 2011-2012

ONSITES

FISCAL YEAR - 2012

<u>SOURCE</u>	<u>CITY</u>	<u>DATE</u>	<u>KEY/N-KEY</u>	<u>PRO</u>	<u>REASON</u>
Virginia Medical Exams Vinod Shah, M.D.	Henderson	10/3/11	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Harmony Psychology Services Michelle A. Coates Jessica Medford, Psy.D.	Morganton	10/5/11	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Harmony Psychology Services David Brantley, Psy.D.	Gastonia	10/5/11	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Virginia Medical Exams	Raleigh	10/28/11	Key	(b) (6)	Onsite, (b) (6)
Occupational Health Partners Gonzalo Fernandez, M.D.	Garner	11/7/11	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Pamela D. Lewis, Ph.D.	Wake Forest	11/8/11	Non-key	(b) (6)	Onsite, (b) (6)
Michael Fiore, Ph.D.	Black Mountain	11/18/11	Non-key	(b) (6)	Onsite, (b) (6)
Timothy Johnston, D.O.	Cullowhee	11/18/11	Non-key	(b) (6)	Onsite, (b) (6)
Southeastern Psychological Services	Fairmont	12/1/11	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Ferriss Locklear, M.D.	Lumberton	12/1/11	Non-key	(b) (6)	Onsite, (b) (6)
David Johnson, M.A.	Fayetteville	12/1/11	Key	(b) (6)	Onsite, (b) (6)
Jerome B. Albert, Ph.D.	Kinston	12/7/11	Key	(b) (6)	Onsite, (b) (6)
Maqsood Ahmed, M.D.	Goldsboro	12/12/11	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Eurgia C. Land, M.D.	Greenville	12/13/11	Non-key	(b) (6)	Onsite, (b) (6)
Maqsood Ahmed, M.D.	Kinston	1/5/12	Key	(b) (6)	Onsite, (b) (6)

Exhibit 1

Kumar Internal Medicine Satish Kumar, M.D.	Rocky Mount	1/18/12	Key	(b) (6)	Onsite, (b) (6)
C.E. Provider Services	Chapel Hill	1/21/12	Key	(b) (6)	Onsite, (b) (6)
Ernest Akapka, Ph.D.	Raleigh	1/31/12	Non-key	(b) (6)	Onsite, (b) (6)
Scott Schell, M.D.	Southern Pines	2/2/12	Key	(b) (6)	Onsite, (b) (6)
John Surmonte, M.D.	Southern Pines	2/2/12	Key	(b) (6)	Onsite, (b) (6)
Carol Gibbs, M.D.	Durham	2/8/12	Key	(b) (6)	Onsite, (b) (6)
Anthony Smith, Ph.D.	Durham	2/9/12	Non-key	(b) (6)	Onsite, (b) (6)
April Harris-Britt, Ph.D.	Durham	2/9/12	Non-key	(b) (6)	Onsite, (b) (6)
Richard Campbell, Ph.D.	Wilmington	2/13/12	Non-key	(b) (6)	Onsite, (b) (6)
Coastal Internal Medicine Ayman Gebrail, M.D. Feras Tanta, M.D.	Wilmington	2/13/12	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Surya Challa, M.D.	Winston-Salem	2/15/12	Non-key	(b) (6)	Onsite, (b) (6)
James Branch, M.D.	Winston-Salem	2/15/12	Non-key	(b) (6)	Onsite, (b) (6)
Palladium Primary Care George Osei-Bonsu, M.D.	High Point	2/17/12	Non-key	(b) (6)	Onsite, (b) (6)
Gerald Strag, Ed.D.	New Bern	2/21/12	Non-key	(b) (6)	Onsite, (b) (6)
Amy James, Psy.D.	New Bern	2/21/12	Non-key	(b) (6)	Onsite, (b) (6)
Alexander Lopez, M.S.	Concord	3/6/12	Non-key	(b) (6)	Onsite, (b) (6)
Charlotte Medical Center Tuan Anh Huynh, M.D.	Charlotte	3/6/12	Key	(b) (6)	Onsite, (b) (6)
Huntersville Family Practice Vincent Hillman, M.D.	Charlotte	3/6/12	Key	(b) (6)	Onsite, (b) (6)
Earl J. Epps, M.D.	Charlotte	3/6/12	Non-key	(b) (6)	Onsite, (b) (6)
Warren Steinmuller, M.D.	Charlotte	3/6/12	Non-key	(b) (6)	Onsite, (b) (6)
John Warnken, M.S.	Charlotte	3/6/12	Key	(b) (6)	Onsite, (b) (6)
Farangis Goshtasbpour, Ph.D.	Charlotte	3/6/12	Non-key	(b) (6)	Onsite, (b) (6)

Exhibit 1

Frank Shafer, M.D.	Salisbury	3/6/12	Key	(b) (6)	Onsite, (b) (6)
Vikram Shukla, M.D.	Gastonia	3/7/12	Non-key	(b) (6)	Onsite, (b) (6)
Gastonia Family Practice Albert Whitaker, Jr., M.D.	Gastonia	3/7/12	Non-key	(b) (6)	Onsite, (b) (6)
Lifeworks	Hickory	3/7/12	Key	(b) (6)	Onsite, (b) (6)
Anthony Carraway, M.D.	Raleigh	3/30/12	Key	(b) (6)	Onsite, (b) (6)
Theodore Brna, Jr., M.D.	Bailey	4/5/12	Non-key	(b) (6)	Onsite, (b) (6)
Gary Bachara, Ph.D.	Wilson	4/5/12	Key	(b) (6)	Onsite, (b) (6)
Med First Mark A. Samia, M.D.	Raleigh	5/7/12	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Jerome B. Albert, Ph.D.	Roanoke Rapids	5/8/12	Key	(b) (6)	Onsite, (b) (6)
Southern Medical Group	Washington	5/12/12	Key	(b) (6)	Onsite, (b) (6) (b) (6)
The Neuropsychology Consultants	Fayetteville	5/24/12	Key	(b) (6)	Onsite, (b) (6) (b) (6)
C.E. Provider Services	Burlington	6/7/12	Key	(b) (6)	Onsite, (b) (6)
MDSI Physicians Group	Charlotte	6/7/12	Key	(b) (6)	Onsite, (b) (6)
George T. Mills, M.D.	Monroe	6/7/12	Key	(b) (6)	Onsite, (b) (6)
Cabarrus Mercy Clinic Adebola Adekanmbi, M.D.	Concord	6/11/12	Key	(b) (6)	Onsite, (b) (6) (b) (6)
Harmony Psychological Services Michelle Coates, M.A.	Gastonia	6/11/12	Non-key	(b) (6)	Onsite, (b) (6) (b) (6)
James R. Frazier, Ph.D.	Raleigh	6/16/12	Key	(b) (6)	Onsite, (b) (6)
Tri-State Occupational Medicine	Greenville	6/27/12	Key	(b) (6)	Onsite, (b) (6) (b) (6)
SXR Medical Evaluations	Durham	7/19/12	Key	(b) (6)	Onsite, (b) (6)
Med-Plus, NC	Raleigh	7/21/12	Key	(b) (6)	Onsite, (b) (6)

Exhibit 1

Richard Bing, Ph.D.	Edenton	7/23/12	Non-key	(b) (6)	Onsite, (b) (6)
Jerome Albert, Ph.D.	Edenton	7/23/12	Key	(b) (6)	Onsite, (b) (6)
Romeo Atienza, M.D.	West End	8/14/12	Key	(b) (6)	Onsite, (b) (6)
Occumed Walk-In & Urgent Care	Greensboro	8/21/12	Key	(b) (6)	Onsite, (b) (6)
Dale Mabe, D.O.	Black Mountain	8/21/12	Non-key	(b) (6)	Onsite, (b) (6)
Walter J. Miller, Ph.D.	Asheville	8/21/12	Key	(b) (6)	Onsite, (b) (6)
Medical Support Associates	Hickory	8/22/12	Key	(b) (6)	Onsite, (b) (6)
Mark Fields, M.D.	Greensboro	8/22/12	Non-key	(b) (6)	Onsite, (b) (6)
Lifeworks	Morganton	8/22/12	Key	(b) (6)	Onsite, (b) (6)
Cabarrus Mercy Clinic Adebola Adekamnbi, M.D.	Concord	8/29/12	Key	(b) (6)	Onsite, (b) (6)
Gregory Villarosa, Ph.D.	Concord	8/29/12	Non-key	(b) (6)	Onsite, (b) (6)

OUTREACH

FISCAL YEAR - 2012

NC Medical Society Annual Meeting	Raleigh	10/21-23/11	(b) (6)	Exhibit ERE
National Multiple Sclerosis 42nd Annual Meeting	Raleigh	10/29/11	(b) (6)	Exhibit ERE
Medicaid Infrastructure Grant (MIG) Work Incentives Information Summit	Raleigh	11/16/11	(b) (6)	Presentation ERE
NC Academy of Family Physicians Winter Weekend	Asheville	12/1-4/11	(b) (6)	Exhibit ERE
23 rd Annual Leo M. Croghan Conference	Research Triangle	12/5/11	(b) (6)	Exhibit ERE
SOAR Project Meeting	Raleigh	1/27/12	(b) (6)	Meeting ERE
NC Council for Exceptional Children	Winston-Salem	2/9-10/12	(b) (6)	Exhibit ERE
NC Neurological Society Annual Meeting	Greensboro	2/17-18/12	(b) (6)	Exhibit ERE
American College of Physicians Annual Meeting	Greensboro	2/24-25/12	(b) (6)	Exhibit ERE
NC Academy of Physicians Assistants Annual Winter Conference	Research Triangle	2/27-29/12	(b) (6)	Exhibit ERE
Vidant Medical Center Lunch & Learn Education Session for Nurses/Social Workers	Greenville	3/15/12	(b) (6)	Presentation ERE
Hospice & Palliative Care Social Worker's Monthly Meeting	Charlotte	3/15/12	(b) (6)	Presentation ERE
NC Society of Medical Assistants 47 th Annual State Convention	Charlotte	3/23-24/12	(b) (6)	Exhibit ERE
Campbell University Law School	Raleigh	4/2/12	(b) (6)	Presentation ERE

Exhibit 7

NC Psychological Association Spring Conference	Charlotte	4/20-21/12	(b) (6)	Exhibit ERE
NC Health Information Management Assoc. Annual Meeting	Cary	6/13-15/12	(b) (6)	Exhibit ERE
2nd Annual FTD Caregiver Education Conference	Raleigh	7/25/12	(b) (6)	Exhibit ERE
NC Pediatric Society Annual Meeting	Wilmington	9/14-15/12	(b) (6)	Exhibit ERE
NC Psychological Association Fall Conference	Chapel Hill	9/21-22/12	(b) (6)	Exhibit ERE
NC Psychiatric Annual Meeting	Wrightsville Beach	9/27-29/12	(b) (6)	Exhibit ERE



Department of Health and Human Services

DISABILITY DETERMINATION SERVICES

Division of Vocational Rehabilitation Services
(b) (6) Director

Post Office Box 243
Raleigh, North Carolina 27602
Mike Kaess, Administrator

Date

Provider Name
217 Forbush Mountain Drive

City, State, Zip Code

Dear Consultative Examination Provider:

North Carolina Disability Determination Services is responsible for ensuring that all health professionals involved in the consultative examination process are properly licensed and qualified to perform their respective duties. Therefore, we are asking that you review the information below. This form should be completed and returned within 30 days from the date of the letter.

I hereby certify the following:

I am not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs or any other Federal or Federally assisted program.

I certify that the support staff I use who participate in the consultative examinations, and any third parties who conduct other studies purchased by the DDS meet all appropriate licensing or certification requirements of the State, as required by the Social Security Administration's regulations (20 CFR 404.1519g, 416.919g) and are not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs, or any other Federal or federally assisted programs as required by SSA's regulations (20 CFR 404.1503a, 416.903 a).

My license and/or those of my staff members are current and active and have not been revoked or suspended by any State licensing authority for reasons bearing on professional competence, professional conduct or financial integrity.

I and/or any of my staff have not surrendered a license while awaiting final determination on formal disciplinary proceedings involving professional conduct.

I understand that a credentials check will be made upon my initial agreement to perform services and periodically thereafter by the Disability Determination Services (DDS).

I will immediately notify the DDS if there is any pending disciplinary action against my license. Failure to do so could result in termination of an agreement to perform services and/or legal action.

NOTE: The signature is hereby informed that if he/she is unable to certify to the above, he/she will not be considered for an agreement to provide services. False certification will be grounds for termination of any resulting agreement to provide services.

Signature

Date

You may return the requested information by fax to the Professional Relations Office at 1-800-804-5509 or the enclosed postage paid envelope. If you have any questions, please contact the Professional Relations Office at 1-800-443-9360. Thank you for your prompt attention to this request.

Sincerely,

(b) (6)
Professional Relations Supervisor

Exhibit 4

Exhibit 2

Disability Determination Services
PO Box 243
Raleigh, NC 27602

(b) (6)
Professional Relations Supervisor

MEMORANDUM OF UNDERSTANDING AND AGREEMENT

The Disability Determination Services is a state agency which helps the Social Security Administration determine eligibility for disability benefits under SSA's Disability Insurance and Supplementary Income programs.

We regard consultative examiners as independent providers. You are not under contract with nor an employee of either the state or federal government. However, this memorandum states the basic areas of our operation to which you need to indicate understanding and agreement. These are:

1. Civil Rights Act Acceptance of our referrals signifies full compliance with Title VI of the Civil Rights Act of 1964, that no person shall on the grounds of handicap, race, color, creed or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. All claimants must be accorded courteous, ethical, and competent examinations.
2. Fee Schedule Our fees are negotiated on a "usual and customary" basis, subject to maximums set by the Disability Determination Section. There is no reimbursement for broken/missed appointments.
3. Ancillary Studies We usually pre-authorize basic ancillary studies, such as x-ray. If you feel any study not pre-authorized is needed, you or your staff must telephone before performing the study to discuss the justification for such, or payment cannot be guaranteed. Claimants cannot be charged for unauthorized studies.
4. Timeliness of Reports Because our claimants are not working, Social Security has mandated time claims decisions. The goal for receipt of your typed report is ten (10) days from the examination. Payment may not be made for reports received after 30 days. We cannot continue to refer to providers who cannot furnish timely reports.
5. Report Content Examination reports must conform to requirements in "Disability Evaluation under Social Security... A Handbook for Physicians", and to other guidelines which may be developed. Quality Assurance reviews will be performed periodically with appropriate feedback. The report must contain a medical source statement about the claimant's ability to do work related activities. The report should be detailed, but without unnecessary verbiage serving no real purpose.
6. Original Signature The physician, psychologist or other provider must sign the report with original signature. Rubber stamp or similar signatures or those entered by a secretary or other person are not acceptable.
7. Release of Information Confidentiality The Social Security Act and its implementing Regulation No. 1 (42 U.S.C. 1306; 20 CFR 401) prohibit the unauthorized disclosure of information obtained in the administration of Social Security programs and make such disclosure a crime. These prohibitions extend to any background data furnished to the provider in conjunction with the performance of the services contracted for herein, and to any reports generated as a result of providing such services, including any copies of such reports retained by the provider. Unauthorized disclosure of such reports by the provider is prohibited. Should referral of an individual, or data pertaining to an individual, to any third party provider (for additional diagnostic studies, clerical or transcription services, messenger services, etc.) become necessary in providing services contracted for herein, such third-party provider must be made aware that services are being performed in conjunction with a Social Security program, and that improper disclosure of information about the subject individual is prohibited.

Exhibit 2

8. Responsiveness to Staff Sometimes our staff may need to ask you to clarify or amplify your report. Social Security regulations state that providers must be responsive to such contacts or it may be necessary to seek other sources.

9. Fostering Public Confidence We must emphasize the following: (a) you must not have a conflict of interest due to, for example, a relationship with a state or federal government employee, official, agency or office or other relationship which might adversely reflect on the integrity and objectivity of this disability program; (b) your office must be appropriate in appearance, clean, and adequately furnished; equipment and supplies must be adequate, clean, accurately calibrated and maintained; (c) all support staff used in the performance of Consultative Exams must meet the appropriate licensing or certification requirements of the State; (d) customary medical practices which tend to foster public confidence should be followed, such as removing objects or garments which might cause x-ray artifact, providing female patients an adequate gown, using a professional scale, medical license displayed, and the like; (e) the patient must be treated with dignity, courtesy, and professional expertise so there is no basis for a perception of being "run through an examination mill," or otherwise treated without genuine concern; (f) the physician should explain the purpose of the examination, that the government will consider all other medical and vocational evidence; no attempt should be made by physician to predict whether the patient will or will not be found disabled; (g) visits to provider's offices will be made as a part of our management process; and (h) within the parameters of service provided as a consultant, a physician has the same medical-legal obligation to a claimant as to a private patient. DDS would never expect a consultant to do anything against good medical judgment.

10. Program Integrity You must certify (1) that you nor your support staff are not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs, or any other federal or federally-assisted program, (2) that your license is not currently revoked or suspended by any state licensing authority for reasons bearing on professional competence, professional conduct, or financial integrity, (3) that you have not surrendered your license pending disciplinary procedures involving professional conduct, (4) your professional conduct, reputation, and dealings within the community and all government agencies must be such to avoid any unfavorable reflection upon the government and erosion of public confidence in the administration of the program, (5) the support staff you use who participate in consultative examinations meet all appropriate licensing or certification requirements of the State.

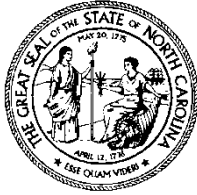
If you have any questions about this memorandum, please contact our Professional Relations Staff at 1-800-443-9360.

I have read, understand, and agree to this memorandum.

Signed

Date

Department of Health and Human Services



DISABILITY DETERMINATION SERVICES

Division of Vocational Rehabilitation Services
(b) (6) Director

Post Office Box 243
Raleigh, North Carolina 27602
Michael Kaess, Administrator

April 24, 2012

Name
Attn: Administrator
Address
Address
City State Zip

Dear Medical Provider:

North Carolina Disability Determination Services is responsible for ensuring that all health professionals involved in the consultative examination process are properly licensed and qualified to perform their respective duties. Therefore, we are asking that you review the information below. This form should be completed and returned within 30 days from the date of the letter.

We hereby certify the following:

The facility and/or staff are not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs or any other Federal or Federally assisted program.

We certify that the support staff we use who participate in the consultative examinations, and any third parties who conduct other studies purchased by the DDS meet all appropriate licensing or certification requirements of the State, as required by the Social Security Administration's regulations (20 CFR 404.1519g, 416.919g) and are not currently excluded, suspended, or otherwise barred from participation in the Medicare or Medicaid programs, or any other Federal or federally assisted programs as required by SSA's regulations (20 CFR 404.1503a, 416.903 a).

Licensure of staff members are current and active and have not been revoked or suspended by any State licensing authority for reasons bearing on professional competence, professional conduct or financial integrity.

Staff members have not surrendered a license while awaiting final determination on formal disciplinary proceedings involving professional conduct.

Signature

Date

You may return the requested information by fax to the Professional Relations Office at 1-800-804-5509 or the enclosed postage paid envelope. If you have any questions, please contact the Professional Relations Office at 1-800-443-9360. Thank you for your prompt attention to this request.

Sincerely,

(b) (6)
Professional Relations Office Supervisor

Annual CE Oversight Report - 2012 North Dakota DDS

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

The ND DDS PRO generally receives complaints on referral from the analysts who have been contacted by the claimants. The PRO then contacts the claimant to investigate the complaint. The claimant is asked to submit their complaint in writing to the DDS for follow-up. Follow-up action depends on the nature and severity of the complaint. The CE provider is contacted for clarification, input and/or corrective action related to the specific complaint. The DDS Director is apprised of claimant complaints as appropriate and determines if the RO or DCO-ODD should be notified.

Complaints related to the quality of the report are referred by analysts and/or medical consultants and are handled by the PRO. The PRO contacts the CE provider for clarification and/or corrective action. A request for an addendum to the report may be made if appropriate. Examples of acceptable reports and a copy of SSA Publication No. 64-025 (The Green Book) will again be forwarded to the CE provided for reference if necessary.

Complaints related to a CE provider's facility would be investigated by contacting the provider. An onsite visit would occur if necessary.

Due to the limited number of CE providers in North Dakota, extraordinary efforts would be undertaken to maintain the provider relationship with the exception of established allegations of an egregious nature.

During Fiscal year 2012 the ND DDS received no written complaints in the DDS.

Potential Egregious Complaint

The ND DDS received no potential egregious complaint during FY12.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

The DDS made seven on-site reviews; following the guidelines of POMS DI 39545.525 Exhibit 1. Three of the reviews were with a top-5 provider. All oversight visit reports are on file in the DDS PRO office.

Annual CE Oversight Report - 2012 North Dakota DDS

Onsite reviews were conducted at:

Top 5 CE Providers:

- Volk Human Service Center
501 3RD St NE Suite 1
Devils Lake ND 58301
- Minot Center for Family Medicine
1201 11th Ave SW
Minot ND 58701
- Family Healthcare Center
301 NP AVE
Fargo ND 58102

Onsite reviews were not performed for the following top 5 providers CENTER FOR FAMILY MEDICINE in Bismarck, ND and RON ODDEN in Moorhead, MN this year as they were both visited in the last year and 1 was in the process of building and moving to a new facility.

Important Providers not within the top 5:

- Blooming Prairie Psychological Services
211 4th St NE
Devils Lake ND 58301
- Sanford Health ENT
737 Broadway Ave
Fargo ND 58123
- Sanford Eye Department
1717 S University Dr
Fargo ND 58122
- Essentia Health Respiratory Care
3000 32nd Ave S
Fargo ND 58103

- 3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.**

Annual CE Oversight Report - 2012 North Dakota DDS

Top Five Providers (in no particular order):

1. RON ODDEN, MSLP; 810 4th AVE S STE 206, MOORHEAD, MN 56560
2. GREG VOLK, PSYD; 501 3rd ST NE SUITE 1, DEVILS LAKE, ND 58301
3. FAMILY HEALTH CARE CENTER, 301 NP AVE, FARGO ND 58102
4. CENTER FOR FAMILY MEDICINE, 515 E BROADWAY, BISMARCK, ND 58501
5. MINOT CENTER FOR FAMILY MEDICINE, 1201 11th AVE SW, MINOT, ND 58701

4. For CE panels:

a. List the number of current CE providers on the panel.

ND has 183 current CE providers listed in VERSA. Please be aware that that this includes facilities that perform testing only; such as PFT's, lab work, X-rays, ect. This number also includes CE providers that will only do CEs for claimants who are current patients at the clinic where the provider practices and CE providers who will only do a limited number of CE's per year.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CE's.

Initially physical medicine licenses' are check at the North Dakota State Board of Medical Examiners' website <http://www.ndbomex.com/Default.htm> This website allows the user to search any licensed physician or physician assistant in the State of North Dakota for license status and any disciplinary or license action that may have occurred. The JCAHO (Joint Commission on the Accreditation of Healthcare Organizations) and the NCQA (National Committee for Quality Assurance) permit the use of a state professional board's website for primary source verification of licensure if the following conditions are met: (1) The website is the official state professional board website; (2) the website receives its information directly from the state professional board's database through encrypted transmission, and; (3) the data is updated and is current. This website meets each of those criteria. Psychologists' licenses' are checked by contacting the North Dakota State Board of Psychologist Examiners. North Dakota Medicaid is informed

Annual CE Oversight Report - 2012 North Dakota DDS

anytime a provider is under review for any disciplinary or license actions. Medicaid informs the DDS of any disciplinary or license actions that have occurred.

The ND DDS also checks the HHS-OIG LEIE database to ensure the provider is not excluded from participating in Federal or federally assisted programs prior to using the provider and once annually thereafter.

The ND DDS also obtains the signed License/Credentials Certification form located in POMS DI 39569.400.

- c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.**

Support personnel's licenses/credentials are on file with each CE provider and are available for review upon request. When requested license/credentials are faxed to the DDS for review. The provider also certifies that any support staff meet licensing or certification requirements when signing the License/Credentials Certification.

5. For medical fee schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).**

CE/ MER fee schedule changes are determined by North Dakota Medicaid. ND does not have any volume providers who provide discounts. Current fee schedule is determined by North Dakota Medicaid rates.

- b. Provide a copy of current fee schedule.**

Basic Medicaid Fee Schedule can be located on the internet at <http://www.nd.gov/dhs/services/medicalserv/medicaid/provider-fee-schedules.html> or <http://denet/cfd/resources/consultants/ce%20fees>.

- 6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.**

The PRO has been actively pursuing medical providers in underserved areas by contacting medical providers in those areas. We have obtained 1 new psychological provider in Fargo, ND and 1 new psychological provider in

Annual CE Oversight Report - 2012 North Dakota DDS

Jamestown ND. The marketing of ERE has been slow due to time constraints of the PRO. The PRO did attempt to bring Family Healthcare Center on to ERE. However, the process is too time consuming for their limited medical records staff to utilize. A continued effort will be made to work with CE providers, MER providers, copy services, and school districts to provide their records in an electronic format.

**DDS CE Oversight Report
(October 1, 2011-September 30, 2012)**

Please include all elements listed below in the annual DDS CE Oversight Report:

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints and other issues received throughout the year.

During the period covered in this report, three complaints were reported.

The complainant is asked to put the complaint in writing so that the CE source and DDS have the information firsthand. Of the three complaints, two submitted the complaint in writing. The complaints pertained to 3 different (b) (6) providers.

The first complaint involved an individual that was sent to a CE with (b) (6)

[REDACTED]

The complainant felt (b) (6) didn't get a chance to talk about (b) (6) condition and was upset the doctor didn't read the records (b) (6) brought with (b) (6). The actual exam report was good. We did not request another exam because we were able to continue the person for benefits using (b) (6) report. We agree (b) (6) is a bit abrupt at times, but (b) (6) does a good exam. (b) (6)

[REDACTED]

The second complaint involved an incident (b) (6)

[REDACTED]

The person having the interview felt slighted. (b) (6) also said the doctor asked (b) (6) to wait a minute (b) (6)

[REDACTED] stated (b) (6) spent a lot of extra time with (b) (6) and the interruption was as the claimant described. (b) (6)

[REDACTED] I apologized to the claimant and (b) (6) said (b) (6) just felt "someone should know". No further action was taken.

The third complaint concerned a claimant (b) (6)

[REDACTED]. This was a (b) (6). The claimant wasn't able to provide a lot of history. I believe (b) (6) asked if (b) (6) could speak to the claimant's (b) (6). The claimant said okay but then (b) (6) was upset that (b) (6) wasn't told to bring (b) (6). I apologized and the claimant seemed okay about the situation. No further action was needed.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

Onsite reviews were conducted with:

- Midtown Medical Group;
- Clarkson Family Practice;
- Lincoln Family Practice;
- Community Action Partnership;
- Dr. C. J. Cornelius,
- Dr. Lindley;
- Consultant's in Disability;
- Dr. Jane Warren;
- Moessner and Northrup Medical Group (Drs. Samuel Moessner and A. James Fix); and
- Dr. Gail Ihle.

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

See Attachment A – Ten Largest Providers Totals 2012

4. For CE panels:

a. List the number of current CE providers on the panel.

646 – This includes hospitals, lab and x-ray facilities, as well as interpreters. Some doctors have multiple numbers as they go to several locations.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

See Attachment B – CE Provider Verification Process 2012

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

As we add providers to the CE list we use the same website noted in Attachment B to check any providers that require certification.

5. For medical fee schedules:

a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).

No changes made since last report. Exception list attached for changes to certain vendors.

b. Provide a copy of current fee schedule.

See Attachments C and D – Fee Schedule 2012 and Fee Exceptions 2012

6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding electronic medical evidence, exhibiting at medical conventions, joint actions with regional public affairs offices, etc.

- Training was done with Clarkson Medical Group as well as Lincoln Family Practice. A question and answer session followed both presentations.
- We added two large sources, Children's Hospital and Regional West Medical Center, and a smaller psychological office to ERE.
- E-authorization was introduced across the country and Nebraska did major outreach to inform our vendors. We have 2,062 medical sources accepting the e827. We have one office who will not accept the e827
Papillion Family Medicine
555 Fortune Drive
Papillion NE 68046
Phone: 402-502-3600.
- There was an issue with a hospital in which the privacy officer had decided that the 827 along with the request letter asking specific dates of MER constituted a compound release. Great efforts were made at all levels within the Hospital Administration and it was finally agreed upon that they will accept our release and will limit the records to what is actually requested rather than always sending the entire file.
- I continue to be involved in the NeHii project. (Nebraska Health Information Initiative) <http://www.nehii.org/>
- I attended and participated in several SOAR trainings throughout the state of Nebraska within the last year. I also serve as the liaison for the Nebraska DDS.
- I have actively participated as a subject matter expert for the National Vendor File as well as other projects in DCPS.

**TEN LARGEST PROVIDERS OF CONSULTATIVE EXAMINATIONS FOR THE
NEBRASKA DISABILITY DETERMINATIONS SECTION
October 1, 2011- September 30, 2012**

1. Midtown Medical Group 101 North 38th Avenue Omaha, NE 68131	\$ 757,358.00
2. Consultants In Disability PO Box 639 Bellevue, NE 68005	\$ 121,202.00
3. A. James Fix PhD & Samuel Moessner M.D. 1941 S. 42 nd St. Omaha, NE 68105	\$ 80,652.00
4. Rebecca A. Schroeder, Ph.D. Box 4 Curtis, NE 69025	\$ 33,771.00
5. Community Action Partnership 975 Crescent Drive Gering, NE 69341	\$ 32,514.00
6. Arias Neuro and Behavioral Med PC 6940 Van Dorn Ste. 201 Lincoln, NE 68506	\$ 29,763.00
7. Matthew Hutt (b) (6) Scottsbluff, NE	\$ 26,566.00
8. Joseph Rizzo Ph. D. (b) (6) Omaha, NE 68114	\$ 25,891.00
9. Jane Warren 3906 Raynor Parkway Ste. 104 Bellevue, NE 68123	\$ 21,946.00
10. Northrup Internal Medicine 4701 Normal Blvd. Lincoln, NE 68506	\$ 20,722.00
 Total paid out to top 10	 \$ 1,177,148.00
 Total amount in this period paid to all CE providers	 \$1,811,583.60

Midtown Medical Group and Consultants in Disability have multiple providers over that last year that have done CE's for us, both physical and psychological. Dr. Fix and Dr. Moessner are in the same office. Northrup has 2 MD's doing exams. Arias has Chris Rathburn, PhD to his staff. Community Action Partnership has multiple providers doing physical exams.

CE Provider Verification Process Nebraska DDS

The Nebraska DDS has developed the following process to provide periodic checks to insure that all CE providers are currently licensed in the state of Nebraska.

1. We have developed a process for automating the license checks. We have added a field in the CE vendor files to input license number and expiration date which on our computer system (aka~ The Husker System) can bring up all of the expired licenses so that we may check to see if they are renewed and then input the current information. Generally physicians licenses expire in October and psychologists in January so the checks will take place during those months. (We have put all of this information into the system)
2. Nebraska HHS has a website in which we can check licenses and/or disciplinary actions on anyone that is required to be licensed within the state.

<http://www.nebraska.gov/LISSearch/search.cgi>

This site is updated on a daily basis and is very helpful in monitoring all vendors.

3. Once a month the Medical Services officer also checks the Federal list of individuals sanctioned in the state of Nebraska.

<http://exclusions.oig.hhs.gov/StateDetails.aspx?id=28> is reviewed monthly to do this check.

LIST OF NE DDS FEE EXCEPTIONS:

Chadron.	99455	NS 99455
Johnson, David (MD)	\$ 200.00	\$ 75.00
Pelton, Edward (MD)	\$ 200.00	\$ 75.00
Doniphan*	99455*	NS 99455*
Gedding, Thomas (MD)	\$ 180.00	\$ 75.00
Kolkman, Paul (MD)	\$ 180.00	\$ 75.00
Worth, Jennifer (MD)	\$ 180.00	\$ 75.00
Lincoln*	99455	NS 99455
Saathoff, Steven (MD)	\$ 180.00	\$ 75.00
Oshkosh	99455	NS 99455
Shelly McCoy (MD)	\$ 200.00	\$ 35.00
Scottsbluff/Gering MD's	99455	NS 99455
Johnson, Milton	\$ 200.00	\$ 75.00
Kader, Abdel	\$ 200.00	\$ 75.00
Oria, Naser	\$ 200.00	\$ 75.00
Scottsbluff/Gering PA's and APRN	99455e	NS 99455e
Blankenship, Joseph (PA)	\$ 180.00	\$ 75.00
Carrington, John (PA)	\$ 180.00	\$ 75.00
Herman, Carol (PA)	\$ 180.00	\$ 75.00
Kurtz, Kimberly (PA)	\$ 180.00	\$ 75.00
Burkhart, Jodene (APRN)	\$ 180.00	\$ 75.00

* Fee Exception for NS only

3/3/2010

RO Review of Nebraska DDS Management of the CE Process 11/10/2012

A. DDS Quality Assurance Activities in the CE Process

1. Does the DDS QA unit assured that only necessary CEs are ordered when reviewing CE reports for quality? What other areas does the QA unit cover to monitor DDS purchase of medical evidence?
Supervisors are required to approve CEs for new examiners, examiners on special reviews or unusual examinations. The NE DDS has a very experienced examiner staff with infrequent turnover, so most examiners order and approve CEs without supervisory approval. If the PRO feels certain tests are being inappropriately ordered or an examiner needs review, the system allows the PRO to automatically review by examiner, test, or provider as needed.
2. Describe the method used for periodic review of CE reports.
The examiners, supervisors and medical consultants are expected to constantly review the quality of the examinations and provide feedback to the PRO if there is a problem.
 - a. Has the DDS established a system to assure the quality of CE reports?
The medical consultants assist the PRO and call vendors when quality problems are noted and when the PRO feels a doctor to doctor contact is necessary. For routine quality issues, the PRO contacts the CE vendor herself.
 - b. How and by whom is the review results evaluated? What review criteria are used? **See A(2a) above**
 - c. If the CE report is inadequate or incomplete, how is this information conveyed to the provider? Is the provider asked to provide the necessary information previously omitted? **If the provider has the information in their notes, they are asked to submit the evidence or send in a statement covering the issue. If they do not have the information on hand, they are expected to see the claimant again for free to obtain the information they forgot to include in the report.**
 - d. What is the DDSs policy for handling CE providers who continue to submit CE reports of unacceptable quality?
They are removed from the panel if necessary.
3. Describe the selection process for reviewing CE reports under the Independent CE Report Review System.
See A(2) above. In addition, vendors with history of problems are periodically reviewed by the PRO to ensure quality remains high.

B. Fee Schedules

1. The Nebraska DDS follows the fee schedule policy in DI39545.600.
2. Obtain copies of the current CE/MER fee schedules used by the DDS.
Obtained.
3. Does the DDS use a fee schedule or do they pay "usual and customary" charges for medical services?
Fee Schedule, but will pay usual and customary if it is less than the fee schedule and the provider bills that amount.
4. Explain the methodology used to establish the rates of payment.
The Nebraska DDS fee schedule is based upon medicare/Medicaid and Worker's Comp. rates. The schedule was last updated in 2007. Nebraska pays four vendors in western/northwest Nebraska above the fee schedule rate (approved by ODD). These sources serve an area that had no CE vendors until ODD approved the higher rates which added \$20 per exam.
5. Does the DDS or State use contracts or negotiated agreements to set rates? **No. Use of the word "contract" causes significant problems for the DDS with their fiscal personnel.**
6. Does the DDS use a fee schedule established by any other agency(s) in the State?
Medicare/Medicaid/Worker's Comp.
7. Is the fee schedule reviewed annually? **No – reviewed approximately every 2 years. See B(4) above.**

8. Does the DDS use volume vendors? **Yes.** Are any discounts offered to volume vendors? **No. Negotiating rates would involve state bids which would open bidding to any vendors and require acceptance of low bid regardless of DDS need.**

C. Training and Review of New CE Providers

Describe the procedures for the training, and review of new CE providers. (Obtain a copy of the training outline or other materials given to new providers).

The PRO at the time of recruitment provides the new vendor with a training packet. The physician, nurse or the office manager is given a detailed overview of the program. If local, the PRO does the training onsite, and the training lasts 1 to 2 hours. If the source is not local, the phone is used to answer vendor questions based upon the provided paper training materials.

1. What type of training is provided? **See C(1).**

2. Who conducts it? **PRO**

3. What training materials are furnished? **See C(1).**

4. How is the quality of training evaluated?

By the quality of the reports received from a new vendor. Additional training/guidance is given when the PRO reviews the new reports..

5. Are CE providers encouraged to submit reports electronically? **Yes**

Review of New Providers

1. What type of review is done? (Describe frequency, duration, method of sampling, and how data is collected.)

The standard review is 5 examinations, but this is extended if necessary. The PRO provides the feedback to the new sources.

2. Who conducts the review?

The PRO.

3. Are the providers given feedback on results of the reviews? **Yes**

D. CE Scheduling Procedures and Controls

1. Are CE scheduling procedures and controls designed to attain a good distribution of examinations and to prevent over scheduling. **Nebraska has a small population which helps prevent over-scheduling. Most vendors perform 2 or 3 exams per week. The scheduling unit ensures that proper time is scheduled to allow for the examinations. The Cornhusker system provides an automated report showing all scheduled exams by CE source over a given period of time. The PRO uses the report to ensure schedule times are appropriate.**

2. Does the CE authorization process:

a. Establish procedures for medical or supervisory approval of CE requests as required in regulations?

Yes. If approval is necessary, the supervisor approves CEs.

b. Include a medical review of CEs that order diagnostic tests or procedures that may involve significant risk as required in regulations? **Yes**

3. How is the determination made as to which CE provider will be used? What consideration is given to the quality of the prior CE reports? What measures are taken to ensure that each CE provider on the panel is given an equitable number of referrals?

The examiners choose the vendor to be used, but the schedulers monitor the process to see that exams can be scheduled sooner in other locations. The sources are happy with the current distribution of exams and have raised no complaints of inequity.

4. Is the treating source used as the preferred source of the CE as required in regulations? **Yes – the DDS case processing system forces the examiner to first check whether the treating source will perform the examination before scheduling an exam with a CE vendor.**

5. If the treating source is not used for the CE, is the reason properly documented in the claims file on the case development summary? **Yes – by the system.**

6. Are medical source statements requested? **Yes**

7. Are copies of the background material in the claims file sent to the CE source for review prior to the CE? **Yes – the scheduling staff feels the electronic folder makes this process much easier.**

8. Is the DDS following the guides on CE scheduling intervals? If not, what precautions, if any, are taken to prevent over scheduling? **Yes.**

9. No Shows/Cancellations

a. What follow-up procedures are followed to ensure the CE appointment is kept? Does the DDS remind the claimant of the CE several days before the examination?

The CE unit provides appointment reminder calls which the DDS attributes to reducing no-show rates from about 20 to 14 percent. The CE vendors report no-shows via fax at the end of each day. In addition, the CE unit attempts to fill cancelled appointments with new exams, as appropriate.

b. Is the DDS notified that the appointment has been kept? **Yes, see D.9.a above.**

c. What is the rate of no-shows? Of cancellations? Are either paid for? If so, describe the payment policy.

The DDS has a no-show rate of approximately 14 percent. The DDS does not track the cancellation rate because they try to fill the slots with new exams as appropriate. If the vendor requests payment, the DDS pays for missed examinations (\$35 for physical exams and \$75 for mental exams). Only half of the vendors ask for reimbursement for missed exams. ODD approved this no-show policy.

E. Integrity of Medical Evidence

1. Are claimant identification controls in place and being used? **Yes**

2. Are the number of vouchers for purchased medical evidence being checked against the actual number of pieces of purchased medical evidence in file to ensure that all evidence is in file? **Yes**

3. Is hand-delivered evidence reviewed to assess its authenticity and are the steps in DI23025.010G followed if the source is questionable? **The DDS always requests hand delivered evidence directly from the source because they have found a significant amount of hand delivered evidence is missing pages.**

F. Recruiting Activities

1. Is current CE panel adequate? **No.**

2. If inadequate, where are more providers needed? Specify geographical area and specialty. **Nebraska needs more CE vendors in the McCook Nebraska area. Currently claimants must travel long distances to attend CE exams. The panel for northwest Nebraska, reported as inadequate in 2009, has improved to adequate levels**

3. Describe current recruitment activities, paying attention to how often they are carried out - on a continuing basis, or periodically? **Recruitment is on-going. The state has an examiner assisting with eAuthorization activities and she ties in recruitment with eAuthorization outreach. During visits to CE vendors in universities, the PRO contacts third year residents. She promotes CE exams as a means to establish their own practice.**

4. What are the sources of referral and how are these referrals handled? **See (3) above**

5. Are the credential check procedures in DI 39569.300 being followed? **Yes**

G. Claimant Complaints

1. Are all complaints investigated? **Yes** By whom? **The PRO**

2. Is there a written procedure or standard form used to investigate complaints?

Individual letters since each situation is unique.

3. Does the DDS handle the following?

a. Congressional inquiries – **Yes, handled by Unit Supervisors.**

b. Claimant complaints – **Yes, handled by the PRO.**

c. Provider complaints - **Yes, handled by the PRO.**

4. Is the claimant given a response to his/her complaint on a timely basis? - **Yes**

5. What remedial/corrective actions are taken with the CE providers? **The problem is addressed as necessary – each situation differs.**

6. Does the DDS have procedures for handling threats and/or statements regarding suicide? – **Yes – the DDS uses the Automated Incident Report System.**

7. What types of situations are referred to the RO? **Anything weird or unique and all threats.**

H. Claimant Reactions to Key Providers

1. Describe the procedures for obtaining claimant reactions to key providers to determine if problems exist.

The DDS sends out questionnaires to all claimants who attend an examination during a chosen week (this is done twice per year). The response rate was about 50% this year. PRO provides feedback, including positive and negative, to the vendor.

2. What type of claimant contacts is made; e.g., letter, telephone, or other personal contacts, such as RO exit interviews of claimants? **Questionnaires.**

3. Who makes these contacts and what criteria are used to determine if a contact is warranted? **Contacts with vendors are made (both positive and negative) based upon the questionnaires.**

4. Is there a systematic plan for contacting claimants seen by all key providers? **All providers who saw a claimant during that week are covered. All key vendors would be included in this process.**

I. List of Key Providers

1. When visited during last fiscal year

All key providers are visited. Several local/large providers had multiple visits.

2. By Whom?

The PRO or the ERE specialist.

J. Onsite Reviews of CE Providers

1. Provide a description of the procedures for the systematic onsite reviews of CE providers. Do they include verification from the source that all individuals who perform support services are properly licensed?

POMs procedures completed during yearly CE Oversight review and inspection

2. At a minimum, are the top five key providers reviewed? **Yes** How often? **Yearly basis**

3. Describe method for selecting non-key providers for review. How many reviews of non-key providers have been done in the last 12 months? **Review is done based upon need or when the PRO or ERE specialist is in the area visiting other sources/vendors. 10-15 non –key providers are visited on an average year, but most of these visits are quick visits with the doctor or their office manager and now a full review.**

4. Do the physicians or psychologists, as appropriate, participate in onsite reviews? **They would participate if necessary, but they usually do so by phone and not in person.**

5. Review copies of all reports of onsite reviews to CE providers made in the past year. **Completed during on-site visit.**

K. Contracting Out for Medical Services

1. Describe the procedures for determining the feasibility of contracting out for medical services with both large and small volume providers, including individual and group practices. ***Not done due to state legal issues.***

a. Has the DDS targeted geographic areas within the State with high concentrations of claimants and specialists? Has the DDS negotiated a volume discount? ***N/A.***

b. Was a survey done in these areas to determine what kinds of CEs are needed, and what types of specialists are available to meet those needs? ***N/A.***

c. Has the State contacted these specialists to obtain a preliminary indication of provider willingness to bid at a discounted price in exchange for some or most of the expected CE needs in targeted areas? ***N/A.***

d. What action was taken as a result of this study? ***N/A.***

L. Records Maintenance

1. Does the DDS maintain a separate file for each CE provider? ***Yes – many items kept electronically.***

2. Files contain: ***Credentials, complaints, complaint results, statistical data, questionnaire results and Onsite reviews***

3. Does the DDS complete the "CE Oversight/Management Report" and send it to the RO? ***Yes***

M. Onsite Review of CE Provider

The PRO and I visited (b) (6). (b) (6) works in a remodeled older building downtown that is divided into several professional offices. The office was clean, secure, and private. All facilities were modern and handicap accessible. The office had private rooms some designed for specific purposes such as (b) (6). The practice continues requesting the addition of electric doors to improve wheelchair accessibility. A full site visit report is on file in the Nebraska DDS.

***(b) (6)
Regional Professional Relations Coordinator***

REHABILITATION
DIVISION

BUREAU OF DISABILITY
ADJUDICATION



BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

October 25, 2012

(b) (6) DPA
Center for Disability
Social Security Administration
P.O. Box 4207
Richmond, CA 94804

RE: FY 2012 CE Management Oversight Report

In FY12, the Nevada DDS received 28 written complaints, up from 23 complaints received in FY 11. The highest number of complaints for a vendor was 8. (b) (6)

Complaints fell in to the following categories:

- Consultant's manner was rude/demeaning; had poor "bedside manner"
- Examination caused discomfort
- Consultant seemed disinterested/uncaring; wouldn't listen
- Psychologist talked excessively
- Examination was brief
- Office staff was rude
- Doctor took phone call during exam
- The interpreter did not remain in the exam room for the entire physical examination

In each case, the consultative examination report was obtained and reviewed, and a letter was sent to the vendor requesting a response to the complaint. Written responses were received on all complaints handled in FY12.

No complaints required Regional Office intervention.

In FY12, all key providers received PRO onsite visits. Additionally, PRO visits are made to all new providers and to established providers that move to new offices or add additional staff that requires training. All site visits are documented with onsite review report forms (POMS 39545.525) for the vendors' files.

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ADJUDICATION



BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

CE spending for FY12 totaled \$2,810,837.51, a decrease of \$278,709.31 from FY11.

Key providers for FY12 were:

Medical Support Los Angeles, Multi-Specialty Clinic

2545 S. Bruce St., Suite 1

Las Vegas, NV 89109

and

100 N. Arlington Ave., Suite 240

Reno, NV 89501

Home Office:

1294 E. Colorado Blvd.

Pasadena, CA 91109

Encumbrance: \$350,161

RBM Clinic, Internal Medicine/Comprehensive Evaluations

2675 S. Jones Blvd., Suite 112

Las Vegas, NV 89146

Encumbrance: \$192,188

Jerrold Sherman, M.D., Orthopedics

(b) (6)

Las Vegas, NV 89109

Encumbrance: \$168,591

Zev Lagstein, M.D., Cardiology/Internal Medicine

3017 W. Charleston Blvd., Suite 80

Las Vegas, NV 89102

Encumbrance: \$139,602

Steven Gerson, D.O., Internal Medicine

1699 S. Virginia St., Suite 100

Reno, NV 89502

and

2213 N. 5th St., Suite B

Elko, NV 89801

Encumbrance: \$134,487

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(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

Nevada DDS has 102 active CE panelists. Vendors that are on the panel but were not used in the last year are not included in this count. There are 60 active physical examination or ancillary studies vendors, 35 active psychological vendors, and 7 speech-language pathologists on the CE panel.

In FY12, NV DDS lost CE panelists due to relocation and retirement. Additionally, due to a significant slowdown in CE scheduling from April 2012 through July 2012, several vendors dropped off the panel when we were unable to fill their schedules.

The CE scheduling unit continues to conduct annual license checks of all active CE vendors via the Internet. The State Board of Medical Examiners and the State Board of Osteopathic Medicine have websites where licensure can be verified. An OIG Exclusion List search is performed on all new vendors when they are added to the CE panel.

The State Board of Psychological Examiners forwards their list of all licensed psychologists in the state, and our vendor file is checked against this list annually to insure that all psychology vendors are currently licensed.

Support personnel's credentials are checked during site visits to verify that they are current and prominently posted.

No across-the-board fee increases were implemented by NV DDS in FY12. Tests of malingering such as the TOMM, MMPI and Rey 15 Item have been removed from the fee schedule.

Current NV fee schedules are attached.

NV DDS does not pay a fee for no-shows or cancellations. Disability adjudicators are responsible for reminding the claimants of their appointments via telephone if the claimant has not confirmed the appointment. Additionally, a reminder letter is generated for each appointment and is mailed to the claimant, and any designated third party/representative, one week prior to the CE date.

The CE scheduling unit is responsible for verifying attendance at CE appointments, and the CE screen of the worksheet is annotated accordingly.

NV DDS saw a decrease in the CE workload in FY12, reflected in the decrease in CE spending.

In FY12, CE staff scheduled 26,206 units, compared to 27,502 in FY11.

Neither the CE spending total nor this scheduling count includes the consultative examination scheduling done for Richmond DPB when they assisted Nevada DDS with case processing. Currently, our CE scheduling is showing a steep increase due to the assistance being provided by MAMPSC. All CE's from MAMPSC are processed as assistance requests through this office.

September 2012 cumulative ERE document count for **MER is 79.04%** and **CE 92.37%** Although all but one of our CE vendors submit their reports electronically, either via fax or upload to ERE, the almost 8% of CE documents that are casually scanned in-house are comprised of claimant response forms and returned CE notices to claimants and representatives.

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BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

If you have questions regarding this report, please contact me at (b) (6).

(b) (6) Professional Relations Officer
NV DDS



Disability Determination Services

State of New Hampshire
Department of Education
Disability Determination Services
21 South Fruit Street
Suite 30
Concord NH 03301-2453
(603)271-3341
1-800-266-8096
Medical Records Fax:
1-866-801-5283

Virginia M. Barry, Ph.D.
Commissioner
of Education
Paul K. Leather
Deputy Commissioner



New Hampshire DDS CE Oversight Report- FY 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

The NH DDS PRO handles all complaints made by claimants or other interested parties by investigating each individually. If the situation warrants, the PRO will contact the claimant to clarify or gather additional information. The CE provider's file will be reviewed to determine if there is a history of complaints with this particular provider. The PRO will then contact the CE provider either by telephone; letter or personal visit as appropriate. The issues surrounding the complaint will be addressed and appropriate actions taken. A copy of the complaint and a summary of the actions taken will be placed in the CE provider's file. If warranted, the CE provider will be removed from the list of active vendors and CEs will no longer be scheduled with that provider. When a complaint is received in writing from an interested third party such as an attorney or OHA staff, they will be advised that the situation is being reviewed and appropriate actions will be taken.

The process for complaint resolution is the same for all types of complaints, rudeness, unprofessional behavior, environmental factors, and/or other types of complaints. All actions taken are documented in the CE provider's file. The nature and severity of the complaint will determine the resolution process, i.e. suspension from the CE process, notifying State authorities and/or law enforcement, meeting with the provider to discuss the complaint, etc.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

The NH PRO conducted six site visits this year.

- 1. HealthStop Of Nashua, Ralph Wolf, MD et al, 228 DW Highway, Nashua, NH 03060
2. Juliana Read, PhD, (b) (6), Manchester, NH 03301
3. Darlene Gustavson, PsyD, (b) (6), Manchester, NH 03101
4. Peter C. Loeser, MD, (b) (6), Concord, NH 03301
5. Northeast Evaluation Specialists, 250 Commercial Street, Manchester, NH 03101-1124
6. The Doctors Office, 102 Bay Street, Manchester, NH 03104

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

Psychological and Physical Providers

- **Key Provider Definition A** (> \$150,000): None
- **Key Provider Definition B** (primarily DDS evaluations):
 1. Darlene Gustavson, PsyD, (b) (6), Manchester, NH 03101
 2. Juliana Read, PhD, (b) (6), Manchester, NH 03301Northeast
 3. Northeast Evaluations Specialists, servicing Dover, Manchester and Tamworth NH

☛* **Key Provider Definition C:** (top 5 earners 2012)

1. Darlene Gustavson, PsyD, (b) (6), Manchester, NH 03101
2. Health Stop of South Nashua, 228 DW Highway, Nashua, NH 03060
3. Juliana Read, PhD, (b) (6), Manchester, NH 03301Northeast
4. Peter C. Loeser, MD, (b) (6) Concord, NH 03301
5. Evaluations Specialists, servicing Dover, Manchester and Tamworth NH

For CE panels:

a. List the number of current CE providers on the panel.
 NH DDS has a total of 36 psychological panelists and a total of 38 physical panelists, including clinics and hospitals.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

Each physical or psychological provider who applies for membership on the CE panel must consent to credential verification and provide a copy of their license. This is then sent to either the Board of Medicine or The Board of Mental Health. The respective board returns the form verifying the applicant holds the appropriate license and relates any outstanding issues, complaints or sanctions. Both boards alert us throughout the year by providing copies of disciplinary action taken on any NH licensed provider.

Each year, the DDS sends out a re-registration form to the physical providers, asking each panelist to provide us a copy of their current license. The psychological providers must include their license number on each CE repost they submit, attesting that there are no complaints or disciplinary action pending against them.

The DDS also checks for OIG/HHS sanctions at time of hire and semi-annually thereafter.

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

The DDS expectation is that the primary CE provider (physician, psychologist, hospital, lab, etc.) will have properly licensed staff. This is explained during the orientation process. If complaints are received regarding staff, their credentials are investigated as the CE providers.

5. For Medical fee schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).

NH DDS does not provide any volume medical provider discounts per se. The DDS assumes the room rental fee for four CE locations that are used by several doctors, thereby improving CE accessibility for claimants.

The DDS also pays mileage and travel time to two providers who service the incarcerated or homebound claimant population.

The DDS pays claimant travel as well at .55 cents per mile after CE report has been received.

- b. Provide a copy of current fee schedule. (Please see attachment)

NH DDS continues to use the fee schedule adopted by our parent agency in 2004 with minor revisions to keep pace with current industry standards and Medicare rates.

6. Provide a brief description of DDS professional relations officer's activities regarding electronic medical evidence, exhibiting at medical conventions, joint actions with regional public affairs offices, etc.

The NH PRO ensures all e-capable CE providers process consultative examination reports via ERE and encourages all MER vendors to keep the DDS informed as to when they are ready to proceed with electronic processing of medical records. MER providers who are currently ready to process items electronically cannot currently do so due to SSAs current lack of secure organizational account capability. As a result, they are encouraged to fax instead.

The NH PRO is currently involved in increasing acceptance of the SSA eAuthorization in NH MD offices, hospitals and clinics. This involves contacting the decision-maker of any institution and determining their reason for refusal of the eAuthorization. We then provide the additional information necessary to assist them with a revised decision.

The PRO is also responsible for various technical operation management functions such as DDS case intake and clearance. The PRO acts as the DDS liaison and also visits each NH FO/DO annually to maintain good communication and collaboration between the FOs and the DDS. Together with the Concord DO, the PRO is also actively involved in the administration of the NH State Prison Pre-release program, providing DDS liaison services to the prisons and CE scheduling services for incarcerated claimants residing at state and county facilities. The PRO also processes all incoming assistance requests from various DDS and ODAR offices and schedules language and ASL interpreters as needed for DDS CEs.

The NH PRO also participates in the DCPS initiative as a regional Subject Matter Expert and also as the Fiscal SME in addition to serving on the ERE subgroup, although these activities have been minimal this past year.

Respectfully submitted,

(b) (6) MPH
NH DDS Professional Relations Officer

(b) (6)

NJ DDS-CE Oversight Plan FFY'12

**(Per POMS DI 39545.550/575,
20 CFR 404.1624/416.1024)**

Complaint Resolution Procedures

For the complaints, the DDS receives where the Consultative Exam Provider is rude, insensitive, careless, or acted in an unprofessional manner, including unacceptable facility issues, the appropriate PRO responds to the claimant by sending an acknowledgement letter. The CE provider is presented with copies of the complaint where appropriate.

At that point, based on factors such as a history of previous allegations or complaints, it is determined whether further investigation is needed and whether written responses are required to the claimant or the CE provider.

If the DDS received complaints or allegations of an egregious nature, (eg. Illegal/criminal activity, sexual harassment, cultural insensitivity, or allegations compromising the health and safety of the claimant) the DDS will suspend referrals and reschedule pending appointments while the allegations are being investigated. The DDS administrator will be notified of the nature and severity of the claimant's complaints. Notification will be sent to state authorities or law enforcement agencies. The claimant will be responded to by phone or personal visits if required. The PRO will schedule an appointment to meet with the provider and discuss the claimant's allegations. Copies of the claimant's complaints will be given to the provider if the nature of the complaint did not require referral to an investigating agency. The PRO will then document the appropriateness of the CE provider's responses and determine if further action is needed. The Regional Office is notified of the complaint/allegations and course of action taken such as retraining, by the DDS/State authorities.

NJ DDS does not issue contracts for CE Provider services. All CE providers initially hired are advised that they are in essence "at will" employees and their services may terminate at any time. Additionally, they are advised that they are not guaranteed any particular level of CE volume. In this respect, NJ DDS maintains an objective balance of interests of all stakeholders in the disabled community. Four CE Providers working under a Bulk CE system were removed due to incompetency.

For PII issues, POMS DI 39566.115/POMS DI 39567.245/POMS DI 39567.250/DDSAL 716 are utilized as guides in dealing with actual incidents. In fiscal year 2012, there were no incidents reported. (b) (6)

Onsite Reviews

The DDS made 80 visits to C/E providers over the last fiscal year with one Chief and one PRO participating. In comparison, in fiscal year 2011, 138 field visits were made because of three PROs being in place. The Key Providers were seen at least once quarterly for oversight and ERE issues. The bulk or key providers were all seen at least four times over the last 12 months. A new directive came out effective July 12, 2010 whereby the key provider oversight-billing threshold was increased to \$150K from \$100K per 20 CFR 404.1519s(f)(11) and 20 CFR 416.919s(f)(11).

This served to free up some additional time for Professional Relations staff during the fourth quarter of the fiscal year. There are currently 230 CE providers in the state. While every provider was not seen this year due to the ERE initiatives, (which include outbound fax, ERE Hospital recruitment, outreach to advocacy groups, and 100% CEMD registration into the process) the PRO's did manage to visit all major and issues-oriented CE providers. However, all CE providers were contacted on a regular basis telephonically and via e-mail. All complaints were handled expeditiously utilizing the appropriate protocol. Typical complaints from claimants involved: use of offensive language, eliciting pain on examination in orthopedic exams, ADA-related issue, and unkempt offices. PRO responded promptly with appropriate field visit and investigation, which resulted in positive resolution for all parties. Additionally for the second year in a row, PRO Chief and officer administered refresher training in the field and NJ DDS medical director offered training in-house to various CE providers especially in the Orthopedics specialty. Fourteen deficient CE reports necessitated repeat CEs to be performed. Additionally, attorneys requested to witness a CE on two occasions. The particular CE provider, per POMS DI 22510.016E.5 guidance, declined the requests.

List of Key/High Volume Providers

Advanced Family/Occ Health	508 Gatewood Rd Cherry Hill, N.J.
Psychometric Services	100 Hamilton Ave Paterson, N.J.
Lewis Lazarus, P.H.D.	(b) (6) Voorhees, N.J.
Rhanbi Patel, M.D.	(b) (6) Elizabeth, N.J.
Telecare LLC, Dr. Brown Ph.D.	285 Passaic Street Hackensack, N.J.
Ernesto Perdomo P.H.D.	(b) (6) West New York, N.J.
Best Medical Consultants	55 E. Rte.70 Marlton, N.J.
Somerset Medical Services	201 Union Ave. Bridgewater, N.J.
Essex Diagnostic Group	280 South Harrison Street, Suite 405 East Orange, N.J., ten sites

Medical Credentials

All credentials for the CE panelists are updated every 2 years per POMS DI 39567.300. A credentials check in 2011 was completed. Credentials for CE panelist support staff such as lab techs are being updated on an annual basis. This began last fiscal year per POMS DI 39567.400. The process has been completed in November 2011. A current copy of their NJ license was obtained and retained by DDS Administrative Services. Credentials are checked over the internet for violations and exclusions. Sources of credential information include: U.S. Dept. of HHS OIG, N.J. Dept. of Consumer Affairs, N.J. Dept. of Treasury, N.J. Dept. of Banking and Insurance, and SSA OIG. Central files of our CE staff are maintained at NJ DDS, 550 Jersey Avenue, New Brunswick, N.J. 08903.

Upon hiring Medical Consultants, a professional qualifications form is completed and a copy of the NJ license is obtained. Again, these credentials are checked as above over the internet. Any negative information is investigated and if found to be valid, the vendor is not permitted to perform consultative examinations. Reference bases are the NJ Board of Medical/Psychological Examiners; HHS OIG list of excluded vendors and the N.J. Department of Treasury list of debarred vendors. Our key CE providers conduct all testing on site. We consolidated four different professional qualification forms into one form allowing a streamlined registration process for medical doctors, psychologists, audiologists, and speech-language pathologists.

Medical Fee Schedule

A copy of the proposed Fee Schedule for FFY'13 is attached for your convenience. In FFY'12, there were 76,576 consultative exams approved and processed and 51,168 consultative examinations paid for a total outlay of \$9,122,394.86. NJ does not grant high volume medical provider discounts. In order to create cost savings, we added the C-6 ROM chart to each Internal CE package. This will limit some ordering of independent Orthopedic exams. Additionally, SSA National Policy Questions 09-25 directed limited use of the Weschler Memory Scale testing. NJ DDS has taken immediate steps to fully propagate this directive and achieve additional program cost-savings. In fact, NJ DDS cut down ordering of this testing by 75% per month since this national policy question was introduced on May 6, 2009. The CE Fee Schedule process is guided by POMS DI 38545.600, POMS DI 39506.001, and OMB Circular No. A-87. NJ DDS utilized HIGHMARK Medicare Services, CMS website, PsychCentral CPT Codes for Psychological Services, and 2012 CPT Codes manual information as resources. New Jersey State Temporary Disability Insurance is sent our fee schedule annually as they utilize some of our consultative medical professionals to conduct independent medical exams for their program purposes.

Professional Relations Activities

The PRO's have been aggressive in their approach toward recruiting physician, hospitals and schools into the ERE process. All 112 hospitals/hospital systems are supplying medical

documentation to the DDS through electronic means – WEB or FAX SERVER. 363/590 school districts or 54% of all public school buildings have embraced the electronic process; while over 7,000 treating sources are doing the same by either faxing or uploading to the Social Security secure website. New Jersey's permanent vendor file hosts approximately 59,391 providers. Outbound fax is automatically utilized by the DDS staff to all 190 CE providers. The remainder of the vendors receive their requests for consultative examinations through the website. There was a myriad of meetings over the last year with hospital administrators and systems information officers in order to transition over into the electronic process. Intense efforts by External Contacts Region helped in securing increased ERE participation and it paved the way for increased hospital provider participation. ERE rates reached 73.1% - MER (August 2012), 99.83% - CE (February 2012).

PRO staff recruited six CEMD statewide in specialties including: psychiatric, pediatric, and orthopedic. (b) (6)

[REDACTED] wenty

CEMD staff physicians were added to existing bulk CE providers' staff in all areas of specialization.

During 2009, we established a quicker means of communicating with all CE providers by creating an e-mail contact list for approximately 90% CEMD. During FFY'2012, we continued to send e-mail messages. If an important message is to be sent out, then PRO staff constructs a tailored message. Messages included such topics as: PII issues, adverse medical diagnosis noted at time of CE, rescheduling of CE, and incorporating X-rays and laboratory tests interpretation within body of CE report. During fiscal year 2010, we established an electronic newsletter, which encompasses many topics critical to CE issues. Five editions have been released to date including one in FFY'2012. Additionally, we have engaged our largest CE provider, Essex Diagnostic Group, in establishing additional telephone lines for both CE schedulers and DDS adjudicators. This is fostering a quicker turnaround time in resolving CE scheduling issues.

In addition to these concerted efforts, the PRO staff have attended, exhibited and networked in a multitude of conferences, conventions and training sessions. Included are the NJEA Convention in Atlantic City in 2008, 2009, 2011, NJ School Board Convention in Atlantic City in 2008, 2009, 2011, and 2012. NJHIMA Convention in June 2010 and 2011, World Congress on Disabilities in Atlantic City in 2011. No national conference has been scheduled for 2011 and 2012. Regarding AROC, PRO staff opted to save over \$2000 in convention fees by publishing ERE guidelines in the AROC publication with circulation to all its members and to follow-up with a personal visit to their convention as guests in June 2010 and 2011. SSA's ramp-up process of processing additional initial claims will involve the PRO staff as we follow-up routinely on delayed CE and MER documentation as well as SSA-827 issues.

Other activities included the NJ Business and Industry Association Conference, Women and AIDS Conference, the Chronic Fatigue conference and the North East Multiple Sclerosis Society Conference. Meetings attended include NJ Social Security Alliance meetings, and

FO/DDS/ODAR Teaming Committee meeting, School Social Workers Conference, National Caregivers Conference, County Welfare Managers, DYFS/Trenton SSA-F.O. project, NJ Department of Corrections, SOAR homeless project, Ticket to Work- SSA, Trinitas Children's Services, Kessler institution, Leukemia and Lymphoma Society of New Jersey, UCHC(Prisons medical service), and various veterans groups in association with Military Casualty case outreach.

In early June 2009, PRO began outreach to several hospitals and other medical providers in promoting SSA's national "HIT" initiative. Six medical provider entities expressed interest in submitting a "Request for Information" and "Request for Proposal". NJ DDS continued to maintain open communication throughout FFY'10 and FFY'11 with those six entities and the Camden County HIE on future prospects for "HIT" program participation. We are also tracking Healthcare IT News for latest news regarding electronic medical records capabilities of New Jersey hospitals. Atlantic Health Care, CentraState Healthcare System, Hunterdon Healthcare System, and Meridian Health were deemed "most wired". These entities provide additional opportunity for ("HIT" – Health Information Technology) in the near future. PRO Chief is also working with Chief of IT at Saint Barnabas Health Care System in continuing development of ERE processes, which could lead to "HIT" development in the future. In 2012, relevant information has been referred to SSA in Baltimore to start a partnership with St. Barnabas Health, Cooper University Hospital, and Hackensack University Medical Center alike SSA's "HIT" partnership with Kaiser Permanente.

SSA-directed projects dominated the fiscal year 2012 as well inclusive of eAuthorization, which necessitated the Chief of Professional Relations to make presentations on this subject in major MER provider medical records departments as well as to track progress of acceptance of all MER providers. A companion mailer went out on all MER requests as well which generated much telephone activity and increased acceptance. New Jersey DDS took the lead in asking SSA to work with VA Health systems for the VA's acceptance of eAuthorization as well.

Overall. New Jersey DDS professional relations': outreach/communications to internal and external stakeholders, CE process oversight, CEMD recruitment, support role with NJ DDS claims operations, and ERE management/expansion activities highlighted a year of intense and persistent effort in a goal-directed team approach.

To: (b) (6) Regional Professional Relations Coordinator
From: (b) (6), New Mexico DDS Director of Special Programs
Re: New Mexico DDS CE Oversight Report FY 2012
Date: November 20, 2012

The information below conforms to the elements listed in POMS
DI 39545.575 Exhibit 2.

Complaint Resolution

In order to begin investigation on complaints, we ask that the complaints be submitted in writing. Once the complaint is received, a Professional Relations Officer (PRO) writes a letter of acknowledgement to the claimant and their representative, if they have one. The letter thanks them for alerting us to their treatment and informs them that the charges will be investigated. The PRO reviews a copy of the CE report, the CE provider's file, and disability examination questionnaires for additional feedback. A copy of the complaint is sent to the CE provider and a written response is requested. If the complaint appears to be credible, an unannounced comprehensive onsite visit is conducted. If findings from the visit corroborate the complaint, the claimant is thoroughly interviewed and the Board of Medical Examiners is contacted to determine whether similar complaints or actions have been filed against the provider. If so, the provider may be removed from the panel and CE scheduling ceased, depending on the nature and severity of the complaint.

Comprehensive Onsite Reviews were conducted with the following providers in Fiscal Year 2012:

Carl Adams, PhD
(b) (6)
Gallup, New Mexico 87301

AMCE Physicians Group
1820 Juan Tabo NE
Albuquerque, New Mexico 87112

Med Plus New Mexico
11811 Menaul Blvd. NE Ste. 2
Albuquerque, New Mexico 87107

John Owen, PhD
(b) (6)
Albuquerque, New Mexico 87106

Virginia Medical Exams
9500 Montgomery Blvd. NE, Ste. 114
Albuquerque, New Mexico 87111

Key Providers for 2012

Carl Adams, PhD

(b) (6)

Gallup, New Mexico 87301

AMCE Physicians Group

1820 Juan Tabo NE

Albuquerque, New Mexico 87112

Med Plus New Mexico

11811 Menaul Blvd. NE Ste. 2

Albuquerque, New Mexico 87107

John Owen, PhD

(b) (6)

Albuquerque, New Mexico 87106

Virginia Medical Exams

9500 Montgomery Blvd. NE, Ste. 114

Albuquerque, New Mexico 87111

CE Panel

We currently have approximately 254 active CE vendors. We are diligent in our efforts to assure that all our CE providers and their support personnel are licensed and eligible to perform CEs and support services. When we receive the initial paperwork from a new vendor or treating physician, the PRO(s) checks the exclusion site provided by OIG as well as the appropriate state licensing board. We obtain a hard copy of the provider's current license as well as a signed statement that his/her license is in good standing. We obtain licensing information on CE provider's support personnel. We obtain a signed statement from the CE provider assuring that the support personnel have the appropriate licenses/credentials and we obtain confidentiality and licensure statements from all staff involved in the CE process. We check the information provided by the support personnel to assure it corresponds with requirements of the appropriate New Mexico licensing board.

Medical Fee Schedules

The current fee schedule is based on the 2012 Medicare Fee Schedule. Prior to completion, we compared our fees with the current fees for the surrounding states of Arizona, Texas and Colorado. Our fee schedule did not change this year. We do not use any volume provider discounts.

Missed CE Appointments (No Shows/Cancellations)

We send an appointment letter to the claimant when the appointment is scheduled as well as a reminder letter one week prior to the scheduled appointment. Our internal policy advises adjudicators to seek the assistance of a responsible third party who will agree to be responsible for assuring the claimant keeps the appointment if the claimant is under the age of 18 or has alleged a mental impairment. Some of our providers call claimants who have an active telephone number 24 hours prior to the appointment to remind the claimant of the appointment. In accordance to POMS revision DI 22510.019, additional calls to claimants and/or their third parties are being made to ensure attendance to consultative examinations. The PRO Unit also developed a "hints/tips" for CE providers regarding no-show appointments and how to minimize this from happening. After the appointment, we have a special phone and designated fax line established so that providers can report if appointments were kept or not kept. The CE schedulers follow up on any appointments that have not been verified as kept or not kept after the date of the appointment.

We discontinued half fees to providers for no-shows several years ago. We do not reimburse providers for no-shows or cancellations. However, due to the high no-show rate remaining, CE providers continue to ask for some type of no-show compensation. Many areas of New Mexico are very rural, and CE providers must travel to these locations, making at least a partial fee reimbursement reasonable.

Other Professional Relations Activities

We occasionally conduct joint meetings between the CE Unit, the PRO Unit and a representative from the Operations staff. At these meetings, we discuss areas of need regarding a sufficient pool of providers in specific geographic areas, challenges with scheduling and rescheduling procedures, and ways to improve processes. The PRO Unit relies on the advice of the CE schedulers, Medical Consultants and adjudicators to determine areas of greatest need, and recruit according to the needed specialties in specific geographic areas. We also seek assistance in assuring we have sufficient providers by making certain Med-Plus and AMCE Physicians Group is always aware of our areas of need. They have proven to be very valuable resources in this regard.

In May 2012, we lost our last full-time scheduler and our CE Unit Supervisor (b) (6) [REDACTED]. Our PRO Unit, along with other staff, pulled together in order to coordinate and take on all CE Unit tasks, for approximately three months, all while continuing to perform all other PRO duties. As difficult as this was, it was very beneficial from a PRO standpoint in that we saw many areas of concern to address with our CE providers and topics for further discussion and clarification, which have resulted in some smoother and better business practices for both our staff and the CE providers.

The PRO Unit does subscribe to the local magazine published by the New Mexico Board of Medical Examiners. The magazine routinely lists those physicians sanctioned. We scrutinize the lists to determine if any of the providers sanctioned are CE panelists. If so, we obtain copies of the action from the Board

of Medical Examiners to determine what action needs to be taken. The State Licensure Board is reviewed on an annual basis and the HHS Inspector General's List of Excluded Individuals and Entities is reviewed on a quarterly basis to ensure no unlicensed or excluded CE provider is being employed.

Approximately three-fourths of our over 5,500 MER providers across the State continue to accept outbound fax requests. We continue to offer the dedicated fax line and ERE as ways to provide the records to DDS. The VA continues to use the SSA website and is our highest volume MER provider.

The New Mexico DDS continues to support the Social Security Outreach, Access and Recovery (SOAR) Initiative. The PRO Unit has been involved and represented DDS during SOAR trainings, and the PRO(s) and Director of Special Programs continue to represent DDS on the New Mexico SOAR Steering Committee. We continue to host the bi-annual FO/TSC/DDS/ODAR meeting.

The PRO Unit continues to work in a joint effort with the Arkansas DDS and Dallas DPU involving a high volume of Assistance Requests (AR's). In FY2012, the PRO Unit completed approximately 3,370 AR's, which is a significant increase from the 1,135 AR's completed in FY2011. The assistance requests include ordering CEs and performing any and all types of actions involved with having a claim (inputting the CE order as requested via 883, claimant telephone calls, follow-up of CE statuses, communication to requesting office re: broken/kept CEs, verifying CE reports, rescheduling CEs, address/telephone number changes, attorney/representative telephone calls, scanning in evidence provided, travel reimbursement, CE report status calls, contacting CE vendors for clarification of CE reports as requested by originating DDS, A/R closures, etc).

The New Mexico DDS PRO Unit also contributed in creating hundreds of assistance requests for sending claims needing MC review/signature to the Florida DDS. We also asked for and received a few hundred ARs from the Oklahoma DDS in assisting them with claims requiring MC review/signature. Once the PRO Unit was in receipt of the Oklahoma AR, they were responsible for creating an in-house referral "work queue" which forwarded the claim to a DDS MC for assessment. The PRO Unit was then responsible for monitoring when these assessments were complete, which then necessitated closure of the AR and sending the claim to the closure queue for disposition.

The Professional Relations Unit also responded to approximately 86 Congressional Inquiries during FY2012. This election that passed, presents new opportunities for us to meet with two newly elected officials, Martin Heinrich, who is replacing the retiring Senator Jeff Bingaman and Michelle Lujan-Grisham, who is taking the House of Representative seat vacated by Martin Heinrich.

We certainly have some challenges as we begin FY2013, but we look forward to the opportunities it presents. If there are any questions, please feel free to contact us at: (b) (2)

Thank you.



Annual CE Oversight Report

October 2011 – September 2012

*New York State
Office of Temporary and Disability Assistance*

DIVISION OF
DISABILITY  **D**ETERMINATIONS

*Gloria S. Toal
Deputy Commissioner*

*(b) (6)
Director of Administration*

Division of Disability Determinations Annual CE Oversight Report

I. Description of the DDD's procedures used to resolve the various categories of complaints received throughout the year.

The Division of Disability Determinations (DDD) relies on POMS DI 39545.375 (oversight reporting of claimant complaints) and DI 39545.350 (claimant evaluation of CE providers) for guidance concerning complaint resolution process/procedure. The MROs in each of our Processing Centers are required to maintain a claimant complaint log documenting complaints received and actions taken. Tasks involving the handling of complaints (most are routine/do not involve criminal acts) include, but are not limited to:

- Complaint is entered into the 'Claimant Complaint Log'.
- Obtain claimant information, e.g., address, phone, etc.
- Send a letter to the claimant acknowledging receipt of the complaint.
- Review CEMD file for prior complaints.
- Telephone the claimant to obtain additional information if necessary.
- Obtain a copy of the CE report.
- Send a letter to the CE provider describing the complaint and requesting a response in writing within fourteen days. Follow-up if needed.
- Review response and complete the claimant complaint register report identifying the action taken. The resolution may be no action taken against the consultant; referrals monitored more closely; consultant removed from panel; or other.
- File resolution in the CEMD file, copy in complaint binder and close out the claimant complaint log.

More serious complaints may also be, and usually are, referred to the appropriate DDD Central Office staff for review and comment. The CE provider is put on 'hold' for referrals if a complaint has been forwarded to a sanctioning agency such as the NYS Department of Health's Office of Professional Medical Conduct. DDD may also suspend referrals to a provider whose alleged misconduct has been brought to the public's attention (through the media). This is based on SSA's own policy concerning all health service providers' professional conduct.

II. DDD's Current list of key providers (by office) and onsite reviews.

CE Source	Date of Visit(s)	Reason(s)
MANHATTAN PROCESSING CENTER		
IMA (Manhattan) 42 Broadway-19 th Floor NY, NY 10004	10/29/11; 11/23/11; 12/22/11; 01/30/12; 02/24/12; 03/30/12; 04/27/12; 05/31/12; 06/29/12; 07/31/12; 08/31/12; 09/28/12	(b) (6) [REDACTED] [REDACTED]
IMA (Brooklyn) 186 Joralemon Street-4 th Floor Brooklyn, NY 11201	10/13/11; 11/21/11; 12/13/11; 01/30/12; 02/27/12; 03/13/12; 04/26/12; 05/21/12; 06/26/12; 07/25/12; 08/22/12; 09/20/12	(b) (6) [REDACTED] [REDACTED]
Bath Beach Medical 1975 Hylan Boulevard Staten Island, NY 10310 (Volume Provider –formerly Brook Island)	10/12/11; 11/07/11; 12/09/11; 01/09/12; 02/01/12; 03/09/12; 04/26/12; 05/05/12; 06/08/12; 07/06/12; 08/10/12; 09/07/12	(b) (6) [REDACTED] [REDACTED]

IMA (Kew Gardens) 80-02 Kew Gardens Road Kew Gardens, NY 11415	10/05/11; 11/01/11; 12/13/11; 01/10/12; 02/15/12; 03/01/12; 04/18/12; 05/10/12; 6/27/12; 07/27/12; 08/15/12; 09/28/12	(b) (6)
IMA (Hempstead) 250 Fulton Avenue Hempstead, NY 11550	10/31/11; 11/30/11; 12/19/11; 01/27/12; 02/27/12; 03/26/12; 04/30/12; 05/29/12; 06/22/12; 07/16/12; 08/24/12; 09/24/12	(b) (6)
IMA (Bohemia) 1690 Washington Avenue Bohemia, NY 11716	10/13/11; 11/30/11; 12/29/11; 01/13/12; 02/14/12; 03/23/12; 04/25/12; 05/31/12; 06/29/12; 07/27/12; 08/31/12; 09/28/12	(b) (6)
IMA (Bronx) 3250 Westchester Avenue Bronx, NY 10461	10/17/11; 11/10/11; 12/19/11; 01/25/12; 02/23/12; 03/07/12; 04/04/12; 05/22/12; 06/12/12; 07/24/12; 08/29/12; 09/21/12	(b) (6)
TOTAL VISITS:	84	

CE Source	Date of Visit(s)	Reason(s)
ALBANY PROCESSING CENTER		
IMA Disability Services, PC 1762 Central Avenue, Ste 202 Albany, NY 12208 IMA Plattsburgh (satellite)	10/19/11; 11/29/11; 12/9/11; 01/26/12; 02/21/12; 03/22/12; 04/18/12; 05/29/12; 06/28/12; 07/26/12; 08/16/12; 09/27/12	(b) (6)
IMA, Inc. 229 Manchester Mill Center Poughkeepsie, NY 12603 Middletown Satellite	10/14/11; 11/15/11; 12/15/11; 01/24/12; 02/28/12; 03/15/12; 04/5/12; 05/9/12; 06/4/12; 07/3/12; 08/3/12; 09/18/12	(b) (6)
Industrial Medicine Associates, PC 430 Court St Utica, NY 13502	01/31/12; 02/28/12; 03/16/12; 04/4/12; 05/31/12; 06/27/12; 07/20/12; 08/15/12; 09/20/12	(b) (6)
North Disability Services 280 N. Central Avenue Hartsdale, NY 10530 (Non-contract)	10/25/11; 11/17/11; 12/13/11; 01/17/12; 02/23/12; 03/21/12; 04/12/12; 05/3/12; 06/5/12; 07/25/12; 08/23/12; 09/27/12	(b) (6)
TOTAL VISITS:	45	

CE Source	Date of Visit(s)	Reason(s)
BINGHAMTON PROCESSING CENTER		
IMA- Binghamton (AKA:Westover) 679 Main Street Westover, NY 13790	10/27/11; 11/18/11; 12/30/11; 01/19/12; 02/23/12; 03/20/12; 04/17/12; 05/16/12; 06/14/12;	(b) (6)

	07/12/12; 08/23/12; 09/26/12	
IMA-Syracuse 518 James Street Syracuse, NY 13203	10/12/11; 11/17/11; 12/7/11; 01/24/12; 02/19/12; 03/14/12; 04/17/12; 05/18/12; 06/21/12; 07/19/12; 08/17/12; 09/13/12	(b) (6) [REDACTED] [REDACTED]
IMA Elmira 1300 College Avenue Elmira, NY 14901 (Westover satellite)	11/23/11; 02/16/12; 04/11/12; 09/27/12	(b) (6) [REDACTED] [REDACTED]
IMA Watertown 218 Stone Street Watertown, NY 13601 (Non-contract)	12/16/11; 03/22/12; 06/28/12; 09/20/12	(b) (6) [REDACTED] [REDACTED]
TOTAL VISITS:	32	

CE Source	Date of Visit(s)	Reason(s)
BUFFALO PROCESSING CENTER		
IMA-Rochester 1650 Elmwood Ave Rochester, NY 14205	10/27/11; 12/29/11; 2/9/12; 03/29/12; 04/2/12; 05/7/12; 06/20/12; 07/24/12; 09/13/12	(b) (6) [REDACTED] [REDACTED]
IMA-Buffalo 900 Hertel Street Buffalo, NY 14205	10/4/11; 11/30/11; 12/21/11; 01/26/12; 02/23/12; 03/13/12; 04/26/12; 05/30/12; 06/22/12; 07/19/12; 08/23/12;	(b) (6) [REDACTED] [REDACTED]
IMA Jamestown 31 Sherman Street Jamestown, NY 14701 (Non-contract)	10/18/11; 02/14/12; 3/13/12; 06/12/12; 09/6/12	(b) (6) [REDACTED] [REDACTED]
TOTAL VISITS:	25	

III. CE Panels

- a. Number of current CE providers on DDD’s panel -- **2855**
- b. Credentialing – CE contractors and high volume providers are required to provide annual certification affirming that the employed CE professionals are currently licensed and registered with no current professional sanctions. Individual providers are required to provide proof of current license and DDD checks for current sanctions. DDD’s Credentialing Unit conducts an annual review for sanctions.

IV. Medical Fee Schedule

- a. CE/MER fee schedule changes – DDD’s fee schedule was revised June 2003. To date, there have been no subsequent changes.
- b. DDD’s current fee schedule (please see **Attachment A**).

V. DDD’s Medical Relations Officer (MRO) Activities

- a. Electronic Medical Evidence
 - DDD’s Medical Relations Officers (MROs), on a continuing basis, work with facilities (hospitals, clinics, schools, etc.) to update them to QCS sources (DDD’s first choice) or update them as a fax source in order to obtain electronic medical evidence. QCS provides field MER scanning and uploads the MER directly to our four offices.
 - CE Contractors – Currently, DDD contracts with one provider, Industrial Medical Associates (IMA), who accepts and participates in the electronic processes relating to CE Data Transfer and Faxed Incoming CE Documents. DDD currently has several bulk CE providers who have the capacity to accept CE Data Transfer. Finally, more than half of DDD’s independent providers receive CE requests and transmit CE reports by fax transmission. IN total 95% of all DDD’s CE reports are currently received electronically.
 - DDD’s Automated Case Processing (ACP) system has the capacity to transmit MER requests by fax and receive incoming MER by fax.

- On a continuing basis, DDD makes additions to its vendor file through EDCS Source Usage Analysis.

- b. Exhibiting at Medical Conferences
 - NYS Academy of Family Physicians Conference, Lake Placid, NY
 - NY Health Information Management Conference (NYHIMA), Rochester, NY
 - NYS Speech Language Association Conference, Saratoga Springs, NY
 - NYS Psychological Association, Saratoga Springs, NY

- c. Other Activities
 - MROs have been providing training to counties throughout New York State through the SSI/SSDI Outreach, Access and Recovery (SOAR) initiative in conjunction with DDD's parent agency NYS Office of Temporary and Disability Assistance and SSA.
 - On a continuing basis, MROs provide educational assistance and training to CE providers to ensure report quality and maintain a high level of customer service.
 - On a continuing basis, outreach training to several advocacy affiliated agencies.
 - On a continuing basis, MROs and staff continue to work with SSA, the NYS Office of Mental Health and NYS Division of Parole professions concerning SSI pre-Release Agreements at Correctional Centers throughout New York State.

THE OHIO DISABILITY DETERMINATION SERVICES

CONSULTATIVE EXAMINATION OVERSIGHT REPORT FISCAL YEAR 2012



Ohio

John R. Kasich
Governor
(b) (6)
Executive Director

Rehabilitation Services Commission

Bureau of Services for the Visually Impaired
Bureau of Vocational Rehabilitation
Division of Disability Determination

RSC Commissioners

Jacqueline Romer-Sensky
Chair, Westerville

Jack Licate, PhD, Vice-chair
Shaker Heights

David Daugherty
Mansfield

Michelle Dillingham
Cincinnati

Cynthia Rees
Delaware

Prepared by:

(b) (6) Medical Administration Manager &
Professional Relations Officers
Ohio Disability Determination Services

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THE OHIO DISABILITY DETERMINATION SERVICES (OHIO DDS)
2012 MEDICAL ADMINISTRATION DEPARTMENT

DDS Director – (b) (6)

DDS Deputy Director – (b) (6)

DDS Deputy Director – (b) (6)

Medical Administration Manager – (b) (6)

Chief Medical Consultant – (b) (6)

Chief Psychological Consultant – (b) (6)

Professional Relations Officers:

(b) (6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Medical Administration Secretary – (b) (6)

Consultative Examination Schedulers:

(b) (6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Medical Administration Clerks:

(b) (6)
[Redacted]

CONSULTATIVE EXAMINATION COMPLAINTS AND QUALITY

Complaints received from claimants or their authorized representatives via any media regarding consultative examinations are directed to the Professional Relations Officers and/or the Professional Relations Officers' electronic mailbox, if received electronically. The Medical Administration secretary sends a copy of the examination report and the complaint to the appropriate Chief Medical or Psychological consultant for review. The appropriate Chief issues a letter, outlining the complaint, to the consultative examination source in question advising them of the situation and soliciting clarification of the issue/situation as needed. Complaints concerning items outside the actual medical/psychological findings in the report (i.e. allegations of discourteous treatment by the consultant, condition of the waiting area, etc.) are handled by the Professional Relations Officers.

Simultaneously, a letter of acknowledgement is sent to the claimant and/or the authorized representative at the discretion of the Medical Administration Department. The consultant is given three business days to respond. If they do not respond within that time, follow-up is initiated and pursued until the issue is addressed.

Once the response is received in the Medical Administration Department, any addendums or corrections to reports are placed in the paper/electronic case as appropriate. Copies (redacted) of the original letter, complaint, reply, addenda, etc. are scanned into the consultant's electronic file. All complaints are circulated for review by the Chief consultants, the Medical Administration manager and the Professional Relations Officers.

More serious or egregious complaints may require a face-to-face visit with the consultative examiner by a Professional Relations Officer, one of the Chief consultants or the Medical Administration manager. This level of complaint may also result in the immediate cessation of referrals to the consultative examiner. All complaints are handled on a case-by-case basis in regard to the nature and severity and every effort is made to maintain the safety of the claimants and the integrity of the program.

All complaints and examination deficiencies are tracked by the Medical Administration secretary. The information is utilized by the Professional Relations Officers and Chief consultants in their performance reviews of the consultative examiners throughout the year to observe trends and areas in which improvement is needed.

Random quality review samples of all providers' consultative examinations are done on a weekly basis by the chief medical and psychological consultants and the in-house psychological and medical consultants. The in-house consultants participate in the random reviews on a rotating basis. All consultants are assigned a two-week period each year during which they are required to perform reviews on approximately 20 consultative examination reports. Report deficits or needed corrections are handled through addendum requests and/or inquires by the Professional Relations Officers and/or chief consultants. Corresponding corrections/addenda are placed in the electronic folders as appropriate. Data gathered from the reviews is compiled and maintained in two databases by the Medical Administration department. The information is then utilized by the Professional Relations Officers in giving feedback to the providers on an ongoing basis and during onsite visits. Trends or significant issues that arise are handled by phone, email or in-person by the Professional Relations Officers and/or the chief consultants with documentation placed in the providers' electronic folders.

ONSITE REVIEWS

During FY 2012, the Ohio Professional Relations Officers completed 144 onsite reviews. Onsite reviews are performed in accordance with POMS DI 39545.500 and 39545.525. The Medical Administration secretary and the Professional Relations Officers track visits. Upon completion of all onsite reviews, a letter is sent to each provider summarizing the findings of the visit along with documentation of any improvements or corrections that need to be done. Appropriate follow up is done by the Professional Relations Officers. Results of the visits are maintained in the consultative examination provider's file.

OHIO DDS
 ONSITE REVIEWS COMPLETED
 FY 2012

Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
10/4/11	BLANCHARD VALLEY MEDICAL ASSOC INC. MICHAEL LINDAMOOD, MD	200 W PEARL	FINDLAY	OH	45840	(b) (6)
10/4/11	JENNIFER L. SCOTT PSYD	UNION INSTITUTE & UNIVERSITY 440 E. MCMILLAN STREET	CINCINNATI	OH	45206	
10/4/11	SUSHIL M SETHI MD*	830 W HIGH ST STE 108	LIMA	OH	45801	
10/4/11	TRI STATE OCCUPATIONAL MEDICINE*	221 S SIXTH ST	IRONTON	OH	45638	
10/13/11	BOWLING GREEN STATE UNIV, SPEECH AND HEARING CLINIC	200 HEALTH CENTER BUILDING	BOWLING GREEN	OH	43402	
10/13/11	GREGORY MOTEN DO	(b) (6)	ASHTABULA	OH	44004	
10/13/11	K. ROGER JOHNSON, M.ED.	5757 MONCLOVA RD SUITE #16C	MAUMEE	OH	43537	
10/13/11	KHALID MAHMOOD MD	960 W WOOSTER, SUITE 202	BOWLING GREEN	OH	43402	
10/13/11	ST LUKES HOSPITAL	5901 MONCLOVA RD	MAUMEE	OH	43537	
10/17/11	KHOZEMA RAJKOTWALA MD	990 S PROSPECT STE 2	MARION	OH	43302	
10/17/11	SUDHIR DUBEY, PSY D*	(b) (6)	COLUMBUS	OH	43220	

The Ohio Disability Determination Services
Consultative Examination Oversight Report

Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
10/18/11	KAREN J ROBIE PHD	3454 OAK ALLEY CT STE 410	TOLEDO	OH	43606	(b) (6)
10/18/11	MARK HAMMERLY, PHD*	(b) (6)	TOLEDO	OH	43604	
10/18/11	MELISSA LANZA, PHD	330 LOUISIANA AVE., STE. A	PERRYSBURG	OH	43551	
10/18/11	SHANG Y RHEE MD	(b) (6)	SYLVANIA	OH	43560	
10/20/11	TRI STATE OCCUPATIONAL MEDICINE*	4126 N HOLLAND- SYLVANIA RD STE 100	TOLEDO	OH	43623	
10/20/11	TRI STATE OCCUPATIONAL MEDICINE, INC.*	MARION AREA HEALTH CENTER 1050 DELAWARE AVENUE	MARION	OH	43302	
10/24/11	T RODNEY SWEARINGEN PHD*	14 SOUTH PAINT ST STE 19	CHILLICOTHE	OH	45601	
10/27/11	JOSEPH T. IEMMA, MD INC	ATTN: DR. DUNCAN 96 GRAHAM RD SUITE B	CUYAHOGA FALLS	OH	44223	
10/27/11	MARK S. BRIGHAM DO	195 WADSWORTH RD SUITE 401	WADSWORTH	OH	44281	
10/27/11	T RODNEY SWEARINGEN PHD*	(b) (6)	ATHENS	OH	45701	
10/31/11	JAMES T. LIANG, MD	5500 RIDGE RD SUITE #220	PARMA	OH	44129	
10/31/11	LAKE ENT, INC.	36100 EUCLID AVE. ROOM 350	WILLOUGHBY	OH	44094	
11/2/11	ALAN R. BOERGER, PHD	(b) (6)	TIPP CITY	OH	45371	
11/2/11	CHUC P. LE, MD	BETHESDA CARE NORWOOD 4592 MONTGOMERY RD	NORWOOD	OH	45212	
11/2/11	LIBERTY MEDICAL ASSOCIATES	HEALTHQUEST OF HIGHLAND COUNTY 160 ROBERTS LN STE A	HILLSBORO	OH	45133	
11/3/11	CLEVELAND CLINIC FOUNDATION	WESTLAKE MEDICAL CAMPUS, 850 COLUMBIA RD., SUITE 100	WESTLAKE	OH	44145	
11/3/11	EASTER SEALS	3930 FULTON DR NW SUITE 107	CANTON	OH	44718	
11/3/11	MARY FILE, MD	ST THOMAS PROF CTR 444 N MAIN ST STE 423	AKRON	OH	44310	
11/7/11	AUDREY TODD PHD	(b) (6)	COLUMBUS	OH	43214	
11/7/11	CARE POINT EAST	543 TAYLOR AVE SUITE 3009 (RESPIRATORY THERAPY-PULMONARY LAB)	COLUMBUS	OH	43205	
11/7/11	HERBERT GRODNER, MD*	(b) (6)	WESTERVILLE	OH	43081	

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Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
11/7/11	MEGAN GREGG, PHD	3400 KENNY1ST FLOOR	COLUMBUS	OH	43221	(b) (6)
11/7/11	ROBERT M. HESS, MD	(b) (6)	WESTERVILLE	OH	43081	
11/8/11	KIMBERLY TOGLIATTI-TRICKETT MD	(b) (6)	INDEPENDENCE	OH	44131	
11/8/11	MICHAEL R. MAGOLINE MD	(b) (6)	STOW	OH	44224	
11/15/11	DONALD J. KRAMER, PHD	(b) (6)	DAYTON	OH	45420	
11/15/11	JON COOPERRIDER, II OD	(b) (6)	MANSFIELD	OH	44906	
11/15/11	SPRINGFIELD REGIONAL MED CTR	100 MEDICAL CENTER DR.	SPRINGFIELD	OH	45504	
11/17/11	DORI SISSON, PH.D*	(b) (6)	SPRINGFIELD	OH	45504	
11/17/11	LEE HOWARD*	(b) (6)	SPRINGFIELD	OH	45504	
11/17/11	THE SPEECH LANGUAGE PATH*	109 N. BROAD ST.,STE 300,3RD FL	LANCASTER	OH	43130	
11/22/11	RICHARD SHERIDAN MD	(b) (6)	CINCINNATI	OH	45230	
11/22/11	RUTH M QUINN SLP	10133 SPRINGFIELD PIKE STE D	CINCINNATI	OH	45215	
11/29/11	ALBERT E VIRGIL PHD*	(b) (6)	PORTSMOUTH	OH	45662	
11/29/11	CARDIOLOGY SOUTH	1380 E STROOP RD	KETTERING	OH	45249	
11/29/11	OHIO EYE CARE SPECIALISTS INC	105 SUGAR CAMP CIRCLE, STE 200	DAYTON	OH	45409	
11/29/11	ULTRACARE PHYSICAL THERAPY	3450 W CENTRAL AVE STE 101	TOLEDO	OH	43606	
12/8/11	MICHAEL FIRMIN, PHD	IRONTON FAMILY MEDICAL CENTER 304 N SECOND ST.	IRONTON	OH	45638	
12/8/11	WILLIAM C STEINHOFF MA	(b) (6)	POINT PLEASANT	WV	45631	
12/29/11	MICHAEL T. FARRELL, PHD	(b) (6)	PORTSMOUTH	OH	45662	
1/1/12	FORPSYCH*	45 OLIVE STREET	GALLIPOLIS	OH	45631	
1/13/12	KOUROSH SAGHAFI, DO	6681 RIDGE RD. SUITE 300	PARMA	OH	44129	
1/19/12	MICHELE T. EVANS, PHD	4937 WEST BROAD STREET STE 205	COLUMBUS	OH	43228	
1/19/12	NEIL S SHAMBERG PHD	SHERWOOD CROSSING 9915 SR 127	SHERWOOD	OH	43556	
1/23/12	AUDREY TODD PHD	(b) (6)	COLUMBUS	OH	43214	
1/23/12	GREGORY A. MOTEN DO †	174 CURRIE HALL PARKWAY SUITE D	KENT	OH	44240	

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Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
2/14/12	DAVID R. BOUSQUET, M.ED.*	THE TOWERS BLDG 5TH FLOOR 500 MARKET ST STE 518 & 520	STEUBENVILLE	OH	43952	(b) (6)
2/14/12	GABRIEL E SELLA MD	92 N FOURTH ST STE 12	MARTINS FERRY	OH	43935	
2/16/12	NEOVISION GROUP	150 SPRINGSIDE DR. 300C	AKRON	OH	44333	
2/23/12	WAYNE MORSE, PH.D	1604 E PERKINS AVE. SUITE 201	SANDUSKY	OH	44870	
2/24/12	STEPHANIE A. KOPEY, DO	1950 NILES-CORTLAND RD NE SUITE 7	WARREN	OH	44484	
2/27/12	OREN MEYERS, PHD	3659 GREEN RD SUITE 222	BEACHWOOD	OH	44122	
3/7/12	THOMAS J. MEHELAS MD.	3335 MEIJER DR SUITE 300	TOLEDO	OH	43617	
3/9/12	DR PEDERZOLLI & BRINE MDS	1059 E STATE ST.	SALEM	OH	44460	
3/13/12	AIVARS VITOLS DO INC	ORTHOPEDIC ASSOCIATES OF SW OHIO 7677 YANKEE ST STE 110	DAYTON	OH	45458	
3/13/12	FORPSYCH*	254 JAMES BOHANAN MEMORIAL DRIVE	VANDALIA	OH	45377	
3/13/12	NANCY SCHMIDTGOESSLING PHD*	312 SOUTH BREIEL BLVD STE B	MIDDLETOWN	OH	45044	
3/13/12	PEDIATRIC OPHTHAMOLOGY ASSOCIATES INC.	555 S. 18TH ST; SUITE 4C	COLUMBUS	OH	43205	
3/20/12	CE PROVIDER SERVICES	SOUTHEAST OHIO CHIROPRACTIC AND REHAB CTR 1100 LINDEN AVE	ZANESVILLE	OH	43701	
3/21/12	CURTIS S. ICKES, PHD	1060 CLAREMONT AVE #6	ASHLAND	OH	44805	
4/3/12	METRO HLTH MED CTR	2500 METRO HEALTH DR 2ND FLOOR REHABILITATION PAVILLION STE 2201	CLEVELAND	OH	44109	
4/3/12	ROMEO SIX ONG, MD	5500 RIDGE RD. #236	PARMA	OH	44129	
4/6/12	MARSHA D. COOPER, MD	2819 S HAYES AVE SUITE #6	SANDUSKY	OH	44870	
4/6/12	OPHTHALMOLOGY ASSOC OF NW OHIO	3509 BRIARFIELD BLVD	MAUMEE	OH	43537	
4/6/12	SUSHIL SETHI MD *	5757 MONCLOVA RD SUITE # 1	MAUMEE	OH	43537	
4/16/12	SUSHIL M SETHI, MD*	(b) (6)	ST. CLAIRSVILLE	OH	43950	

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Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
4/23/12	AIMEE MORELLI-NEDDY SLP	SYLVAN LEARNING CENTER 809 KENTWOOD DR	BOARDMAN	OH	44512	(b) (6)
4/24/12	HARVEY A. LESTER, MD	29525 CHAGRIN BLVD SUITE #107	BEACHWOOD	OH	44122	
4/24/12	RICHARD N. DAVIS, MA	14805 DETROIT RD STE #450	LAKEWOOD	OH	44107	
5/4/12	THE SPEECH LANGUAGE PATH*	4807 ROCKSIDE RD. SUITE 400	INDEPENDENCE	OH	44131	
5/8/12	OLSEN HEARING SERVICES INC.	5267 PEARL RD.	PARMA	OH	44129	
5/9/12	BABATUNDE ONAMUSI, MD*	(b) (6)	LIMA	OH	45805	
5/10/12	JAMES N SPINDLER MS	(b) (6)	CAMBRIDGE	OH	43725	
5/12/12	OLYMPUS HEALTH	5810 PEARL RD.	PARMA	OH	44130	
5/30/12	RICHARD SEXTON PHD*	(b) (6)	CINCINNATI	OH	45208	
5/30/12	THOMAS L. HYATT, PSYD	(b) (6)	MILFORD	OH	45150	
6/5/12	H.L. KRUPADEV, MD LLC	(b) (6)	MARIETTA	OH	45750	
6/5/12	SUSHIL M SETHI MD*	(b) (6)	MARIETTA	OH	45750	
6/14/12	EVELYN RIVERA PHD	HISPANIC HUMADOAP 3305 W 25TH ST	CLEVELAND	OH	44109	
6/20/12	BABATUNDE ONAMUSI, MD*	BACKS R US 420 RUSSELL RD	SIDNEY	OH	45365	
6/20/12	REHAB MED. ASSOCIATES	998 S DORSET STE 104	TROY	OH	45373	
6/25/12	TRI STATE OCCUPATIONAL MEDICINE*	3 ROSEMAR CIRCLE SUITE C	PARKERSBURG	WV	26104	
6/27/12	DAMIAN M. DANOPULOS, MD*	ACKERMAN MED BLDG STE 310 3080 ACKERMAN BLVD	KETTERING	OH	45429	
6/27/12	GEORGE O SCHULZ PHD*	2100 EAST HIGH ST. SUITE 110 (GOVERNOR'S MANOR)	SPRINGFIELD	OH	45505	
6/27/12	GIOVANNI M. BONDS, PHD*	(b) (6)	DAYTON	OH	45405	
7/2/12	RAINBOW COUNSELING	414 E FIFTH ST	E LIVERPOOL	OH	43920	
7/2/12	RICHARD C. HALAS, MA*	(b) (6)	ASHTABULA	OH	44004	
7/6/12	MELISSA LANZA, PHD	330 LOUISIANA AVE., STE. A	PERRYSBURG	OH	43551	
7/9/12	GEORGE LESTER, PSY D	800 COMPTON RD SUITE #1	CINCINNATI	OH	45231	

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Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
7/19/12	OZA & OZA	1100 S MAIN ST. SUITE 203	DAYTON	OH	45409	(b) (6)
7/20/12	EDMUND SCHWEITZER MD	10547 MONTGOMERY ROAD, STE 400	CINCINNATI	OH	45242	
7/20/12	MARY ANN JONES, PH.D.	4134 LINDEN AVE. STE. 200	DAYTON	OH	45432	
7/20/12	MICHAEL T. FARRELL, PHD	STEPHEN W. HALMI PSY D 1159 LYONS RD BUILDING E	CENTERVILLE	OH	45459	
7/20/12	TY PAYNE, PH.D.	4134 LINDEN AVE. SUITE 200	DAYTON	OH	45432	
7/20/12	WILLIAM J. KESSLER, MD	2600 FAR HILLS AVE SUITE #15	DAYTON	OH	45419	
7/30/12	AFFINITY MEDICAL CENTER	845 EIGHTH ST NE SUITE #3	MASSILLON	OH	44646	
7/30/12	BAILEY REHABILITATION SERVICES	3300 BAILEY ST NW SUITE #104	MASILLON	OH	44646	
7/30/12	DAVID CHIARELLA, PHD	1950 NILES-COURTLAND RD NE ST RT 46 STE 6	WARREN	OH	44484	
7/30/12	PAUL A STEURER JR MD	4125 MEDINA RD STE 201	AKRON	OH	44333	
7/30/12	PRABHUDAS R. LAKHANI, MD	1255 BOARDMAN-CANFIELD RD SUITE 100	YOUNGSTOWN	OH	44512	
8/1/12	JAMES J. LAPOLLA, MD	(b) (6)	WARREN	OH	44484	
8/1/12	JENNIFER HAAGA, PSYD	106 E MARKET STREET SUITE 605	WARREN	OH	44481	
8/3/12	FORPSYCH*	15711 MADISON AVE STE 102	LAKEWOOD	OH	44107	
8/3/12	OHIO MYOFASCIAL SPECIALISTS INC	478 WEST MARKET ST	TIFFIN	OH	44883	
8/6/12	FAUST PSYCHOLOGICAL SERVICES*	MICHAEL FAUST, PHD LUTHERAN HOSPITAL 1730 W. 25TH ST	CLEVELAND	OH	44113	
8/6/12	IMA, PC*	4269 PEARL RD. STE 102	CLEVELAND	OH	44109	
8/9/12	CE PROVIDER SERVICES	EDGERTON FAMILY CHIROPRACTIC 113 W LYNN ST	EDGERTON	OH	43517	
8/9/12	ENT PHYSICIANS, INC.	3829 WOODLEY RD BLDG B	TOLEDO	OH	43606	
8/13/12	MARTIN K. JOHNSON, PSY.D.	1345 LAGONDA AVENUE BUILDING C	SPRINGFIELD	OH	45503	
8/13/12	MICHAEL J WUEBKER PHD	334 GODFREY AVE STE A	CELINA	OH	45822	
8/15/12	JAMES C TANLEY PHD*	4041 N HIGH ST 300P	COLUMBUS	OH	43214	

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Date of Onsite	Vendor Name	Address	City	State	Zip	PRO
8/21/12	JAMES SUNBURY PHD	WASHINGTON SQ #B4 750 E WASHINGTON ST	MEDINA	OH	44256	(b) (6)
8/21/12	JAMES SUNBURY PHD	605 S TRIMBLE RD STE D	MANSFIELD	OH	44906	
8/21/12	SUDHEER SHIRALI MD	(b) (6)	CANTON	OH	44720	
8/31/12	AKASHA MEDICAL CONSULTANTS	FLOWER HOSPITAL MEDICAL OFFICE BUILDING I 5300 HARROUN RD STE 212	SYLVANIA	OH	43560	
8/31/12	DONALD MCINTIRE PH.D	125 EXECUTIVE DR, SUITE 201	MARION	OH	43302	
8/31/12	FORPSYCH*	451 MCDONALD PIKE	PAULDING	OH	45879	
8/31/12	JENNIFER UJCICH SLP	MARION PUBLIC LIBRARY 2ND FLOOR CONFERENCE ROOM 445 EAST CHURCH STREET	MARION	OH	43302	
9/4/12	DAVID P. HOUSE, PHD*	2800 EUCLID STE 335	CLEVELAND	OH	44115	
9/4/12	DEBORAH A. KORICKE, PHD	20800 WESTGATE MALL STE 200	FAIRVIEW PARK	OH	44126	
9/4/12	MITCHELL WAX PHD	14701 DETROIT AVE #435	LAKEWOOD	OH	44107	
9/6/12	HERBERT GRODNER, MD*	(b) (6)	WESTERVILLE	OH	43081	
9/6/12	HUMAN DEVELOPMENT & COUNSELING*	4792 MUNSON ST NW	CANTON	OH	44718	
9/6/12	JAMES M. LYALL PH.D	THE GLASS TOWER 4450 BELDEN VILLAGE AVE STE 500	CANTON	OH	44718	
9/6/12	JOHN REECE PSY.D*	1110 MORSE RD STE 218	COLUMBUS	OH	43229	
9/6/12	JOSEPH B YUT MD	(b) (6)	CANTON	OH	44706	
9/12/12	MED AND OCCUPATIONAL HEALTH*	2825 BURNET AVE, SUITE 304	CINCINNATI	OH	45219	
9/20/12	LINDSAY ARMITAGE, PSY D	4055 EXECUTIVE PARK DRIVE, SUITE 210	CINCINNATI	OH	45241	
9/24/12	KATHERINE MYERS, PSYD*	RICHLAND BANK BUILDING, 3 N MAIN STREET SUITE 812	MANSFIELD	OH	44902	
9/25/12	D C TALBUT MD	5300 HARROUN RD STE #208	SYLVANIA	OH	43560	
9/25/12	JEROME ZAKE PHD	3454 OAK ALLEY CT STE 305	TOLEDO	OH	43606	
9/25/12	KAREN J ROBIE PHD	3454 OAK ALLEY CT STE 410	TOLEDO	OH	43606	

*Key Vendor

†No longer a vendor

CONSULTATIVE EXAMINATION PROVIDERS CREDENTIALS AND LICENSURE

The Ohio DDS has 396 consultative examination providers with a total of 378 locations. Proper Licensure of the Consultative examination providers is ensured in accordance with POMS DI 39569.300.

At the time of enlisting the services of a new consultative examination provider, licenses, credentials and certifications are verified with the appropriate State Medical, Psychology and other professional Boards. Signed statements are obtained from each provider certifying that all support staff that will be used in consultative examinations meet the appropriate licensing /certification requirements of the State and are not sanctioned. Each license is checked at either renewal date or every two years, whichever occurs earlier. Quarterly sanction lists through each of the corresponding boards are checked for sanctions against any providers currently performing examinations for the Ohio DDS. Consultative examination providers with current/active sanctioned are not utilized by the Ohio DDS.

All credential and licensure verification is tracked through the Medical Administration department and corresponding copies of all verifications are maintained in each consultative examination provider's file throughout the duration of their business relationship with the Ohio DDS. These records are maintained in accordance with the State of Ohio records retention policy/schedule.

During fiscal year 2012, the Ohio DDS found one consultative examination provider (b) (6) discontinued utilizing this provider immediately. The agency worked quickly to resolve the situation by identifying all claims this affected, ordering new examinations when needed and ultimately only had to recall five claims.

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OHIO DDS
 KEY PROVIDERS
 FY 2012

Vendor Name	Address	City	State	Zip	Psych	Physical
ALBERT E. VIRGIL, PHD	(b) (6)	PORTSMOUTH	OH	45662	\$174,410.00	
	3620 N HIGH ST STE B9	COLUMBUS	OH	43214		
	(b) (6)	LIMA	OH	45805		
BABATUNDE ONAMUSI, M.D.	ALPHA CHOICE URGENT CARE, 255 N MAIN ST.	CENTERVILLE	OH	45459		\$200,775.00
	(b) (6)	LIMA	OH	45805		
	(b) (6)	DEFIANCE	OH	43512		
	ROCKSIDE HEALTH AND WELLNESS 6500 ROCKSIDE RD STE. 160	INDEPENDENCE	OH	44131		
	BACKS R US 420 RUSSELL RD	SIDNEY	OH	45365		
CONSULTING PSYCHOLOGY INC.	3250 W MARKET ST STE 106	FAIRLAWN	OH	44333	\$196,934.00	
DAMIAN M. DANOPULOS, M.D.	ACKERMAN MED BLDG STE 310 3080 ACKERMAN BLVD	KETTERING	OH	45429		\$364,782.50
DAVID P. HOUSE, PH.D	2800 EUCLID STE 335	CLEVELAND	OH	44115	\$217,408.00	
	SPANISH AMERICAN COMM 4407 LORAIN AVE	CLEVELAND	OH	44113		
DAVID R. BOUSQUET, M.ED.	THE TOWERS BLDG 5TH FLOOR 500 MARKET ST STE 518 & 520	STEUBENVILLE	OH	43952	\$200,526.00	
	(b) (6)	CADIZ	OH	43907		
DOROTHY A. BRADFORD, M.D.	SEVERANCE MEDICAL BUILDING 5 SEVERANCE CIRCLE SUITE 815	CLEVELAND HEIGHTS	OH	44118		\$191,178.75
FAUST PSYCHOLOGICAL SERVICES	MICHAEL FAUST, PHD LUTHERAN HOSPITAL 1730 W. 25TH ST	CLEVELAND	OH	44113	\$209,503.00	
FORPSYCH	200 PUTNAM ST STE 522	MARIETTA	OH	45750	\$1,059,736.50	
	1019 DELTA AVE	CINCINNATI	OH	45208		
	COSHOCTON COUNTY JOB & FAMILY SERVICES 725 PINE ST.	COSHOCTON	OH	43812		
	15711 MADISON AVE STE 102	LAKEWOOD	OH	44107		
	3063 W. ELM STREET	LIMA	OH	45805		
	739 N. VANDERMARK RD	SIDNEY	OH	45365		
	5720 A SIGNAL HILL CT	MILFORD	OH	45150		
	953 S SOUTH STREET	WILMINGTON	OH	45177		
	254 JAMES BOHANAN MEMORIAL DRIVE	VANDALIA	OH	45377		
	451 MCDONALD PIKE	PAULDING	OH	45879		
	508 E MAIN ST	WEST UNION	OH	45693		
	1159 LYONS RD BLDG E	CENTERVILLE	OH	45459		
	304 N SECOND ST	IRONTON	OH	45638		
	45 OLIVE STREET	GALLIPOLIS	OH	45631		
	717 FIFTH STREET	PORTSMOUTH	OH	45662		
	1 ACY AVENUE SUITE A	JACKSON	OH	45614		
	THE WESTGATE BUILDING, 3450 W. CENTRAL AVE., STE 334	TOLEDO	OH	43606		

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Vendor Name	Address	City	State	Zip	Psych	Physical
GEORGE O SCHULZ PHD	2100 EAST HIGH ST. SUITE 110 (GOVERNOR'S MANOR)	SPRINGFIELD	OH	45505	\$162,035.00	
GIOVANNI M. BONDS, PHD	(b) (6)	DAYTON	OH	45405	\$155,222.00	
HERBERT GRODNER, MD	(b) (6)	WESTERVILLE	OH	43081		\$201,643.00
HERSCHEL PICKHOLTZ ED.D	24100 CHAGRIN BLVD. SUITE 120	BEACHWOOD	OH	44122	\$195,126.00	
HUMAN DEVELOPMENT & COUNSELING	4792 MUNSON ST NW	CANTON	OH	44718	\$275,626.00	
IMA, PC	4269 PEARL RD. STE 102	CLEVELAND	OH	44109	\$297,105.00	\$372,690.25
J. JOSEPH KONIECZNY PHD	23811 CHAGRIN BLVD CHAGRIN PLAZA E STE LL70	BEACHWOOD	OH	44122	\$316,043.00	
	605 S TRIMBLE RD STE D	MANSFIELD	OH	44906		
	(b) (6)	AUSTINTOWN	OH	44515		
JACK J. KRAMER, PHD	700 MORSE RD STE 102	COLUMBUS	OH	43214	\$158,785.00	
	7599 STATE ROUTE 559 STE. 100	ZANESFIELD	OH	43360		
JAMES C TANLEY PHD	4449 STATE RT 159	CHILlicothe	OH	45601	\$282,331.00	
	(b) (6)	TOLEDO	OH	43604		
	4041 N HIGH ST 300P	COLUMBUS	OH	43214		
	(b) (6)	DELAWARE	OH	43015		
JOHN REECE PSY.D	1110 MORSE RD STE 218	COLUMBUS	OH	43229	\$238,431.00	
	(b) (6)	DELAWARE	OH	43015		
	(b) (6)	MT VERNON	OH	43050		
	(b) (6)	NEWARK	OH	43055		
KATHERINE A MYERS PSY.D	1502 UNIVERSITY BLVD, SUITE D	HAMILTON	OH	45011	\$266,572.00	
	RICHLAND BANK BUILDING, 3 N MAIN STREET SUITE 812	MANSFIELD	OH	44902		
KENNETH A. GRUENFELD, PSY D	5500 MARKET STREET STE #90	YOUNGSTOWN	OH	44512	\$153,570.00	
LEE HOWARD INC	25 WEST HARDING	SPRINGFIELD	OH	45504	\$318,620.00	
	601 UNDERWOOD ST	ZANESVILLE	OH	43701		
	181 THURMAN AVE	COLUMBUS	OH	43206		
MARC E. MILLER PH.D	(b) (6)	NEWARK	OH	43055	\$185,186.00	
	C/O COSHOCTON COUNTY JOB AND FAMILY SVCS 725 PINE STREET	COSHOCTON	OH	43812		
	2680-B N COLUMBUS ST.	LANCASTER	OH	43130		
MARK HAMMERLY, PHD	(b) (6)	TOLEDO	OH	43604	\$197,062.00	
	640 LAKEVIEW PLAZA BLVD STE I	WORTHINGTON	OH	43085		
MED AND OCCUPATIONAL HEALTH	806 SIXTH STREET	PORTSMOUTH	OH	45662		\$934,007.25
	1010 SUMMIT DRIVE	MIDDLETOWN	OH	45042		
	2825 BURNET AVE, SUITE 304	CINCINNATI	OH	45219		
	FOLKE BLOCK BLDG 4TH FLOOR 14 S PAINT ST	CHILlicothe	OH	45601		
MEDICAL EVALUATION SERVICES	83 N MILLER RD	AKRON	OH	44333		\$242,296.00
MEDICAL EVALUATION SERVICES	3400 N HIGH STREET, 3RD FLOOR, SUITE 340	COLUMBUS	OH	43202		\$506,757.00
NANCY SCHMIDTGOESSLING PHD	312 SOUTH BREIEL BLVD STE H	MIDDLETOWN	OH	45044	\$374,088.38	
	(b) (6)	CINCINNATI	OH	45238		

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Vendor Name	Address	City	State	Zip	Psych	Physical
NORMAN L. BERG, PHD	XAVIER HOUSE - SYCAMORE HOUSE 3818 WINDING WAY	CINCINNATI	OH	45207	\$193,850.00	
	ADAMS COUNTY REGIONAL MED CENTER 230 MEDICAL CENTER DRIVE	SEAMAN	OH	45679		
RICHARD C. HALAS, MA	26300 EUCLID AVE SUITE#716	EUCLID	OH	44132	\$265,702.00	
	SPANISH AMERICAN COMMITTEE 4407 LORAIN AVE	CLEVELAND	OH	44113		
	(b) (6)	ASHTABULA	OH	44004		
RICHARD SEXTON PHD	(b) (6)	CINCINNATI	OH	45208	\$220,912.00	
	(b) (6)	IRONTON	OH	45638		
	FAMILY PSYCH CENTER 476 E RICH ST	COLUMBUS	OH	43215	\$161,742.00	
SCOTT DONALDSON, PHD	(b) (6)	COLUMBUS	OH	43220	\$302,527.00	
	(b) (6)	AKRON	OH	44319		
	(b) (6)	MARION	OH	43302		
	(b) (6)	NEWARK	OH	43055		
SUSHIL M SETHI MD	(b) (6)	MARIETTA	OH	45750		\$467,691.00
	830 W HIGH ST STE 108	LIMA	OH	45801		
	1221 S TRIMBLE RD STE B-1	MANSFIELD	OH	44907		
	(b) (6)	BOARDMAN	OH	44512		
	(b) (6)	ST. CLAIRSVILLE	OH	43950		
	5757 MONCLOVA RD SUITE # 1	MAUMEE	OH	43537		
T RODNEY SWEARINGEN PHD	(b) (6)	MT VERNON	OH	43050	\$350,761.00	
	6877 N HIGH ST STE 305	COLUMBUS	OH	43085		
	(b) (6)	ATHENS	OH	45701		
	6877 N HIGH ST STE 305	COLUMBUS	OH	43085		
	125 EXECUTIVE DR STE 201	MARION	OH	43302		
	14 SOUTH PAINT ST STE 19	CHILLICOTHE	OH	45601		
THE SPEECH AND LANGUAGE PATH	C/O STEUBENVILLE PUBLIC LIBRARY 4141 MALL DR. LOWER LEVEL - CONFERENCE ROOM	STEUBENVILLE	OH	43952		\$180,954.00
	7100 N HIGH ST STE 203	WORTHINGTON	OH	43085		
THOMAS M. EVANS, PHD	35590 CENTER RIDGE RD STE 102	NORTH RIDGEVILLE	OH	44039	\$177,393.00	
	11 W. CHURCH STEET UNIT C1	MILAN	OH	44846		
TRI STATE OCCUPATIONAL MED INC	1649 BRICE RD STE B	REYNOLDSBURG	OH	43068		\$848,707.75
	2819 S HAYES AVE STE 6	SANDUSKY	OH	44870		
	67925 BANFIELD RD	ST CLAIRSVILLE	OH	43950		
	TIFFANY MED CTR 7067 TIFFANY BLVD	YOUNGSTOWN	OH	44514		
	FAMILY HEALTH CARE 2055 S LIMESTONE E	SPRINGFIELD	OH	45505		
	221 S SIXTH ST	IRONTON	OH	45638		
	1649 BRICE RD SUITE B	REYNOLDSBURG	OH	43068		
	CCMH DOCTOR'S CLINIC 1523 WALNUT STREET	COSHOCTON	OH	43812		
	3 ROSEMAR CIRCLE SUITE C	PARKERSBURG	WV	26104		

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Vendor Name	Address	City	State	Zip	Psych	Physical
TRI STATE OCCUPATIONAL MED INC (CONT.)	4126 N HOLLAND-SYLVANIA RD STE 100	TOLEDO	OH	43623		
	400 E STATE ST	ATHENS	OH	45701		
	MARION AREA HEALTH CENTER 1050 DELAWARE AVENUE	MARION	OH	43302		
					Psych Total:	Physical Total:
					\$7,307,206.88	\$4,511,482.50
Grand Total:					\$11,818,689.38	

PROFESSIONAL RELATIONS OFFICERS ACTIVITIES
FY 2012

October 14th 2011 Legal Community Meeting
October 20th 2011 Franklin County Children's Services Meeting
October 14th 2011 Second Harvest Presentation*
October 23rd – 25th 2011 Ohio School Speech Pathology Educational Audiology
Coalition Conference
October 26th – 28th 2011 Ohio Psychological Association Conference
October 31st 2011 Ohio Department of Rehabilitation and Corrections Meeting
November 2nd – 4th 2011 Ohio Rehabilitation Association Conference
November 2nd 2011 Ohio Rehabilitation Association Conference Presentation
November 10th 2011 Perry County Jobs and Family Services Presentation
November 15th 2011 Second Harvest/Ohio Benefit Bank Training
November 16th 2011 Dayton Access Center Presentation*
December 2nd 2011 National Association of Social Workers –Ohio Chapter
Conference
December 13th – 14th 2011 Second Harvest Food bank Outreach Training
January 4th 2012 Second Harvest Food bank Outreach Training
January 20th 2012 Epilepsy Today Tapings Cincinnati, OH
January 23rd 2012 Ohio Department of Mental Health/Pre-Release Outreach
Training
January 26th 2012 Second Harvest/Ohio Benefit Bank Training
February 22nd 2012 Second Harvest/Ohio Benefit Bank Training
March 7th – 9th 2012 Ohio Speech – Language – Hearing Association Conference
March 13th 2012 Educational Services of Licking County Outreach Meeting
March 14th 2012 Governor's Council Meeting
March 20th 2012 Second Harvest Food bank Outreach Training
March 27th – 28th 2012 Ohio Health Information Management Association
Conference
March 30th 2012 Darke Co Developmental Disabilities Presentation
April 7th 2012 Dayton area Scleroderma Support Group
April 13th 2012 Center for Independent Living Presentation*
April 14th 2012 Ohio Hispanic Social Services Workers Association Health
Disparities Conference
April 20th 2012 Epilepsy Today Tapings Cincinnati, OH
April 24th 2012 Tri-State Center for Independent Living*
April 26th 2012 RSC Commissioner Meeting & Presentation
Throughout February, March, April 2012 e-Authorization Outreach Meetings/Calls
Throughout February, March, April 2012 DDD Unit Outreach Meetings
May 1st – 2nd 2012 National Kidney Foundation Symposium
May 10th 2012 Perry County Jobs and Family Services*
May 12th 2012 Scleroderma support group-Willoughby, OH

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May 15th 2012 Deaf Initiatives*
May 23rd 2012 Clark Co. Developmental Disabilities Services*
July 12th 2012 Perry County Jobs and Family Services Presentation
July 25th 2012 Scleroderma support group of Brecksville
Supervisor coverage for units in area 7 Month of May and June
August 22nd 2012 ODMH/DYS meeting on possible SSI Pre-Release Project
September 17th – 18th 2012 RSC DisAbility Jobs Summit

*Indicates activity performed in conjunction with a Public Affairs Specialists

**Oklahoma Disability Determination Services (DDS)
Professional Relations Office (PR)
Consultative Examination (CE) Oversight/Management Report
Fiscal year 2012**

1. Oklahoma DDS procedures to resolve complaints:

A new electronic PR Database in Access has been developed this year for staff to make all referrals to PR including complaints, compliments, informational, special exam requests and treating physician requests. The database automatically sends a pop-up e-mail to the PR unit each time a referral is made. This allows PR staff to immediately see the referral and respond that it is received with planned action. There is adequate space on each referral in the database for PR to document all actions. When actions are completed and the referral is ready for closure PR responds back to the person sending the referral with all action completed and it is saved into the database for future reference. All active referrals may be accessed by staff at any time to check the progress of resolution by entering the case number. This has proven to be a valued time saver for PR and made for easier communication back and forth with staff. As with anything new, there are some glitches and PR is working with IT staff to make the database more user friendly for the staff.

- *MER provider complaints* usually involve assisting staff to obtain medical records that are pertinent to the decision making process from an uncooperative MER provider or obtaining medical records that are needed more expeditiously than the norm. This has more recently included requests to assist with acceptance of the e-827 from reluctant MER vendors. To assist in obtaining the MER, PR staff makes telephone calls and sends faxes as appropriate. If the MER provider states that the records in question were submitted to the DDS by fax or through the Social Security Administration's (SSA) secure website, PR staff researches the local electronic 'error' file and the 'DMA Tracker' program. The 'error' file and 'DMA Tracker' contain MER and CE reports received at the DDS but not accepted appropriately into the electronic folder. The local IT staff has set the 'Inbound Fax Gateway Error Report' from DMA Tracker to print automatically in PR each morning. Access to both the 'error' file and to the 'DMA Tracker' program continues to be an asset for 'paper' cases and for records received from large copy services. After searching these two electronic locations, PR follows up with each record as appropriate. This may include but is not limited to telephoning or faxing the medical source, contacting the disability specialist assigned to the claim or faxing a report into the electronic system. If a vendor will not accept the e-827 with follow up from the PR unit, the vendor name is reported to the SSA Regional office
- When complaints are received *from the DDS staff*, regarding *CE providers* the PR staff reviews the complaint, researches supporting documentation as necessary to determine if the complaint is valid and if so, what action is necessary. Action may be a telephone call to the provider concerning late or incomplete CE reports. In this situation, PR works with the provider to reach a positive outcome. If the CE provider has a history of late or incomplete reporting, a deadline is given for their completed response and they are reminded of the commitment they have made in their annual Memorandum of Understanding (MOU) to submit all completed reports within two weeks of the exam date. PR follows up to be sure that the report is received. In the most extreme case when a CE provider has a large number of outstanding reports with no extenuating circumstances, scheduling with the provider may be suspended until all reporting is current. The temporary suspension of scheduling is communicated to the CE provider by telephone and in writing. When scheduling is resumed, it is also communicated to the CE provider by telephone and in writing. The PR staff utilizes 'DMA Tracker' to search for the medical reports. 'DMA Tracker' has helped to reduce both processing time and frustration for the DDS staff. This process has been in place for several years and we have seen a large decline in the CE providers who are habitually late in reporting.

- When complaints are received from a *claimant regarding a CE provider* the claimant is asked to submit their concerns in writing. The receipt of the claimant's complaint is acknowledged in a letter to the claimant. A letter is then written to the CE provider summarizing the complaint and asking the provider to give their view of the events as they occurred. The PR staff sends claimant surveys to a minimum of ten to twenty claimants who have recently been examined by the CE provider in question to determine any patterns of behavior. If allegations against the CE provider are egregious in nature, the PR staff will suspend the provider from scheduling during the investigation. After reviewing all of the information, a determination is made as to whether the complaint is unsubstantiated or substantiated. If the complaint is considered valid, a PR specialist visits the CE provider to discuss and implement a plan to remedy the situation. Depending on the nature of the complaint, a second PR specialist, the DDS administrator, a medical consultant or other appropriate DDS staff may accompany the PR specialist investigating the complaint to visit the CE provider. Communication with the DDS Administrator is ongoing in all complaints that include serious allegations regarding a CE provider. When appropriate, the Regional Office, the state licensure boards and law enforcement agencies are notified. Throughout the investigation process, beginning with the first contact from the claimant through the conclusion, whether the situation is remedied or the CE provider is released from the panel detailed written documentation is maintained.

2. Onsite reviews of 68 CE providers were completed by Oklahoma DDS PR staff: Reviews listed by clinic name have more than one CE provider at the clinic.

Eve Medical Services, LLC	Applied Medical Professions, Muskogee
JANZA, LLC	Applied Medical Professions, Ada
H & H Exams, LLC	QTC Medical
Midtown Medical Associates	Brian Birdwell, MD
Adel Malati, MD	Midwest Health Associates
Audiology of Tulsa	Ahmed Abdelaziz PhD
SXR Medical Evaluations	Parind Shah PhD
Corey Babb, DO	Darrell Lynch PhD
Tri Phuc Luong, DO	J'Dene Rogers PhD
Zane DeLaughter, DO	Ronald Schatzman, MD
Michael Morgan, PsyD	Stephen Close, PhD
Harold Zane DeLaughter, DO	Family Medical
Johna Smasal, PhD	Reagan Smith, PhD
Marion Sigurdson PhD	Melissa Van Kirk, PhD
River Smith PhD	Justin Bryant, DO
Peter Ciali, PhD	Gregory B Clay, OD
Tim Doty, PhD	Jason K Rhynes, OD
Heather Ranger, PhD	John Barringer, OD
Susan Linde, PhD	David Roberts, OD
Nancy Barton, PhD	Dana McCoy, MA CCC SLP
Jason Macias, DO	Sherman Lawton, MD
Loni Pearish, DO	Juan Maldonado, MD
Rachel McCracken, DO	Jerry White, MD
Andrew Patchett, DO	Martin Krinsky, PhD
Donald Von Borstel, DO	Sidney Williams, MD
Quality Medical Clinic	Jimmie Wayne Taylor, MD
Brenda Alred, AuD	Wojciech Dulowski, MD

Vikki J Duke, AuD
Mallory Nitzel, AuD
Jessica Worth, AuD
Stanley R Lang, PhD, AuD
Aubrey Kavanaugh, MD
Serena Anderson, MD
Ryan Trojan, MD

Cardiology of Muskogee
Yee Se Choa Ong, MD
Poyner Psychological Assoc
Foundation Medical Service Inc
Yvonne Cardenas, SLP
Julie Thomas, DO
Sooner Medical Services

3. Current list of names and addresses of key providers:

The Oklahoma DDS has the following providers whose practice is primarily directed towards evaluation examinations:

- AJ Medical PLLC, 202 S Birch St, Ste 107, Owasso, OK 74055
- Alden Clinical Evaluation Services, P.O. Box 112, El Reno, OK 73036
- Applied Medical Professions of Muskogee, Durant, & Ardmore & Ada 2600A Arlington, , Ada, OK 74820
- Eve Medical Services of Miami, Bartlesville, Stroud & Weatherford and Enid, PO Box 31266, Edmond, OK 73003
- H & H Exams LLC, 4751 S Union, Tulsa, OK 74107
- Theresa Horton, PhD, (b) (6), Howe, OK 74940
- JANZA, LLC of Tulsa & Duncan 6539 E 31st St, Ste 7, Tulsa, OK 74145
- Michael D Morgan, PsyD, 3840 S 103rd E Ave, Ste 123, Tulsa, OK 74146
- Midtown Medical Associates, LLC, 2525 East 21st St, Ste 108, Tulsa, OK 74114
- QTC Medical Group Inc of Oklahoma City & Lawton, 1211 N Shartel Ave, Ste107, Oklahoma City, OK 73103
- Quality Medical Clinic of Oklahoma City, 8241 S Walker, Oklahoma City, OK 73139
- Sooner Imaging, Inc, 5350 E 46th St Ste 119, Tulsa, OK 74145
- Sooner Medical Services (Family Medical Urgent Care), 1140 SW 104th St, Oklahoma City, OK 73139

Alden Clinical Evaluation Services, Applied Medical Professions, Eve Medical Services, H & H Exams, LLC, JANZA, LLC, Michael D Morgan, PsyD, Midtown Medical Associates, LLC, Quality Medical Clinic, and Sooner Medical Services listed above and the following CE providers have an annual billing of \$100,000.00 or more to the Social Security disability program:

- Advancing Psychology Inc, 5929 N May Ave, Ste 508, Oklahoma City, OK 73112
- Denise LaGrand, PsyD, PO Box 628, Tahlequah, OK 744765
- Midwest Health Associates, 800 Rolling Hills Lane, Ada, OK 74820
- Minor Gordon, PhD, 3223 E 31st St, Ste 109, Tulsa, OK 74105
- Poyner Psychological Associates, 14453 SE 29th St, Ste D, Choctaw, OK 73020

4. CE panelists:

a. The number of current CE providers on the panel for Oklahoma is 325.

b. Oklahoma DDS process regarding CE provider credentials:

When new providers are initially recruited, they complete a credentials form. Using the name, address and license number reported by the potential provider, PR staff verifies the license through the appropriate state and federal licensure board(s). Verification of the license includes checking to make certain the license is current, in good standing, and to determine if there have been sanctions or disciplinary action in the past. In determining current or past sanctions, the medical credentials are also checked against the federal exclusion list of the Department of Health & Human Services Office of the Inspector General. If there are sanctions or disciplinary actions, a PR specialist visits the appropriate state licensure board to review the file. In an effort to maintain program integrity,

disciplined or sanctioned doctors are not added to the CE panel. A file is then retained in the PR office for future reference stating the doctor has been sanctioned or disciplined. Each year when a CE provider renews the Memorandum of Understanding (MOU) with the Oklahoma DDS, the provider is required to submit a copy of his or her most recent license, which is checked against the records of the appropriate licensure board. The Oklahoma MOU states that providers are responsible for advising the DDS of any changes to their licensure status. PR specialists also make random inquiries to the licensure boards as appropriate.

c. Oklahoma DDS process regarding CE providers' support personnel:

The process for verifying support personnel directly mirrors the process for CE providers. Support personnel whose license or credentials are governed by the State of Oklahoma are required to submit a 'Statement of Eligibility for Associated Licensed Personnel' form and a copy of their most recent license to the CE provider who forwards them to the PR office. The licenses are checked with the appropriate governing boards and with the federal exclusion list of the Department of Health & Human Services Office of the Inspector General. The eligibility form and copies of the most recent license are required at the initial contracting of the provider and annually as MOUs are renewed. The MOU states that the CE provider is responsible for using only properly licensed and credentialed support staff. The CE provider is also responsible for reporting changes as they occur. PR specialists make random inquiries to the licensure boards as appropriate.

4. Medical fee schedules:

a. CE/MER fee schedule changes:

The Oklahoma DDS adjusted a few CE provider fees to match our parent agency, the Oklahoma Department of Rehabilitation Services. \$1.00 indicates that the fee is negotiated with each provider as needed.

The MER fee schedule is a flat rate of \$15.00 for one page or a hundred pages. Oklahoma does not have volume provider discounts.

b. A copy of the current Oklahoma fee schedule is found in attachment #1.

5. Activities regarding Electronic Medical Evidence (EME), exhibiting at medical conventions and joint actions with regional public affairs offices (PAS):

Marketing of Electronic Records Express (ERE)

Each presentation made by Professional Relation Staff has a section relating to ERE. All exhibits include information regarding ERE and the Electronic Medical Evidence process. EME was discussed with providers during scheduled PR visits to all CE and MER provider offices. The secure website registration process is ongoing. Electronic Records Express is integrated into all of our processes and continues to be promoted. In April 2012, the Oklahoma DDS hosted CE Provider seminars for both our physical and mental providers. Both presentations included information regarding ERE and how to use the secure website.

Exhibiting at Medical Conventions

10/05-07/2011 – Conference Oklahoma Department of Mental Health & Substance Abuse Services

10/13-14/2011 – Exhibited at Department of Rehabilitation Services EXPO 2011

11/03-04/2011 – Exhibited at Oklahoma Psychological Association Annual Conference

05/15-17/2012 – Annual Children's Behavioral Health Conference/ Oklahoma Department of Mental Health & Substance Abuse Services

09/23/2012 – Exhibited at AIDS Walk OKC

Joint Action with Regional Public Affairs Offices

10/13-14/2011 – Sooner Stand Down – OKC VA

03/01-02/2012 – SOAR Training - Lawton

Presentations

10/05/1011 - ODMHSAS Conference – Panel Discussion

11/17-18/2011 – SOAR Training - OKC

12/15/2012 - OK Health Care Authority Disability Caseworker Training

12/19/2012 - OK Health Care Authority Disability Caseworker Training

12/20/2012 - OK Health Care Authority Disability Caseworker Training

01/03/2012 - OK Health Care Authority Disability Caseworker Training

02/09-10/2012 – SOAR Training - Tulsa

03/01-02/2012 – SOAR Training – Lawton

03/29/2012 - VR/VS Academy

04/17/2012 – CE Provider Seminar for Psychologists and Psychiatrists @ OK DDS

04/19/2012 - CE Provider Seminar for Physical Health Professionals @ OK DDS

04/24/2012 - NAMI

05/05/2012 – Well Preserved with (b) (6) – KTOK Radio - OKC

08/16-17/2012 – SOAR Training - Tulsa

09/08-14/2012 – NADE Annual Training Conference

Memo:

To: (b) (6) DPA / PRC Region X
Cc: (b) (6) DHU/PRO Manager

From: (b) (6) Professional Relations Officers, Oregon DDS

Subject: DDS Annual Consultative Examination (CE) Oversight Report for **Fiscal Year (FY) 2012**

Date: October 2012

This document complies with the reporting requirements set forth in **POMS: DI 39545.575 Exhibit 2- DDS Annual Consultative Examination (CE) Oversight Report.**

1) **Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year:**

When the Oregon PRO's receive complaints/concerns from people such as DDS MC's, DA's, Claimant's, Claimant Representatives, Vendors, CE Providers, etc, the concerns are addressed with the provider(s) involved and documented in the provider file. The claim narrative may also contain details of the complaint. Complaints/concerns are also included in the monthly PRO activity report.

Oregon PRO received **1,679** referrals for assistance in FY 2012 and **1,021** referrals in FY 2011. This was an increase of **+ 61%** over FY 2011. We attribute some of the increase in referrals to a broader definition of issues that required PRO attention, improved data collection, and the introduction of new technologies that have resulted in increased complaints. For example, problems with HIT and DOD MER, rejections of e-827, HIPAA issues, and approval of treating sources for CE's. We also tracked and responded to Congressional Inquires received each month. The complaint trends are much the same as those most commonly reported in FY 2011.

The main areas of concern (in order of frequency received) were:

- a) Late response to requests for medical information and or refusal to accept the electronic 827
- b) Late or inadequate CE reports which needed an addendum
- c) Assistance to ODAR regarding specific exam questions or follow up
- d) Assistance on Congressional Inquires
- e) Pre-payment requests for vendors located in Oregon and outside the state. Oregon Administrative Rule prohibits this. (See OAR 411-200-0010 through 0040).
- f) Consultative exam provider bedside manner complaints

2) **Provide a list of the onsite reviews of CE Providers completed by the DDS:**

Oregon DDS conducted 91 onsite reviews of CE providers in this FY 2012. The table on the following page contains both individual providers and facilities.

Whitehead, PhD	Botwinick, SLP	Cole, PhD	Dickinson, PhD	Eckstein, PhD
Glassman, MD	Groshong, MD	Kirkendall, PhD	Pearson, MD	Ramirez, MD
Schreiner, MD	Seely, MD	Van Dis, MD	Villanueva, PhD	Wilson, MD
Salem Hospital	Salem Cardiovascular	Borman, MD	Pitchford, PhD	Borden, MD
Sher, PhD	Overton, OD	Gonzales, PhD	Shults, MD	Grief, PhD
Webster, MD	Radecki, PhD	Beickel, PhD	Belcher, PhD	Bock, PhD
Bee, PsyD	Saxton-Nottage, PhD	Birney, PhD	Blake, MD	Brumbaugh, MD
Carroll, SLP	Eisert, PhD	Ellison, MD	Fleming, MD	French, MD
Gilbert, MD	Graham, MD	Grief, PhD	Harden, SLP	Hook, MD
Kallemeyn, PhD	McMenomey, MD	Kim, MD	Kintner, MD	Lai, MD
Leichman, MD	Kent-Anderson, MD	Leung, MD	McConochie, PhD	McKelvey, MD
Kemp, MD	Krishnamurthy, MD	MDSI (Eugene)	Metheny, PhD	Newenhof, MA
Nolan, MD	Ottermilller, MD	Overton, OD	Park, OTR	Pearson, MD
Petersen, MD	Powers, PhD	Randolph, AuD	Regan, MD	Roman, PhD
Saulson, MD	Rosenborough, MD	Schreiner, MD	Bell, MD	Scott, PhD
Sher, PhD	Shults, MD	Sorom, MD	Starbird, PhD	Stiles, MD
Stowell, MD	Thompson, DO	Truong, MD	Vander Wall, MD	Voeller, MD
Wahl, Gail, PhD	Wahl, James, PhD	Warren, MD	Webster, MD	Weleber, MD
Wolf, MD				

3) **Provide a current list of names and addresses of Key Providers. For decentralized DDS locations, the list should be prepared and submitted for each branch:**

Oregon is a centralized DDS. Oregon DDS's top six CE Providers are identified, below, and include the physical address, contact information and the approximate number of exams conducted in FY 2012.

<p>(1) Medical Dental Staffing INC 1400 Executive Parkway, STE 425 Eugene, OR 97401 P: 800-548-9092, Fax: 888-800-5900 (b) (6)</p> <p>Approximately 3,485 combined physical and psychological exams.</p> <p>*Contract provider with offices in Portland, Salem, Eugene and Medford.</p>	<p>(2) Michael Henderson, MD (b) (6) Pendleton OR 97801 (b) (6)</p> <p>Approximately 626 physical exams.</p> <p>*Non-Contract provider with offices in Bend, Pendleton and Klamath Falls.</p>	<p>(3) Gregory Cole, PhD Vocational Rehabilitation BLDG 119 NE 4th ST, STE 1 Newport, OR 9765 (b) (6)</p> <p>Approximately 575 psychological exams.</p> <p>*Non-Contract provider with offices in McMinnville, Roseburg, Klamath Falls, Medford, Portland and Newport.</p>
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<p>(4) Raymond Nolan, MD (b) (6) Coos Bay, OR 97420 (b) (6)</p> <p>Approximately <u>523</u> physical exams.</p> <p>*Non-Contract provider with offices in Coos Bay, North Bend and McMinnville.</p>	<p>(5) John Ellison, MD (b) (6) Lincoln City, OR 97366-7000 (b) (6)</p> <p>Approximately <u>430</u> physical exams.</p> <p>*Non-Contract provider with offices in Lincoln City, Hillsboro, Portland and Salem.</p>	<p>(6) Daniel Scharf, PhD 10260 SW Greenburg RD, STE 400 Portland, OR 97223 (b) (6)</p> <p>Approximately <u>410</u> psychological exams.</p> <p>*Non-Contract provider with one office in Portland.</p>
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4) **For CE panels:**

a) **List the number of current CE Providers on the panel:**

Oregon DDS has 565 CE Providers as of September 2012. We had 566 Providers as of September 2011. This is a 1% decrease for FY2012.

b) **Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter so as to ensure that no unlicensed or excluded CE Providers perform CE's.**

The Oregon DDS reviews the OIG sanction report and the appropriate licensing Board to ensure a Provider is currently licensed and unrestricted prior to adding a Provider to the panel. In addition, we do periodic checks with the licensing board when reviewing a Provider's consultative exam. In addition, the Oregon DDS checks the OIG sanction report monthly and receives monthly updates from the Oregon Medical Board that notifying us any time there is a board action against a Provider in Oregon.

c) **Provide a brief description of the process used by the DDS to ensure that all CE Providers support personnel are properly license or credentialed when required by State Law or regulation:**

Oregon CE Providers are required to sign a statement verifying that any worker whose services were or will be used in performing the CE for DDS is properly and actively licensed. We follow the guidelines outlined in POMS DI 39569.400 (Exhibit 1- License/Credentials Certification for Consultative Examination Provider and Certification of All Support Staff).

5) **For Medical Fee Schedules:**

a) **Provide a description of CE/MER fee schedule changes (include a description of any volume medical Vendor discounts):**

The Oregon DDS MER fee schedule is stipulated in the Oregon Administrative Rule 411-200 Rates of Payment. There were no changes in MER reimbursement in FY 2012. The Oregon DDS CE fee schedule is based on the Oregon Workers' Compensation fee schedule as stipulated in the Oregon Administrative Rule. Oregon updates the fee schedule annually. The last update to the Oregon Workers' Compensation fees, and thus the Oregon DDS fees, occurred in July 2012.

Oregon also has 22 contracted Providers for psychological exams and two contracted Providers for physical exams. The purpose of “contracted” CE providers is to obtain a reduced rate when possible for the examination. One of the contracted CE Providers is MDSI and they do volume exams. They have approximately 40 providers conducting physical and psychological exams as of September 2012. They had 48 doctors doing physical and psychological exams in September 2011.

Oregon DDS implemented major changes to the internal CE fee guide. Physical examinations were changed from 60 to 40 minutes duration, all labs, x-rays, tests, and ancillary exams were reviewed and many revised, and accompanying travel costs were reviewed.

b) **Provide a copy of the current fee schedule:**

Attached below are the current MER and CE Fee Schedules.

6) **Provide a brief description of DDS professional relations officer’s/medical relations officer’s activities regarding the following:**

a) **Marketing Electronic Records:**

The Oregon DDS has information regarding ERE on the cover sheet of each request for medical records. Professional Relations Officers attended conferences and set up displays highlighting electronic records, distributed ERE pamphlets, and fielded questions about ERE/eOR. We also called, faxed letters and sent Emails to MER Vendors who mailed, faxed or sent CD’s with MER and encouraged them to use ERE. We added over **66** ERE accounts in FY 2012 and **76** accounts in FY 2011. Oregon PRO also established eOR accounts with MER and CE providers. We set up **30** eOR accounts with CE providers and included eOR/ERE articles in the new Oregon DDS News and Notes e-Newsletter in FY 2012.

b) **Exhibiting at medical conventions:**

Oregon Professional Relations Officers increased program visibility by attending conferences for *OR Geriatrics Society (OGS)*, *OR Chapter of American College of Physicians Scientific Meeting (ACP)* and *the Osteopathic Physicians & Surgeons of OR (OPSO)*.

c) **Joint Actions with Regional public affairs offices, etc:**

The Oregon PRO participated in presentations given in Portland, Bend, Eugene and Roseburg.

Attachments

Licensure:



Annual DDS
Oversight Report Lice

Fee Schedule:



CE Guide for
DAs.doc

Annual DDS Oversight Report Licensure Verification Check Sheet.

Fiscal Year 10/2011 to 09/2012

(Reference DI 39569.300 DDS Requirements for Ensuring Proper Licensure of Consultative Examination Providers)

Name	License Number	Expiration Date	Board of Medicine Check (Unless noted, providers active & unrestricted)	LEIE Check	EPLS Check
Adams, Brian, PhD	(b) (6)	02/28/2013	(b) (6)	None	None
Adams, Wendi, PhD	(b) (6)	05/31/2013	(b) (6)	None	None
Adler, John, PhD	(b) (6)	06/30/2014	(b) (6)	None	None
Aguilera, Karen, SLP	(b) (6)	01/30/2014	(b) (6)	None	None
Allan, Joseph, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Azpiroz, Lee, OD	(b) (6)	01/31/2013	(b) (6)	None	None
Bailie-Johnson, Valerie J, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Balme, Benjamin F, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Barnes-Perrin, Kristie, SLP	(b) (6)	01/30/2014	(b) (6)	None	None
Barrus, Loren R, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Barsukov, Sergiv, PsyD	(b) (6)	08/31/2014	(b) (6)	None	None
Bartol, Geoffrey H, PhD	(b) (6)	04/30/2013	(b) (6)	None	None
Bates-Smith, Karen, PhD	(b) (6)	02/28/2013	(b) (6)	None	None
Bee, Heather A, PsyD	(b) (6)	12/31/2012	(b) (6)	None	None
Beickel, Sharon, PhD	(b) (6)	03/31/2013	(b) (6)	None	None
Belcher, Paula M, PhD	(b) (6)	06/30/2013	(b) (6)	None	None
Bell, Lisa, AUD/CCC-A	(b) (6)	01/30/2014	(b) (6)	None	None
Bell, William F, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Berzins, John, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Birney, Daryl, PhD	(b) (6)	11/30/2012	(b) (6)	None	None
Biss, Wendy J. PhD	(b) (6)	05/29/2013	(b) (6)	None	None
Blake, Eric, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Blasco, Peter, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Bock, Benjamin R, PhD	(b) (6)	07/31/2013	(b) (6)	None	None
Bordadora, Tanya, OT	(b) (6)	05/31/2014	(b) (6)	None	None
Borden, James, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Borman, Timothy, DO	(b) (6)	12/31/2013	(b) (6)	None	None
Botwinick, Andrea, SLP	(b) (6)	01/30/2014	(b) (6)	None	None
Brenneke, Stephen, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Brischetto, Cheryl S, PhD	(b) (6)	08/31/2013	(b) (6)	None	None
Brodeur, Michael, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Brooks, Allen, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Brown, Mary, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Brumbaugh, Raymond, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Bryan, James, PhD	(b) (6)	08/31/2014	(b) (6)	None	None
Bucholz, Gary, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Bury, Charles, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Calkins, Roderick P, PhD	(b) (6)	05/31/2014	(b) (6)	None	None
Carlini, Walter Gino, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Carroll, Kyra, SLP	(b) (6)	01/30/2014	(b) (6)	None	None
Chambers, David W, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Clark, Sunshine, PhD (WA)	(b) (6)	04/24/2013	(b) (6)	None	None
Clausel, Jeff, PhD	(b) (6)	09/30/2013	(b) (6)	None	None
Cogburn, Robinann, PhD	(b) (6)	04/30/2014	(b) (6)	None	None
Cole, Gregory A, PhD	(b) (6)	08/31/2014	(b) (6)	None	None

Condon, Stephen, PhD	(b) (6)	02/28/2013	(b) (6)	None	None
Constanza-Smith, Amy, MA		01/30/2014		None	None
Davis, James E, MD		12/31/2013		None	None
Davol, Howard G, PhD		12/31/2013		None	None
Deatherage, Mark F, MD		12/31/2013		None	None
DeFrank, Mary, MD		12/31/2013		None	None
Dehaan-Sullivan, Rita, PhD		05/31/2014		None	None
Deitz, Michael Eric, MD		12/31/2013		None	None
Demmig, Jason, MD		12/31/2013		None	None
Denton, Samuel J, MD		12/31/2013		None	None
Detweiler, Mark, MS CCC-SLP		01/30/2014		None	None
DeWitt, Richard, SLP		01/30/2014		None	None
Dickinson, Mercedes, PhD		01/31/2013		None	None
Diehl, Michael, MD		12/31/2013		None	None
Dietlein, Nick R, PsyD		10/31/2012		None	None
Donovan, John, MD		12/31/2013		None	None
Dooley, Tom M, PsyD (WA)		11/30/2012		None	None
Dragovich, Susan, PhD		09/30/2014		None	None
Du Brey, Louis A, MA		01/30/2014		None	None
Dudley, Kenneth C, PhD		12/31/2013		None	None
Duvall, Ronald D, PhD		08/31/2013		None	None
East, Marcus A, MD		12/31/2013		None	None
Eckstein, Judith, PhD		05/31/2013		None	None
Eggleston, Jessica, AuD CCC-A		01/30/2014		None	None
Eisert, Debra, PhD		11/30/2012		None	None
El-Attar, Suzanne, MD		12/31/2013		None	None
Ellison, John Harold, MD		12/31/2013		None	None
Ethel-King, Patrick, PhD		07/31/2014		None	None
Evans, John, SLP		01/30/2014		None	None
Fackenthall, John A, MD (WA)		01/08/2013		None	None
Farney, Thomas Leo, MD		12/31/2013		None	None
Fay, Mark Terence, MD		12/31/2013		None	None
Finley, Paul Ernest, MD		12/31/2013		None	None
Flaming, Michael Boyd, MD		12/31/2013		None	None
Fleming, Mark Donald, MD		12/31/2013		None	None
Ford, Charles Roy, MD		12/31/2013		None	None
Foster, Matthew Chris, MD		12/31/2013		None	None
Fox, Alicia, SLP		01/30/2014		None	None
French, John Allan, MD		12/31/2013		None	None
Friess, Christian Carter, MD		12/31/2013		None	None
Gallivan, Ryan Paul, MD		12/31/2013		None	None
Gard, Timothy Lee, MD	12/31/2013	None	None		
Gibby-Smith, Barbara, PsyD	12/31/2013	None	None		
Gilbert, Jane, MD	12/31/2013	None	None		
Glassman, Anthony Lee, MD	12/31/2013	None	None		
Goins, Chad Robert, MD	12/31/2013	None	None		
Goldberg, Charles Barry, MD	12/31/2013	None	None		
Gonzalez, Sandra M, PhD	06/30/2013	None	None		
Goodale, Kimberly, PhD	06/30/2014	None	None		
Gostnell, David R, PhD	11/30/2013	None	None		
Graham, Debra Ann, MD	12/31/2013	None	None		
Greenburg, Mark Randy, MD	12/31/2013	None	None		
Greene, Katherine, PsyD	07/31/2014	None	None		
Grenz-Neb, Melaney, SLP	01/30/2014	None	None		

Grief, Elaine, PhD	(b) (6)	12/31/2013	(b) (6)	None	None
Griffin, Warren L, MD		12/31/2013		None	None
Groshong, Aric Alan, MD		12/31/2013		None	None
Grunwald, Gregory Scott, DO		12/31/2013		None	None
Guthrie, Dana, SLP		01/30/2014		None	None
Hagan, Jessica, MA CCC-A		01/30/2014		None	None
Hang, Sopha, PsyD		01/31/2013		None	None
Harden, Barbara, SLP		01/30/2014		None	None
Harris, James Edward, MD		12/31/2013		None	None
Hawkins, Emily, SLP		01/30/2014		None	None
Henderson, Michael Dan, MD		12/31/2013		None	None
Hoffer, Kathleen R, SLP		01/30/2014		None	None
Hofmann, Charles Ed, MD		12/31/2013		None	None
Hook, James David, MD		12/31/2013		None	None
Horton, Christine A, SLP		01/30/2014		None	None
Huggins, Stephen M, PsyD		07/31/2013		None	None
Hurst, Randy, MD (WA)		09/07/2013		None	None
Iredale, Trudy, PhD (WA)		02/28/2014		None	None
Iverson, Karen, SLP		01/30/2014		None	None
Janselewitz, Steve James, MD		12/31/2013		None	None
Janzen, Darren, PhD		07/31/2014		None	None
Johnson, Bruce Clark, MD		12/31/2013		None	None
Johnson, Jan Gary, PhD (WA)		01/18/2013		None	None
Johnston, Shawn, A, PhD		05/31/2014		None	None
Juntunen, Camille, MS		01/30/2014		None	None
Kallemeyn, Maribeth, PhD		09/30/2014		None	None
Kaper, Scott F, PhD		02/28/2013		None	None
Kelly, Daniel Joseph, MD		12/31/2013		None	None
Kemp, Jonathon Robert, MD		12/31/2013		None	None
Kent, Gregory Joe, MD (ID)		06/30/2013		None	None
Kent-Anderson, Karren A, MD		12/31/2013		None	None
Kenyon, Janet, CCCA AuD		01/30/2014		None	None
Kessler, Ben, PhD		09/30/3014		None	None
Kim, Shane Kyong, MD		12/31/2013		None	None
Kintner, Jon Charles, MD		12/31/2013		None	None
Kirkendall, Allan R, PhD		10/31/2013		None	None
Koutnik, Debra Lynn, MD		12/31/2013		None	None
Krishnamurthy, Barath, MD		12/31/2013		None	None
Kruger, Robert A, PsyD		03/31/2013		None	None
Kubac, George, MD		12/31/2013		None	None
Labs, Sharon M, PhD		04/30/2013		None	None
Labuwi, Charles Michale, MD		12/31/2013		None	None
Lace, James Kenneth, MD		12/31/2013		None	None
Lachman, Jennifer Gellert, MD		12/31/2013		None	None
Lahman, Frank G, PhD		11/30/2012		None	None
Lang, Kathie Jean, MD		12/31/2013		None	None
Lapour, Ryan William, MD		12/31/2013		None	None
Lee, Jonathan Hilder, MD		12/31/2013		None	None
Lees, John D, MD		12/31/2013		None	None
Leichman, Joshua G, MD		12/31/2013		None	None
Leland, Michael, PsyD		11/30/2013		None	None
Leung, Paul Kahing, MD		12/31/2013		None	None
Lewis, Todd Jay, MD		12/31/2013		None	None
Lieuallen, Douglas Will, MD		12/31/2013		None	None

Lumaco, Darrell Roy, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Lund, Marci, AuD		01/30/2014		None	None
Madsen, Bruce William, MD		12/31/2013		None	None
Maloney, Nancy H, MD		12/31/2013		None	None
Marsh, Peter Bradley, MD		12/31/2013		None	None
Martel, Michael, SLP		01/30/2014		None	None
Martin, Christine Louise, MD		12/31/2013		None	None
McConochie, William A, PhD		05/31/2014		None	None
McKellar, Jon Gregory, MD		12/31/2013		None	None
McKelvey, Carla Dawn, MD		12/31/2013		None	None
McKenna, Molly C, PhD		05/31/2014		None	None
McKinnon, Ryan, MD (WA)		06/30/2013		None	None
McMenomey, Sean O, MD		12/31/2013		None	None
MDSI-Adler, John, PhD		06/30/2014		None	None
MDSI-Beitinjaneh, Bassel		12/31/2013		None	None
MDSI-Benikova, Yanina , MD		12/31/2013		None	None
MDSI-Breiholz, Rebecca , PhD		08/31/2013		None	None
MDSI-Bueso, Antonio, MD		12/31/2013		None	None
MDSI-Carey, Christopher, DO		12/31/2012		None	None
MDSI-Cho, Sung-Joon, MD		12/31/2013		None	None
MDSI-Dossey, Brian I, MD		12/31/2013		None	None
MDSI-Dziados, Joseph E, MD		12/31/2013		None	None
MDSI-Gil, Richard Xavier, MD		12/31/2013		None	None
MDSI-Guyette, Jody, PsyD		10/31/2013		None	None
MDSI-Harrison, Jonathan, MD		12/31/2013		None	None
MDSI-Knight, Joshua J, MD		12/31/2013		None	None
MDSI-Leinenbach, Derek, MD		12/31/2013		None	None
MDSI-Lincoln, Daniel I, MD		12/31/2013		None	None
MDSI-Maki, Erik JT, MD		12/31/2013		None	None
MDSI-Markus, Brandon, DO		12/31/2013		None	None
MDSI-Marshall, Andrea A, DO		12/31/2013		None	None
MDSI-Matthews, James ,MD		12/31/2013		None	None
MDSI-Maughan, Cory B, DO		12/31/2013		None	None
MDSI-McCabe, Daniel B, MD		12/31/2013		None	None
MDSI-McHan, James A, MD		12/31/2013		None	None
MDSI-Mikes, Heather M, DO		12/31/2013		None	None
MDSI-Mitchell Brett, MD		12/31/2013		None	None
MDSI-Munoz, Sonia U, MD		12/31/2013		None	None
MDSI-Nelson, Maria Joy, MD		12/31/2013		None	None
MDSI-Noel, Sabrina, DO		12/31/2013		None	None
MDSI-Olson, Lisa Ann M, MD		12/31/2013		None	None
MDSI-Paek, Gene Young, MD		12/31/2013		None	None
MDSI-Perry, Dewayde C, MD		12/31/2013		None	None
MDSI-Pharaon, Khaled R, MD		12/31/2013		None	None
MDSI-Roundy, Neil Ed, MD		12/31/2013		None	None
MDSI-Russell, Joshua W, MD		12/31/2013		None	None
MDSI-Sebley, Caroline M, MD		12/31/2013		None	None
MDSI-Stradinger, Kay L, PsyD		09/30/2013		None	None
MDSI-Sunday, Marc J, DO		12/31/2013		None	None
MDSI-Walker, Kolby Ross, DO		12/31/2012		None	None
MDSI-Youker, Jeffrey A, MD		12/31/2013		None	None
MDSI-Yuen, Kevin C Ji, MD		12/31/2013		None	None
Meharg, Stephen, PhD (WA)		04/25/2013		None	None
Metheny, Jenifer PhD		01/31/2014		None	None

Miller, Pamela, PhD	(b) (6)	05/31/2013	(b) (6)	None	None
Miyake, Crystal, AUD/CCC-A	(b) (6)	01/30/2014	(b) (6)	None	None
Mours, James, PhD	(b) (6)	05/31/2014	(b) (6)	None	None
Murphy, David Alexander, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Murphy, Janet, SLP	(b) (6)	01/30/2014	(b) (6)	None	None
Mwangi, Courtney, AUD/CCC-A	(b) (6)	01/30/2014	(b) (6)	None	None
Neighbours, Judith S, PhD	(b) (6)	11/30/2013	(b) (6)	None	None
Newenhof, Beth K, MA	(b) (6)	01/30/2014	(b) (6)	None	None
Nickel, Robert Elwood, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Nolan, Raymond Patrick, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Northway, David, PhD	(b) (6)	12/31/2012	(b) (6)	None	None
Oconnell, Michael, PhD	(b) (6)	09/30/2013	(b) (6)	None	None
Ogisu, Tatsuro, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Ottmiller, Dennis, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Overton, Scott H, OD	(b) (6)	03/31/2014	(b) (6)	None	None
Park, Christopher A, OTR	(b) (6)	05/31/2014	(b) (6)	None	None
Parker, Franklin, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Patrick, Luke, PhD	(b) (6)	01/31/2014	(b) (6)	None	None
Pearson, Edwin E, PhD	(b) (6)	08/31/2013	(b) (6)	None	None
Pearson, Jill Cameren, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Pedersen, Andrew Dale, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Petersen, Mario Cesar, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Petrusek, Joseph Louis, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Pitchford, Leslie, PhD	(b) (6)	02/28/2014	(b) (6)	None	None
Powers, Peter A, PhD	(b) (6)	07/31/2014	(b) (6)	None	None
Prescott, Alison, PhD	(b) (6)	12/31/2012	(b) (6)	None	None
Radecki, Patrick Louis, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Ramirez, Mark Allan Ng, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Ramsthel, Donald Dale, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Randolph, Sandra, AuD	(b) (6)	01/30/2014	(b) (6)	None	None
Reagan, Charles Peter, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Reeck, Jay Berkley, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Reynolds, Rosemarie, PhD	(b) (6)	07/31/2014	(b) (6)	None	None
Rice, Jeffrey, AuD, CCC-A	(b) (6)	01/30/2014	(b) (6)	None	None
Roman, Pamela, PhD	(b) (6)	06/30/2013	(b) (6)	None	None
Roseborough, Glen Stan, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Rossi, Lisa, SLP	(b) (6)	01/30/2014	(b) (6)	None	None
Rufener, Justin Brent, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Rydlund, Kelly, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Sacks, Gary PC, PhD	(b) (6)	05/31/2014	(b) (6)	None	None
Sant, Michael O, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Saulson, Roger Moss, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Saviers, Daniel Alan, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Saxton, Sage, PsyD	(b) (6)	02/28/2014	(b) (6)	None	None
Scharf, Daniel L, PhD	(b) (6)	02/28/2014	(b) (6)	None	None
Schepergerdes, Stephan, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Schreiner, Carl Sturgis, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Schultz, Paul Norman, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Scott, Garrett Ransom, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Scott, Ryan PhD	(b) (6)	12/31/2013	(b) (6)	None	None
Seely, Bradley Harvey, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Sheibani, Shideh, MD (Idaho)	(b) (6)	12/31/2013	(b) (6)	None	None
Sher, Jeffrey D, PsyD	(b) (6)	12/31/2013	(b) (6)	None	None
Shields, Thomas B, PhD	(b) (6)	10/31/2014	(b) (6)	None	None

Shults, William Thomas, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Skarada, Douglas, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Smith, Douglas, OD	(b) (6)	11/30/2013	(b) (6)	None	None
Smolen, Gale Wagner, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Smyth, Douglas, PhD	(b) (6)	08/31/2014	(b) (6)	None	None
Solomon, Jeffrey A, DO	(b) (6)	12/31/2013	(b) (6)	None	None
Sornson, Elmer Theodore, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Sorom, Abraham James, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Sorweide, Derrick, MD	(b) (6)	12/31/2013	(b) (6)	None	None
South, Susan, PsyD.	(b) (6)	12/31/2012	(b) (6)	None	None
Springstead-Sparks, Jenif OD	(b) (6)	05/31/2012	(b) (6)	None	None
Sproat, Ronald William, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Starbird, Jane, PhD	(b) (6)	01/31/2014	(b) (6)	None	None
Starr, David, PhD	(b) (6)	03/31/2014	(b) (6)	None	None
Steinbrenner, Roger W, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Steiner, Linda Ann, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Stevens, Scott Kenneth., MD	(b) (6)	12/31/2013	(b) (6)	None	None
Stiles, William, Keith, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Stockstad, Philip B, OD	(b) (6)	10/31/2013	(b) (6)	None	None
Stoltzfus, Paul S, PsyD	(b) (6)	04/30/3012	(b) (6)	None	None
Stowell, Erick Douglas, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Stuckey Marc, PsyD	(b) (6)	04/30/2014	(b) (6)	None	None
Sturmak, Michael, MS	(b) (6)	01/30/2014	(b) (6)	None	None
Sutherland, Donald Wood, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Templeman, Terrell L, PhD	(b) (6)	12/31/2012	(b) (6)	None	None
Thomas, Stephen John, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Thompson, Clark Russell, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Thompson, Kevin Harris, DO	(b) (6)	12/31/2013	(b) (6)	None	None
Tibbitts, Stephen C, PhD	(b) (6)	01/31/2014	(b) (6)	None	None
Tibolt, Robert Earl, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Tongue, Christopher K, PhD	(b) (6)	05/31/2014	(b) (6)	None	None
Torres, Robert, PhD	(b) (6)	02/28/2013	(b) (6)	None	None
Torres-Saenz, Jorge, PsyD	(b) (6)	07/31/2014	(b) (6)	None	None
Trueblood, William, PhD	(b) (6)	02/28/2013	(b) (6)	None	None
Truong, Steve Dung Xuan, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Tuhy, Edwin, OD	(b) (6)	12/31/2012	(b) (6)	None	None
Ugolini, Kathleen PhD	(b) (6)	08/31/2014	(b) (6)	None	None
Van Dis, Fredric Jan, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Vanderwaal, Steven, C, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Villano, Michael Eusebio, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Villanueva, Michael, PsyD	(b) (6)	07/31/2013	(b) (6)	None	None
Voller, Paul Frederick, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Wagener, Mark J, PhD	(b) (6)	07/31/2014	(b) (6)	None	None
Wahl, Gail L, PhD	(b) (6)	06/30/2013	(b) (6)	None	None
Wahl, James M, PhD	(b) (6)	05/31/2014	(b) (6)	None	None
Waldman, James Roger, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Warner, Michael Alan, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Warren, Frank Manley, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Wasenmiller, James Ed, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Webster, Kim Barclay, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Whitehead, Michelle, PhD	(b) (6)	06/30/2014	(b) (6)	None	None
Wicher, Donna C, PhD	(b) (6)	02/28/2013	(b) (6)	None	None
Wigley, Terry Lee, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Wilcox, Georgia, PsyD	(b) (6)	06/30/2014	(b) (6)	None	None

Wilson, Stewart Mckee, MD	(b) (6)	12/31/2013	(b) (6)	None	None
Wolf, Solomon, MD		12/31/2013		None	None
Wong-Ngan, Julia, PhD		03/31/2013		None	None
Zelnar, John, OD		12/31/2012		None	None

PENNSYLVANIA DISABILITY DETERMINATION SERVICE

2012 CONSULTATIVE EXAMINATION OVERSIGHT REPORT

Pennsylvania DDS utilizes the services of approximately 1,000 active CE providers which service the Harrisburg, Greensburg and Wilkes-Barre Branches. The number of providers changes often and ongoing recruitment efforts are made to supplement needs in remote or rural areas in which CE service providers are limited.

Consultative Examination Panels

Panel providers are separated by branch and will be sent hard copy. Note some providers may appear on more than one branch list due to overlapping geographical boundaries.

Credentials for each provider are updated on an annual basis. Applicable exclusion lists and state licensing board status are checked at the time the credentials updates are submitted. Additionally, the quarterly listing of sanctions maintained by the Pennsylvania state licensing board is reviewed regularly in between updates to assure any disciplinary actions taken are addressed and as otherwise indicated by information received throughout the year. All consultants are required to sign an agreement at the time of the annual credentials update confirming that they understand they are to notify the DDS immediately if at any time during the course of the year they are subject to actions that adversely impact on their licensing status or participation in the Medicare or Medicaid programs. The agreement also includes an assurance that all support staff in the office utilized in the performance of the consultative examination and associated testing meet necessary licensing requirements or that such participation is overseen by the physician doing the examination. The DDS investigates any instance in which there is an indication that this is not the case and takes whatever action is necessary to rectify those instances in which a problem has been identified. Pennsylvania uses a statewide contract for interpreter services. Requests are made through an electronic process with the vendor responsible to insure interpreters are available for all appointments.

Claimant Complaint Resolution

CE complaints are investigated promptly by medical relations staff and/or the medical relations program manager. Investigations include conversations with the claimant, a review of the medical report generated by the CE, a follow up conversation with the consultant to inform of the complaint and obtain additional information about the interaction, conversations with third party representatives who may have been present during the examination and concluding letters to both parties. Site visits may occur as part of the investigation. Some visits are

scheduled, while others are unscheduled. All CE complaints and actions taken are included in the provider's file. Copies of complaint investigation reports are sent to the Director's Office where they are tracked for quality of investigations and any patterns of repeat complaints. Five (5) CE providers (b) (6) . Nine requested to be removed from the panel. One panelist passed away. Recently, we began utilizing Virginia Medical, Med Plus Disability Evaluations and Tri-State Occupational Medicine to assist with doctors in areas of great need. Using these two providers has assisted us in cutting the wait time for an appointment by 2-3 weeks.

Onsite Review of CE Providers – Key Providers

Onsite review of CE providers was conducted in conjunction with the guidelines provided in DI 39545.100. Key providers with annual billing in excess of \$100,000 or top 10 providers by dollar volume were visited. Other providers were visited to discuss issues or complaints received during the year.

Key Providers:

Alan Groth, MD
Upper Darby, PA

Robin Lowey, Ph.D. and Associates
Philadelphia, PA

Robert McLaughlin, M.D.
Tri State Occupational Medicine
Harrisburg, PA

T. David Newman, Ph.D
Washington, PA

Nulton Diagnostic and Treatment Center (Charles Kennedy, Ph.D.)
New Kensington, PA

Philadelphia Health Associates
Philadelphia, PA

Thomas Schwartz, Ph.D.
Reading, PA

Virginia Medical Exams
Reading, PA

Provider Visits:

Thomas Andrews
Waynesburg, PA

Glenn Bailey
Erie, PA

Horacio Buschiazzo
Philadelphia, PA

Vito Dongiovanni
Homer City, PA

Jenish Gandhi
Philadelphia, PA

Lori Hart
Philadelphia, PA

Daniel Moore
Pittsburgh, PA

Eric Petterson
Shenandoah, PA

Daniel Schwarz
Philadelphia, PA

Oung Thain
Philadelphia

Glenn Thompson
Meadville, PA

Ronald Zelazowski
Warren, PA

Medical Fee Schedules

Each year, in January, the MER fee schedule changes in accordance with the adjustments by the Secretary of Health 42PaC.S. §§ 6152 and 6155.

There were no significant CE fee schedule changes.

A copy of the CE/MER fee schedule effective 1/1/12 is attached.

Medical Relations Activities

Medical Relations Professionals in the three branches and State Office attended numerous outreach events and activities in 2012. Outreach activities included a joint presentation with SSA Public Affairs Specialist to disability advocates, social service workers and attorneys, a presentation at the Pennsylvania Osteopathic Family Physicians Society convention, and a vendor table at the PA Health Information Management Association's annual conference where the ERE process was explained to attendees.

All three branches continue to participate in SOAR with Field Offices in their areas, and provide training as needed to participants.

ERE Activities

All three branches have continued to talk and send information to providers in order to increase the amount of MER and CE information received electronically. More facilities are signing up to receive requests electronically which has reduced processing on both ends.

Other Issues

The branches noted QDD cases were assigned to MSU adjudicators until the end of this fiscal year. They are finishing the cases still in their caseloads. They also continued to support ODAR electronic assistance requests and giving assistance to OMVE adjudicators and doctors when encountering a problem with an assistance request.

ANNUAL CONSULTATIVE EXAMINATION OVERSIGHT REPORT FOR RHODE ISLAND DISABILITY DETERMINATION SERVICES

Fiscal Year 2012

The following is the annual CE Management/Oversight Report for FFY 2012. Any questions can be directed to (b) (6)

I. Complaints

All complaints are investigated and handled on an individual basis and after referral to the Medical/Professional Relations Officer (MPRO) for action. Actions include responding to the claimant's complaints by phone or by sending acknowledgement letters. The CE Panelist is provided with a copy of the claimant's submitted complaint when appropriate and may be required to provide a written response.

If a complaint or allegation of an egregious nature (involving illegal activity, sexual harassment cultural insensitivity or acts, which compromise the health and safety of the claimant) is received, the MPRO may move to suspend referrals and/or reschedule any pending appointments with the CE panelist while the allegation is being investigated. The DDS Administrator will be notified as to the nature and severity of the complaint with State and law enforcement also being notified when appropriate. A meeting with the CE Panelist may be scheduled to address the complaint. If the nature of the complaint does not require referral to an investigatory agency, the panelist may be provided with copy of the complaint. The appropriateness of the CE Panelists response is documented and Regional Office is notified of the complaint/allegations and course of action taken by DDS/State Authorities.

II. Onsite Reviews

On-site reviews were performed at the offices of the following CE panelists:

- John Parsons, Ph.D.*
- Jorge Armesto, Ph.D., Ed.M *
- Louis Turchetta, Ph.D.*
- Sol Pittenger, Psy.D.*
- Oscar Gliberman, MD
- William Palumbo, MD
- Marcel Bavoux, MD
- Joseph Doerr, MD
- Jason Austin, MD
- Luz Teixeira, PHD*

III. Key Providers for Fiscal year 2012

- John Parsons, Ph.D., (b) (6), Providence, RI 02906
- Jorge Armesto, Ph.D. Ed.M., (b) (6), Providence, RI 02906

- Sol Pittenger, Psy.D., (b) (6), East Providence, RI 02914
- Luz Teixeira, Ph.D., (b) (6), Pawtucket, RI 02860
- Louis Turchetta, Ed.D., (b) (6), Warwick RI 02888

The preceding list includes those CE panelists who were the highest earners for fiscal year 2009.

IV. CE Panels

- There are currently 63 active CE providers. This number includes physicians, psychologists, master level mental health clinicians, medical laboratories, x-ray facilities and hospitals. Laboratories and x-ray facilities have multiple locations. Six new consultants were added to the CE Panel. Specialties include orthopedics, internal medicine, psychology and lab facilities. Arrangements have been made for CE panelists who have x-rays on site to perform x-rays. This has increased the compliance rate for x-rays.
- CE consultant medical credentials are initially checked thru the Rhode Island Department of Health, Board of Medical Licensure and Discipline web site. CE consultants are also required to sign a certification of licensure. Criminal background checks are also completed. Federal Exclusion checks are also performed at initial recruitment using the list of excluded individuals/entities on the HHS Office of Inspector General Website. Periodic checks are done throughout the year. Additionally, the DDS follows up on any media reports that involve CE panelists.
- CE Panelists who use support staff during examinations performed for the DDS are required to sign a certification that support staff meets all appropriate licensing or certification requirements of the State and Social Security Administration. CE panelists must also certify that any support staff who that participate in performing consultative examinations are not currently excluded, suspended or otherwise barred from the participation in the Medicare or Medicaid programs or any other Federal or Federally assisted programs.
- CE Panelists are required to sign a Contract for Services prior to performing consultant examinations and to review and sign a CE Consultant Reminder a yearly basis. The contract includes information about Suitability, Personal Identifiable Information (PII), Confidentiality, Conflict of Interest and the Subpoena Process.

V. Medical Fee Schedule

- The MER fee schedule varies. Individual providers are paid a standard fee of \$10/report. Hospitals receive \$15 (if the records are received within 10 days) and \$10 (if records are received after 10 days). RI DDS does not provide discounts to volume medical providers. State law prohibits paying for records from hospitals and/or medical facilities for reconsideration and appeals claims.
- A copy of the current CE Fee schedule is attached.
- Fees for testing performed within a hospital setting are based on the current APC (Ambulatory Payment Classification) schedule. A copy of the current fee schedule is attached.

VI. Medical/Professional Relations Activities

- The MPRO supervises the Consultative Examination Scheduling Unit, Unit meetings are held on a regular basis to ensure that the members of the unit are informed of changes to the process. Training is also provided to coincide with upgrades to the electronic disability process.
- The MPRO serves as a part-time Hearings Officer and conducts hearing on continuing disability cessations. Two hearings per week are conducted.
- The MPRO is responsible for all incoming assistance requests for consultative exams from other states and ODAR. Actions include ordering/scheduling of consultative exams, CE confirmation and related fiscal processing.
- Active CE panelist recruitment is performed through advertisement in trade newsletters, mass mailings, thru DDS newsletter, thru workshops and various other means. Occasionally, a provider interested in conducting consultative examinations for the DDS will be referred to the DDS by a third party (current CE panelist, examiner, etc.). Upon referral, the prospective panelist will be contacted a site visit will be performed to discuss the program in more detail.
- RIDDS continues to contract with local mental health agencies to perform mental status examinations. These examinations are conducted by Licensed Independent Clinic Social Workers (LICSW) and Licensed Mental Health Counselors (LMHC). They are only performed when there is a medical determinable impairment established by an acceptable medical source (MD/Ph.D). In order for a consultative examination to be scheduled with a master's level clinician, psychiatric or psychological records must be in file and included as background information for the clinician to review. Response from DDS examiners and medical consultant staff continues to be positive as the reports include a thorough description of the claimant's functional limitations and abilities.
- The Medical/Professional Relations Officer is responsible for updating and maintaining the CE and MER vendor file and is a participant in the National Vendor File Workgroup.
- All CE consultants are required to submit reports electronically (either by fax or Electronic Records Express website). Currently, twenty CE providers use the Electronic Records Express website. 99% of CE reports are received electronically.
- Ongoing support is provided to users who upload reports to the ERE website and back up staff have been identified who can assist users in the absence of the Medical/Professional Relations Officer.
- The MPRO participates in the National Vendor File (NVF) workgroup and MPRO Materials Workgroup.
- The Medical Professional Relations Officer is an active member of the Leadership Committee for the SOAR Technical Assistance Initiative. As member of the Leadership Committee, provides on-site training regarding the medical determination process and attends periodic leadership meetings. For Fiscal year 2012, 35 SOAR claims were received (Initial: XVI = 27, Concurrent = 16; Reconsideration: XVI = 7, Concurrent = 5) and 32 were disposed. The allowance rate for Initial Title XVI claims is 53 percent. The allowance rate for Initial Title II claims is 75 percent. The allowance rate for reconsideration for Title XVI and Title II claims is 14% and 80% respectively. Average processing time is 69 days.

- Ongoing CE training is conducted by the Medical/Professional Relations Officer for supervisors, examiners and support staff.
- The Medical/Professional Relations Officer has actively participated in recruiting in-house medical consultant staff.
- E-authorization was initiated in 4/2012; Outreach was done with major providers. To date all Medical Evidence of Record Sources are accepting E-authorization.



DISABILITY DETERMINATION SERVICES

SOUTH CAROLINA VOCATIONAL REHABILITATION DEPARTMENT

Providing quality disability determination services to South Carolinians in a responsive, timely and cost-effective manner

Barbara G. Hollis, Commissioner

Disability Determination Services ■ P.O. Box 60 ■ West Columbia, SC 29171

Phone: (803) 896-6400 ■ Toll-free: (800) 868-5355

November 7, 2012

(b) (6) Director
Center for Disability Operations
61 Forsythe Street SW Suite 22T64
Atlanta GA 30303

Dear (b) (6):

In compliance with POMS DI 39545.575, The South Carolina DDS submits the following Consultative Examination Oversight report for FY 2012.

COMPLAINTS/SENSITIVE ISSUES

South Carolina is a decentralized DDS. Complaints are documented and sent to the relevant DDS Regional Office Medical/Professional Relations Officer (MPRO) with copies forwarded to the Medical/Professional Relations Supervisor (MPRS) in the DDS State Office. Each complaint is carefully investigated by detailing the facts of the complaints and actions taken to resolve them.

All relevant materials are forwarded to the MPRS for review and appropriate action. If necessary, the documents are reviewed by the MPRO (Administrative Services) Manager. Further actions may require a follow up letter or telephone call, on site visit and retraining, suspension, removal from the panel, up to and including contacting local authorities and the State Licensing Board.

During this reporting period the DDS scheduled 54,012 CEs. Sixty-eight complaints (less than 1% of total confirmed CEs) and 2 sensitive issues were addressed. All complaints were investigated and resolved. The sensitive issues were resolved without incident.

ONSITE REVIEWS

The following onsite reviews (199) were conducted during fiscal year 2012. Twelve providers were added to the SC DDS CE panel. MPROs concentrated their energy on furthering positive relations with the medical community rather than recruitment, since the CE panel is adequately staffed for the current workload, with 1,272 CE providers. The SC DDS CE panel is reviewed regularly to insure balance and equitably.

COLUMBIA REGION

Pravin Patel, MD	Susan Tankersley, MD	Aiken Ophthal
Douglas Ritz, PhD	Kiki Bennett, SLP	Center for Sight
Med Plus (Earl Fox, MD)	Lee Grantham, MD	Adrian Janit, PhD
Carolina Occupational Health (Thomas Motycka, MD)	Palmetto Imaging	Damon Daniels, MD
John Whitley, PhD	Mark Coe, PhD	Nan Barker, USC Neuro- psych
Nick DePace, PhD	Angela McLeod, SLP	Thomas Motycka, MD
Mark Coe, PhD	E Ogburu-Ogbonnaya, MD	Katherine Kelly, PhD
Kevin Turner, PhD	Leslie Bessillieu, PhD	Paul Freel, MD
Palmetto Language and Speech	Thomas Motycka, MD	Dennis Jensen, MD
Kimberly Kruse, PhD	Kimberly Johnson, MD	Alto Odin, MD
John Taylor, MD, PhD	Clarendon Eye Center	Carolina Pediatric Therapy, SLP
Pamela Carleton, PhD	Nick De Pace, PhD	Mecklenburg Eye Associates
Pravin Patel, MD (new site)	Kendra Cartledge, OD	Reuben Ridgeway, PhD
Alfred Dawson, MD	Conigliaro Jones, MD	Barbara Hartt, PhD
Daniel Ervin, MD	Katherine Kelly, PhD	Jamie Williams, SLP
Dan Allen, PhD	Joe Neely, PhD	Sushil Das, MD
Emanuel Quaine, MD	Dora Windsorova, PhD	Lisa Bridgewater, PhD
Carol Benoit-Fischer, OD	Leslie Foulkes-Jamison, PhD	Rock Hill Eye Center
Monnieque Singleton, MD	Pee Dee Speech and Hearing	Joseph Goldsmith, EdD
Esther Hare, MD	Daniel Ervin, MD	Daniel Ervin, MD
James Way, PhD	McLeod RMC	John Nicholson, MD
Reuben Ridgeway, PhD	USC Speech and Hearing	Jose Luis, MD
James Gee, MD	Palmetto Imaging	John Taylor, PhD
Kimberly Kruse, PhD	Nick DePace, PhD	Horace Bledsoe, MD
John Taylor, PhD	Pravin Patel, MD	Vasant Garde, MD
Kimberly Harrison, PhD	Douglas Ritz, PhD	Tan Platt, MD
Horace Bledsoe, MD	Vernell Fogle, PhD	Pamela Carleton, PhD
John Branham Tomarchio, MD	Joseph Apollo, PhD	E Quaye, MD
Paul Drago, MD	June Maranville, SLP	Marc Harari, PhD
Richard Eisenberg, MD	Melvin Hass, MD	Sally King, PhD
Stephen Schacher, MD	Richard Eisenberg, MD	James Way, PhD
Orangeburg Family Eye Care	Renewed Vision Optical	Susan Jones, USC Ophthal

GREENVILLE REGION

Kyle Cieply, PhD	Dawn Harmon, SLP	James Franklin, MD
Ashleigh Gainey, SLP	Carlson Cole, SLP	T Burrell, MD
Medical Center Clinic	Regional Pediatric Services	Tony Rana, MD
Spartanburg Memorial Hospital	Lifetime Eye Care Associates	Lindsay Armstrong, SLP

Gary Calhoun, PhD	Tracy Mourtada, MD	Ronald Thompson, PhD
Cottages at Brushy Creek	Frank Barnhill, MD	Simpsonville Elementary
Alan Peabody, MD	Carolina Neurology	Greenwood VR
Newberry County Hospital	Carolina Health Professionals	Optimum Life Center
Oconee Memorial Hospital	McCullough Therapy Solutions, SLP	Greenwood ENT
Patewood Memorial Hospital	Spartanburg ENT	Rebecca Sorrow PhD
Melvin Porter, MD	Todd Morton, PhD	Joe Hammond, PhD
Sally King, PhD	James Ruffing PhD	Stuart Barnes, MD
Russell Rowland, MD	Erin Meece, SLP	Lary Korn, MD
Luther Diehl, MD	John Whitley, PhD	Gary Calhoun, PhD

CHARLESTON REGION

David Bang, OPT	Kelli Hamblin, SLP	Sally Asquith, SLP
Madvhi Sisodia, FP	Daniel Akoury, MD	Holly Serrao, SLP
Patricia Quaine, FP	Kari Strini, SLP	Lorraine Holmes, SLP
Cindy Wright, FP	Harriet Steinert, MD	Jennifer Bennice, PhD
James Turek, MD	A Rojugbokan, MD	Cashton Spivey, PhD
Darrell Sneed, MD	D Bates, MD	Bonnie Cleaveland, PhD
Dana Simpson, MD	T Bell, MD	Gene Sausser, PhD
George McGrath, MD	D Robinson, MD	Marisa Nava, PhD
Sanjay Kumar, MD	Barry Weisglass, MD	Mark Williams, PhD
Michael Blubaugh, MD	T Etikerentse, MD	Sherry Rieder, PhD
M Padgett, OD	Owen Johnson, MD	Mark McClain, PhD
Bernadette Rubano, SLP	John Jordan, MD	John Custer, PhD
Taylor Vaughn, MD	Leland Stoddard, MD	Barton Saylor, PhD
Jomar Roberts, MD	Scott Schaffer, PhD	W Schleimer, PhD
Dana Simpson, MD	M Mikkelson, MD	Regina Roman, MD
A Mason Ahearn, MD	Angel Oak Eye Center	Douglas Ritz, PhD
Kimberly Abushakra, SLP	Bernard Arnold, OPT	Jomar Roberts, MD
Shaun Nguyen, MD	Allen Lish, PhD	
Harriet Steinert, MD	Kenneth Lux, PhD	

KEY/VOLUME PROVIDERS

Key or Volume Providers are CE providers who bill the DDS at least \$150,000.00 annually or who derive their main income from the DDS. Key Providers are visited quarterly (* indicates the provider sees claimants in one or more region.)

Columbia Region	Greenville Region	Charleston Region
*Dr Harriet Steinert (b) (6) Charleston SC 29407	*SC Independent Medical Exams Dr Lary Korn Hwy 76 West Clinton SC 29325	Dr Cashton Spivey (b) (6) Charleston SC 29407
Carolina Occupational Health Dr T Motycka and Dr H Bledsoe 1715 Blanding Street	Dr Spurgeon Cole (b) (6) Greenville SC 29601	*Dr John Whitley (b) (6) Augusta GA 30909

Columbia SC		
*Dr Pravin Patel (b) (6) Clio SC 29525	Dr Robin Moody (b) (6) Anderson SC 29621	Dr James Way (b) (6) Holly Hill SC 29059
Dr Douglas Ritz (b) (6) Orangeburg SC 29115	Dr Ronald Thompson (b) (6) Campobello SC 29322	*Southern Medical Group Dr Darrell Sneed BL Black Clinic Mt Pleasant SC 29464
Dr Earl Fox (b) (6) Lugoff SC 29078	Dr James Ruffing (b) (6) Spartanburg SC 29306	Dr Rojuginokan (b) (6) Goose Creek SC 29445
Dr Nicole Horst (MDSI) Health First Florence SC 29501	*Dr. Shaun Ngyuen (b) (6) Charleston, SC 29492	Dr. Regina Roman Arc Point Myrtle Beach, SC 29577

CREDENTIALS

South Carolina DDS reviews all CE provider credentials through the HHS OIG Fraud Prevention website and the SC Department of Labor, Licensing and Regulations Board of Medical Examiners web site. This review is generally conducted monthly, but always prior to adding potential providers to the panel. Any exclusions and sanctions are reported to the DDS State Medical Relations Supervisor. The DDS will exclude any provider who has been disciplined or professionally sanctioned.

At the time of the initial onsite visit, CE provider credentials are researched. SC state law requires each physician to maintain documentation on any essential and non-essential staff. Failure to do so, threatens his license and ability to practice, therefore the SC DDS is not responsible for verifying credentials of office support personnel. Physician and Psychologist Credentials are checked annually.

FEE SCHEDULE

A selected edition of The Medicare Fee Schedule is adopted and maintained annually by the SC Vocational Rehabilitation Department (parent agency). The 2012 fee schedule was adopted in April, allowing time for possible revisions (which tend to occur early in the year) to be made before the annual adoption. The current schedule is attached and includes fees established for examinations and ancillary tests not otherwise found in the fee schedule. South Carolina does not offer medical provider discounts for volume or expedited responses. We do not offer partial compensation for missed CEs (No-Shows.)

PRO ACTIVITIES

South Carolina's MPROs continue to use every opportunity to promote the mission of the Social Security Administration and the South Carolina Vocational Rehabilitation Department and to build positive relationships within the community. Presentations are routinely made at various community support groups, advocacy groups and other civic gatherings. These meetings often include doctors and other health care professionals, with frequent dialogues concerning the transmission of electronic records and fiscal procedures.

MPRO staff attended several joint DDS and SSA Field Office meetings and gave numerous presentations to various community alliances, ODAR and mental health centers.

Presentations were given to hospital staff at Greenville Memorial, Palmetto Baptist and MUSC (Medical University of SC) Topics covered were the Social Security disability process and the DDS fiscal process.

The SC DDS began mailing letters to all CE and MER providers in January 2012, explaining the eAuthorization process. The authorization has been accepted with very little resistance, especially since the majority of CE and MER providers use an electronic method of submitting information to the DDS.

Conferences

Whenever possible, the MPRO staff tries to participate in medical and organizational conferences, not simply as exhibitors, but as speakers. While budget restrictions limited MPRO travel in Fiscal Year 2012, MPROs participated in the following conferences:

- South Carolina Health Information Managers Association
- South Carolina Health Care Managers Association (The presentation included the SSA disability process and the DDS fiscal process).
- Brain Injury Alliance of South Carolina

MISCELLANEOUS

Upon receipt of Administrator's Letter No. 866 (January 26, 2012), the SC DDS immediately ceased the practice of purchasing tests for malingering and credibility (e.g. SIRS, TOMM, MMPI, Rey, Non Verbal Medical Symptom Validity Test, etc). These tests were removed from the DDS fee schedule. We have received no subsequent requests for these tests from ODAR. If additional information is needed, or if you would like to provide feedback on the content of this report, please contact me at (b) (6).

(b) (6)

(b) (6) MPRO Supervisor
on behalf of
(b) (6)
South Carolina DDS Director

cc: (b) (6) DPA
(b) (6) SC DDS Administrative Services Manager
SC DDS Budget File

Attachment: 2012 Fee Schedule

DAH/pc

Annual CE Oversight Report – 2012

South Dakota DDS

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

There are three ways that the DDS PRO receives information regarding complaints or concerns related to a CE provider. The first way is from internal DDS office staff. The DDS medical consultants, examiners and internal quality reviewers are asked to report any issues they find when reviewing CE reports during the course of normal case adjudication. They provide feedback to the PRO when concerns arise. The second way is by receiving responses from claimant questionnaires. The DDS mails out questionnaires randomly to claimants to assist in providing DDS with feedback regarding the claimants CE experience. The PRO reviews these questionnaires on a continual basis. The last way is receiving phone calls from claimants or representatives who want to report a concern about a provider.

All complaints are documented and investigated no matter where the issue derives. When issues are brought to the attention of the PRO, the frequency and severity of the issues are tracked. If it is a one-time event of a minor issue, the provider will not be contacted. These issues are normally subjective opinions about how the claimant felt their CE went. If there are multiple minor issues on the same provider, the PRO will contact the provider's office by phone to inform them of our concerns and request improvements be made. Issues related to the quality of CE reports is considered a medium level issue and requires contact directly with the CE provider, so corrective action can be made for future CE reports. If patterns continue related to poor exams or reports after DDS has worked with the provider to improve them, DDS may conduct an on-site visit to further assist in training the CE provider. If an on-site visit cannot be done, a letter further documenting the DDS concerns will be mailed to the provider along with additional training material to assist in the needed improvement. DDS may also request that the provider come to the DDS for a one-on-one training with our medical consultant staff to assist in the educational process. If this is not feasible, a conference call would be conducted with the PRO along with medical or psychological consultants to further address the issues. If poor quality continues, the provider may be dropped from the list of DDS CE providers. When the most severe complaints arise about a CE provider, contact may need to be made to the DDS Administrator, RO, to the provider's clinic, and State licensing board, so further investigation can be made. These situations would involve unethical behavior or practices by the provider, for example an accusation of abuse or a complete disregard to the claimant. In these most severe cases, the provider would be removed from the DDS list of CE providers.

Annual CE Oversight Report – 2012

South Dakota DDS

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

The South Dakota DDS has no CE providers earning over \$150,000 annually. Our agency is not aware of any providers where their only business is working with our agency. FY 2012's top 5 CE providers (plus 3 other key providers) had onsite visits in the last half of FY 2011. With the PRO's duties as a supervisor and other oversight responsibilities, maintaining ongoing PRO activities within the DDS, the extra work from the e827 implementation, and the fact that the top 5 providers were all seen within the last year and a half resulted in no onsite visits being performed in FY 2012.

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

- 1) **John Lassegard, MD** – An Allied Assessments, Inc. Provider
Rapid City Community Health Center
504 E. Monroe
Rapid City, SD 57701
- 2) **Rolf Norlin, MD** – An Allied Assessments, Inc. Provider
Kirby Health Care, PC
811 Columbus St
Rapid City, SD 57701-3540
- 3) **Greg Swenson, PhD**
929 Kansas City St, Ste. 201
Rapid City, SD 57701-2630
- 4) **Thomas Price, PhD**
6810 S Lyncrest Ave, Ste. 201
Sioux Falls, SD 57108
- 5) **Center for Family Medicine**
1115 E 20th St
Sioux Falls, SD 57105

4. For CE panels:

a. List the number of current CE providers on the panel.

Current active CE providers cannot be easily determined within our Legacy system as there is no way to weed out the providers that conducted a one-time CE vs being a full-time provider for DDS. Based on the production statistics provided from Systems, it calculated 120 providers conducted at least one CE for DDS in FY 2012.

Annual CE Oversight Report – 2012

South Dakota DDS

- b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial agreement and periodically thereafter to ensure that no unlicensed or excluded CE providers perform CE's.**

When the PRO receives an inquiry from a prospective provider, licensing rosters are checked prior to setting up the new provider on our Legacy system to ensure that the providers are properly licensed in the State. The rosters for physical health providers professional licensing boards are found in the South Dakota Department of Health website at the following link: www.doh.sd.gov/boards/. The primary link used is the South Dakota Board of Medical and Osteopathic Examiners at the following link: <http://www.sdbmoe.gov/?aspxerrorpath=/Boards/Medicine/Default.aspx>. The roster for mental health providers can be found in the South Dakota Department of Social Services website at the following link:

http://dss.sd.gov/behavioralhealthservices/licensingboards/board_psychologists.asp.

The federal sanction list is reviewed at <http://exclusions.oig.hhs.gov/>, to confirm the prospective vendor is not excluded, suspended or barred from participation in Federal programs. The PRO completes license verifications on all current active CE providers annually by reviewing the information on the links noted above. This information is kept on an excel document to provide a centralized location to track when licenses expire and helps assure all providers have been checked at least annually to confirm they are still actively licensed in their specialty.

- c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.**

This is done by using the same procedures as noted in part b. above and is requested when setting up new providers and confirmed when conducting CE oversight visits.

5. For medical fee schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).**

The state parent agency provides guidance on what fee schedule DDS can use for CE/MER payments. Exception fees are established by the State Division of Rehabilitation or Department of Human Services regarding the payment structure for certain physical exams, mental health evaluations, copy of records, report fees, and other miscellaneous fees. The exception fee schedule is what DDS pays from first.

Annual CE Oversight Report – 2012

South Dakota DDS

Any remaining fees are paid using the State of South Dakota's Medicaid Fee Schedule. Changes to the fee schedule occur due to State Legislative action. As of the beginning of the State's Fiscal Year, July of 2012, many fees were increased by 1.5%. This increase is beneficial as these fees took a 4.5% cut in FY 2011. These changes primarily affect the Department of Human Services Psych fee schedule and are not affecting our fees for physical exams, copy of records, and report.

We do not provide volume medical providers discounts, but volume providers are the only type of CE providers we pay a \$50.00 "Review of Records" Fee to when a claimant fails to attend a CE.

b. Provide a copy of current fee schedule.

The Exceptions Fees are attached in the Excel document called "**Combined Exceptions to Fee Schedule – 10-12.**"

The provider fee schedule that the South Dakota DDS uses for all other types of physical exams, labs, tests, etc. are listed on the Department of Social Services provider information website at the following link:

<http://dss.sd.gov/sdmedx/includes/providers/feeschedules/dss/index.aspx>.

6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

- Over the last year, we have worked on better organizing the professional relations activities. We have:
 - Developed a PRO Plan of Action detailing the annual expectations, ongoing activities, bigger activities in process, and a wish list of ideas. Established better goals and expectations to accomplish necessary PRO activities. These include:
 - conducting 5 onsite visits to top or key providers annually
 - conduct at least 4 presentations annually
 - complete license verification on all CE providers annually
 - Develop procedures to allow PRO adequate time to complete expectations and become more proactive with completing PR activities:
 - Developed a PRO back-up plan, so PR concerns can be handled when the PRO is out of the office. This back-up is being done by a Team Lead.
 - Established a PRO Unit to assist with handling PR activities. The purpose of the PRO Unit is to come together as a team to assist with brainstorming, finding efficiencies, planning, setting goals, implementing, and maintaining PRO activities to assure we are providing the best professional relations possible. The first full unit meeting will be held in October of 2012 and

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South Dakota DDS

include the PRO, a Team Lead, a Rep from Systems, and the CE Scheduler.

- In October of 2011, a presentation was conducted at Center for Family Medicine. This was a joint presentation between our Chief Medical Consultant, (b) (6) and the PRO. The presentation consisted of going over the highlights of what is needed to be evaluated during a CE, providing practical information to the Residents about the CE and report writing as well as providing some Q&A time. The audience consisted of 2nd and 3rd year Family Practice Residents as well as their supervisors.
- In January of 2012, the TANF Administrator in Pierre requested an informal meeting with the PRO to provide TANF staff with information regarding the disability process and answer questions. A two-hour session was held with three TANF staff. We reviewed the definition of Social Security Disability, provided an overview of the Social Security determination process, discussed their role in the disability process and a lot of Q&A. They were provided a PowerPoint hand-out and my business card. These three were a very interactive group sending me 11 questions in advance and brought up many more throughout the session. In September of 2012, TANF held an educational conference in Chamberlain. The PRO provided a 1 hour and 45 minute presentation to over 50 DOL Administrators and TANF Reps from throughout the state. The presentation primary was an overview of the SSA Disability process and Q&A from the attendees.
- In February of 2012, our DDS developed and implemented a new business process to handle requests from 1696 Reps for barcode sheets so they can fax in evidence directly into the claimants file. This was due to an increase in calls from Reps asking for this barcode coversheet. We have the staff that receives the call complete the process to fax the barcode sheet to the requestor. This expanded the use of ad-hoc faxing from only CAL/QDD staff to all support and examiner staff.
- In February of 2012, SSA PAS (b) (6) requested input on the CE process in Pine Ridge area due to an inquiry (b) (6) received. (b) (6) also requested input from our DDS perspective on what feedback can be provided to Reservation areas that would help the disability process. Information was solicited from examiners and our input was provided back to the PAS.
- In March of 2012, the PRO brought on a new Volume Provider, Med-Plus Disability Evaluations, to our DDS. They have three providers in the Sioux Falls area that will do exams in Sioux Falls and will also travel. Med-Plus is currently working on setting up clinics in our most needed areas in the central part of the state.
- In June, the PRO developed a process to assure CE license verifications would be completed annually from the state, national, and OIG level. Also implemented these procedures to fully document that this verification was completed in FY 2012.
- Our DDS has had Family Practice Residents from the Center for Family Medicine in Sioux Falls rotate into our office to learn practical information about DDS and SSA that the Resident can take with them. These sessions are four one-hour sessions. The DDS meets with 8-10 Residents per year. We review SSA's disability process, teach best practices for conducting exams and writing reports for DDS, and reviewing how their work contributes to the claimants RFC. We have a medical consultant join in on the conversations discussing

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best practices. The PRO developed a packet to provide to the Center for Family Medicine Family Practice Resident, so they have better reference material to take home with them after the four bi-weekly visits to our DDS. We have also transitioned a Team Lead to present to the Center for Family Medicine Family Practice Resident and we have trained in a new Medical Consultant to join in two of these sessions.

- The PRO participated in various SOAR activities throughout the year. In October of 2011, the PRO participated in a SOAR Review Committee for the Sioux Falls area SOAR chapter. Details were provided about the DDS process along with helpful hints in collecting information pertinent to a claim. The first SOAR claim was processed in October. In January 2012, the PRO attended the Sioux Fall area SOAR meeting. This covered a refresher of the SOAR process and the PRO provided guidance as to how best to work with the DDS to get claims processed efficiently. The PRO also attended in January, the Initial SOAR Training in Rapid City area along with the SSA PAS, (b) (6). Both (b) (6) and the PRO were available for questions throughout the training. In August of 2012, there were discussions held with Mathematica Policy Research, who is the subcontractor providing technical assistance for the SOAR initiative. They were doing a study of the implementation process of SOAR in various states and wanted our DDS's perspective on how the SOAR process is going. We discussed the positive and negative aspects of our involvement in the SOAR process. In September 2012, the PRO participated in the second SOAR training held by the Sioux Falls area SOAR chapter. The PRO answered questions when DDS's role in the disability process was discussed. A questionnaire was developed by the PRO that will be filled out by the DDS SOAR examiners to provide feedback to help determine the feasibility of DDS continuing to assign SOAR claims to a special SOAR Unit verses having them assigned to any examiner.
- The PRO participated in various activities throughout the year related to eAuthorizations. Participated in regular scheduled conference PRO calls related to the compliance and acceptance of this process. The primary focus for the PRO was to contact the large volume MER and three main Health System providers throughout the state as this would have the biggest impact and create a domino effect of acceptance once we obtained acceptance from the larger providers. The PRO conducted outreach and worked with the legal counsel, compliance officers, and health information managers at facilities around the state to obtain acceptance. The South Dakota vendors have accepted the e827 process very well. Among many others, our DDS obtained verbal confirmation of acceptance from out state's big-three Health Systems: Avera, Sanford, and Regional Health. When the eAuthorization process started, our DDS started attaching a one-page flyer to all MER and CE letters leaving the DDS to help explain the changes to providers that did not receive phone contact from the PRO. We are continuing to use the one-page flyer as the eAuthorization expands into the attestation process. Our DDS has reviewed the procedures of implementing the attestation process. While this process would expand the use of e827's, there are problems with the process. It is cumbersome, the need for a new 827 is infrequent, and would not save examiners time in processing since the examiner has to ensure the claimant has had an opportunity to review the 827 before the attestation process can be completed. Since this process is optional for the DDS's, we have decided not to implement this process into our DDS.

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South Dakota DDS

- DDS had been experiencing problems with MER requests received from Sanford and Avera Health Systems, as they were not sending MER past the date on the 827. Through the process of working with these facilities in accepting SSA's eAuthorizations, DDS was able to gain these facilities acceptance in releasing records past the date on the 827.
- CE reports received electronically have improved slightly over the year. It has gone from 96.31% through FY 2011 up to 97.92 through FY 2012. This is above both the regional and national averages. MER reports received electronically have continued to show improvement over the year. In FY 2011, our DDS averaged 41.72% MER received electronically and this is up slightly to 44.18%. This puts us 12% behind in our region and 30% behind nationally. The PRO has worked with several MER facilities over this past year to try to set them up as ERE providers, but has had no luck with new set-ups. A continued effort will be made to work with CE providers, MER providers, copy services, and school districts to provide their records in an electronic format. South Dakota continues to make progress with setting up electronic health records and a statewide health information exchange. Information about South Dakota's progress in this area is found in the following websites: <http://www.sdhealthlink.org/about/> and <http://healthpoint.dsu.edu/>. As progress is made in the HIT process in South Dakota, this information is being monitored to determine the best timing for our DDS to participate in the discussion of where we fit in to this process.
- Developed and implemented the process of the PRO obtaining a weekly printout of VA MER vendors and all the CE vendors that have outstanding requests over 4 weeks old. The PRO contacts these vendors regarding the delayed requests and asks that they expedite. This is a more efficient process than what was happening as the PRO use to wait to hear from examiners before taking action and now can be more proactive.

The five DDSs in the Dallas Region continue their efforts to recruit and monitor activities for their CE providers. They have been successful in targeting critical geographical areas in urban and remote sites. All have formalized policies and procedures for handling complaints regarding providers. One DDS has implemented a new electronic Public Relations Database to make complaint referrals easy to track and resolve. DDS staff are compliant with standards and sanctioning exclusions related to CE Provider licensure. In FY 2012, the DDSs completed onsite reviews of key providers along with reviews of new CE providers and providers against whom complaints were lodged.

Several of the DDSs increased CE fees during the year, either to assist with recruitment of specialty sources or to comply with parent-agency fee schedules. These increases did not cause any unacceptable increases in medical costs per case. DDS fee schedules are attached above for your review.

The Professional Relations Officers (PROs) in each state work jointly with Regional Public Affairs Specialists to staff exhibits at medical conferences, present training, and prepare public service programming; however, one DDS was unable to participate in medical conferences due to a number of factors within their state. The DDS PROs also work diligently to promote increased use of electronic medical records processes.

Regional Office personnel, through the Center for Disability, work with the PROs to promote recruitment of CE providers, improve the quality of CE reports, and increase efficiency in the submission of all medical records. During FY 2012, Regional Office staff participated in regular conference calls with the DDSs, onsite visits, and regional training activities.

If members of your staff have any questions, please have them contact (b) (6) [REDACTED] in Management and Operations Support, Center for Disability.

Thank you,

(b) (6) [REDACTED]



TENNESSEE DISABILITY DETERMINATION SERVICES

MEMORANDUM

TO: (b) (6) Director for Center for Disability Operations

FROM: (b) (6) Director, Tennessee Disability Determination Services

SUBJECT: TN CE Oversight Status Report for October 1, 2011 to September 30, 2012

This is Tennessee DDS's annual CE oversight status report for the above period in accordance with POMS DI 39515.575 Exhibit 2 as follows:

I. Complaint Resolution Procedures

The Tennessee PRO staff keeps a detailed file on each CE provider which includes reports of onsite visits, report reviews, claimant reaction forms, resolved complaints (if any), reports of contact and current licensure information. Claimant surveys are sent on a regular basis for feedback on the CE panelists. This is a very useful tool for determining if unknown problems exist or if a pattern of inappropriate conduct is developing. Because of this proactive approach of constant sampling and regular contact with the CE panel (including numerous onsite visits), we very rarely experience serious complaints of unprofessional behavior or criminal actions.

If, however, we encounter this type of situation, the following actions are taken:

The complaint investigation begins immediately upon receipt by the PROS. The CE panelist is contacted and made aware of the claimant's allegations. This may be done by phone, letter or in person depending on the seriousness of the complaint. Depending on the severity of the allegations, the decision of whether to place the panelist on temporary hold pending investigation is made by the PRO staff and DDS Director. The provider's staff is also interviewed separately especially if they witnessed the exam and/or the interaction of the provider with the claimant during the office visit. The staff is a valuable resource because they are encouraged by PRO staff to interact closely with the claimants to insure a meaningful and pleasant experience.

A formal written response is required from the CE provider as well as staff involved.

The claimant is contacted by PRO staff and a written response is made concerning the issues. The claimant is sent a copy and one is retained in the DDS file.

The Supervisor II in charge of the PRO unit and the Director of the DDS are informed and involved in the investigation process with meetings held for feedback from the PROS as necessary.

After the investigation is completed, and if the allegations are found to be unsubstantiated, the CE source and the claimant are notified in writing by PRO staff.

If, however, the allegations are proven to be credible, the PRO staff recommends to the Supervisor II that the CE consultant be deleted from the CE panel. Supervisor II recommends removal of the source to the Director. After consulting with the legal staff, the Director makes the final decision.

Documentation of complaints is retained for future reference.

II. Oversight Review of CE Providers

The Tennessee DDS PRO Unit's goal is to visit all CE sources on a yearly basis. The unit has made both announced and unannounced personal comprehensive onsite visits to all high and medium volume CE providers with an emphasis on converting them from faxing their reports to submitting them through the SSA Electronic Records Express (ERE) Website.

They performed inspections of the offices and equipment for compliance to SSA standards, resolved any complaints, addressed provider concerns, discussed fiscal issues, report quality and timeliness, and provided additional training on CE report requirements as needed. In addition to routine CE oversight visits, maintenance visits are made to all volume providers when a PRO is in the area.

III. TN DDS Volume/Key Provider Names, Addresses, and Specialty

Behavioral Science Consulting (Psychology)
100 North Main St. Suite 2315
Memphis, TN 38103

Medical and Psychological Associates (Psychology)
202 Uptown Square
Murfreesboro, TN 37129

Quality Med Pro (Physical)
36 PA-B Sandstone Circle
Jackson, TN 38305

Medical Specialists of Knoxville (Physical)
Jeff Summers, M.D.
6612 Maynardville Hwy.
Knoxville, TN 37918

Morristown Medical Associates (Physical)
2615 W. Andrew Johnson Hwy
Morristown, TN 37814

Memphis Medical Associates (Physical)
6094 Apple Tree Dr., Suite 12
Memphis, TN 38115

Eva Misra, M.D. (Physical)
116 Glenleigh Court, Suite 2
Knoxville, TN 37922

West TN Psychological Associates (Psychology)
6094 Apple Tree Drive, Suite 12
Memphis, TN 38115

Corporate Services (Physical)
Bruce Davis, M.D.
Suite 700, Doctor's Pavilion
1916 Patterson Street
Nashville, TN 37203

Evaluation Specialists (Psychology)
1111 North Shore Drive
Knoxville, TN 37918

William Holland, M.D. (Physical)
2650 Executive Park NW
Suite 5
Cleveland, TN 37312

Diagnostic Center (Physical)
2205 McCallie Ave.
Chattanooga, TN 37404

Barry R. Siegel, M.D. (Physical)
White Station Tower, Suite 611
5050 Poplar Avenue
Memphis, TN 38157

Tri-Cities Service Group
3915 Bristol Hwy., Ste 401
Johnson City, TN 37601

Randolph Occupational Medicine (Physical)
Bruce Randolph, M.D.
3960 Knight Arnold Road, Suite 103
Memphis, TN 38118

Cookeville Services (Physical)
377-A Short Street
Cookeville, TN 38501

Knoxville Services (Physical)
320 N. Cedar Bluff Rd. Suite 330
Knoxville, TN 37922

Psychological Consulting Services (Psychology)
1000 West G Street, Suite 103
Elizabethton, TN 37643-4643

Middle TN Occupational and Environmental
936 Murfreesboro Rd.
Lebanon, TN 37090

Health Star Physicians PC (Physical)
Roy Nevils, Ph.D.
5741 W Andrew Johnson Highway
Morristown, TN 37814

Psychological Services (Psychology)
Wayneworth Office Park
156-C University Parkway
Jackson, TN 38305

Laambda Healthcare (Physical)
Kamal Mohan, M.D.
6025 Walnut Grove Road, Suite 311
Memphis, TN 38120

Clarksville Services (Physical)
1506 ½ Madison Street
Clarksville, TN 37043

Linda Blazina, Ph.D. (Psychology)
100 West Fourth St.
Suite 300
Cookeville, TN 38501-2474

Highlands Psychological Group (Psychology)
1129 Trotwood Avenue, Suite 24
Columbia, TN 38401

Wellcare
2330 Merchants Rd.
Knoxville, TN 37912
(859) 987-0783

IV. CE Panel

There are 221 active CE providers including hospitals and diagnostic centers. Of these 26 are volume providers who made at least \$150,000 this past year. All of these panelists have a practice directed toward evaluation for the TN DDS rather than treatment of private patients.

The PRO staff checks the Tennessee Department of Health website for licensure verification to verify current licensure, as well as any disciplinary and/or abuse data listed for each provider. We have developed a program on the Versa system called License Checker, which lists the expiration date of the license for each CE panelist. This date turns blue three months before the license is due to expire and will turn red after the expiration date. As soon as we get the blue alert, we contact the CE panelist and remind them that their license is about to expire and we expect a renewed license to be forwarded to the PRO staff before the expiration date. The OIG Exclusion list is also checked routinely. If there is any disciplinary action, abuse and/or exclusion found during routine licensure checks, the TN DDS excludes the providers from our CE panel.

For the CE providers' support personnel, the TN DDS requires completion of a qualifications form and a copy of licensure or certificate. Again, the Tennessee Disability Department of Health Licensure Verification website and the OIG list are used to verify credentials.

Licensure verification and credentialing are done initially and yearly thereafter.

V. Medical Fee Schedules

The TN DDS uses the current Medicare Physicians Fee Schedule as its benchmark for establishing fees for the purchase of medical services. The Tennessee Disability Determination Services (TN DDS) began using a new 2012 fee schedule for the purchase of medical services on Monday, July 15, 2012.

The TN DDS is authorized to purchase selected professional services within the limits, guidelines, and conditions specified in the Department of Human Services Delegated Purchase Authority. The fees that the TN DDS pays for physical and psychological examinations, x-rays, laboratory studies and other ancillary tests have been revised and are based according to the limiting charge in the 2012 Medicare Physicians Fee Schedule and the 2012 Medicare Clinical Laboratory Fees Schedule.

The TN DDS continues to use a global fee to purchase all x-rays. The global fee includes the interpretation fee.

The TN DDS revised and updated all Current Procedural Terminology (CPT) codes on this year's fee schedule as listed in the 2012 AMA Current Procedural Terminology Manual, Professional Edition.

The most significant changes affecting the agency this year are:

94720 DLCO has changed to 94729 CO2/Membrane (Diffusion Capacity). This does not affect how the DLCO test is performed. The new code simply reflects a combination of the old deleted codes 94720 and 94725.

9949D, 9949E 9949F Interpreter for 15, 30 and 45 minutes were added due to the need for more specific time increments in relation to payment amounts for interpretation services.

All psychological malingering codes were removed midstream in 2011 and that will continue to be the case for 2012 due to guidance from SSA.

This annual review and revision of medical fees and CPT codes by the TN DDS is in compliance with the Social Security Administration (SSA) Central Office Policy on purchased medical services (DI 39545.000) and fee schedules (DI 36545.210) and the Tennessee Department of Human Services Delegated Purchase Authority.

The TN DDS does not give discounts to volume medical providers.

VI. The TN DDS PRO Activities

DDS has added several new CE panelists this year. Here are the names:

Mardi Smith, Psychologist, Memphis
Jessica Myszak, Psychologist, Memphis
Kevin Blanton, Psychologist, Knoxville
Jeff Uzzle, MD, opened new offices in Seymour, Kingsport and Tazewell

WELLCARE ACTIVE PHYSICIANS (Physical)

SEPTEMBER 2011	PARVEZ HAGAN HUNT JOHNSON RODES DUNN HIGGINS JOSOVITZ
NOVEMBER 2011	RANDOLPH BROWN
DECEMBER 2011	DUFFY
JANUARY 2012	SPITLER
MARCH 2012	DOWDEN
JUNE 2012	JACKSON WILKINSON HOWELL
JULY 2012	DAKE

AUGUST 2012

SWEETS
SAHA
MONUDDIN

SEPTEMBER 2012

BASELL
MOUTON-REED

The goal of the TN DDS continues to be to provide the best possible service with the highest quality exam experience for our claimants and agency staff. With the addition of these new panelist locations, we have already seen a reduction in scheduling times from more than six weeks to a 21-day timeframe. This has caused some issues due to mail not be delivered to our claimants in a timely manner prior to the date of the CE. Many of our panelists have complained about the currently rate of extremely high rate of “no shows.”

Sadly, the PRO unit lost its (b) (6). (b) (6) had (b) (6) experience as a PRO and (b) (6) as the unit’s supervisor. We really miss (b) (6) experience and longitudinal knowledge.

With (b) (6) departure, we have promoted (b) (6) to the supervisory position. In addition, we have brought (b) (6) to service the Middle TN region and (b) (6) to service West TN. (b) (6) (b) (6) is the PRO Director who also has the Supervisor of the ODAR Facilitators and the Information Resource Support Specialist 2 under (b) (6) supervision.

With the addition of our Information Resource Support Specialist 2 who is dedicated exclusively to the PRO unit we have had the availability of on-site training with the medical community on ERE. He has also been successful at converting much of the unit’s files from paper to the electronic format, and anticipating and troubleshooting ERE problems. This addition of an IT specialist to the unit plays a crucial part in our continued success with ERE especially since PRO/PAS/AI activities have discontinued because the PAS/AI’s are no longer available to provide any assistance or support to the PRO unit with ERE activities or projects.

The PRO staff routinely exhibits at statewide medical professional conferences such as the Tennessee Psychological Association Meeting, Tennessee Academy of Family Physicians Conference, Tennessee Health Information Management Meeting, and the Rural Health Association of Tennessee Conference for the purposes of recruiting new CE panelists, educating, demonstrating, and selling ERE to physicians and medical record professionals.

This year, our outreach efforts to the medical community included exhibiting at the Tennessee Psychological Association (TPA), Tennessee Health Information Management (THIMA) and the Rural Health Association of Tennessee (RHAT). There was also a presentation at the THIMA where we were able to address concept of the eAuthorization to the group just before its implementation. We created a PowerPoint presentation to help the group visualize what would be released within the next three weeks from SSA.

The PRO unit continues to employ a policy that requires all new CE providers to use Electronic Outbound Requests (eOR) to receive our CE requests and to submit their reports to the agency. This policy came about as a direct result of the leading role that the PRO unit played in the Electronic Outbound CE Pilot Project in coordination with the Outbound ERE Committee in 2007. Since its inception, the PRO unit continues to play a leading role in the use and expansion of the eOR Project. The PRO unit has continued to build on the success of this pilot project and now the agency routinely receives at least 99.25 % of CE reports through ERE.

The PRO staff continues to provide ERE training and support to the CE panel and many MER providers including the largest MER provider in the state, Centerstone Mental Health Center in Nashville, TN. We are continuing to work very closely this year with Healthport copy service and converting many of their hospitals in Tennessee from a paper process to eOR. We also work with IOD, another copy service, to see that we are receiving their MER electronically.

The Director of the TN DDS and the Director of Professional Relations, ODAR and Congressional Inquiries continue to be extensively involved with ParTNers, which is a compilation of all SSA disability components. ERE and other issues pertinent to the DDS are frequently topics on the agenda at these statewide meetings. One of the initiatives that came out of a meeting held in December, 2011 was a request for the PRO unit to visit the SSA field offices across the state. So far, seven field offices have had visits and have seen a PowerPoint presentation of what DDS does on a case from start to finish. There was also time for questions and answers after that.

The PRO unit is also very active within the agency as we are highly involved in the TN DDS Business Process Committee and the PROActive Work group, which includes participation by the DDS SSA liaison. This group is working for positive practical solutions to common internal and external problems facing the DDS staff with emphasis on better communication in the electronic world, planning on how best to utilize new technological advances, and policy changes. We solicit examples of problems, issues, or concerns from the entire DDS staff that have a negative effect on their work environment. This workgroup then meets on a monthly basis to develop positive solutions to these problems raised by the staff in order to be “pro-active” in anticipating/meeting/overcoming the challenges of total electronic case processing. The PROActive Workgroup communicates the results of their problem solving to the entire DDS staff through memos and a quarterly newsletter.

The TN DDS PRO unit takes great pride in striving constantly to find ways improve our service to this agency and our customers. We continue to increase our volume of receipts of electronic medical records and CE reports through the persistent marketing of ERE to the medical community. Because of the increase in the volume of our current receipts and the anticipation of higher workloads, the PRO unit is looking to the future and preparing to take on these challenges without any deterioration in our customer service.

With the new staff changes, the PRO unit is looking forward to the opportunities ahead in FY 2012-2013. We anticipate having more providers—both CE and MER providers--on board with ERE. We hope to visit more of the lesser volume providers that we were not able to see this year due to loss of personnel. We now work with three physical doctors on staff here in-agency to ensure the quality of the CE reports meet SSA standards.

TEXAS DISABILITY DETERMINATION SERVICES CE OVERSIGHT REPORT

October 1, 2011 – September 30, 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

All claimant complaints regarding CE providers are referred to the Medical Relations directorate for investigation and resolution. A program specialist reviews the complaint, CE report, and any other pertinent information. Once the complaint allegations are identified, contact is made with the provider in order to obtain their response. The provider's complaint history is reviewed to determine any patterns or trends. If the complaint allegations involve medical issues, the program specialist will request feedback from a State Agency Medical Consultant (SAMC).

Once all information is gathered and analyzed, a Professional Relations Officer (PRO) coordinates the development of appropriate recommendations to address and resolve the complaint.

Recommendations could include increased monitoring, decreased referrals, or removal from the provider panel. All complaint information is documented and filed in the provider file. A copy of the complaint resolution and recommendation is furnished to the Professional Relations Unit Manager for tracking. A chronology of past complaints is maintained for any provider with persistent complaint issues.

A quarterly complaint summary report is developed and provided to the Professional Relations Unit Manager and the Medical Relations Directorate Manager.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

DDS completed an onsite review of 32 key volume providers and a list of these providers is attached (Key Volume Provider FY 2012 Final). In addition, the Professional Relations Officers conducted 27 CE Provider maintenance visits.

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted for each branch.

The list is attached (Key Volume Provider FY 2013 Final).

TEXAS DISABILITY DETERMINATION SERVICES CE OVERSIGHT REPORT

October 1, 2011 – September 30, 2012

4. For CE panels:

a. List the number of current CE providers on the panel.

The current number of CE providers is 1591.

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at initial contracting and periodically thereafter so as to ensure that no unlicensed or excluded CE providers perform CEs.

Professional Relations Officers (PRO) contact the appropriate licensing or certifying authority at the time of enrollment to ensure a provider is appropriately licensed and/or credentialed. The PROs view the HHS Office of Inspector General's (OIG) website and Excluded Parties List System (EPLS) at the time of enrollment to ensure the provider has not been excluded from participating in federal programs. PROs receive periodic press releases from the Texas Medical Board (TMB) detailing disciplinary actions taken by the Board, including any restrictions or suspension of physician's licenses. In addition, PROs monitor the current list of disciplined physicians and press releases on the TMB website on a monthly basis. PROs review the Texas State Board of Examiners of Psychologists, board licenses with disciplinary sanctions quarterly. In addition, the OIG website and the EPLS on an annual basis and at license renewal.

The Professional Relations Unit maintains a database with licensure information and expiration dates to ensure all provider files are updated with renewed licenses. A spreadsheet listing all active CEPs with the date of their license renewal is also maintained. Each month the spreadsheet is reviewed for expired licenses. The current license for MD's is obtained from the TMB website. For those not listed on the TMB website (psychologists and speech language pathologists) the panelists are contacted for a current copy of their license. A hard copy of updated licenses is maintained in the CEP's vendor file.

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

Providers certify that all technical support staff members are in compliance with all appropriate licensing or certification requirements of the State of Texas at the time of enrollment. The CEP agreement,

TEXAS DISABILITY DETERMINATION SERVICES CE OVERSIGHT REPORT

October 1, 2011 – September 30, 2012

which each CEP signs, states the panelist must ensure all support staff are duly licensed.

5. For medical fee schedules:

a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).

The current DDS Maximum Allowable Payment Schedule was implemented for services procured 5/1/12 and after. This fee schedule is based primarily on Medicare fees which are heavily discounted. DDS does not offer additional discounts to volume medical providers. The current fee schedule was the result of DDS' coordination with the parent agency, Department of Assistive and Rehabilitative Services' (DARS) to review all medical service rates, which included the reimbursement rates for services ordered by DDS. This review is conducted annually.

b. Provide a copy of current fee schedule.

An electronic copy of DDS' current fee schedule is attached (Final Medical Service Fee Schedule FY2012.xls).

6. Provide a brief description of DDS Professional Relations Officer's activities regarding electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices, etc.

The Professional Relations Officers did not participate in medical conferences and/or conventions during FY 2012. This is due to a number of factors. We are operating under reduced staffing and responding to an increased demand for ongoing monitoring and corrective action, which results from the increasing number of claims and CEs ordered in FY2011-FY2012. In addition, we were only participating in travel that was mission critical. Our total number of CEPs has reduced from a previous average of 1650+ in FY2011 to the current 1591. Therefore, support from SSA to hire losses at the TX DDS, so that emphasis on recruitment and exhibiting at seminars will be necessary in FY2013.

The Professional Relations Officers continue to encourage CE providers to submit electronic medical evidence via Electronic Records Express (ERE) or via the fax server. The electronic CE report submission reached 96.1% in September 2012. This represents a slight increase in CE receipts from 93.9% in September 2011. 97 CEPs receive CE requests

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CE OVERSIGHT REPORT**

October 1, 2011 – September 30, 2012

via eOR. This represents an increase in CE requests received via eOR from 76 in September 2011. MER received electronically (through ERE or fax server) was 80.5%. This represents an increase from 78.6% in September of 2011.

**Department of Assistive & Rehabilitative Services
Disability Determination Services
Interoffice Memorandum**

TO: Professional Relations Officers
FROM: (b) (6)
SUBJECT: Key Volume Provider Inspections – FY 2012
DATE: October 21, 2011

Reference: POMS DI 39545.100; DI 39545.525

Below is a list of DDS medical service providers who have been designated as Key Volume Providers for FY 2011 based on the criteria outlined in the above-cited references. [IDT Management Report DB0F0S/V03 (CE Panelist Ranking Report – Year to Date) dated September 30, 2010, was used to determine earnings for these vendors in the previous fiscal year.] In accordance with DDS' CE Oversight Management Plan, on-site inspection of these providers should be accomplished during FY 2012. Please notify my office of the **tentative** inspection dates of the vendors in your territory by December 17, 2011, and begin developing trip itineraries for the purpose of completing this assignment. **Please note that inspections must be completed by September 30, 2012.**

FACILITY	Vendor Number	CITY	PRO	AMOUNT	INSPECTION DATE COMPLETED
MedTex Houston	(b) (6)	Houston	(b) (6)	1,005,483.10	7/19/12
Presidio Medical Management		San Antonio		701,825.27	11/17/2011
North Texas IME		Irving		663,374.99	7/25/2012
CE Provider Services		Longview		603,748.87	7/12/12
MedTex of Fort Worth		Fort Worth		492,444.26	7/26/2012
Propsynd Testing		Houston		437,069.46	7/17/12
Marathon Psychology Group		Conroe		418,970.23	7/17/12
Culver, William		New Braunfels		363,867.56	12/8/2011
Franklin, Martin		Kerrville		327,803.10	7/30/2012
Nwankwo, Stella		Arlington		316,191.48	7/26/2012
Daniel, Daryl		Houston		305,528.66	7/18/12
MedTex Dallas		Dallas		279,076.13	7/24/2012
Edwards, David L.		San Antonio		254,130.87	3/22/2012
Sahi, Farzana		Houston		251,552.05	7/19/12
De Ferreire, Mary E.		McAllen		234,184.71	7/31/2012
Davis, Kelley		Dallas		227,306.20	7/26/2012
Clark, Frankie Jo		Livingston		226,421.85	6/28/12
Fletcher, Barbara Susanne		Dallas		224,343.53	7/24/2012
Reyes, Jose		San Antonio		222,414.61	11/17/2011
McCollum, Paul Sterling		San Antonio		217,385.98	12/9/2011
Thompson, Russel	San Antonio	210,461.11	10/31/2011		
Villanueva, Javier	San Antonio	204,965.46	12/8/2011		
Panjwani, Mahmood	Carrollton	199,300.38	7/26/2012		
Premier Medical Group	Lewisville	193,674.87	7/26/2012		
Kirkwood, Milton	Houston	186,010.04	7/16/12		
Ortiz, Hector J.	Corpus Christi	182,795.42	8/1/2012		
Gerwell, Kristine J.	San Antonio	179,958.64	11/18/2011		
Monnig, Gayle D.	San Antonio	177,286.64	3/22/2012		
Chen, Cecillier	Plano	176,444.92	7/25/2012		
McLendon, David M.	Lufkin	169,442.37	6/27/12		
Schutte, James W.	El Paso	158,711.64	7/11/12		
Adelberg Dubin, Bettina	Austin	153,869.08	6/20/12		

Utah DDS CE Oversight Report

Fiscal Year 2012

Prepared by (b) (6)

Medical Professional Relations Officer for Utah DDS

1. Complaint Resolution Process

Unless the complaint is first received by an adjudication supervisor or examiner, then as the MPRO, I am the first person to receive the complaint. The first step I take is to contact the pertinent person to obtain the nature of the complaint and at this point documentation is created. Follow-up with the claimant or relevant party is made when necessary.

To address claimant complaints, the Utah DDS has created an internal policy that is compliant with POMS DI 39545.375 (Claimant Complaints of Consultative Examination [CE] Provider). The following steps are taken within the first five days received:

- Complaint is reviewed by MRPO
- Depending upon the issue involved, consult with the chief medical consultant
- The complaint may then be shared with the CE examiner (de-identified as needed)
- Ask the CE examiner to respond to the allegations/complaints contained in the letter/complaint
- The MPRO/chief medical consultant will decide how DDS will respond to the claimant
- If there is a pattern or significant problem found, then a letter to the CE provider will be sent. The letter will contain the following:
 - Address the problems alleged
 - Require the CE provider to tell us how they will be remediated
 - Request an explanation how this will be prevented in the future
 - We will inform the CE provider that we will be questioning future claimants regarding the content/nature of the exam and whether or not issues have been addressed or resolved
 - If warranted, a warning to the CE provider informing them that there may be a loss of future referrals

2. Onsite reviews

The following onsite review was conducted in the fiscal year 2012 by (b) (6) previous MPRO:

1. Dr. Michael Schreiner
1414 East 4500 South, Suite #4, Salt Lake City, Utah, 84117

The following onsite reviews were conducted by (b) (6) current MPRO:

2. Dr. Al Carlisle, Price location
(b) (6) Price, Utah 84501
3. Canyon Medical Solutions, Salt Lake City, Ogden, and Provo locations
1250 East 3900 South, #260, Salt Lake City, Utah, 84124
413 Washington Blvd, Ogden, Utah, 84404
2230 North University Parkway, #6B, Provo, Utah, 84604

4. Dr. Richard Ingebretsen, Salt Lake City location
Salt Lake Regional Medical Center, 1050 East South Temple, Salt Lake City, Utah, 84102
 5. Johnsen Health Services, Ogden and Provo locations
5974 South Fashion Point Drive, #110, Ogden, Utah, 84403
1055 North 300 West, Physicians Plaza Suite 316, Provo, Utah 84604
 6. Dr. John Ririe, Salt Lake City location
5691 South Redwood Road, Suite 15, Taylorsville, Utah, 84123
 7. Dr. John Hardy
7601 South Redwood Road, Building E, West Jordan, Utah 84084
 8. Dr. Peter Heinbecker
967 East Murray Holladay Road, #3B, Salt Lake City, Utah, 84117
 9. Dr. Elizabeth Allen, Salt Lake City location
888 South 200 East, H&R Block Building, Salt Lake City, Utah, 84111
 10. Dr. Liz McGill
Valley Mental Health, 1141 East 3900 South, Suite A-200, Salt Lake City, Utah, 84124
 11. Dr. Tanya Colledge, Pleasant Grove location
(b) (6) Pleasant Grove, Utah, 84062
3. Key Providers
Per POMS DI 39545.100 Key and Volume Providers for Utah DDS are:
1. Dr. Elizabeth Allen, PhD
888 South 200 East, H&R Block Building, Salt Lake City, Utah, 84111
(b) (6) Provo, Utah, 84606
 2. Canyon Medical Solutions
1250 East 3900 South, #260, Salt Lake City, Utah, 84124
413 Washington Blvd, Ogden, Utah, 84404
619 South Bluff Street, St. George, Utah, 84770
2230 North University Parkway, #6B, Provo, Utah, 84604
 3. Dr. John Hardy, PhD
7601 South Redwood Road, Building E, West Jordan, Utah 84084
 4. Johnsen Health Services
82 South 1100 East, #301, Salt Lake City, Utah, 84102
5974 South Fashion Point Drive, #110, Ogden, Utah, 84403

1490 East Foremaster, Suite 310, St. George, Utah, 84790
1055 North 300 West, Physicians Plaza Suite 316, Provo, Utah 84604

5. Dr. Richard Ingebretsen, MD
Salt Lake Regional Medical Center, 1050 East South Temple, Salt Lake City, Utah, 84102
Brigham City Community Hospital, 950 South 500 West, Brigham City, Utah, 84302
Carbon Chiropractic, 39 North 600 East, Price, Utah, 84501

6. Dr. John Ririe, PhD
5691 South Redwood Road, Suite 15, Taylorsville, Utah, 84123
(b) (6) Orem, Utah, 84097

4. CE Panels

- a. Utah DDS has approximately 120 CE providers on the panel.
- b. All new CE providers are required to provide a Vita and a copy of their current license. A search is done on the Utah Division of Occupational and Professional Licensing website to ensure current licensure and to determine if there is a past or present disciplinary action. A search is done on the HHS-OIG website to see if the provider is sanctioned. Once a year, a new search on the Utah Division of Occupational and Professional Licensing website is done to ensure that licenses have not expired. To be compliant with POMS DI 3569.300, an annual review of the HHS-OIG website will be conducted starting in the new fiscal year and will be conducted once a year thereafter.
- c. CE providers that use support staff are required to certify their staff. The provider is required to sign a copy of POMS DI 39569.400 (License and Credentials Certification for Consultative Examination Provider and Certification of All Support Staff).

5. Medical Fee Schedules

- a. The Utah DDS has not made any adjustments in reimbursement rates for MER or CE's in the fiscal year 2012. Utah DDS does not receive or provide volume medical provider discounts.
- b. Current fee schedule:
MER fee schedule
Utah DDS pays a flat rate of \$15.00 for copies of MER. If a treating source provides a written summary (physical or mental) we reimburse \$20.00. If the written summary is received within 12 calendar days, we will reimburse \$28.00.

CE fee schedule

Utah DDS follows the Utah State Office of Rehabilitation reimbursement rates for x-rays, labs and diagnostic testing. For physical and mental CE reimbursement rates, we follow the Utah Department of Health rates.

Mental

Mental status/clinical interview	\$215.00
Psychiatry examination (MD)	\$215.00
Million testing	\$74.00
WAIS IV	\$132.00
WISC IV	\$132.00
WPPSI	\$132.00
Wechsler Memory Scale IV	\$132.00
Leiter IQ Scale	\$132.00
Bayley Scales	\$132.00
WRAT-R	\$51.00
Bender Gestalt	\$21.80
Beck Inventory	\$20.00
Vineland Adaptive Behavior Scales	\$54.50
Woodcock Johnson	\$103.00
WIAT	\$102.00
Raven Non-verbal IQ testing	\$94.00
Trail making test	\$20.00

Physical

Comprehensive examination (including cardiology exam, orthopedic exam, rheumatology exam)	\$170.00
Pediatric examination	\$170.00
Neurological examination	\$186.00
Limited exam	\$96.00
02 Sat on RA	\$3.68

Eye Exam

Comprehensive eye exam (includes Humphrey's visual field or Goldman visual field)	\$198.00
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Speech and Language Evaluation

Speech assessment	\$181.94
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Hearing Exams

OTO exam by a MD	\$75.90
Cerumen removal	\$65.00
Audiogram	\$105.79
TROCA (child hearing test)	\$91.00
VROCA (child hearing test)	\$91.00

6. ERE Marketing Efforts

Utah DDS continues to maintain the highest MER percentage rate in the Denver region. From January to September 2012, the MER percentage rate was 69.88%. Our CE ERE percentage rate for that period was 99.79%.

Most of Utah's highest volume MER providers do utilize ERE, but there continues to be some resistance or inability to use the ERE system. Outreach was made to all Utah school districts with some success. The districts that signed up for ERE extended usage to the schools in their district.

I took the opportunity to market ERE to MER providers as I made phone calls for acceptance of eAuthorization. In a quarterly newsletter to CE providers, I marketed ERE and we had about 5-6 CE providers sign up.

The opportunity to market ERE at medical conventions or in conjunction with Regional public affair offices did not present itself for the fiscal year 2012.

(b) (6) administrative assistant, also assists in ERE marketing efforts. (b) (6) creates accounts for all new applicants and assists in ERE trouble shooting problems for providers. When demonstrations are conducted, (b) (6) always attends to provide the online demonstration.

Virginia DDS Annual Oversight Report
10/01/12 – 9/30/13

The Virginia DDS Professional Relations Program is comprised of four Regional Professional Relations Officers, four Regional Professional Relations Technicians and eight CE schedulers. The Central Regional DDS Professional Relations officer is (b) (6). The Northern Virginia Profession Relations Officer is (b) (6). The Tidewater Professional Relations Officer is (b) (6). The Southwest Regional Professional Relations Officer is (b) (6). The Professional Relations Program Coordinator is (b) (6).

1) Description of Virginia DDS procedures for complaint resolution The Virginia DDS regards all complaints as important and aggressively investigates all allegations.

A) Claimant Surveys

The CE scheduling department includes claimant satisfaction survey letters, which are included in one out of every ten CE packets generated and sent to claimants. The PRO or PR Technician monitors survey responses and performs the initial contact to requests for Professional Relations contact. The PRO then makes contact with the claimant and fully investigates any allegations made. Copies of all survey responses are sent to the Statewide Professional Relations Coordinator in the Virginia DDS Administrative Office and are recorded. A quarterly and yearly report is generated which outlines all responses received for each region of the state.

For Fiscal Year ending 9/30/12, 822 claimant surveys were returned to the DDS. Of those returned surveys, 94 indicated the claimant wished to speak to the DDS Professional Relations staff.

B) Complaints received by Analysts

The Analysts refer complaints they receive to the PRO. The PRO performs an immediate contact with both the claimant and the CE provider, documents the nature of the complaint and the action taken, and provides documentation in the claimant's electronic record. Depending upon the nature of the complaint, the PRO resolves issues in a variety of ways. Examples of PRO actions include, but are not limited to the following, re-training on the specific area of complaint, on-site visits to determine any physical/location issues, changes in scheduling practices or removal from the CE panel.

C) Repetitive Complaints

In cases in which repetitive complaints are received, the following procedure is followed: The PRO or PR Technician contacts each claimant involved and conducts an interview using the CE on-site client interview form as a guide. The PRO then contacts the provider to notify him/her of the complaint(s) and to obtain more information. The PRO conducts a review of files including the CE reports – this may be performed on a number of claimant folders who have been examined by the provider in question. The PRO may increase the rate of claimant surveys included in appointment letters to 100%. The PRO may conduct telephone interviews with a number of other claimants examined by the provider during the same time period. The PRO then takes any additional action necessary that may include, but is not limited to Provider retraining and/or removal from the CE panel.

- a) In addition to the procedures listed above, the PRO and PR Technician research the names of non-complaining claimants who were been examined by the provider being monitored. The claimants contacted in this instance would be those who were examined by the provider during the same period as the claimants who lodged complaints. The same interview form is used and the same open-ended questions are asked. The PRO reviews all claimant responses.
- b) The PRO also reports all complaints to the Professional Relations Coordinator (PRC) in the Virginia DDS Administrative Office. At the request of the regional PRO, the PRC may advise or conduct further investigation of the incident or situation if necessary.

D) Random Calling

Random calls are made to claimants who were recently examined by any CE provider. This random contact is also made with claimants who were examined by new CE providers.

E) Timeliness Issues

Analyst and state agency consultant complaints concerning timeliness are referred to the PRO or PR Technician who performs all follow-up actions necessary to obtain outstanding information. The actions taken include, but are not limited to contacting the provider, retraining on timeliness requirements, temporary removal from active scheduling, or removal from the CE panel. In addition to complaints received, the PROs receive monthly, quarterly and yearly Mean Processing Time reports indicating the number of days from scheduling date to appointment date, the number of days from appointment date to report receipt, and the total number of days. Here are the mean processing times for all four regions for this past fiscal year:

REGION	# CEs SCHEDULED	# CE REPORTS RECEIVED	APPT DAYS	REPORT DAYS	TOTAL CE TIME
Central	12279	8725	20.17	6.80	31.61
NoVA	6176	4559	24.98	6.69	30.29
Southwest	8174	5696	19.45	7.55	27.24
Tidewater	8370	5946	19.99	7.47	27.44
Statewide	34999	24926	21.15	7.13	28.14

This shows a reduction of 4259 in the number of CE’s scheduled and a reduction of 2716 reports received from last fiscal year. The average number of appointment days (the number of days from the date the exam was scheduled to the actual appointment date went down from 22.75 days to 21.15 days – a reduction of 1.6 days. The average number of report days (the number of days from the actual exam date to the date the report is received) was reduced from 7.39 days last year to 7.13 days this year. The overall time from the date the exam was scheduled to the date the report was received went down from 30.14 days last year to 28.14 days this past fiscal year – a savings of two days.

F) Documentation

Hard copies of all complaints, actions taken and complaint resolution are placed in the specified CE provider file so that trends may be discerned and rectified if necessary. The

Virginia DDS's parent agency (Department of Rehabilitative Services) does not require notification from the DDS of any complaints received or actions taken.

2) Quality Assurance

G) Report Quality

- a) Complaints received from analysts or state agency consultants regarding report quality are always referred directly to the PRO. The PRO takes immediate action to obtain the necessary clarification or additional information.
- b) In addition to the actions above, Virginia State Agency Consultants are required, by contract/Employee Work Profile, to review at least 15 CE reports per quarter based on random selection. State agency medical and psychological consultants in all Virginia DDS offices are also encouraged to contact CE providers directly in order to obtain clarifications and provide constructive feedback.
- c) All CE report reviews are sent to the Administrative office where all data is input into a database. The PROs receive quarterly reports of all survey responses received from claimants in their regions in order to monitor the number and nature of the report deficiencies and to identify trends
 - (1) 3061 CE reports representing 236 CE Providers were reviewed by the 59 State Agency Medical/Psychological Consultants during this past year
 - (2) 94.8% (2,903) of the reports reviewed required no additional information or clarification

3) Onsite Reviews of CE Providers Completed by the Virginia DDS

- A) 37 Onsite reviews were conducted by the four regional Professional Relations Officers. In addition:
 - a) 25 comprehensive reviews were performed with CE high volume providers for Virginia.
 - b) 16 new provider orientations were conducted
 - c) 12 Hospitals and Ancillary test facilities were visited during this past year

4) Key Providers

- A) (Definition of Key or Volume Providers per revised POMS DI39545.100 10/06)
 - a) A CE provider who meets at least one of the following conditions:
 - (1) A estimated annual (FY) billing to SSA disability programs of at least \$100,000, or
 - (2) Practice of medicine, osteopathy or psychology is primarily directed towards evaluation examinations rather than the treatment of patients, or
 - (3) Does not meet the criteria in bullets 1 and 2 of this list, but is one of the top 5 CE providers in the State by dollar volume as evidenced by the prior year
- B) The Virginia DDS has chosen to treat the five highest volume providers in each of its four regions as "key" or top providers as part of our stringent CE oversight procedures.
- C) Key providers are monitored for CE report quality and claimant survey responses. PROs from Northern, Central, Tidewater, and Southwest Virginia monitor performance and make annual on-site visits to these providers. In addition, state agency consultants from all four offices review CE reports received from them.

- D) A total of 25 on-site reviews were conducted with these “top” providers
- E) The following Virginia CE Providers meet SSA criteria for Key Providers or DDS criteria as “top” volume Providers: (Key Providers are designated in Red) Total amounts paid for FY 2011 and FY 2012 are listed to show the reductions or increases for each provider.

Provider Name	FY 2011	FY 2012	Region	Notes
Virginia Medical Exams Inc	\$429,551.00	\$524,230.00	Central/NoVA/Southwest/Tidewater	(Christopher Newell M.D. & Associates)
Richmond Health Psychology Services	\$133,772.00	\$117,162.00	Central	(Michael Fielding Ph.D.)
Penny Sprecher PhD	\$75,788.00	\$85,591.00	Central	
Karen Russell PhD	\$75,072.00	\$84,531.00	Central	
Nancy Powell MD	\$71,006.00	\$76,272.00	Central	
CE Provider Services LLC	\$201,618.00	\$171,521.00	NoVA/Tidewater	(Andrew Wong, Asheaf Uzzaman, Yun Shim, Sadat Shamim, Ejaz Shamim, Harold Lawson, Malak Isaac, Eric Bernon)
David Leen Ph.D.	\$163,180.00	\$140,298.00	NoVA	
Therese May Ph.D	\$95,548.00	\$85,932.00	NoVA/Central	
Paul Hill PsyD	\$52,752.00	\$56,962.00	NOVA	
Elizabeth Hrcir PhD	\$61,672.00	\$56,873.00	NOVA	
Randy Rhoad Psy.D	\$132,446.00	\$124,218.00	Tidewater	
Med Plus	\$94,591.00	\$104,840.00	Tidewater	
Hampton Roads Behavioral Health	\$114,282.00	\$100,106.00	Tidewater	
Jeffrey Goodman PhD	\$74,521.00	\$66,235.00	Tidewater	
The Psychological Center PC	\$73,580.00	\$50,769.00	Tidewater	
William Humphries M.D.	\$218,904.00	\$165,238.00	Southwest	
Counseling & Psych. Services LLC	\$65,057.00	\$89,068.00	Southwest	
Jeffrey Lockett PhD	\$82,595.00	\$56,584.00	Southwest	
Frontier Health	\$27,900.00	\$48,275.00	Southwest	
Kevin Blackwell DO	\$55,517.00	\$46,851.00	Southwest	

F) Current CE Providers

The Virginia DDS currently has 592 CE providers on their panel (This includes ancillary testing facilities as well as medical and Psychological acceptable CE sources)

G) Description of Sanction Checks

The Professional Relations staff in each of the Regional DDS offices is notified by the OIG via email alert whenever updates are made to their Sanction List. The staff then checks the update list to determine if any

H) Description of credential and licensure check

The Virginia DDS requires that all CE panel members submit information regarding their qualifications and licensure in the state. No CE appointments are scheduled with new providers until after they have submitted this information and their licenses have been verified. Licenses are verified by the Virginia Board of Health Professions. The PRO verifies the license of all new providers. The following procedure for initial and periodic license verification is utilized in all Virginia DDS regional offices: The PRO or PR Technician contacts the VA Board of Health Professions via their internet website, the CE provider's license number is submitted and a verification of licensure is provided by the Board of Health Professions. A hard copy of this verification is placed in each CE provider's file. Periodic verifications are done through a diary system utilizing the computer calendar. Each provider's name and license expiration date is put into the calendar on the first day of the month following license expiration. The computer calendar shows a list of providers whose licenses are due for verification each month and the PRO or PR Technician completes the process as listed above. All licenses for psychologists in Virginia expire on June 30th so license checks for all those providers are done at the same time each year.

I) CE Provider support personnel credential and licensure check

The Virginia DDS requires that each CE provider read, complete and sign a "Statement of Agreement" (Copy available upon request). This agreement includes a statement in which the CE provider certifies that all support/technical staff involved in CEs for Virginia DDS will carry the appropriate credentials/licensure.

5) Medical Fee Schedule 10/1/2012

G) The Virginia DDS, in compliance with its parent agency's practice, maintains its fees based on:

- a)** The Medicare Fee schedule published by Trailblazers Health Systems LLC for services performed by a physician and ancillary testing performed in a physician's office
- b)** The Centers for Medicare and Medicaid Services (CMS) for Hospital Outpatient Prospective Payment System (PPS) Addendum B for ancillary testing performed within a hospital or hospital satellite facility. See the attachment for Virginia's current fee schedule.

6) Virginia DDS PRO ERE and Outreach Activity

October 2011

- 1. Fort Eustis Wounded Warrior meeting – Ft. Eustis
- 2. Transition Fair Portsmouth Public Schools – Portsmouth
- 3. Greenville Correctional Center – Training on Pre-Release MOU
- 4. Haynesville Correctional Center – Training on Pre-Release MOU

5. SOAR Progress Meeting – Richmond
6. VCU – Presentation to Social Workers
7. Children’s Hospital of the King’s Daughters – Presentation

November 2011

1. SOAR Meeting – Roanoke
2. Neuro-Pediatric Clinic Meeting – Roanoke
3. Pre-Release Meeting – Roanoke
4. Bedford Community Autism Awareness – Bedford
5. Hampton VAMC Care Giver Presentation
6. Fort Eustis Wounded Warrior Program Meeting

December 2011

1. Transitional Center Meeting – Roanoke
2. Marion Prison – Pre-Release Training
3. UVA Social Workers Meeting
4. Fort Belvoir – Meeting
5. Dept. Social Services SSI Seminar
6. NoVA Regional Health Information Organization Meeting
7. SOAR Meeting - Richmond

January 2012

1. Public Guardianship Program Meeting – Richmond
2. DSS Workforce Development Center Meeting

February 2012

1. Commonwealth Autism Conference – Richmond
2. Tahirih Center Meeting – Fairfax
3. SOAR Training - Richmond

March 2012

1. Portsmouth Naval Medical Center – Wounded Warrior Program
2. Norfolk Public Schools Meeting – Norfolk
3. Transitions conference - Norfolk

April 2012

1. Soar Progress Meeting – Danville
2. King William County CSB – Presentation
3. Correctional Unit #13 – Presentation
4. UVA Social Workers Meeting
5. Authorized Representative Training – Wytheville
6. Authorized Representative Training – Big Stone Gap
7. Roanoke County Teacher Forum – Roanoke

8. Christiansburg Middle School Transitional Counselor Meeting
9. Wounded Warrior Program Meeting – Ft. Eustis
10. VAHIMA Conference - Fredericksburg

May 2012

1. SOAR Progress Meeting – Rappahannock
2. SOAR Progress Meeting – Loudoun County
3. Authorized Representative Training – Bristol
4. SOAR Train the Trainer Meeting – Roanoke
5. New River Valley CSB Meeting
6. Franklin County Special Education Meeting

June 2012

1. Commonwealth Autism Services Meeting – Lynchburg
2. Tazwell Correctional Center – Pre-Release Training
3. Green Rock Prison – Pre-release Training
4. Brambleton Center Meeting
5. St. Brides Correctional Facility – Pre-Release Training

July 2012

1. Transitional Council Meeting
2. Dept. Corrections Nurses Training conference – Richmond
3. SOAR Regional Meeting – Norfolk
4. Commonwealth Autism Leadership Day Training – Roanoke

August 2012

1. SOAR Trainer's Meeting
2. Soar Regional Meeting – Roanoke
3. Lucas Therapies – Training Presentation
4. Bedford Probation Officers Training – Pre-Release

September 2012

1. SOAR Progress Meeting – Richmond
2. SOAR Progress Meeting – Mary Immaculate Hospital
3. Collaborations Conference – VA. Beach

**Vermont Disability Determination Services
Annual Consultative Examination (CE) Oversight Report
Fiscal Year 2012**

1. Provide a brief description of the DDS’s Procedures to resolve the various categories of complaints received throughout the year.

- Please see DDS Claimant Complaint Policy document that accompanies this report. The PRO follows these policy guidelines to address all complaints.
- We maintain an Excel spreadsheet “FY 12 Complaints” that addresses all complaints received by the PRO in FY ‘12.

2. Provide a list of the CE onsite reviews of CE providers by the DDS.

Visits Completed in Fiscal Year 2012

Rank by Dollar Amount in 2010	Last Name	First Name	Credentials	Site Visited if Multiple Locations	Reason for Visit
1	Reichardt	Dennis	Psy. D.	St. Albans	(b) (6)
2	Korgeski	Greg	Psy. D.	Waterbury	
3	Kellogg	Roger	M.D.		
4	Carpenter	Marc	M.A.		
24	Rossmann	Fred	M.D.		
30	Nurok	Saul	M.D.		
32	Fletcher Allen Rehab PT	Brewster, Kristin	PT		

The Vermont DDS did not visit the fifth key provider; Richard Morrison, M.D. Dr. Morrison was visited in 2010 and 2011. (b) (6)

(b) (6)

A bulk provider, AMCE Physicians, has been recruited to address this geographical area and other underserved geographical areas in Vermont. In the first year of providing services, AMCE is already the 3rd medical provider and 14th provider overall and the Vermont DDS expects that they will supplant Dr. Morrison as a key provider in Fiscal Year 2013. Therefore, it was determined that under the tight budget constraints, site visits to new providers were a better use of the Vermont DDS resources.

3. Provide a current list of names and addresses of key providers.

The following names are the top providers listed in order of income:

1. **Dennis Reichardt, Ph.D.** (b) (6) Colchester, VT 05446
2. **Gregory Korgeski, Ph.D.** (b) (6) Bellows Falls, VT 05101
3. **Roger Kellogg, M.D.**, 286 Hospital Loop, Suite 5, Building C, Berlin, VT 05602
4. **Marc Carpenter**, Howe Ctr. 1 Scale Ave. Bldg. 18, 2nd Floor, Rutland, VT 05701
5. **Richard Morrison**, Ethan Allen Med. Ctr., 28 Vermont Ave. Colchester, VT 05446

4. CE Panel:

a. List the number of current CE providers on the panel.

Type of Provider	FY 2011	FY 2012	Notes
Hospital/Radiologists/Physical Therapists/Large Practices	27	27	No change in these providers from FY 2011 to FY 2012
Licensed Psychologists/Licensed Mental Health Counselors	37	34	(b) (6)
Medical Doctors	27	30	(b) (6)
SLP*	2	2	No change in these providers from FY 2011 to FY 2012
Totals	93	93	

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list (s) checks are made at initial agreement and periodically thereafter to ensure that no unlicensed or excluded CE providers perform CEs.

Initial Agreement

The PRO establishes a file for any potential CE provider. The file has a cover sheet that is a checklist of the steps needed to have a provider become a member of the CE panel. The first step is to have the provider complete a “New CE Provider Interest Form”. The form includes contact information and a box that contains items to check once completed. The first item to complete is to check credentials by checking against the Vermont Secretary of State’s Professional Licensing Database or the Vermont Medical Board DocFinder website, and the OIG exclusion site. Both Vermont sites show status of license, expiration date and any disciplinary actions/sanctions/limitations that have occurred. By using this form for all potential new providers, the DDS ensures all new providers have the appropriate medical credentials.

Periodic Checks

All existing providers are on Excel spreadsheets. All M.D.'s licenses are checked annually in December, as the renewal date in Vermont is November 30 for M.D. The check is done on both the Vermont Board of Medical Practice's eLicense page and the OIG site. Additionally, the PRO performs a monthly check of the Vermont Board of Medical Practice for Board Actions as new M.D. disciplinary actions are listed monthly on this page.

All professional licenses are checked annually in either December or February as some licenses expire November 30 and others expire January 31. Licenses are checked on the Secretary of State's Office of Professional Regulations' eLicense Online site and the OIG site. Additionally the PRO does periodic checks of CE panel members' professional licenses. These checks are done at least quarterly, although generally more often.

Upon discovery of licensure issues, the DDS immediately suspends or removes the CE doctor from the panel and cancels pending exams.

- c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.**

All CE providers complete and sign a Letter of Understanding, annually, wherein the providers affirm their support personnel are properly licensed and/or certified.

5. Medical Fee Schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts.**

The PRO performed an extensive review of the DDS Fee Schedule including a crosswalk with the Medicare rates in early 2011 and the new fee schedule became effective March 28, 2011. This fee schedule was not changed in FY 2012 as the Medicare rates did not change after the effective date of the fee schedule.

- b. Provide a copy of current fee schedule.**

The State of Vermont Disability Determination Services Consultative Examination Fee Schedule, Effective as of March 28, 2011 accompanies this report.

- 6. Provide a brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.**

Marketing Electronic Records

- Throughout FY '12, the PRO continued to encourage and convert providers to the use of the Electronics Records Express system.
- In September 2012, the PRO exhibited at the Vermont Information Technology Leaders (VITL) conference and explained ERE to a variety of healthcare providers.

Exhibiting at Medical Conventions and Other Outreach Activities

- October 29, 2011- Exhibited at the Vermont Medical Society's Annual Meeting
- PRO serves as Roving Reporter and on the Editorial Committee of the DCF News, the Department for Children and Families internal e-Newsletter and writes articles for dissemination to the other members of the department about the DDS
- PRO continues to serve as the DDS HIPAA Liaison. This group meets quarterly with an attorney from the Attorney General's office.
- The DDS's state parent agency, Department for Children and Families, developed a new, integrated Intranet site for staff. The PRO and the IT specialist served on the DCF Intranet Team. The site was built using a content management system. The PRO and IT specialist trained in the use of the system and then in January wrote the DDS's pages on the intranet site. The page on Disability Benefits was re-written and links to SSA's Disability Application Online, Social Security Online, Disability Evaluation Under Social Security and Representing Social Security Claimants were added. Locations and phone numbers for the Vermont Social Security Field Offices were also added to this page. A forms page was updated and links were added to fourteen commonly used forms. The site went live in January, 2012.
- Outreach for e827 started in September 2011 at the Vermont Information Technology Leaders' conference and in October 2011 at the Vermont Medical Society's Annual Meeting. Providers were surveyed at each event and the PRO discussed the e827 during workshops at these events. March and April 2012 were devoted to extensive outreach to Vermont providers on the e827. The PRO also learned to use the VOTT. Materials were developed and mailed with all MER requests. The PRO proactively contacted the ten largest MER providers to discuss their willingness to accept the e827. An email template was developed with links to the Social Security Administration's Medical/Professional Relations page on the e827. A great deal of outreach was done jointly with the NH PRO, (b) (6) to persuade Dartmouth-Hitchcock Medical Center (NH's number one MER provider and VT's number two MER provider) to accept the e827. After extensive outreach, SSA officials from Baltimore also became involved. Dartmouth-Hitchcock did finally agree to accept the e827 in August 2012. There were still some issues through the end of August. However, (b) (6) the Health Information Manager and the PROs from VT and NH worked closely together to address the issues.
- June 21, 2012 the PRO presented to the Department for Vermont Health Access's Chronic Care Initiative case managers. Topics covered included the Disability Process, Title II, Title XVI and Title XVIII-Medicare, the definition of disability under the Social Security Act, documentation that the DDS's are looking for, helpful aspects and problems encountered in the medical record, information about Vermont beneficiaries of SSDI and SSI and resources for further information

Submitted by:

(b) (6)

Professional Relations Officer

Vermont Disability Determination Services
Claimant Complaint Policy

- All claimants are sent the Consultative Examination Appraisal Form, a perforated form attached to a postage paid, addressed envelope
- Support Staff person reviews completed forms
- Any positive/negative comments are passed on to PRO
- Any other claimant complaints that the DDS receives regarding CEs are referred to the PRO

Negative Comments/Complaints

- Case file is reviewed
- Examiner is consulted
- Chief MC/PC is consulted
- Claimant is called as needed for clarification, further investigation and response/resolution
- Complaint is logged on Excel spread sheet “FY xxxx Complaints” and complaints are reviewed monthly at MRO Steering Committee meeting for any developing patterns with providers that need to be addressed by PRO, Chief Medical/Psychological Consultant or Director
- Provider is called/visited as needed to address and resolve concerns
- All complaints are investigated. Serious complaints may result in in the provider’s suspension or removal from the CE panel, or other appropriate action to protect the public

Positive comments

- Passed along to provider
- Maintained in PRO file on provider

Long-term goal

- Yearly report to CE providers with statistical information and comments from the CE Appraisal Form

Washington DDS CE Oversight Report FY 2012
DI 39545.550

DDS Complaint Procedures

All complaints are reviewed for the level of severity. Unit supervisors and adjudicators handle minor problems and routine questions. If complaints are of a more serious and complex nature, we ask the complaint be submitted in writing, signed, and dated by the claimant. If the claimant refuses to do this, we will offer to take the complaint and send to claimant for signature. The complaint is submitted to the Professional Relations Manager or Professional Relations Specialist staff to investigate the complaint. We contact the claimant, typically in writing, to acknowledge the receipt of the complaint. If we determine we need additional information, we will contact the claimant by phone. Additionally, we send copies of the complaint to the CE doctor and ask for a response or to inform them we received a complaint. Depending on the nature of the complaint, we will do further investigation which could also include a personal visit to the doctor's office. All copies of correspondence and actions will be filed into the doctor's file and entered into the CE doctor database. All actions are performed timely. If it is a serious complaint/concern, we will stop scheduling with the doctor until the investigation is complete and there is resolution. When warranted, a provider will be dropped from the CE panel.

PR's Claimant Complaint Process

1. We receive complaint from claimant directly or through adjudicator referral. Complaint should be written, dated, and signed, except in rare circumstances.
2. If not in the case, PRS will scan into blue section of the case.
3. Write letter to claimant to acknowledge the complaint in one business day.
4. Review the CE report and complaint.
5. Write a letter to the CE doctor asking for a response, if necessary. Include a copy of the complaint, the report and the letter to the claimant.
6. Request a response from CE doctor within 2 weeks of the date of the DDS letter.
7. If no response, then PRS will follow up with doctor.
8. PRS will determine if the investigation is complete or if further investigation is necessary and confer with PR manager.
9. Document all contacts and resolution on the Contract Vendor Database and file all copies of correspondence in the contract folder.

PR's CE Provider Complaint Process

1. Provider contacts us regarding issue by phone or email.
2. Research the issue/problem and take appropriate action, if necessary.
3. Log all information in the Contract vendor database.

In addition, we do send Claimant Questionnaires to roughly 1/3 of claimants. The average return this year is 10.1%. The questionnaire is comprised of check boxes with lines to add additional information. If the claimant added a narrative, then those will be reviewed by the PR specialist to determine if there is a complaint and if further action is needed.

Onsite reviews of CE providers completed by the DDS

Per Washington State regulations, we have Personal Service Contracts with all CE providers. We have approximately 330 Personal Service Contracts. As part of our recruiting process, we typically visit all new potential providers prior to performing evaluations. Please see attached document that includes all PR Activities for FY 2012, excluding Key Provider onsite visits. The list includes conferences, new CE doctor training, ERE, outreach, and presentations. We also include ERE education for all new CE providers as part of their orientation.

Key Providers (Paid more than \$150,000 and practice directed towards evaluations)

Statewide Volume Providers – (bold indicates onsites visit performed FY 2012)

- **MDSI – Everett, Tumwater, Yakima, Kennewick, Portland, Mt Vernon, Seattle, Federal Way, Spanaway, Poulsbo, Sequim, Longview, Spokane, Wenatchee**
- **AMCE – Aberdeen, Mt. Vernon, Bellingham, Seattle, Everett, Tacoma, Vancouver, Spokane, Centralia, Goldendale (new clinic), Kennewick, Kent, Longview, Marysville, Olympia, Omak (new clinic), Portland (new clinic), Poulsbo**
- **Mary Lemberg, MD**
- **Jay Toews, EDD**
- **QTC – Tacoma, Bremerton, Tukwila**
- **Thomas Genthe, PhD**
- **Eastside Psychology**

Olympia DDS (bold indicates onsite visit done FY 2012)

- **MDSI - See above**
- **Mary Lemberg, MD**
- **AMCE – See above**
- **Mark Heilbrunn MD**
(b) (6)
Bellingham, WA 98225

Seattle DDS

- **MDSI** – see onsite visits above

Spokane DDS (bold indicates onsite visit done FY 10)

- **MDSI** – see onsite visits above

- **Jay Toews, EDD**

901 E 2nd Ave #204
Spokane, WA 99202

32 N 3rd St #443
Yakima, WA 98901

- **Thomas Genthe, PhD**

(b) (6)
Kennewick, WA 99336

(b) (6)
Moses Lake, WA 98837

1330 N Washington #2420
Spokane, WA 99201

CE Panel

- a) We have approximately 460 CE providers on the panel. We have five contracted groups that hire providers to perform examinations for us.
- b) Credential Checks:
Our personal service contracts require doctors to submit a copy of their license and a statement that they do not have any current or outstanding sanctions. In addition, to ensure CE providers have proper credentials and no sanctions, we also use the following sources:
 - The Office of Inspector General website is checked at the time of initial sign-up. (www.exclusions.oig.hhs.gov)

We do monthly checks to:
http://oig.hhs.gov/exclusions/exclusions_list.asp for sanctions and limitations and a spreadsheet is kept.

- We also subscribe to the Washington State Medical Quality Board Listserv which sends us automatic emails to notify us of investigations, sanctions, revocations, and reinstatements of medical license as they occur. We check our CE panel to ensure no contracted doctors has suspended license or sanctions.
- At the time of recruiting (either prior to sending recruit letters or after the doctor has expressed an interest) the Washington State Department of Health website is checked for license status.

<https://fortress.wa.gov/doh/providercredentialsearch/>

Border State checks:

Oregon doctors:

Psychologists:

<http://obpe.alcsoftware.com/liclookup.php>

Physicians:

<https://techmedweb.omb.state.or.us/Clients/ORMB/Public/VerificationRequest.aspx>

Idaho:

Psychologist:

<http://ibol.idaho.gov/IBOL/Home.aspx>

Physicians:

<http://bom.idaho.gov/BOMPortal/Home.aspx>

A screen print of License information from DOH and OIG is placed in the CE provider's file.

We have a database of all CE providers and their license expiration dates. We are able to run reports to determine whose license will expire which allows time to obtain updated and current information. We also keep a list of sanctioned doctors that we can check when recruiting.

c) Credential Checks of support personnel

Our personal service contracts include the following statement:

Credential verification for staff: The contractor shall verify that all support staff who participate in conduction the CE, meet all appropriate:

(a) Licensing or certification requirements of the State; and

(b) Are not excluded, suspended or otherwise barred from participation in federal programs.

5. Medical Fee Schedules

a) CE/MER fee schedule

The DDS fee schedule is based upon the Washington State Labor and Industries fees. L&I Uses the RBVUS and conversion factor methodology to develop their reimbursement rates. L &I fees are updated every fiscal year (July). Because L&I is a revenue based agency and the DDS wants to continue to do business as cost effectively as possible. For FY 2012-2013, we are still in the process of determining our fee schedule rates. Once approved by Seattle Regional Office, we will have an effective date of 1/1/2013.

State law requires us to offer contracts to all applicants who qualify and who are willing to accept our fees. Since we have State contracts with our CE providers, we are not permitted to offer any volume medical provider discounts.

Our reimbursement rate for is \$22.00 for the 1st 20 pages and \$.50 per page in excess of 20 pages. We are still well below the recommended rate set by Washington Administrative Code. Some facilities and doctors refuse to send MER because of our reimbursement and some have billed the claimants the difference.

b) A copy of the Washington DDS fee schedule can be accessed at:

<http://www.dshs.wa.gov/dds/providers.shtml>

6. PRO Activities

The PR specialists attempt to visit every potential CE provider. This oversight includes program requirements, general business information, training, and ERE education. Additionally, it also enables us evaluate the location and office space of the potential CE doctor. We continue our efforts in promoting and educating on the ERE processes. We attended the Washington State Health Information Management Association and the Washington Academy of Family Physicians conferences as exhibitors.

We continue to be involved with SSI/SSDI Outreach, Access, and Recovery (SOAR) initiative. This past fiscal year we have worked participated in SOAR trainings as a resource. We have also have done presentations to provide presentations regarding the DDS and the disability determination process. In collaboration with the Seattle Regional Office, we have performed numerous presentations regarding web services. We have also done outreach to our Transportation brokers who transport claimants to CEs to build relationships and streamline business processes. Lastly, in a joint effort with Tacoma Social Security Field Office, we are assisting the soldiers at Joint Base Lewis-McCord to apply for disability benefits by answering questions on the application process, bringing claimant supplied MER back to the DDS, and case status questions on a bi-monthly basis.

The PR department is responsible for public disclosure and education on PII. Training is performed as needed and to new hires. We are also responsible for transportation and interpreter oversight and participate in our state's contract monitoring for these services. The PR department is also responsible for the Washington DDS Security plan updates and training. The Professional Relations Manager is responsible for the statewide background check process for hiring new staff to the DDS.

This fiscal year, the Professional Relations manager researched and proposed the CE scheduling units merge with the Professional Relations Unit. This proposal was approved by the DDS Director and Assistant Director. The merge was effective as of 9/1/2012.

PR Activities FY 2012

October

- JBLM x2
- (b) (6) – GP – Lewiston, Post Falls
- (b) (6) – optometry-Bremerton
- (b) (6) - psychologist- Issaquah
- (b) (6) - psychologist- Bellevue

November

- (b) (6) –psychologist- Tacoma
- (b) (6) –psychologist- multiple locations
- JBLM x2
- (b) (6) –psychologist-Bellingham
- (b) (6) –psychologist-Bainbridge Island
- (b) (6) –psychologist-Spokane
- (b) (6) –psychiatrist-Seattle
- (b) (6) –psychologist-Everett

December

- (b) (6) –FP-Tacoma and Mt. Vernon
- (b) (6) –psychologist-Aberdeen
- (b) (6) –psychologist-Silverdale

January

- JBLM x3
- (b) (6) -psychologist-Walla Walla
- (b) (6) -psychologist-Spokane
- Presentation to Spokane Homeless Connect

February

- JBLM x2
- SOAR Outreach presentation-Everett
- (b) (6) -FP-Colville
- (b) (6) -psychologist-Vancouver

March

- (b) (6) -psychologist-Seattle
- JBLM x3
- (b) (6) -GP-Seattle
- (b) (6) -psychologist-Kelso-onsite review
- Tacoma ODAR-meet and greet outreach to establish relationships

April

- JBLM
- NW Neuro Institute-neurology-Spokane-ERE website demonstration
- Goodwill-Spokane-SSA/DDS presentation
- WISHIMA Conference-SeaTac
- SSIF meeting and outreach-Seattle

May

- JBLM x3
- Foster Care planning and prioritization meeting-Olympia
- WAFP Conference-Cle Elum
- (b) (6) -psychologist-Issaquah
- Meeting with Paratransit to discuss transportation issues and forge relationships

June

- (b) (6) otolaryngologist-Tacoma
- JBLM
- (b) (6) -psychologist-Lacey and Seattle
- (b) (6) -psychologist-Spokane
- SOAR meeting-Seattle
- Meeting with Hopelink to discuss transportation issues and forge relationships
- (b) (6) -psychiatrist-Fife and Seattle
- (b) (6) -psychologist-Vancouver
- (b) (6) -psychologist-Everett
- (b) (6) -optometrist-Spokane

July

- JBLM x3
- eSrvcs workshop presentation-Seattle RO
- (b) (6) -psychiatrist-Kennewick, Moses Lake, Pullman, Spokane
- (b) (6) -internist cardio-Lewiston

August

- JBLM x3
- SAOR presentation-Lynnwood
- (b) (6) -internist-Spokane
- (b) (6) -psychologist-Mt. Vernon
- (b) (6) -psychologist-Spokane
- eSrvcs Q&A-over the phone Q&A session
- (b) (6) -ophthalmologist-Spokane

September

- (b) (6) -psychologist-Walla Walla
- 3rd party presentation with SSA-Selah
- JBLM x2
- (b) (6) -optometrist-Spokane
- (b) (6) -optometrist-Spokane
- (b) (6) -psychologist-Lakewood
- eSrvcs Q&A-over the phone Q&A session
- (b) (6) -psychologist-Everett
- (b) (6) -psychologist-Bellevue
- (b) (6) -psychologist-Portland



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December 5, 2012

**Annual Consultative Examination Oversight Report
Wisconsin Disability Determination Bureau (DDB)**

SECTION 1: PROCEDURES FOR RESOLVING CONSULTATIVE EXAMINATION COMPLAINTS

- A. Disability Determination Bureau (DDB) staff and internal consultants refer complaints on consultative examinations (CE) or CE providers to the Professional Relations Officer (PRO). A copy of the CE report is included with the complaint, if available.
- B. All complaints of unethical or illegal behavior are immediately referred to the Management Team. The team will determine whether:
 - 1. The CE provider will be immediately suspended
 - 2. Pending appointments will be cancelled with the CE provider
 - 3. Referrals to other agencies are appropriate

All state and parent agency policies regarding prohibited practices for providers and health professionals will be applied and referrals to appropriate regulatory and legal agencies will be made.

- C. For other complaints made by DDB staff or claimants:
 - 1. The PRO contacts the CE provider by telephone or letter.
 - 2. The provider is given the opportunity to present his/her understanding of the situation.
 - 3. The PRO may also contact the claimant or other involved parties for more information.
 - 4. In some situations, an enhanced review is implemented and claimant survey forms may be mailed to additional claimants who are referred to that CE provider.
 - 5. The PRO or other DDB staff will review the results of the investigation with the provider and conduct appropriate verbal or written counseling for corrective action as necessary.
 - 6. The PRO responds by telephone or letter to the claimant who has complained about a CE provider.
 - 7. If a continuing problem exists with the CE provider, further appointments are discontinued. The provider is given written notification.
 - 8. If the claimant complaint is not substantiated, appointments continue with the provider.
- D. Complaints received regarding report quality, timeliness and provider facility issues are investigated as follows:
 - 1. The PRO conducts an immediate review, contacts involved parties and recommends appropriate actions.
 - 2. The DDB Management Team determines whether to continue referrals to that provider.
 - 3. Depending on the circumstances, DDB may stop scheduling appointments with the provider immediately, pending the results of the investigation.

- J. The complaints and results of the all investigations are kept in the PRO complaint file and CE vendor file.

SECTION 2: LIST OF ONSITE REVIEWS OF CE PROVIDERS

The PRO conducted the following visits during FFY2012.

KEY PROVIDER VISITS

1.	June 20, 2012	Onsite CE Visit – Key Provider – Multiple locations Marcus Desmonde, Psy.D., Ashland, WI location
2.	June 21, 2012	Onsite CE Visit – Key Provider – Multiple locations A. Neil Johnson, M.D., Superior, WI location
3.	August 17, 2012	Onsite CE Visit – Key Provider – Multiple locations Robert Schedgick, Ph.D., Fond du Lac, WI location
4.	August 17, 2012	Onsite CE Visit – Key Provider – Multiple locations Ward Jankus, M.D., Oshkosh, WI location
5.	August 23, 2012	Onsite CE Visit – Key Provider – Multiple locations Steven Krawiec, Ph.D., Manitowoc, WI location
6.	August 24, 2012	Onsite CE Visit – Key Provider – Multiple locations Mark Pushkash, Ph.D., West Bend, WI location

OTHER ONSITE VISITS

1.	January 23, 2012	Onsite CE visit – Non-Key Provider Roger Gronau, Ph.D., Janesville, WI
2.	May 14, 2012	Onsite CE visit – Non-Key Provider Kurt Reintjes, Ph.D., Kenosha, WI

SECTION 3: KEY PROVIDERS FFY2012 TO PRESENT

1. Neil Johnson MD – 7 locations

Mariner Medical Clinic
109 N 28 St E
Superior WI 54880-6548

Cambridge Chiropractic Clinic
137 2 Ave SW
Cambridge MN 55008

Agnesian Care Clinic
420 E Division St
Fond du Lac WI 54935

St Mary's Hospital
2251 N Shore Dr
Rhineland WI 54501

St Clare's Hospital
3400 Ministry Parkway
Weston WI 54476

Jackson Plaza
Bentz Chiropractic
1022 S 19 St
La Crosse WI 54601

Prevea
2500 S Ashland Ave
Ashwaubenon WI 54304

2. Robert J Schedgick PhD – 3 locations

Educare Learning Center
1950 Venture Dr
Oshkosh WI 54902

UW Fond du Lac
Science Building
400 University Dr Ste 206
Fond du Lac WI 54935

The Park Business Center
926 Willard Dr
Green Bay WI 54304

3. Mark Pushkash PhD – 2 locations

Genesis Behavioral Health
1626 Clarence Ct
West Bend WI 53095

Genesis Behavioral Health
6737 W Washington St Ste 2210
West Allis WI 53214

4. Marcus Desmonde PsyD – 4 locations

Ctr for Brief Psychotherapy
716 Medical Arts Bldg
324 W Superior St
Duluth MN 55802

(b) (6)
Eau Claire WI 54703

Memorial Medical Treatment Ctr
1635 Maple Ln
Ashland WI 54806

Wilson Street Office Building
101 N Wilson Ave
Rice Lake WI 54868

5. Ward Jankus MD – 4 locations

Ministry Health Care
824 Illinois Ave
Stevens Point WI 54481

UW Health East Clinic
5249 E Terrace Dr
Madison WI 53718

University Park Medical Bldg
MN Surgical Assoc
1690 University Ave Ste 270
St Paul MN 55104

Affinity Medical Group Clinic
2725 Jackson St
Oshkosh WI 54901

6. Steven Krawiec PhD – 3 locations

Catholic Charities
1825 Riverside Dr
Green Bay WI 54301

Catholic Charities
206 N 8 St
Manitowoc WI 54220

Catholic Charities
214 E Summer St
Appleton WI 54911

SECTION 4: CE Panel Numbers and Licensing Verification

(Procedures last amended May 13, 2004)

- A. Number of current CE providers on the Wisconsin DDB panel performing exams (medical, psychological, speech/language, OT-hand and arm): 511. *[Providers with multiple locations are only counted once.]*
- B. Process used to ensure that CE providers are properly licensed, not sanctioned by Medicare, and not otherwise ineligible to conduct CEs for DDB:
1. Instruction manual for new CE providers describes licensing requirement.
 2. License number and status are verified with the State Licensing Board via website research, for every prospective CE panel member, prior to beginning any CE appointments.
 3. The OIG website is checked for sanction status on every prospective CE panel member.

4. LEIE is checked for sanctions on a monthly basis. A list is compiled of all sanctioned providers in WI and the bordering states (IA, IL, MI and MN). The list is compared to all CE providers in our legacy system. All CE providers under sanctions from either or both entities are brought to the attention of the MPRO.
5. New CE panel members are asked to submit their license number and a copy of their current license to the PRO when they join the CE panel.
6. The PRO assistant verifies the renewal status of all CE providers for each two-year cycle, for all CE providers.
7. When a prospective CE panel member is located in a border state, the PRO contacts the PRO in the other state to verify if the consultant is in good standing in the adjoining state. Verification of current licensing is also made with the out of state licensing board. Many have searchable data bases on their web sites or will respond to an e-mail inquiry.
8. The PRO reviews the reports of disciplinary actions taken by the State of Wisconsin Licensing Board and cross-checks the information with the list of current CE providers.
9. Licensure status is verified via website research on a biannual basis. That corresponds to the licensing requirements for health care professionals in Wisconsin.

C. Process used for verification of Support staff:

1. The CE provider reference manual, Section 12, states that all support staff who take part in a CE must be properly licensed by the State.
2. The CE panel member must sign an agreement that all support staff meet state licensing criteria.
3. X-rays, Laboratory tests, and other medical tests are ordered from clinics, hospitals, and laboratories that are certified by the State of Wisconsin.
4. Key Providers annually report the licensing status of their support staff at the onsite visit or by mail.

SECTION 5: MEDICAL FEE SCHEDULES

Wisconsin does not offer any discounted rates to vendors for any reason, including volume or early responses.

We are currently utilizing the 2010 fee schedule approved on Sept 23, 2009. These rates were effective November 1, 2009.

The Department of Labor has released its 2012 fee schedule. We are requesting that our 2010 fee schedule, along with all subsequent CE fee exemption approvals be implemented in the Wisconsin DDS current fee schedule. See separate document for the Wisconsin DDB fee schedule and supporting memo.

Effective August 1, 2009, we have been reimbursing MER at the rate of \$26.00 per request for all Wisconsin vendors.

SECTION 6: MISSED CE APPOINTMENTS (No Shows/Cancellations)

Business processes were changed in FY11 to reduce the CE no-show rate:

- Most CE appointments are scheduled no sooner than 14 days from the date of the request. This provides ample opportunity to notify both the vendor and the claimant.

- The WI DDS sends a return mail acknowledgement letter to the claimant along with the notice. If the claimant does not return the acknowledgement letter within 10 calendar days of the notice, the support staff will make two attempts to reach the claimant by telephone. If the support staff is unable to reach the claimant by telephone, the examiner sends a call-in letter.
- For CEs scheduled within 10 days, the examiner calls the claimant to ask if they can attend prior to the release of the notice.
- CE providers fax in a no-show form to DDB within 48 hours of the failed examination.
- CE works closely with Operations to assist disability examiners in following procedures that impact on no show rate.
- Detailed maps including information on public transportation are included with the notices mailed to claimants.
- The CE notice letter was reformatted to clarify the information.

Record Review (No-show) payments:

All CE providers are paid a \$25/35/50 fee for record review when a claimant fails to attend a scheduled examination (any exam type). Please see the FFY2010 Fee Schedule supporting memo for a detailed explanation of this policy. The record review payment is a nominal payment, consistent with POMS DI 39545.275.

SECTION 7: PROFESSIONAL RELATIONS ACTIVITIES

A. Professional Relations activities for CE vendor issues:

PRO staff prepared monthly reports to better track the CE panel and target CE recruitment efforts. Management information in these reports shows:

- Geographic location of CE providers (by field office service area)
- Volume of CE orders over past six months
- CE specialties and their geographic locations
- Wait times by CE specialties and geographic locations
- Time for vendors to return signed CE report

CE recruitment included PRO staff exhibiting at the 2012 Wisconsin Psychological Association Conference, targeting Wisconsin Licensed Psychologists.

In August 2012 we shortened the deadline for consultative examination report submission from 14 days to 10 days.

B. Professional Relations Activities for MER vendor issues:

PRO staff worked closely with MER vendors throughout Wisconsin to obtain acceptance of the e827. The chief privacy officer and/or health information manager for the 25 largest volume MER providers were personally contacted and successfully persuaded to accept the e827. The Development and Examiner staff refer occasional vendor problems to PRO staff who then contact the vendor to assure them that the e827 is fully HIPAA compliant and legally sufficient. To date, no Wisconsin MER vendors have indicated that they refuse to accept an electronic signature.

PRO staff sponsored additional MER vendors for ERE services, including secure faxing and the ERE website. During FFY 2012, Wisconsin ERE MER volume increased from 81.0% to 84.4%.

PRO staff recruited numerous MER providers to use the ERE website, registering them over the telephone or through on-site ERE presentations to medical record staff. ERE as a percentage of total MER document volume increased from 34.1% at end of FFY 2011 to 37.3% at the close of FFY 2012, overtaking faxing, which was 34.2% of total MER received.

PRO staff continues to assist in-house staff on the use of the Medical Evidence Gathering and Analysis through Health IT (MEGAHIT) initiative. HIT evidence is now received from the Marshfield Clinic and the Community Health Information Collaborative (in northern Minnesota).

Other PRO staff activities:

- Exhibited ERE services at the Wisconsin Health Information Management Association annual meeting.
- Presented to the Madison Area Technical College medical coding class.
- Provided training for new CE providers at the UW Fox Valley Family Practice Clinic
- Met with (b) (6) of Social Security, (b) (6) of the Department of Corrections along with Legal Action of Wisconsin Disability Benefit Specialists to review the progress of the Disabled Offender Economic Support project designed to facilitate disability applications from prison inmates with significant impairments
- Presented information at a training session for members of ANEW Wisconsin in Mosinee
- Presented information to the WI DHS W-2 workers at their meetings in Madison and Wisconsin Rapids
- Ran two days of statewide training in Madison for the Disability Benefits Specialists from the county Aging and Disability Resource Centers. The first day (at the DDB) was a full day of disability programs training for DBSs that had been hired within the past year. The second morning, we provided information on medical listings for all of the DBSs.

Azam Ansari, MD

C. Joseph Egli, LP (Mountain Iron)

Carolyn McKay, MD

HealthPartner's Riverside Clinic (all physicians)

Brian Bonte, MD

Ward Jankus, MD*

Von King, LP (Thief River Falls)

Ronald Linde, MD

Sebastian Mangiamele, MD

Noran Neurological Clinic (all physicians)

Leonard Shelhamer, MD

Neil Johnson, MD*

Travis Hinze, LP*

Rebecca Angle, LP*

Nancy Peterson, SLP

Lyle Wagner, LP (Duluth & Brainerd)

Brain Allen, DO*

Per WI DDS Fee Schedule/Shared Special Arrangement

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.

All CE source complaints in WV are referred to the appropriate PRO for investigation and resolution. We have an Oversight Plan in place that provides the process and procedures to be followed.

All complaints are documented and fully investigated. Appropriate corrective actions, including communication with all involved parties, is taken. Documentation of complaints is retained in the provider files for at least three years.

If a claimant reported, unprofessional conduct or criminal acts the PRO would also involve the appropriate state administrator and appropriate staff consultant to participate in the investigation and resolution process as follows:

- As a general approach to CE complaints, it has been our usual practice to give CE source an opportunity to correct deficiencies. However, in cases involving unprofessional conduct or criminal acts and in other situations where the PRO deemed it appropriate, the first step would be to interview the claimant and any witnesses to the alleged acts/conduct identified by the claimant to fully document specifics of the incident.
- If, following these interviews, there is reason to believe that the allegations do rise to the level of unprofessional and/or criminal acts, scheduling further exams with the source would immediately be suspended. The first concern would be to protect any further claimants from being exposed to the alleged conduct or acts.
- The source would be notified of the scheduling suspension, informed of the pending allegations, and asked to respond to them with his/her version of what happened. We would also interview any source staff members as appropriate. We would inform the source that a complete investigation of the alleged conduct/acts will be undertaken and that we would make a final determination following that.
- PROs would review vendor file for a pattern of similar incidents, insure that there have been no sanctions by licensing or oversight entities with the source of which DDS is unaware, and verify whether or not the state licensing authority has any pending actions concerning the source.
- Other claimants examined by the source would be interviewed, using our regular claimant reaction survey protocol, to determine if other claimants make similar allegations and any other witnesses would be interviewed.
- If the allegations were determined to be unfounded, scheduling would likely be resumed with the source under whatever conditions the PRO determined to be appropriate with the approval of appropriate state administrative staff.
- If the allegations are determined to be true, we would immediately cease any further scheduling with the source. Based upon the nature of the infractions and after consultation with appropriate state administrative and legal personnel, referral may be made to state licensing, oversight authorities, or law enforcement agencies for further investigation and/or action.

2. Provide a list of the onsite reviews of CE providers completed by the DDS.

Key Onsite Visits FY12

Charleston DDS

Source	Location(s)	Date	PRO (b) (6)
Tri State Occupational Med	Beckley	4/20/12	(b) (6)
(practice primarily IME's and One of top 5 providers)	Lewisburg	9/27/12	
	Charleston	06/19/12	
	Huntington		
	Logan	07/26/12	
Psychological Assessment & Intervention	Chapmanville	07/11/12	
(practice primarily IME's and One of top 5 providers)	Huntington		
	Charleston	06/19/12	
	Princeton	6/15/11	
	Beckley	9/18/12	
Story Consulting (practice is Primarily IME's)	Louisa, KY	10/17/12	
	S. Williamson, KY	07/31/12	
Elizabeth Durham (primarily IME's and one of top 5 providers)	Logan	07/11/12	
	Teays Valley	8/1/11	
Assessments, Inc.	Beckley		
Dr. Craft (primarily IME's and one of top 5 providers)	Princeton	Retired	
Aspire (Lester Sargent)	Charleston	01/12/12	
	Chapmanville	07/16/12	
	Smithers	7/11/12	

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	Beckley	4/20/12	(b) (6)
	Ripley	06/21/12	(b) (6)

Clarksburg DDS

Source	Location	Date	PRO/PRA
Tri State Occupational Med			
(practice primarily IME's and one Of top 5 providers)	Martinsburg		(b) (6)
	Elkins	3-14-12, 7-18-12	
	Romney	3-21-12, 7-17-17	
	Parkersburg	8/23/12	
	Bridgeport		
	Sutton	3/14/12 8/29/12	
Ronald Pearse (primarily IME's)	Fairmont	1/6/12	
Levin and Associates (primarily IME's)	Bridgeport	8/10/12	
Rakesh Wahi (primarily IME's)	Parkersburg	2/13/12 7/25/12	
	Ripley		
	Logan		
Sushil Sethi (primarily IME's)	Marietta, OH	6/19/12	
	St. Clairsville, OH		
	Fairmont		
Mansuetto-Coville (primarily IME's)	Wheeling	5/18/12 8/31/12	
Seth Tuwiner (primarily IME's)	Hagerstown, MD	4-6-12	
Hal Slaughter (primarily IME's)	Martinsburg	3-9-12, 4-6-12	
Morgan Morgan (primarily IME's)	Buckhannon	2-29-12, 3-29-12, 4-12-12, 5-2-12 6-26-12	

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Fremouw & Associates (primarily IME's)	Morgantown	12-20-11 5-23-12, 6-18-12	(b) (6)
Gregory Trainor & Associates (primarily IME's)	Keyser	1-25-12, 4-13-12 6-14-12	

Non-Key CE and Major MER Provider Visits FY 12

Charleston DDS

Non-Key CE Sources	Type of Visit / initial	Major MER Sources	Date/ PRO
Alfredo Velasquez, MD	(b) (6)	Bluefield Reg Mem Hosp	8/9/12 (b) (6)
Milestones	(b) (6) 6/11	CAMC – Putnam	(b) (6) 6/11
Rakesh Wahi, MD Ripley	7/12, 8/12 (b) (6)	CAMC – Charleston	6/12
Louis Loimil, MD		Neurological Associates	
ENT Associates	2/12 (b) (6)	Princeton Community Hosp	8/9/12 (b) (6)
Vincent Lustig, PhD		St. Francis Hosp.	8/16/12 (b) (6)
Sally Sowell, MA		WV Health Right	6/29/12 (b) (6)
Occupational Lung Center		Hyla Harvey, MD	
Tracy Smith, MA		Phys. Med. And Rehab.	
Family Psychiatric	1-11	Boone Memorial Hosp.	
Mainstreet Medical	2/15/12 (b) (6)	Pleasant Valley Hosp.	4/5/12 (b) (6)
Kid Care Pediatrics	12/16/12 (b) (6)	Thomas Mem. Hospital	2/18/12 (b) (6)
Brian Bailey, MA		Mildred Mitchell Bateman	1/27/12 (b) (6)
John Wade, MD		Cabell Huntington Hosp.	7-11
Robert Holley, MD	6/28/12 (b) (6)	Huntington VAMC	7-11
Donna Cooke, MA		Roane Gen Hospital	7/9/12 (b) (6)
Logan Pediatrics		St. Mary's Hospital	6-11
PVH: Speech Dept	4/5/12 (b) (6)	Beckley VAMC	9/18/12 (b) (6)
Emily E. Wilson, MA	4/13/12	Greenbrier Valley Med Ctr	9/27/12 (b) (6)
Jackson Gen. Hosp.	4/12 (b) (6)	Beckley ARH	1/30/12 (b) (6)
Wilfredo Milano, MD	1-11	Williamson ARH	3/9/12 (b) (6)

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Steinhoff Consultation Services	4/15/12 (b) (6)	Williamson Memorial Hospital	3/9/12 (b) (6)
Drew Apgar	03/21/11	Malik MD	7/25/12 (b) (6)
Prestera	11/8/11 (b) (6)	Huntington Internal Medicine	2/27/12 (b) (6)
Assoc. in Psy. & Therapy		Raleigh General	1/30/12 (b) (6)
Sung-Joon Cho	5-11, 8-11 (b) (6)	Pro Therapy Services	6/29/12 (b) (6)
David Lee Cancer Ctr	2/8/12	Prestera Ctr 12/10	
Marenda Reynolds MA	11/8/11 (b) (6)	Dr. Casdorff 1/11	(b) (6)
Westbrook Ripley	7/9/12 (b) (6)	Highland Hosp	12/16/11 (b) (6)
Elizabeth Hicks MA	6/4/12 (b) (6)	River Valley Health	7/25/12 (b) (6)
Process Strategies	6/29/12 (b) (6)	Kay Collins MA	6/4/12 (b) (6)
Dr. Bhirud	11/30/11 (b) (6)	Alum Creek Medicine	11/30/11 (b) (6)
Craig Swann DO	09/05/12 (b) (6)	Julian Espiritu MD	09/17/12 (b) (6)

Clarksburg DDS

Non-Key CE Sources	Type of Visit/ Date	Major MER Sources	Date/PRO
Paul Dunn, PhD	1/27/12 (b) (6)	Davis Memorial Hospital	7-12,8-12, 9-12 (b) (6)
Russell Biundo, MD	8-15-12 (b) (6)	Fairmont General Hospital	3/23/12 (b) (6) 6/29/12 (b) (6)
Dr. John Acure	6-18-12 (b) (6) 12-20-11 (b) (6)		
Wheeling Clinic	2/14/12 (b) (6)		
Barbara Rush, PhD		Monongalia General Hosp.	9/11/12 (b) (6)
MVA Health Clinic	1/6/12 (b) (6) 4/10/12 (b) (6)	Ohio Valley Medical Ctr	1/10/12 (b) (6) 4/5/12 (b) (6) 6/7/12 (b) (6) 9/6/12 (b) (6)
City Hospital CE	8-29-11 (b) (6)	St. Joseph's - Parkersburg	5/22/12 (b) (6)
Robert Webb, MD	1-13-12, 5-25-12 (b) (6)	WVU Ruby Memorial	(b) (6)
Bennett Orvik, MD		Wheeling Hospital	3/16/12 (b) (6)
James Dolly, OD	8-7-12 (b) (6)	Winchester Medical Center	
Kevin Cox, MD	3-7-12 (b) (6)	University Health	(b) (6)

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		Associates	(b) (6)
Joseph Audia, OD		United Hospital Center	2/15/12 (b) (6)
Sharon Joseph, PhD	8-17-12 (b) (6)	Martinsburg VAMC	7/25/12 (b) (6)
Tom Stein, PhD	1-27-12 (b) (6)	Clarksburg VAMC	
Morgantown Eye Associates	8-29-12 (b) (6)	Weirton Medical Center	5/7/12 (b) (6) 8/8/12 (b) (6)
Brenda Tebay, MA	7/12/11 (b) (6)	Stonewall Jackson Hospital	1/30/12 (b) (6) 6/15/12 (b) (6)
Anthony Golas, PhD	7/21/11 (b) (6)	Marietta Health Care	1/11/12 (b) (6)
Spaulding Psych Services	3/8/11 (b) (6) 5/10/11 (b) (6)	Braxton Memorial Hospital	4/18/12 (b) (6) 9/24/12 (b) (6)
Holistic Psych (R. MacDonald Ph.D)	8-27-12 (b) (6)	Potomac Valley Hospital	6-14-12 (b) (6)
Audio & Hearing Romney	8-22-12 (b) (6)	St. Joseph's Hosp – Buckhannon	6-26-12 (b) (6)
John Damm, Ph.D.	5-23-12 (b) (6)	Broadus Hospital	6-26-12 (b) (6)
City Hospital	5-25-12	Grant Memorial Hospital	6-29-12 (b) (6)
Thomas Schmitt, MD New Martinsville	1/25/11 (b) (6)	Hampshire Memorial Hospital	7-17-12 (b) (6)
Eastern Psychological Services	9-28-12, (b) (6)	Jefferson Memorial Hospital	5-25-12 (b) (6)
Jose Ventosa, MD	7/18/11 (b) (6)	War Mem. Hospital	8-21-12 (b) (6)
Tina Yost, MA	2/28/11 (b) (6)	City Hospital	4-6-12 (b) (6)
Thomas Schmitt, MD Wheeling		Preston Memorial Hospital	3-16-12 (b) (6)
Parkersburg Psych.	3/11/11 (b) (6) 6/3/11 (b) (6)	Grafton City Hosp	8-21-12 (b) (6)
Family & Marital Counseling		Garrett Co Hosp	8-31-12 (b) (6)
Jill Hornish, MA	3/3/11 (b) (6)	E. Panhandle Free Clinic	5-25-12 (b) (6)
		Chestnut Ridge Hosp	(b) (6)
Hillcrest Behavioral	5/3/11 (b) (6)	Camden Clark Hospital	3/5/12 (b) (6)
Weston ENT	9/28/12 (b) (6)	Wetzel Co. Hospital	2/16/12 (b) (6) 5/10/12 (b) (6)
Joseph Schreiber, DO	3/7/12 (b) (6)	E. Liverpool City Hosp	2/21/12 (b) (6)
Vision Care Assoc.	5/13/11 (b) (6)	Sistersville Gen. Hosp	3/9/12 (b) (6) 5/4/12 (b) (6)
Ronald Frame OD		Reynolds Mem. Hosp	6/21/12 (b) (6)
Gabriel Sella, MD		Northwood	4/16/12 (b) (6) 9/25/12 (b) (6)
Amos Wilkinson OD		Wheeling Health Right	1/26/12 (b) (6)

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				7/10/12 (b) (6)
Fairmont ENT	1/24/12 (b) (6)		E. Ohio Regional Hosp	7/27/12 (b) (6)
Jefferson Mem. Hosp CE	5-25-12- (b) (6)		Minnie Hamilton HC	4/3/12 (b) (6) 5/15/12 (b) (6) 9/26/12 (b) (6)
Hampshire Mem CE	5-22-12 (b) (6)		Healthways	6/12/12 (b) (6)
Krista Wilkins SLP	8-29-12 (b) (6)		Pleasant Valley Hosp	6/7/11 (b) (6)

3. Provide a current list of names and addresses of key providers. For decentralized DDS locations, the list should be prepared and submitted by each branch.

Charleston DDS

- 1) Tri State Occupational Medicine, Inc. (clinic locations in Beckley, Lewisburg, Logan, Charleston, Princeton and Huntington)
612 6th Avenue
Huntington, WV 25701

- 2) Story Consulting Services (South Williamson, KY and Louisa, KY)
900 Inverness Road
Frankfort, KY 40601

- 3) Elizabeth Durham, M.A. (Teays Valley and Logan)
PO Box 11928
Charleston, WV 25339

- 4) Psychological Assessments and Intervention Services, Inc. (Chapmanville, Princeton, Beckley, Charleston, and Huntington)
P. O. Box 11210
Charleston, WV 25339-1210

- 5) Craft Medical Group— (Retired FY 2012)
3022 Eads Mill Road
Princeton, WV 24740

- 7) Assessments Inc (Beckley, Mullens)
PO Box 35
Mullens, WV 25882

- 8) Aspire Occupational Rehabilitation-Smithers, Chapmanville, Williamson,
Lester Sargent MA Charleston, Beckley, Ripley
PO Box 4303
Chapmanville, WV 25508

Clarksburg DDS

- 1) Harold D. Slaughter Jr. M.A. (Psychological Consulting)
(b) (6)
Martinsburg, WV 25401
- 2) Fremouw, & Associates – Morgantown, Ed Baker, Ph.D. – Traci Berry – Harris Ph.D.
1244 B Pineview Drive
Morgantown, WV 26505
- 3) Ronald D. Pearse, Ed.D. & Associates – Fairmont
1314 Locust Avenue
Fairmont, WV 26554
- 4) Tri State Occupational Medicine Inc. – Bridgeport, Elkins,
612 6th Avenue Romney, Martinsburg, Sutton,
Huntington, WV 25701 and Parkersburg
- 5) Levin & Associates - Bridgeport
170 Thompson Drive
Bridgeport, WV 26330
- 6) Mansuetto-Coville Psychological
98E East Cove Avenue
Wheeling, WV 26003
- 7) Seth Tuwiner, MD – Hagerstown, MD
P O Box 746
Falls Church, VA 22040
- 8) Sushil Sethi, MD MPH FCCP-St. Clairsville OH, Marietta OH, Fairmont
1221 S Trimble Rd Ste B1
Mansfield, OH 44907
- 9) Morgan Psychological Services-Buckhannon
102 E. Main St. Suite 1
Buckhannon, WV 26201

10) Gregory Trainor & Associates-Keyser
155 Armstrong St. Suite 8
Keyser, WV 26726

11) Rakesh Wahi, M.D. – Parkersburg Office (Also has offices in Logan and Ripley)
(b) (6)
Charleston WV 253

4. For CE Panels:

a. List the current number of CE panelists on the panel.

Our vendor database shows approximately 175 active (does not include one vendor doing CEs in multiple locations) CE providers that DDS contracted during FY 2012. This number also includes hospitals and secondary providers that performed studies.

Average processing times for all reports received FY 2012 was *9.57 days, down from FY 2011 21.35 days.*

b. Provide a brief description of the process used by the DDS to ensure that medical credentials checks and exclusion list(s) checks are made at the initial agreement and periodically thereafter to ensure that no unlicensed or excluded CE providers perform CEs.

During initial recruiting activities all potential CE provider's are required to submit a copy of their current CV / Resume and the provider will sign a Statement of Agreement that includes their professional license number, expiration date, and a general agreement they are required to follow all DDS/SSA CE etiquette and protocol. The Area PRO conducts credential checks (per DI 39569.300) to verify status of all potential providers through all appropriate state and federal licensing and sanctioning boards, HHS OIG and LEIE website and/or other appropriate databases. The 'Statement of Agreements' and CV/resumes are renewed and updated periodically.

The Professional Relations Assistants also have a process in place to perform an annual or semi-annual review of credentials on all existing CE providers to verify licensure or certification is not restricted or limited and in generally good standing. In addition to these steps, sanction lists are reviewed as they are provided and we receive copies of the State Medical Association newsletter, which often provides information regarding any action taken against the licenses of medical doctors.

c. Provide a brief description of the process used by the DDS to ensure that all CE providers' support personnel are properly licensed or credentialed when required by State law or regulation.

The Statement of Agreement includes specific language that a CE provider is held accountable that all of the support staff used during CE's meets all appropriate licensing

or certification requirements of the state in which exams are done. As indicated above, the Statements of Agreements are updated and renewed periodically.

5. For medical fee schedules:

- a. Provide a description of CE/MER fee schedule changes (include a description of any volume medical provider discounts).**

94905	MMPI	Removed	1/30/12
92506	Speech Language Evaluation	Increased from \$131.75 to \$148.25	3/2012

- b. Provide a copy of the current fee schedule.** See attachment for most recently updated DDS fee schedule. Note: The entire fee schedule for our parent agency is available by request.

6. Provide a brief description of DDS professional relations officer’s/medical relations officer’s activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices, etc.

West Virginia DDS Professional Relations Officers, Professional Relations Associates, schedulers and vendor registration staff take every opportunity to market any current DDS and/or SSA initiative with or without the PAS, depending on the audience.

- In FY 2012, the major SSA initiatives promoted by PROs and PAS were e-827 and I-appeal, respectively.
- PROs recruit CE providers on an as needed basis as well as in-house MCS (medical consultants).
- EMR in-bound and out-bound are at the forefront of the PRO marketing agenda. This includes opportunities during phone conversations, at medical conferences, at professional meetings, staff training at DDS, etc.

FY '12 OUTREACH EVENT

(Unless otherwise noted events included PRO presentations and/or exhibiting)

EVENT	NOTE
WV Rural Health Conference	
WV Scientific Assembly and Family Practice	With PAS
WV Annual Licensed Social Workers Conference	With PAS
WV Birth to Three Semi-annual	With PAS
WV Office of Family, Maternal and Children	With PAS
WV Health Information Management Conference	
WV Audiological and Speech Language Pathology Conference	
E-827 AND ERE / I-Appeal : (approximately 7 state-wide FO Presentations to Attorney and Non-Attorney Reps)	With PAS
"Celebrating Connections" Conference (audience primarily consisted of those in educational field)	With PAS
WV Primary Care (rural medicine)	
WV Osteopathic Medicine	
Chamberlin-Edmonds Meeting	With PAS
WV SOAR Meeting	With PAS
WV Regional Jail and Correctional Facility Authority	With PAS
Healthport Quarterly Conference Calls Quarterly	

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Inter-component Meeting with FO/ODAR/DDS Semi-Annual Meeting	
ODAR – new ALJ orientation	
Romney School of Deaf and Blind	

Wyoming DDS Annual Consultative Examination CE Oversight Report November 2012

1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year.
 - Most Serious Complaints/Egregious Behavior (Inappropriate touching, sexual behavior): The Professional Relations Officer (PRO) will investigate the complaints, and if the PRO is unavailable to investigate the complaint, then the Wyoming DDS Administrator will contact the provider who performed the consultative examination and speak directly with him/her to obtain his/her side of the event in question. If there is enough information/evidence to support that the complaint is valid then the Wyoming DDS Administrator will contact the Wyoming State Board of Medicine and file a formal complaint. Also, the Wyoming DDS Administrator will inform the claimant to contact local authorities file formal charges and to request an investigation.
 - Less Serious Complaints to include: Physician was rude, Physician rushed the examination, and Physician's bedside manner; the Professional Relations Officer (PRO) will investigate the complaints. If the PRO is unavailable to investigate the complaint, then the Wyoming DDS Administrator will contact the provider who performed the consultative examination and speak directly with him/her to obtain his/her side of the event in question. If there is enough evidence to support the complaint then the Wyoming DDS Administrator will discuss the necessary steps to ensure that a similar event does not occur. The Wyoming DDS Administrator will inform the provider that the behavior cannot continue, and if the behavior does continue then the Wyoming DDS will not use this provider.
 - The Wyoming DDS is obligated to investigate complaints as per POMS DI 00233.900 G. The Wyoming DDS will ensure that complaints made by claimants or providers are investigated and resolved within five (5) business days of receipt and where this is not possible we will provide a reason and estimated completion date. Complaints which are not resolved within five-business days or which are not resolved to the satisfaction of the individual(s) making the complaint will be referred to the Wyoming DDS Administrator. The Wyoming DDS will provide acknowledgement of complaints communicated to us by telephone, electronic mail, written form, or in person. The PRO will communicate with the individual(s) in-person or by telephone. The PRO will ask questions as contained on the Complaint Questionnaire form. The PRO will inform the DDS Administrator of any complaints received. State mandated protocols consist of contacting the Wyoming Attorney General's office. Certain

complaint types will eliminate the provider from our CE list to include: sexual behavior toward the claimant(s) and rude behavior towards the claimants.

- The Wyoming DDS maintains a completed questionnaire form that is kept on file.
2. Provide a list of the onsite reviews of CE providers completed by the DDS.
- In August 2012 the Wyoming DDS performed fifteen (15) onsite reviews with the following CE providers:
 - Ronald Gibson, MD Casper, WY
 - Anne MacGuire, MD Casper, WY
 - Tim Blaney, PsyD Buffalo, WY
 - Mark Scheuler, MD Buffalo, WY
 - Edward Wilson, DO Sheridan, WY
 - James Wyssmann, PhD Sheridan, WY
 - William Williams, MD Sheridan, WY
 - Kenneth Bell, PhD Casper, WY
 - Kaci Gallo, MD Lander, WY
 - Richard Norton, PhD Lander, WY
 - Amy Kenworthy, MD Lander, WY
 - Richard Sorenson, MD Riverton, WY
 - Tom Simon, MD Evanston, WY
 - Mark Gibson, PhD and Jamie Brass, PhD Rock Springs, WY
 - Melinda Poyer, DO Rock Springs, WY
3. Provide a current list of names and addresses of key providers.
- Top 5 Providers:
 - i. Mark Watt, PhD, (b) (6), WY 82070;
 - ii. James Wyssmann, PhD, PO Box 6692 Sheridan, WY 82801;
 - iii. Fleming and Associates – Grant Fleming, PhD, 1001 West 31st Street Cheyenne, WY 82001.
 - iv. North Cheyenne Family Medicine – 6015 Sycamore Road Cheyenne, WY 82009
 - v. Rocky Mountain Behavioral Health – 940 East 3rd #212 Casper, WY 82601
4. CE Panels:
- The Wyoming DDS has a total of 75 active CE providers on its panel. The Wyoming DDS does perform an annual check of our providers by checking the Wyoming State Board of Medicine and the Wyoming State Board of Psychology.

Thus, allowing us to verify that each of our providers maintains proper credentials and that the providers are not under any suspension.

- If a nurse practitioner or physician's assistant is performing the CE under the supervision of the physician, then the Wyoming DDS will perform a credential check to ensure that the individual(s) is currently licensed in the State of Wyoming. The State of Wyoming websites for Nurses and Physician Assistants is used to perform the credential check.

5. Medical Fee Schedules:

- The Wyoming DDS utilizes the "usual and customary" fee schedule in lieu of a fee schedule. The Wyoming DDS has a very limited number of CE providers available, which is a result of having approximately 1,074 physicians actively practicing within Wyoming. The Wyoming DDS rates do not exceed the highest rate paid by another state agency for the same or similar types of services. These other state agencies include Wyoming Division of Vocational Rehabilitation and Wyoming Worker's Safety and Compensation.
- Attached is a copy of our current "usual and customary" fee schedule.

6. Brief description of DDS professional relations officer's/medical relations officer's activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with Regional public affairs offices:

- Oversight of the consultative examination process including on-site compliance visits, analyses, review of vendor's medical, fiscal and patient compliance procedures according to the Wyoming DDS and SSA requirements.
- Verification of licensure and credential issues.
- Preparing detailed reports to SSA documenting the Agency's compliance.
- Assists with various inquiries from non-attorney representatives, representatives from hospitals, and prior claimants.
- Resolves issues relating to late submission of medical records and/or consultative examinations reports.
- Recruits new CE providers.
- Acts a liaison with the Wyoming State Hospital, SSA Field Offices, and Native American Reservations.
- Investigates and addresses CE complaints from claimants.
- Arranges language interpreter to be present at time of CE with non-English speaking claimants.
- Markets the use of ERE to CE providers and MER providers.
- Assists with performing various initiatives as needed.