

*Alaska Disability Determination Services
Consultative Examination Management Report
November, 2013
FY2013*

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 medical provider is like before they are approached for recruitment. This helps to ensure that only the most qualified medical providers 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 53 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 Kenai. Our key providers (top 5) are listed at the end of this report. Onsite visits were conducted with all of the top 5 providers.

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 and noted in the attached Excel spreadsheet. 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. If our proposed budget is approved for 2014, we hope to visit three cities in Alaska to seek new CE panelists.

Other PRO Activities

There have been no conferences to attend in the state of Alaska. For the last six years, the PRO has assisted with SOAR (Stepping Stones to Outreach, Access and Recovery) training for social workers and case managers. Two meetings were attended via teleconference.

Top Five Providers

Independence Park Medical	General Medicine	\$ 242,997.00
Danelle. Winn, Ph.D.	Psychologist	\$ 94,745.00
William Campbell, M.D.	Psychiatrist	\$ 82,550.00
Michael Rose, Ph.D.	Psychologist	\$ 58,225.00
Dan Gonzales, Ph.D.	Psychologist	\$ 42,000.00

Key Providers

Anchorage

MICHAEL C ROSE PHD
PO BOX 242074
ANCHORAGE AK 99524

(b) (6)

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

(b) (6)

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

(b) (6)

DANIEL GONZALES PhD
800 E DIMOND BLVD
SUITE 3-625
ANCHORAGE AK 99515

(b) (6)



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Janice Brewer
Governor

(b) (6)
Director

CE MANAGEMENT/OVERSIGHT REPORT FOR FY 2013

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 claimant's 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
Arcadia Radiology

Performed: 11/16/2012
Performed: 11/16/2012

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Ronn Lavit, PhD	Performed: 05/03/2013
Best Medical (Angel Gomez, MD)	Performed: 05/13/2013K
Glen Kunsman, DO (Medico)	Performed: 07/29/2013K
Armando Bencomo, PhD	Performed: 07/30/2013K
Sentience Psychological Services, PLLC(Janeen Demarte)	Performed: 08/15/2013
MDSI (Phoenix)William Chaffee, MD	Performed: 08/16/2012K
Glen Kunsman, DO (Medico)	Performed: 09/08/2013K
Brian Briggs, MD	Performed: 09/09/2013
Monte Jones, MD	Performed: 09/16/2013K

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

Nicole Cooper Lopez	Performed :03/12/2013
Jerome Rothbaum, MD	Performed: 07/18/2013K
Richard Palmer, MD	Performed: 08/28/2013K
Jeri Hassman, MD	Performed: 08/28/2013K
Francisco Sanchez, PhD	Performed: 09/04/2013K

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 2013

PHOENIX BRANCH	
Psychological Assessment Associates of Arizona 1802 East Thomas Road, Suite 3 Phoenix, AZ 85016	code: 1, <i>EE</i> Amount: \$554,708.58
MDSI PHYSICIAN GROUP, INC P.O. Box 9039 Ogden, Utah 84409	code: 2, <i>EE</i> Amount: \$429,289.00
Monte L Jones, MD (b) (6) Chandler, AZ 85225	Code: 3, <i>EE</i> Amount: \$316,642.75
Glenn R Kunsman, DO MEDICO 3189 Courtney Avenue Kingman, AZ 86401	code: 4, <i>EE</i> Amount: \$301,373.70
Best Medical Group 325 East Baseline Road Phoenix, AZ 85042	code: 5, <i>EE</i> Amount: \$242,785.75
Jonna Krabbenhoft, PsyD Arizona Psychological Assessment, Inc PO Box 11536 Chandler, AZ 85248	code: 6 <i>EE</i> Amount: \$228,081.00
Red Rock Healthcare, LLC 1035 East Thornwood Drive Globe, AZ 85501	code: 7 Amount: \$205,526.07
Armando Bencomo, PhD 5150 North 16th Street, Ste. A-121 Phoenix, AZ 85016	code: 8 <i>EE</i> Amount: \$195,807.00

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TUCSON BRANCH	
Jeri Hassman, MD 3915 East Broadway Blvd, Ste. 319 Tucson, AZ 85711	code: 1 Amount: \$229,109.17
Jerome Rothbaum, MD 5210 E. Pima Street, Suite 210 Tucson, AZ 85712	code: 2, EE Amount: \$159,162.50
Richard Palmer, MD Palmer Family Medicine, P.C. 3886 East Packard Drive Gilbert, AZ 85298	code: 3 EE Amount: \$145,830.71
Francisco Sanchez, PhD P.O. Box 289 Tucson, AZ 85702	code: 4, Amount: \$102,092.00
Ashley Hart, PhD 2557 S Arizona Ave. Ste. C Yuma, AZ. 85364	code: 5 Amount \$95,353.03

Code Key:	<ul style="list-style-type: none"> • Number indicates rank for CE provider by dollar amounts for FFY 2013 (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 284 providers on the CE panel for the Arizona DDS on 09/30/2013.

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.

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.

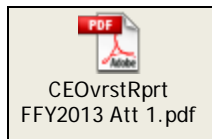
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2) During Periodic Checks to verify current licensure for entire CE panel by:

- 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.

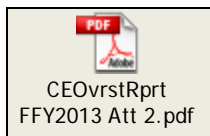


5. For Medical fee schedules:

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

- 1) CPT code 90801 was amended to 90791 in accordance with current procedural terminology. There were no other additions or changes to the Arizona DDS fee schedule in 2013.
- 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.

Outreach Activities:

- 03/14/2013: DDS liaison at Case-Worker out-service training regarding program policy and SSA/DDS claims processing at Maricopa Association of Governments (MAG), Phoenix
- 04/16/2013: DDS liaison for SSA/SSDI Outreach, Access and Recovery (SOAR), Phoenix
- 08/06/2013-08/07/2013: Attended, presented and participated in Pre-release Benefits Awareness training for AZ-DOC; Phoenix and Tucson
- 08/15/2012: DDS liaison for SSA/SSDI Outreach, Access and Recovery (SOAR), Phoenix

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EME:

- FFY 2013: (Various dates): Participated in Joint user Review/ERE Support enhancement teleconferences.
- FFY 2013: (Various dates.) Participated in VOT Demo for Regional PRC/MPROs in regards to e-Attestation.
- FFY2013: (Various dates): SSA website orientations for CE, MER providers and others.
- FFY 2013: (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 2013 (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.
- FFY 2013 (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.
- 01/10/2013: DDS liaison at Case-Worker out-service training regarding ERE Website access. El Rio Santa Cruz Medical Health Clinic; Tucson.
- 02/07/2013: Attended and participated in MEGAHIT initiative training presentation; Teleconference.
- 04/24/2013: Attended and participated in Health Medical Technology Expo; Phoenix.
- 07/23/2013: Attended and participated in enhanced/revised ERE test drive.
- 09/10/2013: Attended and maintained a booth at the 2013 Western States Health-e Connection Summit and Tradeshow: Phoenix.

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Respectfully submitted

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Arizona Disability Determination Service

**DI 39569.400 Exhibit 1 - License/Credentials
Certification for Consultative Examination Provider
and Certification of All 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 _____

Arkansas
DDS Annual
CE Oversight
Report

2013

(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 the complaint, a representative from the Medical Relations Department may make an unannounced on-site-visit to 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, and/or medical relations staff 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 2013. The Arkansas DDS also performs onsite reviews for any vendor with a complaint warranting face-to-face follow up as well as with new panelists.

CE Panel – Current

The state of Arkansas currently has six hundred and thirty CE providers, 25 fewer vendors from the six hundred and fifty five (655) CE providers reported in 2012. Although these numbers appear to reflect a decrease in providers, the department purged the CE vendor file of all non-active providers this past year to prepare for the implementation of the NVF. Fifty-one (51) non-active vendors were removed from the active vendor file in 2013.

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, Psychiatrists, Ophthalmologists, Pediatricians, Audiologists, Radiologists, Family Practice Physicians, Psychologists and Neuropsychologist.

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.

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. Vendors are screened at time of contracture and then on an annual basis.

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 revoked 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 2013. Please refer to the current 2013 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 continues to educate Arkansas MER vendors regarding the new SSA electronic signature process. Currently the top 50 Arkansas DDS MER providers accept the SSA electronically signed release of information (827).

Vend #	Name	City	ST	2012 Income	Most Recent Visit Date
(b) (6)	SAMUEL B. HESTER, PH.D., P.A.	JONESBORO	AR	\$347,255.00	7/30/2013
	CHARLES M. SPELLMANN, PHD	HOT SPRINGS	AR	\$296,527.00	8/22/2013
	TERRY L. EFIRD, PH.D.	FORT SMITH	AR	\$285,476.00	7/25/2013
	R. SAM BOYD, PH. D.	LITTLE ROCK	AR	\$246,909.60	7/16/2013
	KENNETH B. JONES, PH.D.	FORREST CITY	AR	\$218,725.00	7/30/2013
	NANCY J. TOOMBS, ED.D.	N. LITTLE ROCK	AR	\$196,387.00	7/15/2013
	JOHN M. FAUCETT, PH.D.	LITTLE ROCK	AR	\$189,180.00	7/15/2013
	BRUCE WENDALL RANDOLPH, M.D.	LITTLE ROCK	AR	\$178,950.99	7/17/2013
	MICHAEL WAYNE PARKER, PH.D.	LITTLE ROCK	AR	\$173,180.00	7/15/2013
	ROBERT L. SPRAY, JR., PHD	FORT SMITH	AR	\$171,820.00	7/25/2013
	KENNETH HOBBY, PHD	SEARCY	AR	\$171,471.00	8/12/2013
	CYNTHIA W. DUPUIS, PH.D, PA	LITTLE ROCK	AR	\$154,295.00	7/22/2013
	PATRICIA WALZ, PHD	FORT SMITH	AR	\$150,155.79	7/25/2013

Vend #	Name	City	ST	Most Recent Visit Date
(b) (6)	Keith Norwood,P.E. (11 sites)	Benton	AR	7/20/13
	Shannon Douglas Parsons, PsyD	Benton	AR	8/9/13
	Peggy J. Foster, PE	Conway	AR	8/20/13
	Richard Back, PH D	Fayetteville	AR	8/15/13
	KENNETH B. ROBINSON, MS	Forrest City	AR	8/14/13
	Patricia Walz, P H .D	Fort Smith	AR	7/25/13
	TERRY L. EFIRD, PH.D	Fort Smith	AR	7/25/13
	Clifford L. Evans, MD	Fort Smith	AR	7/25/13
	Chester L. Carlson, DO	Fort Smith	AR	INACTIVE
	R. Paul Tucker, MD	Hot Springs	AR	INACTIVE
	Samuel B. Hester, PH.D	Jonesboro	AR	7/30/13
	Michael Wayne Parker, Ph.D.	Little Rock	AR	7/15/13
	R. Sam Boyd, PH.D	Little Rock	AR	7/16/13
	James Money penny,PH.D (AR Pysch. Srvcs)	Little Rock	AR	7/22/13
	Joseph Brogdon, M.A.	Little Rock	AR	7/22/13
	NANCY J. TOOMBS, EDD	NLR	AR	7/15/13
	Dennis Vowell, Jr. Psy D	Paragould	AR	8/20/13
	Catherine Adams Ph.D.	Rogers	AR	8/22/13
	Ted Honghiran, MD	Russellville	AR	8/26/13
	Steve Shry, PH.D	Russellville	AR	8/20/13
Kenneth Hobby, Ph.D	Searcy	AR	8/12/13	
James Simpson, M.D.	Searcy	AR	8/12/13	
Julie Schroder Wallace, Ph.D.	Sherwood	AR	INACTIVE	

Vend #	Name	City	ST	Date
(b) (6)	JOHN M. FAUCETT, PH.D.	LITTLE ROCK	AR	15-Jul
	MICHAEL WAYNE PARKER, PH.D.	LITTLE ROCK	AR	15-Jul
	BEN D. JOHNSON, MD	LITTLE ROCK	AR	15-Jul
	NANCY J. TOOMBS, ED.D.	N. LITTLE ROCK	AR	15-Jul
	R. SAM BOYD, PH. D.	LITTLE ROCK	AR	16-Jul
	BERNARD G. CROWELL, MD	LITTLE ROCK	AR	16-Jul
	ANN MARIE PRATHER, PH.D.	LITTLE ROCK	AR	16-Jul
	PATRICIA L. GRIFFEN, PHD	LITTLE ROCK,	AR	16-Jul
	JOEL C. COBB, M. D.	NORTH LITTLE ROCK	AR	16-Jul
	Tracee Rainey	Little Rock	AR	16-Jul
	BRUCE WENDALL RANDOLPH, M.D.	LITTLE ROCK	AR	17-Jul
	Laura Williams	Little Rock	AR	17-Jul
	CYNTHIA W. DUPUIS, PH.D, PA	LITTLE ROCK	AR	22-Jul
	James Money Penny, PH.D (AR Psych. Srvc)	Little Rock	AR	22-Jul
	Joseph Brogdon, M.A.	Little Rock	AR	22-Jul
	PATRICIA WALZ, PHD	FORT SMITH	AR	25-Jul
	ROBERT L. SPRAY, JR., PHD	FORT SMITH	AR	25-Jul
	CLIFFORD LAMAR EVANS, M.D.	FORT SMITH	AR	25-Jul
	TERRY L. EFIRD, PH.D	Fort Smith	AR	25-Jul
	SAMUEL B. HESTER, PH.D., P.A.	JONESBORO	AR	30-Jul
	SAINT BERNARD'S MEDICAL CENTER	JONESBORO	AR	30-Jul
	Pablo Almuna - East Ar Children's Clinic	Forrest City	AR	30-Jul
	KENNETH B. JONES, PH.D.	Forrest City	AR	30-Jul
	Michael Hood	West Memphis	AR	6-Aug
	DAVID LEE WEBBER, D.O.	FORREST CITY	AR	6-Aug
	JOSEPH M. PATTERSON, M.D.	WEST MEMPHIS	AR	7-Aug
	DALE MORRIS, O.D.	FORREST CITY	AR	7-Aug
	Shannon Douglas Parsons, PsyD	Benton	AR	9-Aug
	KENNETH B. ROBINSON, MS, CONSULTING	FORREST CITY	AR	14-Aug
	Richard Back, PH D	Fayetteville	AR	15-Aug
	Steve Shry, PH.D	Russellville	AR	20-Aug
	Peggy J. Foster, PE	Conway	AR	20-Aug
	CHARLES M. SPELLMANN, PHD	HOT SPRINGS	AR	22-Aug
	Ted Honghiran, MD	Russellville	AR	26-Aug
	Dennis Vowell, Jr. Psy D	Paragould	AR	20-Aug
	Catherine Adams Ph.D.	Rogers	AR	22-Aug
	Franklin Chambers	Dumas	AR	1-May
	Don Ball	Dermott	AR	1-May
	Suzanne Bledsoe	El Dorado	AR	2-May
	Daniel Irons	Hot Springs	AR	1-Jun
	Vladimir Karpitskiy	Hot Springs	AR	1-Jun
	Lee Nayles	Little Rock	AR	1-Jul



CDSS

(b) (6)

DIRECTOR

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

NOV 14 2013

(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) 2013. 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 provider or 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 after 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 56 comprehensive onsite reviews as specified in the following tables.

Oakland Branch: Thirteen comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Northstate Clinic	San Mateo	11/08/12	N
Bay View Health Net	Concord	11/28/12 04/09/13	N
Northstate Clinic	Union City	12/20/12	N
Pacific Health Clinic	Oakland	01/17/13	Y
Priority Analysis	Oakland	02/01/13 03/08/13	N
MSLA - Mountain View	Mountain View	02/04/13	N
S & L Medical Group	San Francisco	04/18/13	N
Bay View Medical Clinic	Richmond	06/12/13	N
Priority Analysis	Hayward	07/30/13	N
Priority Analysis	Redwood City	07/30/13	N
Maria Villacis, SLP	Berkeley	08/29/13	N

Stockton Branch: Five comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Sara Bowerman, PhD	Stockton	12/03/12	N
Shahid Ali, MD	Stockton	02/20/13	N
MDSI Physician Group	Stockton	07/31/13	N
Amberstone Medical Group	Stockton	08/01/13	N
Educational Psychology and Counseling	Stockton	08/05/13	N

Sacramento Branch: Three comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
MDSI Physician Group	Sacramento	02/20/13	N
Bay View Health Net	Sacramento	08/21/13	N
Ewing Diagnostics & Psychological Services	Sacramento	08/21/13	N

Roseville Branch: Four comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
MDSI Physician Group	Yuba City	06/11/13	N
Psychwest Clinical & Forensic Psychology	Yuba City	06/11/13	N
MDSI Physician Group	Vallejo	08/13/13	N
Priority Analysis	Vallejo	08/13/13	N

Central Valley Branch: Three comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Health Analysis	Modesto	04/15/13	N
MDSI Physician Group	Modesto	04/15/13	N
Tri Minh Pham, MD	Modesto	04/15/13	N

Sierra Branch: Three comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
MSLA - Santa Maria	Santa Maria	01/31/13	N
MDSI Physician Group	Salinas	03/21/13	N
Priority Analysis	Prunedale	03/21/13	N

Covina Branch: Eight comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
K & A Evaluation Center	Chino	09/23/12	N
South Atlantic Medical Group	Huntington Park	11/27/12	N
Millennium Multispecialty Medical Group	Santa Ana	03/15/13	N
QTC – Alpha Medical Diagnostics	Santa Ana	03/15/13	N

Covina Branch continued:

Millennium Multispecialty Medical Group	Anaheim	03/15/13	N
QTC – Arrowhead Medical Evaluation	Monterey Park	06/06/13	N
Center for Autism & Related Disorders	Garden Grove	06/27/13	N
MSLA - West Covina	West Covina	07/24/13	N

San Diego Branch: Two comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
Valette & Associates	Oceanside	02/26/13	N
MedPro Services	San Bernardino	08/16/13	N

La Jolla Branch: Two comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
QTC - Seagate Medical Group	San Diego	05/30/13	N
QTC Medical Group	Chula Vista	05/30/13	N

LA West Branch: Six comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
S & L Medical Group	Burbank	12/12/12	N
QTC – Carmel Medical Group	Burbank	02/22/13	N
Galaxy Medical Center	Los Angeles	03/14/13	N
Millennium Multispecialty Medical Group	San Fernando	04/25/13	N
Izzi Medical Associates	San Fernando	04/26/13	N
MedPro Services	Glendale	08/20/13	N

LA North Branch: Seven comprehensive onsite reviews were completed.

CE Provider Name	City	Date	RO Participation Y or N
QTC – Pelican Medical Group	Culver City	03/06/13	N
Century Assessment Management	Torrance	04/18/13	N
Izzi Medical Associates	Torrance	05/23/13	N

LA North Branch continued:

Millennium Multispecialty Medical Group	Inglewood	05/23/13	N
Century Assessment Management	Inglewood	06/07/13	N
MSLA - Inglewood	Inglewood	07/02/13	N
FMG Bay View	Inglewood	07/30/13	N

Rancho Bernardo Branch: No comprehensive onsite reviews were completed because this is a new DDS branch and a CE vendor jurisdiction was not established in FFY 2013.

3. Key Providers

The following Key Providers in California had a billing amount greater than \$150,000 for FFY 2013.

Oakland Branch:

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

Bay View Medical Clinic
2831 MacDonald Avenue
Richmond, CA 94804

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

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

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

Northstate Clinic
101 Waldie Plaza, Suite 2
Antioch, CA 94509

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

Stockton Branch:

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

MDSI Physician Group
247 Dorris Place
Stockton, CA 95204

Sacramento Branch:

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

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

Priority Analysis
4 7TH Street
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
1162 Cirby Way, Suite 1
Roseville, CA 95661

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

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

Central Valley Branch:

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

Central Valley Branch
continued:

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
1526 S. Mooney Boulevard
Visalia, CA 93277

Priority Analysis
25 N. 14TH Street, Suite 930
San Jose, CA 95113

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

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

MSLA - Visalia
5128 W. Cypress Avenue
Visalia, CA 93277

Sierra Branch:

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

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

Sierra Branch continued:

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

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
11401 Valley Boulevard, Suite 103
El Monte, CA 91731

Kays Medical Evaluation Center
11631 Washington Boulevard
Whittier, CA 90602

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

MedPro Services
9555 Foothill Boulevard
Rancho Cucamonga, CA 91730

Millennium Multispecialty Medical Group
1840 N. Hacienda Boulevard, Suite 14
La Puente, CA 91744

MedPro Services
2623 E. Foothill Boulevard, Suite 105
Pasadena, CA 91107

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

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

Covina Branch continued:

MedPro Services
111 W. Orangethorpe Avenue
Fullerton, CA 92832

San Diego Branch:

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

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

S & L Medical Group
14270 7TH Street, Suite 4
Victorville, CA 92395

MedPro Services
17151 Main Street
Hesperia, CA 92345

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

S & L Medical Group
1501 Ocotillo Drive, Suite G
El Centro, CA 92243

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

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

La Jolla Branch continued:

MedPro Services
6700 Indiana Avenue, Suite 145
Riverside, CA 92506

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

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

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

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

LA West Branch:

Canyon Medical Group
19231 Victory Boulevard, Suite 212
Reseda, CA 91335

S & L Medical Group
1056 N. Maclay Avenue
San Fernando, CA 91340

MedPro Services
6850 Van Nuys Boulevard, Suite 350
Van Nuys, CA 91405

Allspeak Interpreting Services
P.O. Box 1606
Glendale, CA 91209

MedPro Services
435 Arden Avenue, Suite 430
Glendale, CA 91203

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

LA West Branch continued:

MDSI Physician Group
701 E. Santa Clara Street, Suite 34
Ventura, CA 93001

LA North Branch:

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

MedPro Services
5862 Avalon Boulevard
Los Angeles, CA 90003

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

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

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

Cherry Medical Clinic
3918 Long Beach Boulevard, Suite 180
Long Beach, CA 90807

S & L Medical Group
3377 Long Beach Boulevard
Long Beach, CA 90807

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

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

Millennium Multispecialty Medical Group
1726 West Adams Boulevard
Los Angeles, CA 90018

LA North Branch continued:

Millennium Multispecialty Medical Group
301 N. Prairie Avenue, Suite 512
Inglewood, CA 90301

S & L Medical Group
5801 S. Figueroa Street
Los Angeles, CA 90003

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

MSLA - Inglewood
301 N. Prairie Avenue, Suite 201
Inglewood, CA 90301

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

4. CE Panels

- A. Number of CE Providers: As of October 1, 2013, California had 2,134 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 throughout FFY13 by a PRO and/or a designated staff Medical Consultant to verify the applicant's professional status. As of October 8, 2013, some of the websites direct users to another verification site, California Department of Consumer Affairs (DCA) BreEZe Online Services 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/>).

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 at the time of placement on the CE panel, and annually thereafter:

- 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 Care Services/Medi-Cal suspended and ineligible provider list.

California has adopted the practice of checking licensure status on an annual basis the month the license is set to expire. Each PRO maintains a tracking sheet based on branch jurisdiction.

- C. Description of process to ensure CE providers' support personnel are properly licensed or credentialed:

California requires each CE providers' signed statement certifying that all support

staff used in CE examinations meet the licensing or certification requirements as required by state regulations at the time of placement on the CE panel.

In conjunction with an oversight visit, California has adopted the practice of obtaining a list of all staff employed by the CE provider to verify support staff license or certification.

5. Medical Fee Schedules

The following changes were made in California’s CE/MER fee schedule during Federal Fiscal Year 2013. California’s fee schedule is attached.

<u>Added</u> -	None	
<u>Removed</u> -	2999BG-2	Bender-Gestalt-II
	V5010	Hearing Evaluation with Aid
	2999MC2	Millon Clinical Multiaxial Inventory II
	2999MC3	Millon Clinical Multiaxial Inventory III
<u>Fees</u>		
<u>Increased</u> -	2999WA4	Wechsler Adult Intelligence Scale-IV (WAIS-IV)

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

All twelve 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.
- Participating in California PRO conference calls to obtain and share best practices with other California DDS PROs. The PROs also participate in the national MPRO conference calls.
- 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 brightly colored 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 county facilities.
- Working with copy services to register additional hospitals on the ERE website.
- Working closely with DDS clerical staff to identify vendors who might benefit from using ERE and to ensure proper transmission of records.
- Continuing to encourage vendors who submit medical records via compact disc to convert to ERE.

The CA DDS PROs provided ERE information at the following outreach events:

- The Covina PRO provided ERE information to community medical providers at Department of Public Social Services (DPSS) sponsored outreach events on October 3, 2012, March 21, 2013, and May 30, 2013.
- The Stockton PRO provided ERE information at a face-to-face meeting with the staff and the Director of Fresno County Mental Health Department on November 20, 2012.
- The Covina PRO provided ERE information at SSI/SSDI Outreach and Recovery sponsored events on July 9, 2013, August 7, 2013, and September 27, 2013.

The CA DDS PROs participated in the following ERE related training sessions:

- The Los Angeles North PRO provided ERE training for Olive View Medical Center staff on October 26, 2012.
- Covina and Los Angeles North PROs provided onsite ERE training for Los Angeles County-University of Southern California Medical Center medical records staff on April 9, 2013, and May 2, 2013.

The CA DDS PROs participated in the following ERE-related presentations:

- The Los Angeles West PRO gave an ERE presentation as part of the United Homeless Healthcare Partners (UHHP) Advocate presentation at the Los Angeles Training Center on October 24, 2012.
- The Los Angeles West PRO gave an ERE presentation as part of the UHHP Advocate Presentation at the Los Angeles TeleService Center on January 24, 2013.

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

(b) (6)

Sincerely,

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Deputy Director
Disability Determination Service Division

Enclosure(s)

Colorado Disability Determination Services
FY13 CONSULTATIVE EXAMINATION OVERSIGHT REPORT

In FY13, the Colorado DDS cleared 38,090 cases. With enhanced CE oversight at all levels of the DDS, the CE rate for all case types was 35.8%; down from 50.9% in FY12.

Claimant Complaint Resolution Procedures

During FY13, the CO DDS saw over a fifty percent drop in the number of CE claimant complaints from FY12. This past year, the PR unit investigated sixteen claimant complaints involving CE providers or their staff (compared to thirty-seven in FY12). Five of the complaints were verbal only and eleven of the complaints were written. The five 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 no egregious complaints during FY13.

Non-egregious complaints

Six of the written complaints were regarding the CE provider or the staff demeanor including complaints of rudeness or unprofessional attitude. Five complaints were that the exam caused pain afterwards. To help eliminate claimant complaints, CE providers are reminded of the importance of not letting their attitude or actions be perceived as hurried, unprofessional or uncaring. We also remind the provider to explain the elements of the CE to the claimant.

Summary of CO DDS CE Oversight Activities

FY13 CO DDS CE Onsite Reviews

During FY13, DDS PRO staff conducted sixteen onsite CE visits including all of our key providers, high volume providers and providers who had new office space and/or quality issues. Onsite visits records are located on DDS's shared drive where the PRO staff has access to the documentation.

Onsite Review List:

<u>Provider</u>	<u>Date</u>	<u>Location/Reason for Visit</u>
QTC	1/8/13	Aurora--New Volume CE Provider
Columbine Physicians	6/21/13	Denver—Key Provider
Peter Quintero MD	8/16/13	Denver—New office location
Post & Associates	8/16/13	Loveland—CE quality issues
Stuart Kutz PhD	8/16/13	New location in Boulder--Key Provider
Denver Disability Services	8/17/13	Pueblo—Key Provider
MDSI	8/17/13	Pueblo—Key Provider
Disability Exam Services	8/17/13	Pueblo & Colorado Springs—Key Provider
Allied Assessments	9/6/13	Lakewood—Key Provider— RO accompanied
Mac Bradley PhD	9/17/13	Denver—high volume provider
Consulting Psychology	9/17/13	Denver—high volume provider
R Terry Jones MD	9/19/13	Colorado Springs—New CE provider
Richard Madsen PhD	9/19/13	Colorado Springs—high volume provider
Victor Neufeld PhD	9/19/13	Colorado Springs—high volume provider
William Morton PhD	9/24/13	Thornton—expanded locations; CE quality issues

Key Providers 2013

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
Columbine Physicians Group Richard J Tyre (owner) 2425 S Colorado Blvd #160 Denver, CO 80222	MDSI Physician Group Inc. (b) (6) Operations Manager PO Box 9039 Ogden, UT 84409-9039
Stuart Kutz PhD 1580 Logan Street Suite 320 Denver, CO 80203	Denver Disability Services Tim Moser MD PO Box 140130 Edgewater, CO 8014

CE Panels

Number of CE Providers

The Colorado DDS has approximately 190 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. During this past year, DDS verified all CE physicians and psychologists renewed their license & remained in good standing. In addition, as of 7/1/13, the State of Colorado requires speech and language providers to be "certified". DDS verified all speech and language CE providers possessed a valid certification from Colorado Department of Regulatory Agencies (DORA) by the July 1st deadline. The HHS LEIE online database is reviewed bi-monthly to be sure no sanctioned providers are performing examinations. Each month the Colorado 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 FY13, DDS performed quality reviews on forty-nine CE providers. As part of the review, DDS sends the provider written feedback including recommendations to improve their reports. DDS had a non-renewal of a volume vendor's CE contract last December. This instigated a complaint to OIG who declined to investigate contract issues (rather than SSA policy) and a SSA return to the State for investigation. CDHS Division of Audit resulted in a "Question Cost" letter to vendor. DDS returned the policy review and investigative report to SSA CFD for review.

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 FY13 CE Fee Schedule in August. The revised FY14 fee schedule is effective October 1, 2013. The Colorado DDS used the 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 FY14 are below those paid by the DOL except for the "Exceptions to the Fee Schedule" which were approved by the SSA Regional Office in August. Attached is a copy of the FY14 fee schedule and the Explanation and Exceptions Request.

Professional Relations Officer (PRO) Activities

The Colorado DDS CE panel has remained stable over the past year. In almost all 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, otolaryngologists, and CE providers in rural and remote sections of the State.

During FY13, the Colorado DDS PR department filled some needs as we added six additional certified Speech/Language Pathologists—four in Colorado Springs and two in the Denver metro area. Two of the six are able to perform bilingual (Spanish/English) speech/language examinations. We also added two new board certified psychiatrists to perform specialty

orthopedic and neurological focused exams in Durango (an isolated area in southwest Colorado).

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 also attempt to recruit CE Providers when making presentations about the disability program or marketing ERE to the medical community.

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' and FO staff on pre-release, homeless and SOAR initiatives.

Electronic Records Express/HIT

During FY13, DDS increased the volume of ERE submissions by 6.78%. The PR Department successfully added 13 new medical facilities to receive their record requests, submit records, and submit payment requests electronically through Electronic Records Express (ERE). Banner Health in Northern Colorado, Parkview Medical Center in Pueblo, Valley Wide Health System in Alamosa, Longmont United Hospital, Front Range Cancer Specialists, and Rocky Mountain Cancer Centers are just a few of the facilities that the Colorado DDS signed up to use ERE this year. PRO staff continue to have ongoing ERE recruitment discussions with medical facilities who routinely submit records to DDS. In addition to recruiting new medical facilities, we have also added 13 SOAR practitioner ERE accounts allowing the practitioner to upload their entire packet of records, forms, and summaries at the time the case is transferred from the Field Office to the DDS.

The Colorado DDS gained access to SSA's MegaHIT functionality in August with Kaiser Permanente being SSA's first and only health exchange in Colorado. DDS PR & IT staff provided training to DDS staff on the HIT process this fall. Initially, Kaiser's patient match was extremely low. However, the PRO staff has worked with the Denver RO and the SSA HIT team regarding Kaiser's patient match parameters and as of September 30, 2013 we were receiving Kaiser HIT MER on 53% of the HIT requests. HIT MER has been especially helpful with QDD/CAL cases as often the medical evidence needed to allow the case is in file at the time DDS receives the case. We look forward to SSA adding more Colorado health exchanges to the MegaHIT project.

Submitted by:

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

(b) (6), Professional Relations Supervisor

(b) (6), Professional Relations Officer/Lead Worker

(b) (6), Professional Relations Officer

(b) (6), Professional Relations Officer

CONNECTICUT
DISABILITY DETERMINATION SERVICES

ANNUAL
CONSULTATIVE
EXAMINATION
OVERSIGHT REPORT

FISCAL YEAR 2013

Prepared by:

(b) (6), Director of Support Services

(b) (6), Medical/Professional Relations Officer

October 2013

Annual Consultative Examination

Oversight Report

FISCAL YEAR 2013

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 are currently no open complaints at the CT DDS.

ONSITE REVIEWS OF CE PROVIDERS

- Immediate Health Care, Ramil Mansourov MD in Norwalk CT, in 12/2012
- Charles A. Vassilopoulos, PhD, psychologist in Rockville CT, in 01/2013
- Anthony F. Campagna, PhD, psychologist in Hamden, CT in 03/2013

- Maysa Akbar PhD, psychologist in New Haven CT, in 03/2013
- Lance Hart, PhD, psychologist in Branford CT, in 03/2013
- Diana Badillo-Martinez, PhD, psychologist in Waterbury CT, in 04/2013
- Disability Associates of Connecticut, Yacov Kogan, MD, internist in Waterbury CT, in 04/2013
- Daniel Kordansky MD, internist in West Hartford, Southington, and Avon CT, in 04/2013
- The IMA Group; internists, psychologists, labs, and imaging at a potential new office in Old Saybrook CT, 06/2013
- Mark Hillbrand PhD, Middletown CT in 07/2013
- David K. Emmel MD, ophthalmologist in Wethersfield CT, in 08/2013
- Robert Block MD, ophthalmologist in Meriden CT, in 08/2013
- Emily Casey PsyD, psychologist in Old Saybrook and Norwich, in 8/2013

KEY PROVIDERS

The following are key providers:

- Industrial Medicine Associate PC

3180 Main St., Suite 102, Bridgeport, CT

IMA came into CT in 11/2012. They do physical exams (Pediatric, Family Practice and Internal medicine) and psych exams in Bridgeport utilizing Melissa Antiaris PsyD, Marlene Baldizo PhD, Alan Dubro PhD, Richard Goccia MD, Nancy Kelly PsyD, Justine Magurno MD, Sandy Muraoka PhD, David Pulver MD, Amy Theobald PsyD, and Mark Weinberger PhD. The last onsite visit was in June 2013.

- 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 in September, 2012. 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 in 04/2013.

- 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 04/2103. 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.

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. The last onsite visit was in 2011.

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-OIG 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 however this data field is not searchable nor can you query for this field. Iron Data St. Louis is our legacy vendor and while the vendor file has a field for the CE provider license number it basically does not do anything else. No reminders or actions are taken by the system to remind the PRO of the expiration date or action is needed. Because of this and in order to stay on top of licensure verifications, an Excel spreadsheet has been created. An Outlook Calendar is used to set up reminder items to update the Excel spreadsheet each month. In CT license expire at the end of the individual's birth month, so licenses are checked at the beginning of each month for the previous month's licenses that were set to expire. In CT there is no automatic notification of license problems or electronic exchange of information other than what is posted online with the Department of Public Health. The HHS-OIG Exclusions data base is checked at

the same time to see if any sanctions exist.

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, ten (10) providers were added to the Connecticut CE panel:

- Howard M. Krieger PhD, Waterbury CT
- David H. Klemanski PhD, New Haven CT
- Anne-Maria E. English LCSW, Hartford CT
- Ramil Mansourov MD, Norwalk CT
- Jaimie I. Burns PsyD, West Hartford CT
- Robert M. Dodenhoff MD, Hartford CT
- Kimberly D. Henderson-Kjellen, PsyD, Wethersfield CT
- James J. D'Alessandro, PsyD,
- Claudia Guevara, PsyD, Glastonbury CT
- Emily Casey, PsyD, Old Saybrook and Norwich 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.

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. The Fee schedule had a complete review this summer. This review resulted in the change to some CPT codes and fees. There were fluctuations in the fees paid for x-rays but because of tight funds it was decided not to increase any of the fees for x-rays. If the fee went down, the lower fee was adopted. The changed fees will go into effect on October 1, 2013. The fee for eye exams and speech and language CEs are being increased in an effort to help with recruitment of CE providers. These are the only fees that are being increased at this time. The new fee for an eye exam is \$209.11, and the new fee for a speech and language CE is \$239.02.

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. The Director of Support Services supervises the MPRO and indirectly the Scheduling Unit (MPU).

Specific activities over the last Fiscal year have been:

- (b) (6) participated in the National CE Oversight workgroup. (b) (6) was the back up for (b) (6) and observed the calls as a learning experience.
- (b) (6) and (b) (6) participated in two training sessions for the Western CT Mental Health Center in Waterbury CT. The first session included a representative from the Waterbury Field Office and covered the application process for case workers. The second session included APRNs and Psychiatrists from their three offices (Waterbury, Danbury and Torrington). We discussed the program and what kind of information is helpful to the DDS when making decisions. A booklet was created that discusses MER and how it is used to create an RFC.



MER Guide.doc

- (b) (6) and (b) (6) participated in the Boston Regional MPRO calls that are conducted once a month.
- (b) (6) and (b) (6) participated in the national MPRO conference calls.
- Both (b) (6) and (b) (6) participated in a State of Connecticut Project Lean seminar. Project Lean is where you look at your business processes to find more organized efficient ways of handling various job tasks. As a result we proposed using the ERE system to send and receive translation requests. This was taken on as an office Project Lean project. We have been able to successfully implement a fully electronic way of handling document translation requests utilizing the ERE website and work queues.
- The legacy system CE rescheduling program was reconstituted and tested. It was successfully rolled out to the staff and CE Schedulers. It has saved time and handling steps for everyone involved.
- We implemented a “Help Mailbox” in the email system for CE inquiries and changes to be directed to the Medical Processing Unit (Scheduling Unit). This has made communication with the more efficient. The box is monitored throughout the day by (b) (6) (Lead CE Scheduler), (b) (6) and (b) (6). Problems are immediately addressed or assigned to a specific clerk to handle. The utilization of this mail box has improved interoffice communication and expedited issues.
- On March 25, 2013 (b) (6) and (b) (6) QA Specialist, did a presentation at Springfield College on the Disability program and case load management for a Rehabilitation Counseling Graduate class.
- (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.
- (b) (6) created a CE Report writing guide for CE providers. This was created utilizing existing resources and policy. It is to be shared with CE providers during their orientation session and provided to existing CE providers when providing feedback on the quality of their CE reports. It discusses how a CE report is used in a decision and what constitutes a good report.



CE Report writing
guide.doc

- (b) (6) created a CE Training package for new Examiners. Sample case studies are provided to the Examiners to make the learning process practical. The training is broken down into two session. The first session covers what a CE is, how it is used in the case evaluation

Process, and how to determine the appropriate type of CE to request. The second session covers how to request a CE using the legacy system. This is a more comprehensive approach to the training of new Examiners in keeping with an office wide retooled comprehensive approach to training new Examiners.

- (b) (6) participated in an internal committee convened to redesign the mental status questionnaire to solicit information from treating sources. The committee is composed of the Director of Case Operations, a QA Specialist, the Director of Support Services and three Psychological Consultants. Feedback provided from community sources to (b) (6) and (b) (6) has been used by this committee.

CT DDS FEE SCHEDULE FOR 2013

The CT DDS CE fee schedule is attached as an Excel spreadsheet. It contains a comparison to the previous year and what the fees will be for 10/1/2013 forward.



The Connecticut Disability Determination Services



The Consultative Examination and Report

Guide for writing reports

(b) (6) Director of Support Services

Purpose of this booklet

The purpose of this booklet is to discuss how a consultative examination (CE) report is used in the Disability Determination process, and why it is important that reports are clear, concise and contain information on functional abilities. The purpose of a CE is to provide information about the claimant's impairments and the nature and extent of any related functional impairments. The CE report should reflect this purpose.

The Determination of Disability Process

The disability program is a legal/administrative program with a medical component. The outcome of a case depends in large part on the evidence that is obtained. The Medical Consultants/Psychological Consultants (MC/PC) on staff with the DDS must draw conclusions based on evidence in file regarding a claimant's functioning. Upon review of the available medical evidence the MC/PC determines if the claimant's medical/psychological impairment(s) is severe enough to meet the requirements set forth in the Listing of Impairments, and assess the claimant's residual functional capacity (RFC) if it does not meet or equal a listing.

A medically determinable physical or mental impairment (MDI) must result from anatomical, physiological, or psychological abnormalities that can be shown by medically acceptable clinical and laboratory diagnostic techniques. The impairment must be established by medical evidence consisting of signs, symptoms, and laboratory findings, not only by the individual's statement of symptoms. The existence of an MDI must be determined on the basis of evidence from acceptable medical sources. A definitive diagnosis is not required to establish an MDI, but the medical evidence must be of sufficient detail to establish that there is an MDI and to permit an independent medical assessment of the impairment's severity and duration.

If the file lacks evidence from an acceptable medical source, or if it is insufficient for evaluation, the disability examiner must decide whether to recontact the medical sources and/or to order a consultative examination (CE).

For an impairment or combination of impairments to be severe, it must significantly limit the individual's physical or mental capacity to perform one or more basic work activities required in most jobs. For example:

- walking, standing, sitting, lifting, pushing, pulling, reaching, carrying or handling;
- seeing, hearing and speaking;

- understanding, carrying out and remembering simple instructions;
- using judgment, responding appropriately to supervision, co-workers, and usual work situations; and dealing with changes in a routine work setting.

Once the existence of a physical or mental medically determinable impairment that could reasonably be expected to produce pain or other symptoms has been established, the MC/PC must recognize that individuals may experience their symptoms differently and may be limited by their symptoms to a greater or lesser extent than other individuals with the same medical impairments, signs, and laboratory findings. Because symptoms, such as pain, sometimes suggest a greater severity of impairment than can be shown by objective medical evidence alone, any statements of the individual concerning his or her symptoms must be considered when assessing whether a severe or not severe impairment exists.

The MC/PC must give full consideration to all the evidence presented relating to the claimant's allegations, to include:

- the medical signs and laboratory findings,
- the claimant's medical history,
- the claimant's statements about the duration, frequency, and intensity of symptoms, what precipitates or aggravates a symptom, any treatment for relief of the symptom and the effectiveness of such treatment, including effectiveness and side effects of medication,
- the claimant's daily activities,
- statements of physicians or psychologists who have treated or examined the claimant,
- statements of third parties about how the symptoms affect the claimant,
- the claimant's prior work record and any efforts to work, and
- observations by SSA employees.

The Residual Functional Capacity Assessment

A Consultative Examination (CE) in addition to other medical evidence in a claimant's file must provide sufficient information to the MC/PC to complete a residual functional capacity assessment.

The RFC must:

- describe work-related functions a person can do on a sustained basis;
- address all functional capacities and provide a written analysis of how the evidence in file supports or refutes the claimant's allegations of symptom-related limitations;
- address all conclusions of medical sources who have treated or examined the claimant; and other pertinent medical and nonmedical evidence;
- resolve all issues of functional capacity;
- provide conclusions as to the individual's functional capabilities, with a citation of pertinent evidence and the reasoning to support the findings; and
- include a rationale that explains the RFC findings.

The RFC assessment must fully assess the individual's complaints. It must also assess any limitations and restrictions reported by medical sources and must be described in specific work-related terms that define the individual's range of functional work capability. These include:

- physical abilities: sitting, standing, walking, lifting, carrying, pushing, pulling, reaching, handling, stooping or crouching, and
- mental abilities: understanding, remembering, carrying out instructions, responding appropriately to supervision, co-workers and work pressures.

The rationale statement must explain that the individual's RFC is derived from a consideration of all medical and nonmedical evidence, and must include specific citations of the evidence supporting the RFC. CE findings are often quoted in RFCs. An RFC is the individual's maximum remaining ability to sustain work activities in an ordinary work setting on a regular and continuing basis for 8 hours a day, 5 days a week (or an equivalent work schedule). It is a measure of the most that the individual can do on a consistent, sustained basis. A CE report sometimes is the only piece of evidence in file or comprises the bulk of the evidence being used

to make a decision, so it is necessary for the CE report to be clear, concise and provide sufficient detail to assess an RFC. The CE report should be complete enough to enable an independent reviewer to determine the nature, severity and duration of the impairment, and in adults, the claimant's ability to perform basic work-related functions.

Your medical source statement (MSS) conclusions must be consistent and be supported by your examination. It should not include an opinion as to whether the claimant is disabled as this is a decision made by the DDS MC/PC – Examiner team. A DDS MC/PC makes findings of fact about the nature and severity of an individual's impairments and functional limitations based on weighing all the evidence, including your MSS.

The Physical RFC assesses an individual's limitations in six area or categories of limitations:

1. Exertional
2. Postural
3. Manipulative
4. Visual
5. Communicative
6. Environmental

Helpful definitions:

- "Limitations" means what an individual can no longer do as a result of his or her impairments(s). In the RFC assessment, limitations should be considered only if they are due to an MDI.
- "Restrictions" means what an individual should not do because of the impairment-related risk to him or herself or others, or because it is medically inadvisable, that is, the treating source has told the individual he or she should not do something.
- "Sustainability" means the ability to perform exertional and non-exertional functions with usual breaks over a period of an eight hour workday, five days a week.
- "Occasionally" means the ability to perform an activity from very little up to one-third of an 8-hour workday (cumulative, not continuous).
- "Frequently" means the ability to perform an activity one-third to two-thirds of an 8-hour workday (cumulative, not continuous).

The Mental RFC assesses an individual's limitations in four area or categories of limitations:

- 1. Understanding and remembering**
- 2. Sustained concentration and persistence**
- 3. Social Interaction**
- 4. Adaptation**

CE REPORT REQUIREMENTS

A CE report must reflect accepted professional medical standards and practice. The detail and format of a CE report will vary depending on the type of examination or testing required.

Elements of a complete CE report

The medical report should include the following elements:

- The claimant’s major or chief complaint(s) and any other abnormalities, or lack thereof, reported or found during examination or laboratory testing. (The report should reflect the claimant’s own statement of symptoms, not simply the CE source’s statements or conclusions.)
- A detailed description, within the area of specialty of the examination, of the history of the major complaint(s).
- A detailed description and disposition of pertinent “positive” and “negative” objective findings based on the history, examination, and laboratory tests related to the major complaint(s) and any other abnormalities, or lack thereof, reported or found during examination or laboratory testing.
- The results of laboratory and other tests (e.g., x-rays) performed in accordance with the requirements stated in the Listing of Impairments.
- Diagnosis and prognosis.
- A medical source statement (MSS) from the CE source expressing an opinion about what the claimant can still do despite his or her impairment(s).

MEDICAL SOURCE STATEMENT (MSS)

- An MSS is the medical source’s opinion about the adult claimant’s ability to do work-related activities or, in child claims, the child’s ability to function.

Analysis of the evidence

“Analysis” of the evidence is the mental process we go through in assessing the information relevant to the case. “Evidence” comes from observations and objects. “Facts” are what is

believe to be true based on the analysis of the evidence. Evidence and facts cooperate in the report's conclusion to explain your opinions and MSS.

CFR § 404.1519p (a) requires that Consultative Examination (CE) reports are reviewed to determine the following factors:

1. Whether the report provides evidence which serves as an adequate basis for decisionmaking in terms of the impairment it assesses.
2. Whether the report is internally consistent; Whether all the diseases, impairments and complaints described in the history are adequately assessed and reported in the clinical findings; Whether the conclusions correlate the findings from your medical history, clinical examination and laboratory tests and explain all abnormalities;
3. Whether the report is consistent with the other information available to us within the specialty of the examination requested; Whether the report fails to mention an important or relevant complaint within that specialty that is noted in other evidence in the file;
4. Whether this is an adequate report of examination as compared to standards set out in the course of a medical education; and
5. Whether the report is properly signed.

CE Report Signature Policy

1. The medical source who actually performed the examination must personally review and sign all CE reports.
2. The CE source signature attests that the source is solely responsible for the report contents and for the conclusions, explanations, or comments provided with respect to the history, examination, and evaluation of laboratory test results.
3. Acceptable signatures are:
 - a. Original written signatures, signed in ink, also known as "wet" signatures, on the original paper copy of the CE report;
 - b. Facsimiles, photocopies, or scanned images of written ("wet") signatures;
 - c. Electronic signature attestations submitted through the Electronic Records Express (ERE) attestation process.

4. Unacceptable signatures include:

- a. An annotation of “not proofed” or “dictated but not read”;
- b. A rubber stamped signature of a medical sourced; or
- c. The CE source’s signature entered by any other person.

Consultative Examinations: A Guide for Health Professionals

SSA Publication No. 64-025

Commonly referred to as “the Green Book” can be obtained from the Professional Relations Officer at the CT DDS or by visiting the following website:

<http://www.ssa.gov/disability/professionals/greenbook/index.htm>

This book was developed to give health care professionals basic information about the CE process. The guide explains:

- The Social Security Disability programs;
- How the Disability Determination Services (DDS) requests CEs;
- The essential elements of CE reports for specialties most often involved in CEs for adult and pediatric disability cases.

The CE Report

A Consultative examination as a rule is not purchased until every reasonable effort is made to obtain the needed evidence from the claimant’s medical sources. Situations that make a CE necessary include:

1. When sufficient evidence from the claimant’s medical source(s) cannot be obtained
2. When evidence from an acceptable medical source is needed to established a medically determinable impairment
3. When a highly technical or specialized medical evidence is needed
4. When additional evidence is needed to establish current severity
5. When case evidence contains a material conflict, inconsistency, or ambiguity

A CE report should be written in a style that is succinct, clear and understandable. It should be focused on the allegations and their severity. Every statement should have a purpose to help avoid inclusion of a lot of irrelevant information. The structure of the report should be organized in a logical pattern. Subjective data (what the claimant tells you) should not be reported as fact. Objective data (what you detect during the examination) is what needs to be reported. It can be supported by subjective data. The history and complaints are subjective data, where all examination findings are objective data.

Write your report as soon after seeing the claimant as possible to avoid forgetting important details that need to be recorded. “Data that are not recorded are data lost.” Your report should contain positive as well as negative findings. Describe what you observed, not what you did.

Avoid using the term “Disability” in your conclusion or medical source statement. The term “Disability” is a decision that is made by the CT DDS, and an issue reserved for the Commissioner of SSA or their designee. The phrase “inability to work” can be misleading. Again, it is an issue that is reserved for the Commissioner of SSA or designee. The CT DDS adjudication team makes this decision after a review of the complete evidence and after a thorough vocational evaluation. The CE report should focus on reporting functional limitations and objective findings.

Conflicts and Inconsistencies

Is your report internally consistent? Are the findings you have reported consistent with the conclusions you make at the end of your report? Remember, the DDS Medical Consultant uses your findings to assess the functional capacity of the claimant. If your findings are inconsistent or conflict then they have to be resolved before your report can be utilized. Your conclusions and opinions offered in your MSS statement must be supported by and be consistent with the objective findings in your report. For example:

- If you state that the claimant will have difficulty standing and walking for 6 hours in an 8 hour day, what physical findings was this based on? Or if you say the claimant will have difficulty understanding and remembering simple instructions, do your findings in

the mental status support this opinion? Opinions have to be based on actual findings not on subjective evidence provided by the claimant.

- If you state, the claimant does not have the grip strength to grip and manipulate tools of his trade such as hammers and handsaws, you report needs to have objective data that supports this opinion. On physical exam you must make note of findings that that support your statement. The opinion and objective evidence should not conflict.

Ongoing Review of CE Reports

CE reports are reviewed on an ongoing basis to ensure:

- completeness;
- timeliness;
- internal consistency.

Reports are routinely reviewed to determine the degree of similarity. A high degree of similarity is suggestive of:

- lack of sufficient individual claimant evaluation; or
- questionable reliability of the evidence.

When a high degree of similarity is found an analysis of the review findings is completed to determine if and what remedial action is necessary to ensure good CE report quality. Approximately five percent of all CE reports are reviewed for quality purposes.

Conclusion

The conclusion of the CE report must tie everything together by offering a diagnosis(s) and a medical source statement that are supported by the findings reported in the body of the report and the history obtained from the claimant. A treatment plan is not needed.

REFERENCES

❖ Regulations

[404.1519p Reviewing reports of Consultative Examinations.](#)

[404.1519o When a properly signed consultative examination report has not been received.](#)

❖ POMS (Program Operations Manual System) Part 4

[DI 22510.020 General Guidelines for Reviewing CE Reports](#)

[DI 22510.065 Sending the CE Report to the Claimant's Treating Source](#)

[DI 30005.240 Correcting Unsigned Consultative Examination Reports](#)

[DI 39545.450 Independent Consultative Examination \(CE\) Report Review System](#)

[DI 81020.070 Consultative Examinations \(CE\)](#)

❖ SSA MC/PC Handbook

❖ Bates' Guide to Physical Examination and History Taking – 11th Ed. (2013)

❖ Evaluation of Workplace Disability, Lisa Drago Piechowski, 2011 Oxford University Press.

The Connecticut Disability Determination Services



Medical Evidence of Record

Guide for providing information to the CT Disability Determination Services

Purpose of this booklet

The purpose of this booklet is to discuss the type of information is needed and how it is used in the Social Security Disability Determination process.

The Determination of Disability Process

The Social Security Administration has the responsibility for two separate disability programs, both of which use essentially the same medical criteria. These two programs are:

- **Social Security Disability Insurance (SSDI):** This program requires the person to have worked for a substantial period of time in employment covered by SSA. There is no financial need test involved. This program is funded through the Social Security Trust Fund and potential benefits are influenced by the amount of Social Security tax paid. This program is also referred to as Title II benefits. This program is an insurance program and not a compensation program such as Worker's Comp or the VA Pension Program. It is intended to provide benefits to insured claimants who became unable to work because of illness or injury which is expected to last for at least 12 continuous months or which may be expected to result in death.
- **Supplemental Security Income (SSI):** This program involves a financial need test and there are definite limitations on the size of the benefits payable. It is financed entirely from Federal General Revenue Funds. No requirement of having worked in the past is involved. This program is also referred to as Title XVI benefits.

The disability program is a legal/administrative program with a medical component. The outcome of a case depends in large part on the evidence that is obtained. The Medical Consultants/Psychological Consultants (MC/PC) on staff with the DDS must draw conclusions based on evidence in file regarding a claimant's functioning. Upon review of the available medical evidence the MC/PC determines if the claimants medical/psychological impairment(s) is severe enough to meet the requirements set forth in the Listing of Impairments, and assess the claimant's residual functional capacity (RFC) if it does not meet or equal a listing.

A medically determinable physical or mental impairment (MDI) must result from anatomical, physiological, or psychological abnormalities that can be shown by medically acceptable clinical and laboratory diagnostic techniques. The impairment must be established by medical evidence consisting of signs, symptoms, and laboratory findings, not only by the individual's

statement of symptoms. The existence of an MDI must be determined on the basis of evidence from acceptable medical sources. A definitive diagnosis is not required to establish an MDI, but the medical evidence must be of sufficient detail to establish that there is an MDI and to permit an independent medical assessment of the impairment's severity and duration.

If the file lacks evidence from an acceptable medical source, or if it is insufficient for evaluation, the disability examiner must decide whether to recontact the medical sources and/or to order a consultative examination (CE).

For an impairment or combination of impairments to be severe, it must significantly limit the individual's physical or mental capacity to perform one or more basic work activities required in most jobs. For example:

- walking, standing, sitting, lifting, pushing, pulling, reaching, carrying or handling;
- seeing, hearing and speaking;
- understanding, carrying out and remembering simple instructions;
- using judgment, responding appropriately to supervision, co-workers, and usual work situations; and dealing with changes in a routine work setting.

Once the existence of a physical or mental medically determinable impairment that could reasonably be expected to produce pain or other symptoms has been established, the MC/PC must recognize that individuals may experience their symptoms differently and may be limited by their symptoms to a greater or lesser extent than other individuals with the same medical impairments, signs, and laboratory findings. Because symptoms, such as pain, sometimes suggest a greater severity of impairment than can be shown by objective medical evidence alone, any statements of the individual concerning his or her symptoms must be considered when assessing whether a severe or not severe impairment exists.

The MC/PC must give full consideration to all the evidence presented relating to the claimant's allegations, to include:

- the medical signs and laboratory findings,
- the claimant's medical history,
- the claimant's statements about the duration, frequency, and intensity of symptoms, what precipitates or aggravates a symptom, any treatment for relief of the symptom and the effectiveness of such treatment, including effectiveness and side effects of medication,
- the claimant's daily activities,

- statements of physicians or psychologists who have treated or examined the claimant,
- statements of third parties about how the symptoms affect the claimant,
- the claimant's prior work record and any efforts to work, and
- observations by SSA employees.

The Residual Functional Capacity Assessment

The medical evidence in a claimant's file must provide sufficient information to the MC/PC to complete a residual functional capacity assessment.

The RFC must:

- describe work-related functions a person can do on a sustained basis;
- address all functional capacities and provide a written analysis of how the evidence in file supports or refutes the claimant's allegations of symptom-related limitations;
- address all conclusions of medical sources who have treated or examined the claimant; and other pertinent medical and nonmedical evidence;
- resolve all issues of functional capacity;
- provide conclusions as to the individual's functional capabilities, with a citation of pertinent evidence and the reasoning to support the findings; and
- include a rationale that explains the RFC findings.

The RFC assessment must fully assess the individual's complaints. It must also assess any limitations and restrictions reported by medical sources and must be described in specific work-related terms that define the individual's range of functional work capability. These include:

- physical abilities: sitting, standing, walking, lifting, carrying, pushing, pulling, reaching, handling, stooping or crouching, and
- mental abilities: understanding, remembering, carrying out instructions, responding appropriately to supervision, co-workers and work pressures.

The rationale statement must explain that the individual's RFC is derived from a consideration of all medical and nonmedical evidence, and must include specific citations of the evidence supporting the RFC. An RFC is the individual's maximum remaining ability to sustain work activities in an ordinary work setting on a regular and continuing basis for 8 hours a day, 5 days a week (or an equivalent work schedule). It is a measure of the most that the individual can do on a consistent, sustained basis.

The Mental RFC assesses an individual's limitations in four area or categories of limitations:

1. Understanding and remembering
2. Sustained concentration and persistence
3. Social Interaction
4. Adaptation

Helpful definitions:

- "Limitations" means what an individual can no longer do as a result of his or her impairments(s). In the RFC assessment, limitations should be considered only if they are due to an MDI.
- "Restrictions" means what an individual should not do because of the impairment-related risk to him or herself or others, or because it is medically inadvisable, that is, the treating source has told the individual he or she should not do something.
- "Sustainability" means the ability to perform exertional and non-exertional functions with usual breaks over a period of an eight hour workday, five days a week.
- "Occasionally" means the ability to perform an activity from very little up to one-third of an 8-hour workday (cumulative, not continuous).
- "Frequently" means the ability to perform an activity one-third to two-thirds of an 8-hour workday (cumulative, not continuous).
- "Disability" means an inability to engage in any Substantial Gainful Activity (SGA) by reason of any medical determinable physical or mental impairment(s) which can be expected to result in death or has lasted or can be expected to last for a continuous period of not less than 12 months.
- "Substantial Gainful Activity (SGA) means any work activity which involves significant and productive physical or mental activities and is performed (or intended) for pay or profit, \$1,040 or more per month for non-blind individuals.

Essential Elements of a Medical Report:

- **Medical History:** When did present injury or illness occur? When did it first interfere with the applicant's work capacity? Is there a previous history of the impairment?
- **Clinical Findings:** Give dates and results of physical or mental examinations.
- **Testing and laboratory findings:** Give dates and results of testing, etc.
- **Diagnosis:** Give statement of disease or injury based on its signs and symptoms.
- **Treatment:** Describe prescribed treatment with response, and prognosis. What physical and mental changes have occurred since the onset of the illness or injury? What additional deterioration or improvement in the condition can be expected (and by when, if known)?
- **Medical Source Statement:** Describe what the applicant can still do in spite of his/her impairment; present the claimant's capacity to understand, remember, and carry out instructions; sustain focused attention long enough to permit timely completion of tasks; social interaction and adaptation.

Treating Source Information:

We need more than a diagnosis. We need you to paint a picture of the claimant for us. We need **functional** information. Think in terms of how this person would function in a work place. We need to know how the individual has progressed with treatment. Are they responding to treatment? Are they stable? Do you expect improvement? How do they react under stress?

Treatment notes and mental status evaluations are helpful if you are not able to complete the questionnaire sent.

Currently, many disability claims are decided on the basis of medical evidence from "treating sources." "Treating source" means the claimant's own "acceptable medical source" who provides, or has provided, the claimant with medical treatment or evaluation and who has, or has had, an ongoing treatment relationship with the claimant. SSA regulations place special emphasis on evidence from treating sources because they are likely to be the medical professionals most able to provide a detailed longitudinal picture of the claimant's

impairments and they may bring a unique perspective to the medical evidence that cannot be obtained from the medical findings alone or from reports of individual examinations or brief hospitalizations. Therefore, timely, accurate, and adequate medical reports from treating sources may accelerate the processing of the claim because they can greatly reduce or eliminate the need for additional medical evidence to complete the claim.

2013

Disability Determination Division – District of Columbia
MRO End of Year Report

(b) (6)

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.

Since I took over as the MRO in June 2013, no complaints have been made.

2. List of onsite reviews of CE providers.

These site visits have been limited by the changes with Industrial Medical Associates (IMA). However, I was able to visit several doctors in the short time I have been MRO.

Spencer Cooper PHD

Neil Schiff PHD

Elliott Aleskow MD

Sambhu Banik PHD

Judith Ryan PHD

Tena Malone PHD

3. List of current key CE Providers:

IMA provides all CE services at this time

4. A. The DC DDS currently utilizes Industrial Medical Associates to conduct all CE examinations. Due to the change, I receive an updated list of providers from IMA as it changes. The most recent list indicates IMA has 14 physicians, 9 psychologists, and 1 audiologist. All of the CE provider's credentials have been verified as of today November 14th. All CE providers have a current license, and have participated in a background check.

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 provider's credentials are checked twice a year. They are normally checked in June and December.

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 four months I have made an extensive effort to develop ties to the DC community. I have reached out to nonprofits, clinics, and other providers to help demystify the disability process. I consistently focus on concise and clear communication, and have promoted what we are doing in the disability determination division.

In terms of training, I am presently a (b) (6)

. This has provided me new skills to assist in opening the lines of communication as well as fostering an atmosphere of mutual goals and objectives.

MEMORANDUM

TO: (b) (6), Disability Program Administrator
FROM: (b) (6), Medical Relations Officer
DATE: November 6, 2013
SUBJECT: CE Oversight Report

1. 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 faxed over to the CE provider. They are asked to respond to the complaint in writing.
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.

2. **Onsite Reviews of CE Providers by the DE DDS**

1. Frederick Kurz, Ph.D.
Visit performed 07/23/2013
Top CE Provider by dollar volume
2. Irwin Lifrak, M.D.
Visit performed 09/17/2013
Top CE Provider, by dollar volume
3. Joseph B. Keyes, Ph.D.
Visit performed 07/31/2013
Top CE Provider, by dollar volume
4. Brian Simon, Psy. D.
Visit performed 07/24/2013
Top CE Provider, by dollar volume
5. Andrew Donohue, D.O.
Visit performed 06/24/2012
Top CE Provider, by dollar volume

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

3. **Current Key Providers**

1. Frederick Kurz, Ph.D.
Trolley Square, Suite 32B
1601 Delaware Avenue
Wilmington, DE 19806
 2. Irwin Lifrak, M.D.
1010 N. Union Street
Suite 5
Wilmington, DE 19805
 3. Joseph B. Keyes, Ph.D.
2131 S. DuPont Highway
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.
Suite F-52 Omega Drive
Newark, DE 19713
5. Andrew Donohue, D.O.
1701 Augustine Cut-Off
Suite 8
Wilmington, DE 19803

4. **CE Panel**

- a. Current CE Providers on Panel: 87
- b. Process to Ensure that Medical Credential Checks and Exclusion lists(s) Checks Are Made:

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.

State Licenses – Process

- When a provider is interested in becoming a CE vendor, the MRO will check the state licensing board to ensure their license is in good standing. Once the CE vendor is hired to the CE Panel, they are 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.
- As The Disability Determination Services Administrations’ Letter (DDSAL 860) instructs, the Delaware DDS performs periodic checks for licensing quarterly. 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.
- Upon renewal of licenses, the MRO will make a copy of the new license for the file. Otherwise, the license is verified on the website and the MRO will initial and date the license.
- These files are kept by the MRO in a locked filing cabinet.

Sanctioned Vendors – Process

- Every month the MRO checks the OIG Lists of Sanctioned and Reinstated Health Care Providers.
- When a provider is interested in becoming a CE Vendor or In-House Medical/Psych Consultant, the MRO will check the LEIE to be sure the provider/doctor is not sanctioned.

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

5. Medical Fee Schedules

- a. CE/MER fee schedule changes:

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.

- b. Fee Schedule for Delaware – See Attachment

6. 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 & Delaware Psychology Association to put out an all-points bulletin asking 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) began the Medical Relations Officer position in February 2013)

- 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 & (b) (6) 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),
- Chairperson of the Fee Committee & coordinates quarterly Fee Committee meetings between DDS and DVR,
- Exhibited at the Delaware Health Information Management Association's (DHIMA) annual meeting.

MEMORANDUM

Date: December 30, 2013

Refer To: S2D8G:DH DI-16

To: SSA/DCO/ODD/DDOS/MPRO Team
From: Professional Relations Coordinator, Denver Region
Subject: 2013 DDS CE Oversight Report—Information

This will not include detailed information about CE oversight by the South Dakota DDS; the RO does not yet have their annual oversight report, although we expect it soon. The DDS has had some challenges this year. The former PRO became the DDS administrator. A supervisor became the new PRO and became a disability hearing officer in late summer. They had nearly 10% of office staff on extended medical leave in summer-fall. They relocated the DDS office late fall-early winter. We will forward their annual CE oversight report when we receive it.

The Denver region's total CE rate is 34.6%, below the national average. The main reason for this is the DDS care in purchasing only necessary CEs. Our largest DDS has a CE rate 15% lower than it had last year. Three of the six DDSs have CE rates below 26%.

In the Denver region, the DPAs may perform RO onsite review of the DDS CE process when they travel to their States. Time constraints rarely permit the DPAs to accompany a PRO to visit a CE provider. The regional professional relations coordinator (PRC) rarely travels to the DDSs, but works with the DDS PROs remotely.

Because of budget issues, there has been little RO travel to DDSs. Most of the DDSs have conducted refresher training this year to remind examiners and medical consultants about what to do and consider before ordering a CE. They use SSA training materials as well as local materials.

DDS Quality Assurance (QA) Activities in the CE Process

The DDSs do not have specific QA procedures in place for CE review. Various management staff may review examiner requests for CEs. All examiner and MC/PC staff are expected to review CE content and provide feedback to the MPRO when there are problems with a CE report or when they want to recognize special efforts by the provider.

Fee Schedules

Current DDS fee schedules for MER and CEs are posted on the RO's Intranet site, [Center for Disability page](#), under [Medical and Professional Relations](#). Fee schedules for FY 2013 (or a link to fee schedules) are attached to each DDS's oversight report. The DDSs set fees in accordance with [DI 39545.600](#).

The Wyoming DDS generally pays "usual and customary" charges for CEs because of the scarcity of medical services, particularly providers who are willing to perform CEs. The other DDSs use fees in accordance with State rules.

- Colorado-- Department of Labor's (DOL) fee schedule
- Montana—Department of Labor
- North Dakota-- North Dakota Medicaid
- Utah—Vocational Rehabilitation

The Montana DDS has an exception to pay one physician for missed consultative examinations, in accordance with DI 39545.275. That physician performs CEs for individuals who live within 50 miles of his location; the next closest CE providers are about 140 miles away. The no-show fee is half the fee of an examination. No-shows happen about 15 times per year.

DDSs review their fee schedules at least annually. Individual circumstances may lead to a review within the year. The DDSs generally must limit their fees to comply with State rules. The RO reviews exception requests; when the DDS needs an increased fee to retain providers in a limited area, the RO usually approves an exception.

DDSs in this region seldom use volume medical providers. The exception is Colorado. In our most populous State, some volume providers are available.

Training and Review of New CE Providers

In each State the PRO trains new CE providers, including explaining the provider's responsibilities under the Privacy Act. The SSA publication, "Consultative Examinations: A Guide for Health Professionals," is one of the training materials provided. DDSs also include examples of CE reports in the same specialty as the new provider, and introduce the ERE website, if the provider does not already use it. PROs promote the use of electronic reporting. The North Dakota DDS made it mandatory for CE providers to send the CE report electronically.

In all DDSs, CEs from new providers get special review to ensure the provider performs examinations and provides reports that conform to our needs. In addition to the review of new providers, all providers may receive feedback about their CE reports. When the PRO receives comments from an examiner or medical/psychological consultant, the PRO passes on good feedback and works with the provider to remediate any problem areas. The RO medical consultant staff also provide feedback about CE quality to the DDSs through the professional relations coordinator. Very rarely a CE provider does not improve and must be dropped from the CE panel.

CE Scheduling Procedures and Controls (See [DI39545.500](#))

DDS CE scheduling procedures and controls attain a good distribution of examinations and to prevent overscheduling. The preferred CE provider is the treating source, if the treating source is willing and able to perform the CE. When the DDS cannot use the treating source, the examiner documents the file with the reason for not using that source.

The DDSs require medical review of CEs that order diagnostic tests or procedures that may involve significant risk to the claimant/beneficiary.

The DDSs have differing procedures for supervisory or other review of CE requests by the examiner. All CE requests by newer examiners are reviewed by a trainer, mentor, or supervisor. Some DDSs review all CE requests by individual's whose CE rate differs greatly from unit or agency CE rate. One DDS reviews all CE requests from examiners whose CE rate is above the budgeted CE rate.

A request for a medical source statement is hard-coded into CE letters for examinations that call for an MSS. The DDS sends copies of the background material in the claims file sent to the CE source for review prior to the CE.

The DDSs follow appropriate procedure for failure/refusal to cooperate, and cancel CEs when the claimant does not respond to the CE appointment letter and the DDS is not able to contact the claimant. DDSs in each State pay some CE providers a records' review fee for a CE no-show. Our DDSs are limited in ability to move toward a no-pay policy because alternate CE providers are simply not available.

Integrity of Medical Evidence

DDSs have instructed providers to verify claimant identification. The DDS legacy system associates CE vouchers with CE reports, so the DDS easily ensures that there is a match.

The DDSs conduct regular credential checks and regularly check the OIG/LEIE sanctions' website and State websites. The DDSs find that the State website is more up-to-date and accurate than the OIG site, so DDSs check the State sites more frequently. The PRC conducts occasional spot checks of DDS CE providers' credentials on State websites and on the OIG sanctions' website. The PRC has found no problems in credentials or sanctions.

Recruiting Activities

The DDSs continually recruit for the CE panel. In this region, geography can present a big challenge; additional CE providers almost always mean less travel for our claimants. MPROs use flyers, mailers, ads in medical journals, and word of mouth to recruit. New CE provider undergo a credential check as described in [DI 39569.300](#).

Claimant Complaints

All DDSs have written procedures to investigate complaints, and investigate all complaints. The MPRO performs the initial investigation, and will involve an assistant administrator or administrator when appropriate. DDSs have procedures to involve medical consultant staff and State medical boards, should it become necessary. The DDS keeps separate files for each provider, and retains information related to complaints in the providers file.

When a claimant complains, the MPRO contacts the claimant for details and clarification, and then contacts the provider. The MPRO will again contact the claimant after the investigation unless they resolve the issue in the first contact. The provider may respond in writing. When appropriate the DDS directs the provider to take remedial actions. When necessary, DDS stops CEs with the provider until remediation, such as office repairs. When remediation is not effective, DDS stops using the provider. If the complaint were serious enough, the DDS would involve the RO and law enforcement.

The DDSs have not had Congressional inquiries related to CEs.

The DDSs generally do not receive “complaints” from providers. Providers give feedback when problems arise, and the MPRO and provider work together to resolve issues. Examples include scheduling intervals, cleanliness of some claimants, and safety of the provider’s regular patients.

DDS handles threats and statements regarding suicide in accordance with the POMS and RO guidance.

DDSs in this region receive very few complaints, and had no complaints of egregious issues. No complaints had to be referred to the RO, but the DDSs would refer complaints to the RO if they were very serious or had potential political or PR repercussions.

DDSs also survey claimants from time to time about the CE experience. The MPRO shares feedback with CE providers. If the surveys indicate a problem with the CE provider, the MPRO investigates.

Claimant Reactions to Key Providers

DDSs give surveys to some claimants who have CEs, whether with a key provider or another provider. DDSs do not attempt to achieve a statistically random sample or numbers that would achieve statistical validity. Their goal is getting feedback about providers.

List of Key Providers (See [DI 39545.100B.1.](#))

The individual DDS CE oversight reports specify their key providers and whom they visited onsite.

Onsite Reviews of CE Providers

The DDSs each performed onsite reviews of more than ten providers, but reviews were not limited to key providers. For our States, that would usually mean reviewing the same five providers every year. Instead, the DDSs visit some key providers and some other providers. The DDSs use the suggested protocol in DI 39545.525 for their reviews, and most include other items of interest to them. The MPRO verifies that all individuals who perform support services have proper credentials; licensed, certified, or other credentials.

The MPRO performs onsite review. RO staff may accompany the MPRO on some visits. This year the RO attended three onsite reviews. Budget issues have significantly reduced the number of RO staff and travel for RO staff.

Contracting Out for Medical Services

The DDSs in this region do not contract with CE providers.

L. Records Maintenance

The DDSs maintain a separate file for each CE provider. The files contain

- a. Provider credentials,
- b. Complaints against the provider,
- c. Results of investigations or complaints against the provider,
- d. Reports of onsite reviews,
- e. Claimant reaction surveys, and
- f. May contain annual payments to the provider, or the DDS may keep this records in another location, depending on business processes and parent agency.

The DDSs complete a CE Oversight Report annually and send it to the RO. Copies of the FY 2013 reports are attached to this document.

Attachments

FLORIDA DDS CE OVERSIGHT REPORT

OCTOBER 1, 2012 – SEPTEMBER 30, 2013

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 124,850 consultative examinations (CEs) during the reporting period and received 80 complaints relative to 68 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’s Professional Relations Officers (PROs) send a letter of acknowledgement to the complainant. In some instances, when the claimant appears to have misunderstood the CE process, the PRO calls the claimant to explain the CE process and informs them that CE vendors do not provide treatment. The PRO then sends the CE provider a copy of the claimant’s written complaint or a written summary of a telephone complaint. The provider sends a written response to the PRO, commenting on the issues raised by the claimant.

Upon receipt of the CE provider’s response, the PRO completes the “Complaint Summary Form” and forwards the complaint, the vendor’s response, a copy of CE report, and the Complaint Summary Form to the Vendor Panel Committee for review via the electronic Vendor Panel Application (eVPA). The PRO along with Vendor Panel Committee determines if further action is warranted based on the vendor’s response and his history with the agency. When appropriate, the PROs mail satisfaction surveys to claimants. When needed, PROs counsel the CE provider, provide additional training, conduct random CE report reviews, and/or request exit claimant satisfaction surveys to ensure the CE provider has implemented corrective actions.

Regarding complaints where site deficiencies are reported, Florida’s PROs will conduct on-site visits. In one instance, a claimant reported no signage indicating the office location for the vendor. The vendor had the building manager place additional signage near the elevators to make it easier for patients to find the CE provider office suite.

In cases where a claimant lodges an egregious complaint or there is a pattern of programmatic non-compliance, despite PRO efforts at counseling and implementation of corrective action plans, PROs may temporarily suspend CE scheduling privileges. Depending on input from DDS management, Florida Department of Health, and Regional Office, CE vendors may ultimately be suspended or terminated from Florida’s DDS active vendor panel.

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

A Speech Hearing & Stress Clinic (St. Petersburg, FL)	Audio Consults (Lynn Haven, FL)	Access Behavioral (Orlando, FL)
Eftim Adhami, MD (Gainesville, FL)	Fred Alberts, PhD (Tampa, FL)	Alpha Audio (Panama City, FL)
Linda Appenfeldt, PhD (Tampa, FL)	Assessment & Treatment Centers (Miami, FL)	Susan Baldi, MD (Palm Harbor, FL)

Alvan W. Barber, MD (Ormond Beach, FL, Sanford, FL)	Susana Barsky, PhD (Jacksonville, FL)	William E. Beaty, PhD (Gainesville, FL)
Christine Beck, SLP (St. Augustine, FL, Palatka, FL)	Richard Belsham, PhD (Brandenton, FL)	Diana Benton, PsyD (Gainesville, FL)
Joseph Blicht, PhD (Brandon, FL)	David Bortnick, PhD (Ocala, FL)	Brightside Psychological and Internal Medicine (Orlando, FL)
Peter Bursten, PhD (Tampa, FL)	J. Rodney Cardiff, MD (Port St. Lucie, FL)	Julie Carreo, PhD (Plant City, FL)
John J. Catano, MD (Tamarac, FL)	Center for Behavioral Health Care (Naples, FL)	Lori Chang, PhD (Naples, FL)
Colleen Character, PhD (Ocala, FL)	Lance Chodosh, MD (Gainesville, FL)	Clements and Associates (Lake Mary, FL & Tampa, FL)
Clinical Psych (Pensacola, FL)	Complete Rehab (Crestview, FL)	Nydia Conrad, PhD (Tampa, FL)
Cornerstone Neuropsychology (Shalimar, FL)	Cross Creek Medical (Tallahassee, FL)	Davis Family Hearing (New Port Richey, FL)
Robert Dehgan, MD (St. Augustine, FL, Jacksonville, FL & Palatka, FL)	Diagnostic Cardiology (Jacksonville, FL)	Disability Consultants (Cocoa, FL)
Donald Del Beato, PhD (New Port Richey, FL)	Virginia Dixon-Wood (Gainesville, FL)	Daniel Dolgin (Pensacola, FL)
Brian Dragstedt, PhD (Tampa, FL)	Micheal Drucker, MD (Jacksonville, FL)	Easter Seal Society (Daytona Beach, FL)
Osama Elshazly, MD (Panama City, FL)	Emerald Coast Psychology (Blountstown, FL)	Empower Preventative Medicine (Jacksonville, FL & Lake City, FL)
Eye Center South (Destin, FL)	First Coast Hearing Clinic, Inc (Palm Coast, FL & St. Augustine, FL)	Timothy Foster, PhD (Spring Hill, FL)
Syed Gilani (Panama City, FL)	GNC Therapies, Inc (Margate, FL)	Carol Grant, MD (Orlando, FL)
Michael Greenberg, PhD (Clearwater, FL)	Bhupendra Gupta, MD (Brandon, FL)	Nekeshia Hammond, PhD (Brandon, FL)
Billie Jo Hatton, PhD (Largo, FL)	Daniel Henderson PhD (Ocala, FL)	James Henderson, MD (Stuart, FL)
Carla Holloman (Quincy, FL)	Gary Honickman, PhD (Ocala, FL)	Hope Counseling Center (St. Augustine, FL & Tampa, FL)
Rhys D. House, MD (Jacksonville, FL)	Robin Hughes, MD (Tampa, FL)	Janet Humphreys, PhD (Gainesville, FL)
Industrial Medicine Associates (Miami, FL, St. Petersburg, FL & Jacksonville, FL)	Jacksonville Eye Center (Jacksonville, FL)	JAS Medical MGT. LLC (Miramar, FL)
Robin Johnson, PsyD (Jacksonville, FL)	Giath Kashlan, MD (New Port Richey, FL)	Eshan Kibria, DO (Naples, FL)
Robert Kline III, PsyD (Tallahassee, FL)	KLM Medical Services LLC (Port Richey, FL)	Peter Knox, PsyD (Jacksonville, FL)
Lake City Medical Center (Lake City, FL)	Ciceron Lazo, MD (Jacksonville)	Charles Lebowitz, MD (Tampa, FL)
Kenneth Long, PhD (Madison, FL & Marianna, FL)	Lauren Lucas, PhD (Jacksonville, FL)	Scott Machlus, PhD (Trinity, FL)
Murali Maddipati (Panama City, FL)	MDSI Physician's Group (Lakeland, FL)	Med Plus FL (Milton, FL, Tallahassee, FL, Pensacola, FL & Panama City, FL)

Badri Mehrotra (St. Augustine, FL)	Melbourne Urgent Care LLC (Melbourne, FL)	Jennifer Mendoza, MD (Palmetto, FL)
Hector Meruelo, MD (Miami, FL)	Umesh Mhatre (Lake City, FL)	Munira Mian (Pensacola, FL)
Ernst Nicolitz, MD (Jacksonville, FL)	North Armenia Medical Center (Tampa, FL)	North Florida Psyc (Palatka, FL)
J. Jeff Oatley, PhD (Daytona Beach, FL)	Ocala Family Medical Center, Inc. (Ocala, FL)	Steve Odeh, MD (Havana, FL)
Maureen O'Harra (Sarasota, FL)	Steven O'Neal, PhD (Tampa, FL)	Eniola Owi, MD (Tampa, FL)
Lawrence Pasman, PhD (Tampa, FL)	Poetter & Poetter, PhD (Ocala, FL)	Psych Associates (Pensacola, FL)
Putnam Family Care (Palatka, FL)	Putnam Radiology (Palatka, FL)	Stanley Rabinowitz, MD (Ft. Lauderdale, FL)
D. P. Raju, MD (Ocala, FL)	Anoop Reddy, MD (Tampa, FL)	Regional Therapy Services (Moultrie, GA, Thomasville, GA & Valdosta, GA)
Sherry Risch, PhD (St. Augustine, FL)	Vivian Roy, PhD (Lake Mary, FL)	Joel Schapiro (Miami, FL)
Shanlis Counseling (Ft. Pierce, FL)	Clifford Share, MD (Port Orange, FL)	James R. Shoemaker, DO (Ormond Beach, FL)
Spring Family Medical (Spring Hill, FL)	Silver Star Family Medicine (Ocoee, FL)	William Simmons, MD (Tallahassee, FL)
George Slade (Tallahassee, FL)	Belinda Slater (Jacksonville, FL)	Southeastern Therapy Services (Crawfordville, FL)
Southern Medical Group (Lake City, FL)	Speech and Neuro (Pensacola, FL)	St. Patrick Medical PA (Bartow, FL)
St. Vincents/CompCare (Jacksonville, FL)	St. Vincents Medical Center (Jacksonville, FL)	Felix Subervi, PhD (Tampa, FL)
Guillermo Suarez, MD (Bradenton, FL)	Tampa Bay ENT (Tampa, FL)	The Focal Pointe (Tallahassee, FL)
Townsend & Associates (St. Augustine, FL)	Hung V. Tran, MD (Jacksonville, FL)	Thomas G Trimmer, PhD (Tampa, FL)
University Medical Health Center Counseling Center (Miami, FL)	US Healthworks Medical Group (Ocala, FL & Orlando, FL)	Denise Verones, PhD (Palm Coast, FL)
Kenneth Visser, PhD (Port Charlotte, FL)	Weems Medical Center East (Carrabelle, FL)	Rebecca Wambolt (Tallahassee, FL)
West Florida Medical Group (Pensacola, FL)	Bruce Whiting, PhD (Tampa, FL)	Kari Willers (Thomasville, GA)
Reddoch Williams (Ft. Walton Beach, FL)	Earl Wingo, MD (Ocala, FL)	Cecilia Yocum, PhD (Tampa, FL)
Jeremy Zehr, PhD (St. Petersburg, FL)	Raul Zelaya (Lake City, FL)	

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 38 Barkley Circle, Ste 2, Ft. Myers, FL 33907 3901 University Blvd, S, Ste 203 Jacksonville, FL 32216 1431 NW 13 Terrace, Miami, FL 33125 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 (Inactive) 6936 W Linebaugh Ave, Ste 102, Tampa, FL 33625 (Inactive) 18245 Paulson Dr, Port Charlotte, FL 33954 (Inactive) 2500 W Lake Mary Blvd, Ste 111, Lake Mary, FL 32746 7600 Southland Blvd, Ste 100, Orlando, FL 32809 801 Northpoint Pkwy, West Palm Beach, FL 33407	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	Orlando Orlando Orlando Jacksonville
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 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 1028-A West North Blvd, Leesburg, FL 34748 480 Fentress Blvd, Ste #M, Daytona Beach, FL 32114 (Inactive) 1520 NE 14 th St, Ocala, FL 34470 8431 Corporate Way, New Port Richey, FL 34653	Orlando Orlando Orlando Orlando Orlando Orlando Orlando Orlando Orlando Orlando Jacksonville Jacksonville Tampa
Stanley Rabinowitz, MD*	3594 Broadway, Ste E, Ft. Myers, FL 33901 (b) (6), FL 34667 (Inactive) 5601 N Dixie Highway, Ste 306, 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 3298 Summit Blvd, Ste 33, Pensacola 32503 11 Racetrack Rd NE, Bldg D, Ste 1, Ft. Walton Bch 32547 102 Alabama St, Ste B, Crestview, FL 32536 215 Forest Park Circle, Panama City, FL 32405 1240 E Normandy Blvd, Deltona, FL 32725 165 Southpark Blvd, Units 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*	(b) (6) , Titusville, FL 32796 (b) (6) , Sanford, FL 32771	Orlando Orlando
Hector Meruelo, MD	777 E 25 St, Ste 502, Hialeah, FL 33013 11880 SW 40 St, Ste 311, Miami, FL 33175	Miami Miami
Target Testing	5131 S Florida Ave, Ste 2, Lakeland, FL 33803 3324 Commerce Center Lane, Sebring, FL 33870	Orlando Orlando
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 1070 Bloomingdale Ave, Valrico, FL 33596	Tampa Tampa Tampa
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 (b) (6) Spring Hill, FL 34609	Tampa Tampa Tampa
Steve Odeh, MD*	(b) (6) , Havana, FL 32351 (b) (6) , Thomasville, GA 31792	Tallahassee Tallahassee
West Florida Medical Group	6431 North W Street, Pensacola, FL 32505	Pensacola
Emerald Coast Psychology	1593 County Hwy 393 S, Santa Rosa Beach, FL 32459 1299 US Hwy 90, Ste 1, Defuniak Springs, FL 32433 26 Oak Ave, Panama City, FL 32401 16708 SW Pear Street, Blountstown, FL 32424 2944 Pen Ave, Ste L, Marianna, FL 32448	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 34606	Tampa Tampa
Diana Benton, PhD*.	(b) (6) , Lake City, 32025 (b) (6) , Gainesville, FL 32601	Tallahassee Tallahassee
Janet Humphreys, PhD*	113 E Call St, Ste C, Starke, FL 32091 (Inactive) 1135 NW 23 rd Ave, Ste G, Gainesville, FL 32609	Tallahassee Tallahassee
Eftim Adhami MD*	720 SW 2 nd Ave, Ste 205, Gainesville, FL 32601	Tallahassee
J. Rodney Cardiff, MD*	(b) (6) Port St. Lucie, FL 34952	Orlando
MDSI Physician's Group*	5100 US Hwy 98 N Ste 16, Lakeland, FL 33809 7791 South US Hwy 1, Pt. St. Lucie, FL 34952	Orlando Orlando
James Henderson, MD*	(b) (6) , Stuart, FL 34997	Orlando
Center for Behavioral Health Care P.A.	1044 Castello Dr, Ste 201, Naples, FL 34103 3949 Evans Ave, Ste 202, Ft. Myers, FL 33901	Tampa Tampa
Tri-State Psychology*	260 S Marion Ave, Ste 110, Lake City, FL 32055 (Inactive) 2140 Crawfordville Hwy, Crawfordville, FL 32327 (Inactive) 1804 Miccosukee Commons Dr, Ste 206, Tallahassee, FL 32308 (Inactive)	Tallahassee Tallahassee Tallahassee
Southern Medial Group*	1233 SW State Rd 47, Lake City, FL 32025 (Inactive)	Tallahassee
Empower Preventative Medicine PA*	4221 Baymeadows Rd, Ste 6, Jacksonville, FL 32217 1413 Kingsley Ave, Orange Park, FL 32073 404 NW Hall of Fame Drive, Lake City, FL 32055	Jacksonville Jacksonville Tallahassee
Vivian Roy, PhD*	3074 West Lake Mary Blvd, Ste 140, Lake Mary, FL 32746 Holy Cross Parrish House, 400 S. Magnolia Ave, Sanford, FL 32771	Orlando Orlando
St. Vincent's/Compcare	5600 Spring Park Rd, Ste 200, Jacksonville, FL 32216	Jacksonville
Bhupendra Gupta, MD	(b) (6) , Brandon, FL 33511	Tampa
James Shoemaker, DO	(b) (6) , Ormond Beach, FL 32174	Jacksonville

*PERFORMS CEs ONLY

4. For CE Panels:

a. Current number of CE providers on the panel:

Approximately 1164.

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 a CE provider is recruited, the vendor completes an application, which includes a statement certifying that they have a clear and active Florida license. We obtained License verification from the Florida Department of Health's (DOH) 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.

Florida DDS maintains CE vendor files electronically within the eVPA. Information Services (IS) staff and the PRO cadre monitor the application to capture essential data about each CE vendor, services provided, fiscal data, contact information, and critical review dates. This application allows for a number of useful alerts and management reports. It allows us to match our active CE vendor database with that of Florida DOH's MQA. If MQA releases an emergency suspension order (ESO) on any Florida DDS vendor, an automatic alert posts in our eVPA action log. In addition to the alerts built into the eVPA, MQA sends e-mail notifications to designated DDS staff when any ESO is taken against a healthcare provider. MQA also provides periodic notifications of non-emergency disciplinary actions taken against healthcare providers.

The application alerts us annually to re-check the CE vendor's HHS-OIG status. It also alerts us two months prior to a vendor's license expiration and every five years, to refresh the vendor's CE panel application and acknowledgement of responsibilities.

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 CE vendor panel application includes a statement in which the CE vendor attests that his support personnel are properly licensed and certified in accordance with State requirements.

5. For medical fee schedules:

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

Florida DDS revised its CE fee schedule effective October 1, 2013 to implement 2013 Medicare fee changes. CPT Code 90801, Initial Consultation (Psychiatric), has been replaced by Code 90791.

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 Florida's current CE fee schedule is attached.

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

Florida's PROs continue to provide technical assistance on the use of ERE to numerous CE and MER sources throughout the state. We continue 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 above the national DDS average:

	CE	MER	Non-Medical	All
FLORIDA	99.17%	87.59%	51.54%	74.70%
NATIONAL DDS AVERAGE	97.44%	74.56%	34.36%	62.45%

The Florida PROs actively recruited over 19 new MER sources to participate in Florida's outbound fax (OBF) initiative for MER requests. Florida DDS has 231 sources currently receiving requests for evidence via OBF.

Georgia Disability Adjudication Services (DAS) CE Oversight Report for FFY 2013

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 2013

- **Berger, Steven, Ph.D**
- **Besses, Valerie Michelle PH.D.**
- **Brewer, Debbie R., M.D.**
- **Cain, Alicia, M.D.**
- **Dubose, Philip James, PsyD**
- **Evaluation Systems Inc.**
- **Gratton, Cheryl A. Ph.D.**
- **Janit, Adrian Stanford Ph.D.**
- **Huthwaite, Justin Scott, Ph.D.**
- **Lee, Norman, PhD**
- **Lee, Tiffany, M.D.**
- **Med Plus**
- **Odeh, Steve O. M.D.**
- **Premier Psychological Center**
- **Rose, Michael, PhD**
- **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.
- Whiteman, Diana, MD
- 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 2013).

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

Brewer, Debbie, MD
Atlanta Medical Evaluation Center
285 Boulevard NE Suite 510
Atlanta, GA 30312

Cain, Alicia, M.D.
1305 Pennsylvania Ave
Medstop Consult Group
McDonough, GA 30253

Dubose, Philip James, PsyD
(b) (6)
Thomasville, GA 31792

Evaluation Systems Inc.
777 Cleveland Ave Suite 301
Summit South Prof Building
Atlanta, GA 30315

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.
3736 Executive Center Dr.
Georgia Psychology & Counseling
Martinez, Ga. 30907

Huthwaite, Justin, Ph.D
1656 Falls Road Suite A
Toccoa, GA 30577

Lee, Norman, PhD
1400 Buford Hwy Suite G-2
North Atlanta Neuropsychology LLC
Sugar Hill, GA 30518

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

Med Plus, GA
602 Abercorn St
Savannah, GA 31401

Odeh, Steve O., M.D.
3433 B Main Street
Bertrand Chiropractic Center
College Park, GA 30337

Premier Psychological Center Inc.
2268 Mt Zion Rd
Jonesboro, GA 30236

Roth, Kristiansson Ph.D.
10385 Ford Ave
Unit 7
Richmond Hill, GA 31324

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

The Renaissance Centre

**506 N. Jackson St.
Albany, GA 31701**

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

**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**

**Whitley III, John C., Ph.D
(b) (6)
Augusta, GA 30909**

**Williamson, Stanford, MD
Physician Disability Examination Services
507 West 3rd Avenue Suite 8A
Albany, GA 31701**

4. CE PANELS:

- a. Current number of CE Panelists in Georgia: 882
- 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.

- 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	\$ 67.37
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	\$ 53.45
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)	\$ 18.53
93015	EKG Treadmill, with interpretation and report (unless contraindicated)	\$ 80.41
93306-TC	Echocardiography with color flow Doppler	\$129.48
93306-26	Interpretation of Echocardiography	\$ 62.19
94060	Pulmonary function studies, before and after bronchodilators (PU)	\$ 65.10
94200	MVV – Maximum breathing capacity	\$ 26.50
A2005	Arterial blood gas studies, resting only (PU)	\$ 26.60
A2006	Arterial blood gas studies, resting and exercise	\$ 26.60
94729	DLCO Carbon monoxide diffusing capacity (PU)	\$ 63.41
93922-TC	Toe Dopplers	\$ 83.55
93923-TC	Doppler studies, resting only (VS)	\$126.37
93924-TC	Doppler studies, resting and exercise (VS)	\$161.59
95886	EMG Complete, five or more muscle studies	\$ 85.61
7* RA and A7*		
8* LB and A8*		
A9005	Snellen	\$10.00

Updated 07/13

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 290 vendors who receive requests and transmit records via Outbound ERE. This enabled these vendors to electronically receive 37,111 requests for evidence. The Georgia DDS received 9,349 ERE responses to these requests. For FFY 2013, 209, 971 requests were transmitted via Outbound Fax. For FFY 2013 the GA DDS received 148,682 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.

Prepared by (b) (6), (b) (6), (b) (6), and (b) (6) for (b) (6)
Professional Relations Coordinators
Georgia DAS

**State of Hawaii
Disability Determination Branch**

CE Management/Oversight Report for FY 2013

- 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. **Ohana Psychological Services, (William Marks, Ph.D)**
 - B. **John Wingert, Ph.D.**
 - C. **Action With Aloha (Tammie Noelani Perreira, Psy.D.)
Dennis Donovan, Ph.D.**
 - D. **Lyla Prather, M.D.**
 - E. **Antoine Cazin, M.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. **Antoine Cazin, M.D.
4211 waialae Ave., Suite 507
Honolulu, Hi 96816**
 - 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-21 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.

|
Hawaii DDS

November 15, 2013

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 2013

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 FY13, 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

One onsite review was conducted with the following CE provider during FY13:

- Michael Emery, PhD

Issues discussed (b) (6)

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

3. Key Providers

Ralph Heckard, MD was paid in excess of \$150,000, however, he worked in four different cities under Olympus Healthcare (four different vendor numbers in our legacy system vendor file) and then became a sole proprietor and continued to work under a different tax identification number in those same four cities (under four new/different vendor numbers in our legacy system vendor file).

The attached Excel spreadsheet includes the specific information for each of Dr. Heckard's locations and also includes the names of all providers paid in excess of \$50,000. However, several of these providers worked in multiple cities under different vendor numbers in our legacy system and the totals of all payments for all cities they worked in exceed \$50,000 but individual city totals do not exceed \$50,000.

During FY13, approximately **7,977** CE's were authorized (broken out into **13,977** CPT codes, including ancillary services).

4. CE Panelists

- A. Currently, there are approximately 178 active CE providers on the panel:

M.D.'s ~ 66

Ph.D.'s ~ 34

Other (audiologists, speech pathologists, optometrists) ~ 21

Ancillary service providers (lab, x-ray, radiologists) ~ 57

Several of the providers on the panel cover multiple specialties and provide services in more than one location.

- 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 items, license status, expiration date, and any previous or pending board actions against the provider.

The Idaho Board of Occupational Licenses' web site (www.ibol.idaho.gov) also includes a feature whereby psychologists', audiologists', and speech therapists' standing with the board can be easily verified. The information includes, among other items, license status, expiration date, and any previous or pending board actions against the provider.

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

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

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

If current license information is not available or a 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 through the appropriate licensing agency and via the Federal list of sanctioned providers.

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 signed form is placed in the provider's file.

- 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 signed 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.

All prospective CE panelists are sent a link to the 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, a copy of 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.

The Idaho DDS does not use any volume medical providers and, therefore, does not provide volume medical provider discounts.

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

During FY13 approximately **61,587** MER requests (including school requests and VA requests).

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

6. Professional Relations Officer Activities

CE

At the beginning of the fiscal year, the Idaho DDS was receiving approximately 99.7% of its CE reports electronically. At the end of the fiscal year, we were receiving approximately 99.8% 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.

We currently receive CE reports in an average of 6 days, down from 9 days during FY12. However, most providers on the panel return reports to us within 2-3 days of the date of the exam.

During this fiscal year, 2,164 CE transactions were processed via ERE.

MER

At the beginning of the fiscal year, the Idaho DDS was receiving approximately 79% of its MER electronically. At the end of the fiscal year, we were receiving approximately 80% of our MER electronically.

During this fiscal year, 1,362 MER transactions were processed via ERE.

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 anticipation of DCPS and the NVF, significant manual clean-up of the MER vendor file continued throughout this fiscal year. Currently there are 10,844 vendors set up as MER/Fax vendors. Approximately 97% of all MER requests were sent out via the MER/Fax system.

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 FY13, 45.2% of MER was received between 0-5 days of request, 26.1% was received between 6-10 days, 21% was received between 11-20, and 7.6% was received 21+ days after request.

Because we receive such a high percentage of MER within just a few days of the request, most of the MER has been received by the time the case is assigned to the adjudicator.

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. This website is reviewed annually by the PRO and updates are made accordingly.

The Idaho DDS continues to use the legacy system's electronic fiscal process for MER and CE bill processing. 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:

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 four 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.

The Idaho DDS utilizes 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.

SSA formally implemented the eAuthorization process whereby claimants can electronically 'sign' the SSA 827 "Authorization to Disclose Information to the Social Security Administration (SSA). 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 2.0.4 and 3.0 rollouts. 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 national 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.

CE Oversight Workgroup: The purpose of this national workgroup is to review/revise the current CE oversight process including on-site provider reviews, licensing requirements, the annual CE oversight report requirements, possible use of national template to replace the annual CE oversight report, and provider recruitment. This workgroup is ongoing.

National Monthly PRO Call: The PRO participates in a monthly call with Professional Relations Coordinators and other PRO's from around the country.

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

DDS CE Oversight Report

The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.

The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 15.

Region:	Chicago
State DDS:	Illinois
Report Period (Fiscal Year):	2013
Current Date:	November 21, 2013
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title Professional Relations Officer

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 the complaint and all follow up action on the Weekly CE Complaint Report.

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 the DAU file. Original CE complaint is associated with the 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 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 judgement 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 by the media, the Deputy Director must be notified immediately. We do not rely on email or voice mail messages 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. Attach a list of completed onsite reviews of CE providers.



CE ONSITE VISITS -
FOR OVERSIGHT FFY

3. Attach 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. Provide the total number of CE providers on the panel.

674

5. 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.

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) database 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 that 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

BDDS 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 MPROs from other states to request information regarding CE or potential CE Panel members.

In Illinois, as well as 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).

6. 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 of high volume vendors and ensures these 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.

All vendors are required to sign a statement that all support staff and any other third parties who conduct studies for the BDDS meet all appropriate licensing or certification requirements of the State as required by SSA regulations.

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

There were no fee schedule changes this report period.

8. Upload fee schedules to the MPRO SharePoint site.



FEE SCHEDULE.doc

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

In the past federal fiscal year the IL DDS has continued to encourage and recruit CE vendors into ERE. These efforts have proved to be very successful. Currently, CE providers are only added to the Panel with the understanding they will send reports by fax or by using the ERE website. IL DDS consistently has received 98%-99% of all CE reports as ERE documents.

Recruitment and orientation include the information needed to fax or send reports on the website. IL DDS also sends referrals outbound from the DDS to several providers. We continue to coordinate ERE outreach with recruitment of new CE panelists.

MER outreach continues to require the most effort and uses the most resources for the IL DDS. An email address for obtaining information about ERE accounts is included on all MER requests. Several inquiries are made to this email inbox each week and many new accounts are established from this method. In addition, the number of vendors accepting requests via outbound fax and eOR has significantly increased. We have exhibited at the Illinois State Board of Education Special Education Directors conference and the Illinois Health Information Management conference.

Please attach any additional information before submitting this form.

CE ONSITE VISITS IN FFY 2013

ARTHRITIS & INTERNAL MEDICINE SPECIALISTS, LTD (AIMS)

Office addresses:

- Vendor (b) (6) 30 S Michigan Ave Ste 404
Chicago IL 60603
Site visited 12/05/12
- Vendor (b) (6) Elgin Physical Health Center
1510 Larkin Ave Ste B
Elgin IL 60123
Site visited 11/27/12
- Vendor (b) (6) 9700 Kenton St Ste 405
Skokie IL 60076
Site visited 03/18/13
- Vendor (b) (6) Doctors Office of Zion – (On HOLD since 09/14/11)
2606 Elisha Ave
Zion IL 60099
Site last visited 06/20/11

VITTAL CHAPA MD (BC Internist)

Office addresses:

- Vendor (b) (6) Memorial Healthcare Center
800 E Hwy 50
O'Fallon IL 62269
(Duals with Harry Deppe PhD (b) (6))
New site added 01/24/13; replaced (b) (6)
Site visited 08/08/13
- Vendor (b) (6) Proctor First Care
2535 E. Washington
East Peoria, Illinois 61611
Site visited 08/20/13
- Vendor (b) (6) Effingham Medical Center
900 W Temple Ste 203
Effingham IL 62401
(Duals with Jerry L. Boyd PhD (b) (6))
Site visited 04/09/13

VITTAL CHAPA MD (continued)

Office address:

Vendor (b) (6) (b) (6)
Springfield, Illinois 62702
Site visited 11/30/12

CHICAGO CONSULTING PHYSICIANS (CCP)

Office address:

Vendor (b) (6) 180 N Michigan Ave Ste 1600
Chicago IL 60601
Site visited 04/18/13

HARRY DEPPE PhD

Office addresses:

Vendor (b) (6) Memorial Healthcare Center
800 E Hwy 50
O'Fallon IL 62269
(Singles)
New site added 04/25/13; replaced (b) (6)
Site visited 08/08/13

Vendor (b) (6) Memorial Healthcare Center
800 E Hwy 50
O'Fallon IL 62269
(Duals with Vittal Chapa MD (b) (6))
New site added 01/24/13; replaced (b) (6)
Site visited 08/08/13

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 06/25/13

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 07/10/13

HARRY DEPPE PhD continued

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 07/08/13 (office shared by Dr. Feinerman (b) (6) and Dr. Peterson (b) (6))

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 06/25/13

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 07/08/13

Vendor (b) (6) Stedelin Realty Building
126 S Lincoln Blvd
Centralia, IL 62801
(Duals with Harry Deppe PhD (b) (6))
Site visited 07/10/13

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 04/19/13

Vendor (b) (6) Gozi Medical & Occ Health Ltd
Advocate South Suburban Hosp
Physician Pavilion
17850 S Kedzie Ave Ste 3000
Hazel Crest IL 60429
Site visited 04/19/13

JEFFREY T KARR PHD

Office address:

Vendor (b) (6) 10540 S Western Ste 501
Chicago IL 60643
Site visited 04/25/13

LAKE SHORE MEDICAL CLINIC

Office address:

Vendor (b) (6) 30 N Michigan Ave Ste 600
Chicago IL 60602
Site visited 09/11/13

MARK B LANGGUT PhD

Office addresses:

Vendor (b) (6) 180 N Michigan Ave Ste 340
Chicago IL 60601
Site visited 12/06/12

Vendor (b) (6) Lake & Harlem
1140 Lake St Ste 504
Oak Park IL 60302
Site visited 11/28/12

MARK B LANGGUT PhD (continued)

Vendor (b) (6) Fox River Center
110 E Main St Ste 309
Ottawa IL 61350
Site visited 05/24/13

Vendor (b) (6) Medical Building
111 N Church St
Rockford IL 61101
Site visited 12/14/12 (office shared by Dr. Ramchandani (b) (6))

MS PATIL MD

Vendor (b) (6) Merrionette Park Medical Ctr
11600 S Kedzie Ave Ste D
Merrionette Park IL 60803
Site visited 05/23/13

PSYCHOLOGY CONSULTANTS PC

Office addresses:

Vendor (b) (6) Psychology Consultants PC
800 W 5th Ave Ste 203A
Naperville IL 60563
Site visited 05/15/13

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)
Site visited 12/13/12

PHYSICIANS MANAGEMENT NORTH (PMN)

Office address:

Vendor (b) (6) 48 S Old Rand Rd
Lake Zurich IL 60047
Site visited 09/05/13

PHYSICIANS MANAGEMENT SYSTEM (PMS)

Office address:

Vendor (b) (6) 205 W Randolph Ste 750
Chicago IL 60606
Site visited 05/29/13

PHYSICIANS MANAGEMENT WEST INC (PMW)

Office address:

Vendor (b) (6) 1440 W North Ave – Rm 308
Melrose Park, IL 60160
Site visited 03/19/13

PHYSICIANS MANAGEMENT JUSTICE (PMJ)

Office address:

Vendor (b) (6) Forest Med-Surg Ctr
9050 W 81st St 2nd Fl
Justice IL 60458
Site visited 05/14/13

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 12/14/12

GREGORY C RUDOLPH PhD

Office addresses:

Vendor (b) (6) Midwest Therapy Center
10021 South Western Avenue
Chicago IL 60643
New site added 08/16/12; replaced (b) (6)
Site visited 04/13/13

Vendor (b) (6) 1702 Washington St Ste 202
Waukegan IL 60085
Site visited 05/30/13

SIGNATURE CONSULTING & PSY SVCS

Office addresses:

Vendor (b) (6) 2210 Dean St Ste I
St. Charles IL 60175
Site visited 09/04/13

Vendor (b) (6) 128 N Sacramento St
Sycamore IL 60178
Site visited 09/04/13

AFIZ A TAIWO MD MPH

Office addresses:

Vendor (b) (6) Matzner Chiropractic Clinic
1712 S Duncan Rd Ste B
Champaign IL 61822
Site visited 07/25/13

Vendor (b) (6) Office Apex
605 N. Logan Ste 1
Danville, IL 61832
Site visited 07/25/13

Vendor (b) (6) (b) (6)
East Moline IL 61244
Site visited 06/20/13

Vendor (b) (6) Proctor First Care
2535 E. Washington Street
East Peoria, IL 61611
Site visited 08/30/13

Vendor (b) (6) Cottage Medical Plaza
Seminary Building
834 N Seminary St Ste 201
Galesburg IL 61401
Site visited 03/07/13

Vendor (b) (6) Perry Memorial Hospital – Main Entrance
530 Park Ave East
3rd Floor-Specialty Clinic
Princeton IL 61356
Site visited 06/20/13

STEPHEN G VINCENT PhD

Office addresses:

- Vendor (b) (6) Heritage Behavioral Ctr
151 N Main St 2nd Fl
Decatur IL 62523
Site visited 12/04/12
- Vendor (b) (6) 1358 West Delmar Ave
D'Adrian Professional Park
Godfrey IL 62035
(Duals with West Park Med Clinic - Dr. Leung (b) (6))
Site visited 03/21/13
- 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 07/31/13
- Vendor (b) (6) 450 S Durkin Dr Ste C
Springfield IL 62704
Site visited 03/11/13
- Vendor (b) (6) 331 Fulton St
Suite 435
Peoria IL 61602
Site visited 08/20/13
(HOLD 10/17/13-may be used if needed)

WEST PARK MEDICAL CLINIC INC – Dr. Leung

Office addresses:

- Vendor (b) (6) 1358 West Delmar Ave
D'Adrian Professional Park
Godfrey IL 62035
Clinic Ph 618-474-5059
(Duals with Stephen Vincent PhD (b) (6))
Site visited 03/21/13

WEST PARK MEDICAL CLINIC INC – Dr. Leung (continued)

Office addresses:

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 07/31/13

Vendor (b) (6) Healing Hands Chiropractic
2801 Broadway St
Mt Vernon IL 62864
New site added 10/30/12; replaced (b) (6)
Site visited 07/10/13

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

CE KEY PROVIDER ADDRESSES
FFY 2013

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Office addresses:

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East Peoria, Illinois 61611
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900 W Temple Ste 203
Effingham IL 62401
(Duals with Jerry L. Boyd PhD (b) (6))
- Vendor (b) (6) (b) (6)
Springfield, Illinois 62702

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126 S Lincoln Blvd
Centralia , IL 62801
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(office shared by Dr. Feinerman (b) (6) and Dr. Peterson (b) (6))

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Very low volume
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(Duals with Harry Deppe PhD)

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Very low volume

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Vendor (b) (6) Gozi Medical & Occ Health Ltd
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Hazel Crest IL 60429

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Chicago IL 60602

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Office addresses:

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Chicago IL 60601

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Oak Park IL 60302

Vendor (b) (6) Fox River Center
110 E Main St Ste 309
Ottawa IL 61350

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(office shared by Dr. Ramchandani (b) (6))

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Vendor (b) (6) Psychology Consultants PC
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Suite 100 Lower Level
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Chicago IL 60606

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Justice IL 60458

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Rockford IL 61101

GREGORY C RUDOLPH PhD

Office addresses:

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Chicago IL 60643
New site added 08/16/12; replaced #2831

Vendor (b) (6) 1702 Washington St Ste 202
Waukegan IL 60085

SIGNATURE CONSULTING & PSY SVCS

Office addresses:

Vendor (b) (6) 2210 Dean St Ste I
St. Charles IL 60175

Vendor (b) (6) 128 N Sacramento St
Sycamore IL 60178

AFIZ A TAIWO MD MPH

Office addresses:

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1712 S Duncan Rd Ste B
Champaign IL 61822
- Vendor (b) (6) Office Apex
605 N. Logan Ste 1
Danville, IL 61832
- Vendor (b) (6) (b) (6)
East Moline IL 61244
- Vendor (b) (6) Proctor First Care
2535 E. Washington Street
East Peoria, IL 61611
- Vendor (b) (6) Cottage Medical Plaza
Seminary Building
834 N Seminary St Ste 201
Galesburg IL 61401
- Vendor (b) (6) Perry Memorial Hospital – Main Entrance
530 Park Ave East
3rd Floor-Specialty Clinic
Princeton IL 61356

STEPHEN G VINCENT PhD

Office addresses:

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Decatur IL 62523
- Vendor (b) (6) 1358 West Delmar Ave
D’Adrian Professional Park
Godfrey IL 62035
(Duals with West Park Med Clinic - Dr. Leung (b) (6))
- 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))

STEPHEN G VINCENT PhD (continued)

Office addresses:

Vendor (b) (6) 450 S Durkin Dr Ste C
Springfield IL 62704

Vendor (b) (6) 331 Fulton St
Suite 435
Peoria IL 61602
(HOLD 10/17/13-may be used if needed)

WEST PARK MEDICAL CLINIC INC – Dr. Leung

Office addresses:

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D’Adrian Professional Park
Godfrey IL 62035
Clinic Ph 618-474-5059
(Duals with Stephen Vincent PhD (b) (6))

Vendor (b) (6) Gateway Medical Office Bldg
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Granite City IL 62040
(Duals with Stephen Vincent PhD (b) (6))

Vendor (b) (6) Healing Hands Chiropractic
2801 Broadway St
Mt Vernon IL 62864

Vendor (b) (6) Irvine Neck & Back Chiropractic
1024 Main St
Quincy IL 62301
Low volume

DDS CE Oversight Report

The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.

The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 15.

Region:	Chicago
State DDS:	IN
Report Period (Fiscal Year):	2013
Current Date:	11/25/2013
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title Supervisor PRD/DHU

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

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 Indiana DDB received 48 complaints. This is a 36% decrease since FY '12. These were all investigated. The overwhelming majority concerned allegations of the consultant being rude. These ended up being a "He says, she says". Complaints regarding rudeness were scattered amongst the 530 consultants. None received an alarming number of complaints. There were 5 different complaints regarding cleanliness issues. In these situations these instances a Professional Relations Officer made an unannounced visit to inspect the location. No serious cleanliness or sanitary issues discovered. The facilities were generally acceptable.

2. Attach a list of completed onsite reviews of CE providers.

Key Provider

Meridian Radiology
Med-Plus Indiana
NWI Patient Care
The Jean Clinic
Brandon Robbins, Psy.D.
H.M. Bacchus, M.D.
Well Care
Independent Disability Examiners
Blackbird

3. Attach 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 Provider

Meridian Radiology
Med-Plus Indiana
NWI Patient Care
The Jean Clinic
Brandon Robbins, Psy.D.
H.M. Bacchus, M.D.
Well Care
Independent Disability Examiners
Blackbird

4. Provide the total number of CE providers on the panel.

530

5. 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.

Twice a year the state licensing board is checked to ensure that all consultants all properly licensed. The OIG exclusion list is also studied.

6. 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 necessary, the same procedure as above is used.

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

N/a

8. Upload fee schedules to the MPRO SharePoint site.

2013 Fee Schedule

Internal Medicine Exam \$120.00 (General Physical Exam)

Pediatric Exam	120.00
Speech/Language Exam	160.00
Adult Mental Status Exam	148.00
Child Mental Status Exam	148.00
WAIS-IV	125.00
WISC-IV	125.00
Stanford-Binet 5 th edition	140.00
WPPSI-IV	95.00
Bayley Scales Inf Dev-II or III	160.00
WMS-IV	200.00

ANCILLARY STUDIES

\$28.00	ARTERIAL PUNCTURE, WITHDRAWAL OF BLOOD FOR DIAGNOSIS (36600)
41.00	Chest X-ray, PA & left lateral views, tech component (71020TC)
11.00	Chest X-ray, PA & left lateral views, prof component
69.00	X-ray of entire spine, AP and Lateral views, tech (72010TC)
21.00	X-ray of entire spine, AP and Lateral views, prof component
41.00	CERVICAL SPINE X-ray, AP & Lateral views, technical (72040TC)
11.00	X-ray of the cervical spine, AP & Lateral views, prof comp
18.00	x-ray of the Cervical Spine with flexion and extension views, professional.
41.00	THORACOLUMBAR SPINE X-ray, standing (scoliosis) measuring the curvature in degrees, technical (72069TC)
11.00	X-ray of spine, thoracolumbar, standing (scoliosis) measuring the curvature in degrees, professional
41.00	THORACIC SPINE X-ray, AP & Lateral views, tech comp (72070TC)

11.00	X-ray Spine, thoracic, AP & Lateral views, professional
41.00	X-ray of the thoracic spine, oblique, professional (7208026)
41.00	Lumbosacral Spine X-RAY, AP & Lateral views, tech (72100TC)
11.00	X-ray Spine, lumbosacral, AP & Lateral views, professional
41.00	X-ray of pelvis, AP & lateral views, technical (72170TC)
8.00	X-ray of pelvis, AP & lateral view, interpretation
41.00	LEFT SHOULDER X-ray, AP & Auxillary views, technical (73030TC)
41.00	Right shoulder X-RAY, AP & Axillary views, technical (73030TC)
9.00	X-ray of left shoulder, AP & Axillary views, professional
9.00	X-ray of right shoulder, AP & Axillary views, professional
41.00	LEFT ELBOW X-ray, AP & Lateral views, technical (73070TC)
41.00	Right elbow X-RAY, AP & Lateral views, technical (73070TC)
7.00	X-ray of left elbow, AP & Lateral views, professional
7.00	X-ray of right elbow, AP & Lateral views, professional
41.00	X-ray of left forearm, AP & Lateral views, tech component (73090TC)
41.00	X-ray of right forearm, AP & Lateral views, tech component (73090TC)
8.00	X-ray of left forearm, AP & Lateral views, prof component
8.00	X-ray of right forearm, AP & Lateral views, prof component
41.00	LEFT WRIST X-ray, AP & Lateral views, technical (73100TC)
41.00	Right wrist X-RAY, AP & Lateral views, technical (73100TC)
8.00	X-ray of left wrist, AP & Lateral views, professional
8.00	X-ray of right wrist, AP & Lateral views, professional
41.00	LEFT HAND X-ray, two views, tech component (73120TC)
41.00	Right hand X-RAY, two views, tech component (73120TC)

8.00 X-ray of the left hand, two views, prof component

8.00 X-ray of the right hand, two views, prof component

41.00 X-ray of the left hip, Upright standing AP view, technical (73500TC)

41.00 X-ray of the right hip, Upright standing AP view, technical (73500TC)

8.00 X-ray of the left hip, Upright standing AP view, interpretation

8.00 X-ray of the right hip, Upright standing AP view, interpretation

41.00 LEFT HIP X-ray, AP & Lateral views, technical (73510TC)

41.00 Right hip X-RAY, AP & Lateral views, technical (73510TC)

11.00 X-ray of left hip, AP & Lateral views, professional

11.00 X-ray of right hip, AP & Lateral views, professional

41.00 LEFT FEMUR X-ray, AP & Lateral views, technical (73550TC)

41.00 Right femur X-RAY, AP & Lateral views, technical (73550TC)

8.00 X-ray of left femur, AP & Lateral views, professional

8.00 X-ray of right femur, AP & Lateral views, professional

41.00 Right knee X-RAY, AP & Lateral views, technical (73560TC)

8.00 X-ray of left knee, AP & Lateral views, professional

8.00 X-ray of right knee, AP & Lateral views, professional

41.00 LEFT TIBIA & FIBULA X-RAY, AP & Lateral views, technical (73590TC)

41.00 Right tibia & fibula X-RAY, AP & Lateral views, technical (73590TC)

8.00 X-ray of left tibia & fibula, AP & Lateral views, professional

8.00 X-ray of right tibia & fibula, AP & Lateral views, professional

41.00 LEFT ANKLE X-RAY, AP & Lateral views, tech component (73600TC)

41.00 Right ankle X-RAY, AP & Lateral views, tech component (73600TC)

8.00 X-ray of left ankle, AP & Lateral views, prof component

8.00	X-ray of right ankle, AP & Lateral views, prof component
41.00	LEFT FOOT X-ray, AP & Lateral views, technical (73620TC)
41.00	Right foot X-RAY, AP & Lateral views, technical (73620TC)
8.00	X-ray of left foot, AP & Lateral views, professional
8.00	X-ray of right foot, AP & Lateral views, professional
41.00	LEFT KNEE X-ray, AP & Lateral views, technical (73560TC)
280.00	MUGA Cardiac blood pool imaging, gated equilibrium; single study at rest, wall motion study plus ejection fraction with additional quantitative processing, technical component includes A4641 (78472 TC)
50.00	MUGA Cardiac blood pool imaging, gated equilibrium; single study at rest, wall motion study plus ejection fraction with additional quantitative processing, professional component (78472 26)
15.00	COMPREHENSIVE METABOLIC PANEL (80053)
12.00	RENAL FUNCTION PANEL (80069)
9.00	HEPATIC FUNCTION PANEL (80076)
26.00	Klonopin/Clonazepam, Benzodiazepines Level (80154)
21.00	TEGRETOL, CARBAMAZEPINE, CARBATROL LEVEL (80156)
19.00	Depakene/Depakote, Valproic Acid, Level (80164)
23.00	Zarontin, Ethosuximide Level (80168)
16.00	Phenobarbital Level (80184)
19.00	Dilantin, Diphenylhydantoin, Phenytoin, Level (80185)
24.00	Mysoline, Primidone, Level (80188)
17.00	Topiramate, Topamax Level (80201)
20.00	Felbamate, Felbatol, Felbmyl Level (80299)
20.00	Neurontin, Gabapentin Level (80299)
20.00	Diamox, Acetazolamide Level (80299)

20.00	Lamotrigine/Lamictal Level (80299)
20.00	TIAGABINE, GABITRIL BLOOD LEVELS (80299)
6.00	Albumin; serum (82040)
9.00	Amylase, serum (82150)
7.00	Bilirubin; blood, total (82247)
13.00	CAROTENE, SERUM (82380)
25.00	Trileptal (oxcarbazepine) serum blood levels (82491)
25.00	Keppra (Levetiracetam) serum blood level (82491)
25.00	Zonisamide serum blood level (82491)
25.00	ANTICONVULSANT BLOOD LEVELS OF ANY SEIZURE DRUGS CURRENTLY BEING TAKEN.
9.00	Creatinine kinase (CK), (CPK); total (82550)
7.00	Creatinine; blood (82565)
14.00	24 HOUR URINE CREATININE CLEARANCE (82575)
53.00	*ABG-- RESTING ARTERIAL BLOOD GASES, A COMBINATION OF PCO2 and PO2, WHILE ON ROOM AIR, IF TOLERATED (82803) INCLUDES ARTERIAL PUNCTURE, WITHDRAWAL OF BLOOD FOR DIAGNOSIS (36600)
22.00	Glucose tolerance, 4-5 hours (82946)
6.00	Glucose; blood (82947)
18.00	Glucose tolerance test (GTT), 3 specimens (includes glucose) (82951)
24.00	Thyroid-stimulating hormone (TSH) (84443)
3.00	Hematocrit (85014)
3.00	Hemoglobin (85018)
9.00	COMPLETE CBC, AUTOMATED (85027)
6.00	RETICULOCYTE COUNT (85044)

6.00	PROTHROMBIN TEST WITH INR (85611)
5.00	SEDIMENTATION RATE (85651)
17.00	ANTINUCLEAR ANTIBODIES, FLOURESCENT SCREENING (86255)
8.00	RHEUMATOID FACTOR, LATEX FIXATION (85014)
6.00	L.E. CELL PREPARATION (87205)
10.00	ECG, Resting -- Electrocardiogram, routine ECG, (93005)
9.00	Electrocardiogram, routine ECG, interpretation and report only (93010)
95.00	Cardiovascular stress testing using maximal or submaximal treadmill or bicycle exercise, continuous ECG monitoring with interpretation and report (93015)
53.00	*TET -- Cardiovascular stress testing, technical portion (93017)
414.00	DOPPLER ECHOCARDIOGRAPHY, PULSED WAVE AND/OR CONTINUOUS WAVE WITH SPECTRAL DISPLAY AND COLOR FLOW MAPPING INCLUDES REAL-TIME IMAGE DOCUMENTATION (2D) WITH OR WITHOUT M-MODE RECORDING, COMPLETE (93306 TC)
70.00	DOPPLER ECHOCARDIOGRAPHY, PULSED WAVE AND/OR CONTINUOUS WAVE WITH SPECTRAL DISPLAY AND COLOR FLOW VELOCITY MAPPING INCLUDES REAL-TIME IMAGE DOCUMENTATION (2D) WITH OR WITHOUT M-MODE RECORDING, COMPLETE (93306 26)
242.00	ECHO -- Echocardiography, real time with image documentation (2D) (with or without M-Mode recording), with cardiac ejection fraction. COMPLETE (93307 TC)
49.00	Echocardiography, real time with image documentation (2D) (with or without M-Mode recording), with cardiac ejection fraction. COMPLETE (93307 26)
120.00	ECHO, STRESS -- Stress Echocardiography, transthoracic, real-time with image documentation (2D), with or without M-mode recording, during rest and cardiovascular stress test using treadmill. (93350 TC)
110.00	*DOPPLER, RESTING ONLY -- NON-INVASIVE PHYSIOLOGICAL STUDIES OF THE LOWER EXTREMITIES, INCLUDE ANKLE/BRACHIAL INDICES (93922)
110.00	TOE DOPPLER -- NON-INVASIVE PHYSIOLOGICAL STUDIES OF LOWER

	EXTREMITIES, ANKLE/BRACHIAL INDICES AND TOE/BRACHIAL INDICIES. 93922
12.00	NON-INVASIVE PHYSIOLOGIC STUDIES OF UPPER OR LOWER EXTREMITY ARTERIES, SINGLE LEVEL, BILATERAL (93922 26)
184.00	*DOPPLER, EXERCISE-- Noninvasive physiologic studies of lower extremity arteries at rest & following treadmill stress testing (Doppler) bilateral study-- without treadmill exercise -- before and after treadmill exercise, A/B ratio = .50 - .80 (93924 TC)
26.00	Noninvasive physiologic studies of lower extremity arteries at rest & following treadmill stress testing (Doppler) bilateral study-- before and after treadmill exercise, A/B ratio = .50 - .80 (93924 26)
30.00	Spirometry, without bronchodilators, complete. PLEASE SUBMIT THE VALUES, TRACINGS AND CALIBRATION INFORMATION (94010)
53.00	*Spirometry (age: ~6 & up) -- Include graphic record, please indicate: ___ without bronchodilators (94010) -OR- ___ before and after bronchodilators (94060) PLEASE SUBMIT THE VALUES, TRACINGS AND CALIBRATION INFORMATION.
61.00	PULMONARY STRESS TEST - 6 MINUTE WALK - WITH OXIMETRY (94620)
46.00	*DLCO, CARBON MONOXIDE DIFFUSING CAPACITY, SINGLE BREATH, PROFESSIONAL AND TECHNICAL COMPONENTS.(94720)
2.00	RESTING PULSE OXIMETRY FOR OXYGEN SATURATION, SINGLE DETERMINATION (ON ROOM AIR) (94760)
43.28	WALKING EXERCISE PULSE OXIMETRY, INCLUDES 5X94761, 1X99211, TWO BLOOD PRESSURE READINGS. (94761) (ON ROOM AIR)
41.00	Cardiovascular stress testing, interpretation & report WITH SUPERVISOR (93016 & 93018)
117.00	STRESS ECHOCARDIOGRAPHY INTERPRETATION WITH REPORT AND TRACINGS, AND SUPERVISION (93350 26) INCLUDES 93016 & 93018.

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

The Professional Relations Department was assigned the task of ensuring that medical facilities would accept electronic releases. This task continued through this year. As a result, over 99% of the medical facilities in Indiana will now accept electronic releases.

Please attach any additional information before submitting this form.

Indiana 2012/2013 CE Management/Oversight Report

Complaint Resolution Procedures:

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

9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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 Indiana DDB received 48 complaints. This is a 36% decrease since FY '12. These were all investigated. The overwhelming majority concerned allegations of the consultant being rude. These ended up being a "He says, she says". Complaints regarding rudeness were scattered amongst the 530 consultants. None received an alarming number of complaints. There were 5

different complaints regarding cleanliness issues. In these situations these instances a Professional Relations Officer made an unannounced visit to inspect the location. No serious cleanliness or sanitary issues discovered. The facilities were generally acceptable.

Special Project - Electronic releases

The Professional Relations Department was assigned the task of ensuring that medical facilities would accept electronic releases. This task continued though this year. As a result, over 99% of the medical facilities in Indiana will now accept electronic releases.

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 in FY' 13

<u>Key Provider</u>	<u>Amount Paid</u>	<u>Oversight Review Date</u>
Meridian Radiology	\$706,290	06/17/2013
Med-Plus Indiana	\$336,933	07/23/2013
NWI Patient Care	\$333,100	08/27/2013
The Jean Clinic	\$303,892	08/06/2013
Brandon Robbins, Psy.D.	\$277,749	07/30/2013
H.M. Bacchus, M.D.	\$204,956	08/13/2013
Well Care	\$203,652	07/20/2013
Independent Disability Examiners	\$166,918	07/11/2013
Blackbird	\$154,237	08/13/2013

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. A special emphasis was to add consultants who could provide visual examinations and hearing tests. By adding these sources, especially in parts of the state not normally served, would be more convenient to claimants, reduce no-shows while

reducing travel costs.

A significant increase in the number of consultants was realized in all areas of the state. There have been 101 new sources added to the consultant panel in the past year. This list is comprised of physicians, psychologists, hospitals, Speech and Language Pathologists, clinics, optometrists and audiologists..

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.

New Vendors added

Kimberly Harrison, Psy.D.	MSE/psych	Fort Wayne
Alliance Medical Services	Int	Elkhart
Paula Gardner, Psy.D.	MSE/psych	Indpls
Indndt Disability Exmns & Ass. (Schopmeyer)	Int	Muncie
Dr. Carla Morgan	MSE/psych	Greenwood
Melissa Bunner, SLP	SLP	Terre Haute
Dr. Laura Boggs - Luzio	MSE/psych	Evansville
Decatur Co. Memorial Hospital	PFS/DLCO	Greensburg
Decatur Co. Memorial Hospital	TET/Echos	Greensburg
Brenda Harris, SLP	SLP	Gary
Fort Wayne Family Eyecare	Optometry	Fort Wayne

Care Center, Inc. (Reginald Murray)	MSE/psych	Brownsburg
Dr. Fazekas - Samaritan Ctr.	MSE/psych	Vincennes
Richard & Armstrong Optometry	Optometry	Greenwood
Jeffrey J. Yocum, OD	Optometry	Lafayette
Macha Family Eyecare	Optometry	Anderson
Harkin & Kimmell Eyecare	Optometry	Muncie
Logan & Bailey Optometrists	Optometry	Richmond
EYEWORX (Dr Hendrix)	Optometry	Vincennes
Doctors Eye Institute (OPT)	Optometry	Louisville
Clay Street Eyecare	Optometry	Jasper
Mona Dewart, O.D. (Visions Optical)	Optometry	Fort Wayne
Brinegar Eye Care	Optometry	Bloomington
Miles Eye Care	Optometry	Evansville
Gregory L. Wilson, O.D.	Optometry	Batesville
Wabash Valley Eye Center	Optometry	Washington
Harmony Eye Care	Optometry	Evansville
Barrett Eye Care	Optometry	Fishers
Best In Sight Eye Care	Optometry	Indpls
Best In Sight Eye Care	Optometry	New Palestine
Gailmard Eye Center	Optometry	Munster
Care Center, Inc. (Dr Rutemoeller)	Psych testing only	Brownsburg
Dr. Onamusi (South Bend)	Int/anc.	South Bend
Dr. Fred Nolen	MSE/psych	Scottsburg

Dr. Dan Host, O.D.	Optometry	Huntington
Longe Vision Center	Optometry	Marion
Dr. Alan Stage (Consulting Ctr)	MSE/psych	Fort Wayne
St. Mary's Medical Center	PFS/DLCO	Hobart
Aboite Family Eyecare Center	Optometry	Fort Wayne
Wellcare (INDY)	Int/anc.	Indpls
Dr. Charles Rutan (Advantage Eyecare)	Optometry	Clinton
Hearing Center, Inc.	Audio	Muncie
The EYE Place, Inc.	Optometry	Columbus
Moses Eyecare Centers	Optometry	Gary
Your Family & Heart Care Center (Rhonda Hettinger)	DLCO/PFS/Cardio testing	Clarksville
South Bend Medical Foundation	Secondary	South Bend
St Francis Hospital	Secondary	Indpls
Caring Associates (Care Center)	MSE/psych	Lebanon
Abrams EyeCare	Optometry	Indpls
Midwest Eye Consultants	Optometry	Kokomo
Dr. Andrew Miller	MSE/psych	Auburn
IDEA (Marion location)	Int/anc.	Marion
Susan Sagna, SLP	SLP	Richmond
Dr. Michael Disher (Indiana Ear)	OTO/Audio	Fort Wayne
Focus Audiology and Hearing Services	Audio	Fort Wayne

Hamilton Center - Brazil	MSE/psych	Brazil
Midwest Eye Consultants	Optometry	Michigan City
Community Hospital	Secondary	Munster
St Francis Occ. Health	pfs/xray only	Greenwood
The Jean Clinic	Int/anc.	Anderson
The Jean Clinic	PFS only	Anderson
Hamilton Center - Adults	MSE/psych	Terre Haute
Hamilton Center - CAS	MSE/psych	Terre Haute
Mid-America Psych (O'Danovich)	MSE/psych	Gary
Dr. Barbara Critton-Green	MSE only	Merrillville
Medisphere (Dela Llana & Reyes)	Int/anc.	Evansville
Dr. Charles Rutan (UAP Clinic)	Optometry	Terre Haute
Dr. Glen Wurglitz (St. Catherine Hospital)	MSE/psych	East Chicago
Dr. Jill Miller	Psych testing only	Highland
Dr. Gregory French	Int/anc.	Kokomo
Dr. Floyd Robison	MSE/psych	Bloomington
The South Bend Clinic	Secondary	South Bend
Robbi Crain, Psy.D.	MSE/psych	Indpls
Michele Koselke, Psy.D.	MSE/psych	Lebanon
Jesse Ownes, O.D.	Optometry	Richmond
Dr. Flavio Vega (Mid-America Psych)	MSE only	Munster
Noah Spring, Psy.D.	MSE/psych	Indpls

Dr. Soraj Arora	Int/anc.	Munster
Kelly Fogle (for Amber Whited, Ph.D.)	Psych testing only	Muncie
Karla Tracy, SLP	SLP	Fort Wayne
Dr. Thorne	MSE/psych	Austin
Dr. Kledzik	MSE/psych	Austin
Wanda Wims, SLP	SLP	Fort Wayne
Craig Fenimore, OD	Optometry	Rushville
Dr Michael Pisano	MSE/psych	Indpls
Maria P. Hanzlik, Psy.D.	MSE/psych	Indpls
Dr. Floyd Robison	MSE/psych	Indpls
Dr. Perez - Logansport Hospital	Int/anc.	Logansport
Dr. Singh - Suri Medical	Int/anc.	Rushville
Rush Memorial Hospital	Secondary	Rushville
St. Mary's Medical Ctr	Labs/ABG	Evansville
Laura E Boggs, Psy.D.	MSE/psych	Indpls
Dr. Robert Walsh - Comprehensive Psych	MSE/psych	Gary
IU Health Arnett Clinic	Xrays	Lafayette
St Mary's Medical Center	PFS/DLCO	Evansville
St Mary's Medical Center	Xrays	Evansville
Dr Tantoco - Logansport Hospital	Int/anc.	Logansport
NWI Patient Care	Int/anc.	Mishawaka
Witham Health Systems	PFS/DLCO	Lebanon
Purdue University Audiology	Audio	Lafayette

Easter Seals Rehab

Audio

Evansville

David Fingerhut, Ph.D.

MSE/psych

Indpls

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 is less than 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 full menu 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) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

2013 Fee Schedule

Internal Medicine Exam	\$120.00	(General Physical Exam)
Pediatric Exam	120.00	
Speech/Language Exam	160.00	
Adult Mental Status Exam	148.00	

Child Mental Status Exam	148.00
WAIS-IV	125.00
WISC-IV	125.00
Stanford-Binet 5 th edition	140.00
WPPSI-IV	95.00
Bayley Scales Inf Dev-II or III	160.00
WMS-IV	200.00

ANCILLARY STUDIES

\$28.00	ARTERIAL PUNCTURE, WITHDRAWAL OF BLOOD FOR DIAGNOSIS (36600)
41.00	Chest X-ray, PA & left lateral views, tech component (71020TC)
11.00	Chest X-ray, PA & left lateral views, prof component
69.00	X-ray of entire spine, AP and Lateral views, tech (72010TC)
21.00	X-ray of entire spine, AP and Lateral views, prof component
41.00	CERVICAL SPINE X-ray, AP & Lateral views, technical (72040TC)
11.00	X-ray of the cervical spine, AP & Lateral views, prof comp
18.00	x-ray of the Cervical Spine with flexion and extension views, professional.
41.00	THORACOLUMBAR SPINE X-ray, standing (scoliosis) measuring the curvature in degrees, technical (72069TC)
11.00	X-ray of spine, thoracolumbar, standing (scoliosis) measuring the curvature in degrees, professional
41.00	THORACIC SPINE X-ray, AP & Lateral views, tech comp (72070TC)
11.00	X-ray Spine, thoracic, AP & Lateral views, professional
41.00	X-ray of the thoracic spine, oblique, professional (7208026)
41.00	Lumbosacral Spine X-RAY, AP & Lateral views, tech (72100TC)

11.00	X-ray Spine, lumbosacral, AP & Lateral views, professional
41.00	X-ray of pelvis, AP & lateral views, technical (72170TC)
8.00	X-ray of pelvis, AP & lateral view, interpretation
41.00	LEFT SHOULDER X-ray, AP & Auxillary views, technical (73030TC)
41.00	Right shoulder X-RAY, AP & Axillary views, technical (73030TC)
9.00	X-ray of left shoulder, AP & Axillary views, professional
9.00	X-ray of right shoulder, AP & Axillary views, professional
41.00	LEFT ELBOW X-ray, AP & Lateral views, technical (73070TC)
41.00	Right elbow X-RAY, AP & Lateral views, technical (73070TC)
7.00	X-ray of left elbow, AP & Lateral views, professional
7.00	X-ray of right elbow, AP & Lateral views, professional
41.00	X-ray of left forearm, AP & Lateral views, tech component (73090TC)
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41.00	X-ray of the right hip, Upright standing AP view, technical (73500TC)

8.00	X-ray of the left hip, Upright standing AP view, interpretation
8.00	X-ray of the right hip, Upright standing AP view, interpretation
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11.00	X-ray of left hip, AP & Lateral views, professional
11.00	X-ray of right hip, AP & Lateral views, professional
41.00	LEFT FEMUR X-ray, AP & Lateral views, technical (73550TC)
41.00	Right femur X-RAY, AP & Lateral views, technical (73550TC)
8.00	X-ray of left femur, AP & Lateral views, professional
8.00	X-ray of right femur, AP & Lateral views, professional
41.00	Right knee X-RAY, AP & Lateral views, technical (73560TC)
8.00	X-ray of left knee, AP & Lateral views, professional
8.00	X-ray of right knee, AP & Lateral views, professional
41.00	LEFT TIBIA & FIBULA X-RAY, AP & Lateral views, technical (73590TC)
41.00	Right tibia & fibula X-RAY, AP & Lateral views, technical (73590TC)
8.00	X-ray of left tibia & fibula, AP & Lateral views, professional
8.00	X-ray of right tibia & fibula, AP & Lateral views, professional
41.00	LEFT ANKLE X-RAY, AP & Lateral views, tech component (73600TC)
41.00	Right ankle X-RAY, AP & Lateral views, tech component (73600TC)
8.00	X-ray of left ankle, AP & Lateral views, prof component
8.00	X-ray of right ankle, AP & Lateral views, prof component
41.00	LEFT FOOT X-ray, AP & Lateral views, technical (73620TC)
41.00	Right foot X-RAY, AP & Lateral views, technical (73620TC)
8.00	X-ray of left foot, AP & Lateral views, professional
8.00	X-ray of right foot, AP & Lateral views, professional

41.00	LEFT KNEE X-ray, AP & Lateral views, technical (73560TC)
280.00	MUGA Cardiac blood pool imaging, gated equilibrium; single study at rest, wall motion study plus ejection fraction with additional quantitative processing, technical component includes A4641 (78472 TC)
50.00	MUGA Cardiac blood pool imaging, gated equilibrium; single study at rest, wall motion study plus ejection fraction with additional quantitative processing, professional component (78472 26)
15.00	COMPREHENSIVE METABOLIC PANEL (80053)
12.00	RENAL FUNCTION PANEL (80069)
9.00	HEPATIC FUNCTION PANEL (80076)
26.00	Klonopin/Clonazepam, Benzodiazepines Level (80154)
21.00	TEGRETOL, CARBAMAZEPINE, CARBATROL LEVEL (80156)
19.00	Depakene/Depakote, Valproic Acid, Level (80164)
23.00	Zarontin, Ethosuximide Level (80168)
16.00	Phenobarbital Level (80184)
19.00	Dilantin, Diphenylhydantoin, Phenytoin, Level (80185)
24.00	Mysoline, Primidone, Level (80188)
17.00	Topiramate, Topamax Level (80201)
20.00	Felbamate, Felbatol, Felbmyl Level (80299)
20.00	Neurontin, Gabapentin Level (80299)
20.00	Diamox, Acetazolamide Level (80299)
20.00	Lamotrigine/Lamictal Level (80299)
20.00	TIAGABINE, GABITRIL BLOOD LEVELS (80299)
6.00	Albumin; serum (82040)
9.00	Amylase, serum (82150)
7.00	Bilirubin; blood, total (82247)

13.00	CAROTENE, SERUM (82380)
25.00	Trileptal (oxcarbazepine) serum blood levels (82491)
25.00	Keppra (Levetiracetam) serum blood level (82491)
25.00	Zonisamide serum blood level (82491)
25.00	ANTICONVULSANT BLOOD LEVELS OF ANY SEIZURE DRUGS CURRENTLY BEING TAKEN.
9.00	Creatinine kinase (CK), (CPK); total (82550)
7.00	Creatinine; blood (82565)
14.00	24 HOUR URINE CREATININE CLEARANCE (82575)
53.00	*ABG-- RESTING ARTERIAL BLOOD GASES, A COMBINATION OF PCO2 and PO2, WHILE ON ROOM AIR, IF TOLERATED (82803) INCLUDES ARTERIAL PUNCTURE, WITHDRAWAL OF BLOOD FOR DIAGNOSIS (36600)
22.00	Glucose tolerance, 4-5 hours (82946)
6.00	Glucose; blood (82947)
18.00	Glucose tolerance test (GTT), 3 specimens (includes glucose) (82951)
24.00	Thyroid-stimulating hormone (TSH) (84443)
3.00	Hematocrit (85014)
3.00	Hemoglobin (85018)
9.00	COMPLETE CBC, AUTOMATED (85027)
6.00	RETICULOCYTE COUNT (85044)
6.00	PROTHROMBIN TEST WITH INR (85611)
5.00	SEDIMENTATION RATE (85651)
17.00	ANTINUCLEAR ANTIBODIES, FLOURESCENT SCREENING (86255)
8.00	RHEUMATOID FACTOR, LATEX FIXATION (85014)
6.00	L.E. CELL PREPARATION (87205)
10.00	ECG, Resting -- Electrocardiogram, routine ECG, (93005)

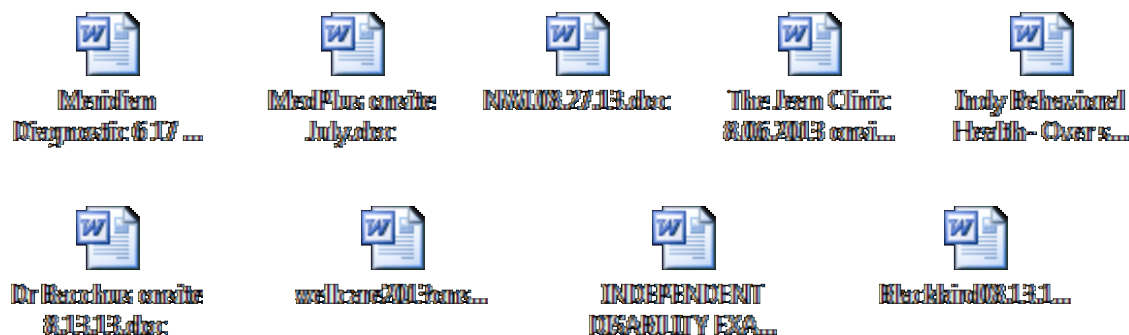
9.00	Electrocardiogram, routine ECG, interpretation and report only (93010)
95.00	Cardiovascular stress testing using maximal or submaximal treadmill or bicycle exercise, continuous ECG monitoring with interpretation and report (93015)
53.00	*TET -- Cardiovascular stress testing, technical portion (93017)
414.00	DOPPLER ECHOCARDIOGRAPHY, PULSED WAVE AND/OR CONTINUOUS WAVE WITH SPECTRAL DISPLAY AND COLOR FLOW MAPPING INCLUDES REAL-TIME IMAGE DOCUMENTATION (2D) WITH OR WITHOUT M-MODE RECORDING, COMPLETE (93306 TC)
70.00	DOPPLER ECHOCARDIOGRAPHY, PULSED WAVE AND/OR CONTINUOUS WAVE WITH SPECTRAL DISPLAY AND COLOR FLOW VELOCITY MAPPING INCLUDES REAL-TIME IMAGE DOCUMENTATION (2D) WITH OR WITHOUT M-MODE RECORDING, COMPLETE (93306 26)
242.00	ECHO -- Echocardiography, real time with image documentation (2D) (with or without M-Mode recording), with cardiac ejection fraction. COMPLETE (93307 TC)
49.00	Echocardiography, real time with image documentation (2D) (with or without M-Mode recording), with cardiac ejection fraction. COMPLETE (93307 26)
120.00	ECHO, STRESS -- Stress Echocardiography, transthoracic, real-time with image documentation (2D), with or without M-mode recording, during rest and cardiovascular stress test using treadmill. (93350 TC)
110.00	*DOPPLER, RESTING ONLY -- NON-INVASIVE PHYSIOLOGICAL STUDIES OF THE LOWER EXTREMITIES, INCLUDE ANKLE/BRACHIAL INDICES (93922)
110.00	TOE DOPPLER -- NON-INVASIVE PHYSIOLOGICAL STUDIES OF LOWER EXTREMITIES, ANKLE/BRACHIAL INDICES AND TOE/BRACHIAL INDICES. 93922
12.00	NON-INVASIVE PHYSIOLOGIC STUDIES OF UPPER OR LOWER EXTREMITY ARTERIES, SINGLE LEVEL, BILATERAL (93922 26)
184.00	*DOPPLER, EXERCISE-- Noninvasive physiologic studies of lower extremity arteries at rest & following treadmill stress testing (Doppler) bilateral study-- without treadmill exercise -- before and after treadmill exercise, A/B ratio = .50 - .80 (93924 TC)
26.00	Noninvasive physiologic studies of lower extremity arteries at rest & following treadmill stress testing (Doppler) bilateral study-- before and after treadmill

exercise, A/B ratio = .50 - .80 (93924 26)

- 30.00 Spirometry, without bronchodilators, complete. PLEASE SUBMIT THE VALUES, TRACINGS AND CALIBRATION INFORMATION (94010)
- 53.00 *Spirometry (age: ~6 & up) -- Include graphic record, please indicate: __ without bronchodilators (94010) -OR- __ before and after bronchodilators (94060) PLEASE SUBMIT THE VALUES, TRACINGS AND CALIBRATION INFORMATION.
- 61.00 PULMONARY STRESS TEST - 6 MINUTE WALK - WITH OXIMETRY (94620)
- 46.00 *DLCO, CARBON MONOXIDE DIFFUSING CAPACITY, SINGLE BREATH, PROFESSIONAL AND TECHNICAL COMPONENTS.(94720)
- 2.00 RESTING PULSE OXIMETRY FOR OXYGEN SATURATION, SINGLE DETERMINATION (ON ROOM AIR) (94760)
- 43.28 WALKING EXERCISE PULSE OXIMETRY, INCLUDES 5X94761, 1X99211, TWO BLOOD PRESSURE READINGS. (94761) (ON ROOM AIR)
- 41.00 Cardiovascular stress testing, interpretation & report WITH SUPERVISOR (93016 & 93018)
- 117.00 STRESS ECHOCARDIOGRAPHY INTERPRETATION WITH REPORT AND TRACINGS, AND SUPERVISION (93350 26) INCLUDES 93016 & 93018.

Oversight reports

Note: We were unable to open documents imbedded in document (below).



2013
CONSULTATIVE EXAMINATION
MANAGEMENT/OVERSITE
REPORT
IOWA DDS

(b) (6)

PROFESSIONAL RELATIONS OFFICER

10/2013

CE Management/Oversite Report Iowa Disability Determination Services

10/2013

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.

(2)

ONSITE REVIEWS:

The following vendors received an onsite visit this fiscal year.

Name:	City:	Specialty:
1. Plains Area MHC	Northwest Iowa	Psychology
2. Ron Alley, DO	Des Moines	General Practice
3. Northeast IA Family Practice	Waterloo	General Practice
4. Family Counseling & Psychology	Bettendorf	Psychology
5. Psychology Health Group	Davenport	Psychology

KEY VOLUME VENDORS IN IOWA – May15, 2012- MAY 15, 2013

Rank for Previous Period	Rank for This Period	Name	Amount Paid This Period
2	1	Carroll Roland, PHD	\$148,710
1	2	Rich Martin, PHD	\$128,905
4	3	Wahl Psychological Services	\$120,060
6	4	Consultants in Disability	\$111,967
3	5	John Kuhnlein, DO	\$93,181
5	6	Harlan Stientjes, PHD	\$86,565
X	7	Plains Area MHC	\$82,353
10	8	Roger Mraz, PHD	\$79,886
7	9	Rosanna Jones Thurmond, PHD	\$76,800
X	10	Ron Alley, DO	\$69,485
		Total paid out this period	\$997,912
		Total paid out last period	\$1,035,575

The following vendors were not reviewed this year: Tim Wahl, PHD, John Kuhnlein, DO, and Rosanna Jones Thurman, PHD, as they were all reviewed in 2012. Rich Martin, PHD, Consultants in Disability and Associates for Psych Therapy were all reviewed in 2011. Carol Roland, PHD, Harlan Stientjes, PHD and Roger Mraz, PHD all were reviewed in 2010.

The following vendors received an onsite visit this year; Plains Area Mental Health Center and Ron Alley, DO are both new to the top ten and have never been reviewed in the past. Family Counseling and Psychology, NE IA Family Practice and Psychology Health Group also received an onsite visit, as these clinics have consistently ranked in the top 20, but have not been reviewed in the past 5 years.

(3)

CE STATISTICS:

1) Number of CE providers on CE panel;

The Iowa DDS utilizes approximately 210 physical clinic locations, 145 psychological clinic locations and 80 outpatient vendors (i.e. Hospital Radiology Depts.) for consultative examinations. Over 50 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 2013.) 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 - 2013:

The Iowa DDS Fee Schedule continued to reflect Iowa's Medicare fee schedule. 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. Nearly 3,000 CE reports are obtained annually using ERE

Over 5,500 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 180 Additional MER vendors were added this year to ERE and all have begun using the ERE fiscal process to request payment. This year's additions will equate to over 5,200 additional MER documents annually.

The agency now receives over 82% of all medical records electronically. Nearly 21,000 MER documents will be received through the ERE website annually.

(b) (6), *Professional Relations Officer (2013)*

Attachment 1

2013 Iowa DDS Fee Schedule

2013 IOWA DDS FEE SCHEDULE FOR CONSULTATIVE EXAMINATIONS

MENTAL EXAMS:	Reimbursement	CPT Coding	DDS Code
• WAIS – IV	\$250	96101	00800
• WISC – IV	\$250	96101	00801
• Wechsler Memory Scale IV	\$250	96101	00802
• Mental Status Only	\$200	96101	00803
• Mental Status with Testing	\$100	96101	00804
• Bender Gestalt	\$100	96101	00806
• Denver Developmental	\$80	96101	00807
• Vineland Scale	\$150	96101	00808
• Stanford Binet	\$200	96101	00809
• WPPSI	\$225	96101	00810
• WRAT	\$75	96101	00811
• Bailey Infant Scale	\$125	96111	00812
• Consultative (Psychiatric)	\$206	99205	00700
PHYSICAL EXAMINATIONS:			
• Consultative (General)	\$206	99205	00200
• Consultative (General with ROM)	\$240	99205, 95851	00200R
• Consultative (Cardiac)	\$206	99205	00500
• Consultative (Orthopedic)	\$240	99205, 95851	00100
• Consultative (Neurological)	\$206	99205,	00600
• Consultative (Neurological with ROM)	\$240	99205, 95851	00600R
• Consultative (Pediatric)	\$206	99205	01600
• Consultative (Pediatric with ROM)	\$240	99205, 95851	01600R
• Consultative (Otological with Audiogram)	\$259	99205, 92557	01000
• Audiometric (Testing Only)	\$53	92557, 92567	92557
• Consultative (Speech/Language)	\$321	99203, 92506	00300
• Consultative (Ophthalmological with Fields)	\$272	99205, 92083	00900
• Consultative (Ophthalmological – No Fields)	\$206	99205	00901
• Field Testing Only	\$66	92083	92083
• Treating Source (Office Visit - 15 Min)	\$73	99213	00400
• Treating Source (Complete Exam)	\$145	99215	00401
• Treating Source (Complete Exam with ROM)	\$179	99215, 95851	00401R
• Physical Therapy Exam	\$162	97001, 95851, 95834	97001
• ROM Chart	\$34	95851, 95852	95851
• Fibromyalgia Chart	\$52	95834	95834
LABORATORY:			
• Venipuncture (Blood Draw)	\$4.00	36415	36415
• Metabolic Panel (Multi-Channel)	\$17.00	80053, 36415	80053
• Drug Screen (Dilantin)	\$21.00	80185, 36415	80185
• Drug Screen (Depakane)	\$21.00	80164, 36415	80164
• Drug Screen (Mysolene)	\$26.00	80188, 36415	80188
• Drug Screen (Phenobarbital)	\$18.00	80184, 36415	80184
• Drug Screen (Tegretol)	\$23.00	80156, 36415	80156
• Creatinine	\$8.00	82565, 36415	82565
• Hematocrit	\$4.00	85014, 36415	85014
• Hemoglobin	\$4.00	85018, 36415	85018
• R.A. Factor	\$9.00	86430, 36415	86430
• Sedimentation Rate	\$6.00	85651, 36415	85651
• Serum Potassium	\$7.00	84132, 36415	84132
• CBC with Hematocrit	\$12.00	85025, 36415	85025
• Lead Level	\$19.00	83655, 36415	83655
• Urinalysis	\$5.00	81000	81000

STUDIES:	Reimbursement	CPT Coding	DDS Code
• PFS – Technical with Interpretation	\$150	94060	94060
• DLCO's	\$107	94729 94727	94720
• Resting Blood Gases	\$24	82803, 36415	82803
• Resting Doppler's	\$142	93923	93923
• Exercise Doppler's	\$221	93924, 93017	93924
• Stress Test Interpretation only	\$14	93018	93018
• Stress Test Technical only	\$49	93017, 84132	93017
• Stress Test and Interpretation	\$86	93015, 84132	93015
• Electrocardiogram	\$18	93000	93000
• Electroencephalogram (EEG)	\$406	95816	95816

XRAYs:	<u>TOTAL</u>	<u>TECH</u>	<u>INTERP</u>		<u>TECH</u>	<u>INTER</u>
• Ankle	\$53.00	\$38.00	\$15.00	73600	73600	23600
• Cervical Spine	\$71.00	\$51.00	\$20.00	72040	72040	22040
• Chest (AP & lateral view)	\$55.00	\$36.00	\$19.00	71020	71020	21020
• Clavicle	\$53.00	\$38.00	\$15.00	73000	73000	23000
• Elbow	\$52.00	\$38.00	\$14.00	73070	73070	23070
• Femur	\$51.00	\$35.00	\$16.00	73550	73550	23550
• Foot	\$49.00	\$36.00	\$13.00	73620	73620	23620
• Forearm	\$50.00	\$36.00	\$14.00	73090	73090	23090
• Hand	\$51.00	\$36.00	\$15.00	73120	73120	23120
• Hip	\$71.00	\$51.00	\$20.00	73510	73510	23510
• Knee	\$57.00	\$40.00	\$17.00	73560	73560	23560
• LS Spine	\$66.00	\$46.00	\$20.00	72100	72100	22100
• Pelvis	\$48.00	\$32.00	\$18.00	72170	72170	22170
• Rib	\$73.00	\$50.00	\$23.00	71110	71110	21110
• Shoulder	\$56.00	\$38.00	\$18.00	73030	73030	23030
• Thoracic Spine	\$60.00	\$41.00	\$19.00	72070	72070	22070
• Tibia and Fibula (Leg)	\$50.00	\$35.00	\$15.00	73590	73590	23590
• Wrist	\$57.00	\$41.00	\$16.00	73100	73100	23100

RARE MENTAL:				
• Neuropsychological Assessment	\$600		96101	00814
• Neuro-Cognastat	\$150		96101	00815
• Executive Functioning Battery	\$100		96101	00816
• Test of Variable Attention	\$100		96101	00817
• Beck Anxiety Inventory				
• \$25	96101	00818		
• Beck Depression Inventory	\$25		96101	00819
• Beck Hopelessness Inventory	\$25		96101	00820
• Rey 15-Item Memory Test	\$50		96101	00822
• Rey Auditory- Verbal Learning Test	\$150		96101	00823
• Ray Complex Figure Test	\$100		96101	00824
• Raven Standard Progressive Matrices	\$150		96101	00825
• Draw – a – Person Test	\$50		96101	00826

OTHER:				
• Ear Wax Removal	\$50		69210	69210
• Exam Room Fee	\$30		99999	99999
• Medical Record Review (Max. 2Hrs)	\$65 (Per Hr.)		99100	99100

Attachment 2

2013 Iowa DDS Onsite Reviews

2013 ONSITE REVIEW – (b) (6)

Date: *9/19/2013*

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 – 15 chairs*

Examining Rooms – *Evaluation done in doctors personal office – Separate testing 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? *Time 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: *9/23/2013*

2013 ONSITE REVIEW – (b) (6)

Date: *8/2/2013*

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 – *Lab and X-rays done in Office*

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

Staff

General Appearance – *Very Professional*

Doctor's specialty – *Family Practice*

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

Does the physician speak another language? – *No*

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

Is an emergency/resuscitation cart easily accessible? - *Yes*

Scheduling:

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 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 *8/2/2013*

2013 ONSITE REVIEW – (b) (6)

Date: *8/8/2013*

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 – *Free street parking*

Emergency Exit Signs - *Yes*

Rest Rooms - *Large, handicap accessible*

Waiting Room – *Very well kept – 6 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: *08/08/2013*

2013 ONSITE REVIEW – (b) (6)

Date: *9/19/2013*

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 – 20 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? *5*

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? *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: *9/23/2013*

2013 ONSITE REVIEW – (b) (6)

Date: *9/11/2013*

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 – 12 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? – *No*

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? - *2-3*

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? *60 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 *9/11/2013*



SOCIAL SECURITY

MEMORANDUM

Date: December 4, 2013

To: Team Leader
Medical and Professional Relations Operations Team

From: Professional Relations Coordinator
Kansas City Region

Subject: Kansas City Regional Consultative Examination Oversight Report for FY 2013

In the attached file, we included the documents for the FY 2013 oversight report (i.e., DDS oversight reports, fee schedules, and RO oversight visit reports). Each state's report meets the POMS requirements for a complete report. You will find the state reports in Attachments A, B, C, and D.

Onsite Visits

We visited two states, Kansas and Kansas City, Missouri for an onsite CE oversight visit. You will find the written reports in Attachments E and F.

Regional practice provides the Professional Relations Coordinator (PRC) will visit two of the Region's four states, Iowa, Kansas, Missouri, and Nebraska, each fiscal year. Missouri has a decentralized structure with six branches. We go to a different branch during each Missouri DDS oversight visit.

CE Vendor Licensure

As the PRC, I conducted spot checks for current licensure and Department of Health and Human Services (DHHS) Sanctions for each state as follows:

- Iowa DDS
Carroll Roland, PhD; Rich Martin, PhD; John Kuhnlein, MD; Rosanna Jones Thurmond, PhD; Roger Mraz, PhD; Harlan Stientjes, PhD; and Ron Alley, DO.

- Kansas DDS
James Henderson, MD; Stanley Mintz, PhD; Melvin Berg, PhD; Wayne Wallace, MD; Divina Verner, MD; Roger Trotter, MD; Kim Hendricks, CCC MA; Eddie Pearson, PT; and Michael Schwartz, PhD.
- Missouri DDS
John A. Keough, PhD; Laretta V. Walker, PhD; Lynn I. Lieberman, PhD; David A. Lipsitz, PhD; F. Timothy Leonberger, PhD; Brooke Leslie Whisenhunt, PhD; Christina A. Pietz, PhD; Joan E. Bender, PhD; Jane W. Ruedi, PhD; Jack R. Uhrig, MD; Carolyn A. Karr, PhD.
- Nebraska DDS
Samuel Moessner, MD, Matthew M. Hutt, PhD.; Joseph L. Rizzo, Ph.D.; and Rebecca A. Schroeder, PhD, A. James Fix, PhD; Caroline Sedlacek, PhD.

The spot checks verified the vendors are currently licensed and are absent from the DHHS' List of Excluded Individuals/Entities (LEIE).

PRC Activities and Unique Issues

During FY 2013, I:

- Represented the Kansas City Region on Office of Disability Determinations' (ODD) national CE workgroup;
- Served as Regional coordinator to market and roll out eAuthorization to minor children;
- Coordinated satisfactory resolution of instances in which medical vendors stopped accepting eAuthorization;
- Served as Regional Electronic Records Express (ERE) and Health Information Technology (HIT) Coordinator; and
- Advocated for the agency to accept electronic signatures on CE reports submitted outside ERE.

PRO Staffing

During FY 2013, two PROs in the Kansas City Region retired. The DDSs selected individuals to fill the vacancies.

Special Reporting

The Kansas City Region immediately alerts the ODD of any complaint or other situation expected to provoke public criticism or result in media attention.

During FY 2013, we had the following situations, which we reported to ODD.

Situation 1:

In November 2012, we began working with ODD and our Regional OGC to respond to the discovery that a CE provider, (b) (6), a.k.a., (b) (6).

Together, ODD and we developed a plan for the Nebraska DDS to review approximately 170 cases with CEs provided by (b) (6). The DDS obtained a new CE from a licensed provider and reopened determinations based on (b) (6) CE reports, as appropriate.

Situation 2:

In December 2012, (b) (6). The DDS completed an AIRS report and the Regional Commissioner informed the Deputy Commissioner for Operations.

Situation 3:

In August 2013, we reported (b) (6). ODD assisted with verifying a 1967 memorandum that SSA has no liability in such cases remains in effect.

Situation 4:

In August 2013, (b) (6).

If you have any questions about any of the attached reports, please call me at (b) (6).

(b) (6)

KANSAS DDS CE OVERSIGHT REPORT
FISCAL YEAR 2013
November 13, 2013

This is the annual CE oversight report for the Kansas DDS for fiscal year 2013. The content follows the guidelines in POMS DI 39545.575 Exhibit 2.

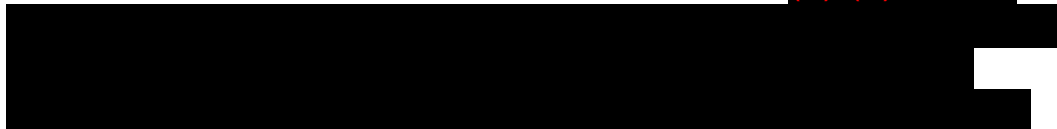
CE Complaint Resolution Process

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. This procedure is unchanged from last year.

In August, for the first time in a long time, we sent out Provider Evaluation forms to claimants. These were directed at our top 10 exam providers and between 10 and 25 evaluations were sent out on each provider. The return-rate was better than expected with more than 50% of the evaluations returned. For our top/key providers, I am not sure this was an effective method as very little new information was gained. This process will be evaluated for potential future use.

CE Provider Visits Performed in FY 2013

- Central Medical Consultants (CMC)-This organization is the largest providers of physical exams for the Kansas DDS. They provide physical examinations in Topeka, Kansas City KS and Wichita. (b) (6)



(b) (6)

- Stanley Mintz, PhD- Chanute and Topeka- Two different site visits were conducted with Dr. Mintz. As a key provider, he has several sites around the state. (b) (6)

(b) (6)

- Melvin Berg, PhD- (b) (6)

- Wayne Wallace, MD – Dr. Wallace performs adult physical examinations at the Atchison Hospital. (b) (6)

(b) (6)

- Divina Verner, MD- (b) (6)

[Redacted]

- Roger Trotter, MD- (b) (6)

[Redacted]

- Kim Hendricks, CCC MA - Kim evaluates both kids and adults for DDS. (b) (6)

[Redacted]

- St. Catherine's Hospital- (b) (6)

[Redacted]

(b) (6)

I have found that these smaller, less populated areas around the state have really nice facilities, however, they have a difficult time hiring and retaining medical staff at the credential level required by SSA. It would be much easier to recruit quality providers if SSA allowed for APRNs and PAs to perform exams and establish diagnoses without the co-signature of an MD or PhD.

Key Providers for FY 2013

Central Medical Consultants
CEO James Henderson, MD
334 Charroux Dr.
Palm Beach Gardens, FL 33410

Michael Schwartz, PhD
PO Box 12308
Overland Park, KS 66282

Stanley Mintz, PhD
PO Box 822
Lawrence, KS 66044

CE Panel

The CE panel includes:

- 37 psychologists ,down from last year despite including our newest provider in Western Kansas
- 36 physical doctors plus the staff of Dr. Henderson's CMC clinics
- 24 optometrists/ophthalmologists combined
- 54 hospitals
- 45 speech pathologists with 19 of these at KU.

While our overall numbers don't seem to change much, the panel participant list is fluid and changing. A complete vendor list is available for review.

Each potential CE provider is 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, the Behavioral Sciences Regulatory Board, Bureau for Health Occupation Credentialing, Kansas Board of Examiners in Optometry are online databases 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 verifies current licensing 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.

Medical Fee Schedules

Attachment A contains the current Kansas DDS fee schedule.

Kansas DDS has had a difficult time recruiting quality providers as the allowable fees required by Kansas Rehab Services, our Parent Agency, for psychological evaluations and testing are lower than the Kansas Medicaid rate. After several years, we were recently successful in increasing the fee paid for mental status examinations and psychological testing. A CPT coding change was necessary to allow the increase.

OLD CPT code/fee	90801	Mental Status Exam	\$110.00
	90601	Psychological Testing	
52.50/hour			
NEW CPT code/fee	90791	Mental Status Exam	\$120.00
	90601	Psychological Testing	
76.00/hour			

As a result of this increase, we were able to keep a new provider in extreme Western Kansas. The increase was effective October 13, 2013. So any recruitment changes associated will be reported in the FY 2014 report.

A similar fee concern was addressed in the area of vision examinations. As the POMS requirements have changed related to the establishment of a visual MDI, a process change was implemented at DDS to schedule the exam with the provider who is closest in proximity to the claimant regardless if it is an optometrist or an ophthalmologist. This began November 07, 2013.

OLD CPT code/fee	99242	Optometrist Exam	\$71.61
NEW CPT code/fee	92004	Visual Exam	\$100.45

Ophthalmologists will continue to be paid using CPT 99205001 and \$136.62

Missed CE Appointments

We continue to utilize an in-house report, which is updated daily to track the CE “no show/broken” rate by each CE provider and location. 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. Prior to any exam being scheduled, the disability examiner is required to contact the claimant to gain cooperation and agreement to attend the exam. There are two letters mailed to the claimant with the appointment date and time and asking for confirmation they will attend the exam. 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. DDS staff routinely contacts third parties when a claimant cannot be reach or a CE is missed. No exam is rescheduled without having talked with the claimant and establishing commitment to a future exam.

MPRO Activities

All MPRO activities at the Kansas DDS are to accomplish at least one of three purposes:

- 1) To recruit qualified exam providers in the needed areas
- 2) To assess, evaluate and improve the reporting practices of the current providers
- 3) To foster community relations

With the budget constraints and travel difficulties, it has been necessary to become creative in attempts at recruiting. Some of these new processes are as follows:

- A recruiting spreadsheet has been developed to keep track of all phone calls, emails, letters and other communication between the MPRO and potential CE provider.
- Each provider now has an electronic file which includes credentials, current license, communication, complaints and corrective action and statement of agreement.
- An extensive CE Provider Spreadsheet was created and can be accessed by all DDS staff including Disability Examiners, Medical Consultants, CE Scheduling staff and others for the purpose of knowing who, where and how many providers there are across the state. This base knowledge is helpful to all parties in how the DDS departments work together and toward the same goal, as well as opening potential networking opportunities for recruitment. This document also includes attending physicians who have performed exams on their own patients at the request of DDS.
- Another project to be completed in FY2014 is an additional software program with which the DDS can sort the numbers and types of examinations ordered by zip code across the state. This would allow a quick assessment of how many claimants from a particular area are requiring examinations. Once the number and type is established, it will be possible to quantify the need for service rather than a perceived need.

Recruitment

The following providers have been added in FY2013:

Physical- Southern Medical Group, Mahesh Mohan MD, Jay Jani MD, and Stanley Penner MD

Psychologists- Carla Sloan-Brown

Speech- Jennifer Sullivan, Ryan Walt, Jacquelyn Bell, Arletta Sheets

Follow-up letters were sent to those providers who expressed an interest in performing exams for DDS through their comments on the MER form. This is also tracked on the recruitment spreadsheet.

ERE and other PRO Duties

The KS DDS continues to encourage and promote electronic submission of MER and CE reports. When the Statement of Agreement is sent to all providers, an ERE demo link, eOR User Guide and additional helpful hints are also sent out as they are reminded of the upcoming requirement for electronic submission. Our experience is that we convert a few to eOR, but we are more successful in converting those to submit through ERE rather than faxing in their reports. Nearly all the providers are submitting their reports through ERE. New CE vendors are required to set up and use eOR from the beginning. We have our first MER provider using eOR, St. Catherine Hospital in Garden City. All requests go through Centura MRO. They provide services to many hospitals and clinics all over the US.

While it is policy prohibited at this time to perform mental status evaluations for children via the VSD equipment, DHOs are able to conduct hearings for children via VSD. It would be worth reviewing the policy to see if a modification would be possible for the future in evaluating children.

Respectfully submitted by

(b) (6)

(b) (6) 11/2013

KENTUCKY DDS REGIONAL OFFICE REPORT FY **2013**

DESCRIPTION OF COMPLAINT & INADEQUATE CE RESOLUTIONS

The Kentucky DDS handles complaints and/or clarifications 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. Initial action on all IOCs must occur within three (3) business days.
- 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 (letter D3108). The PRO will also prepare a letter to the vendor in regards to the complaint and ask for an immediate written response (letter D3087). For inadequate CEs, or clarification requests, the PRO will send a letter to the vendor, which outlines the documentation that we need for assessment (letter D3105). 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 procedures pertain to the routine type of complaint issues (rudeness, not enough time spent with the physician, 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.

I. COMPLETED ONSITE REVIEWS

	DATE	VENDOR NAME	LOCATION OF CLINIC
*	Oct. 2012	Christopher A. Catt Consulting	Louisville, KY
*	Oct. 2012	Timothy Baggs PSYD	London, KY
*	Nov. 2012	Christopher A. Catt Consulting	Hazard, KY
*	Nov. 2012	Tri-State Occupational Medicine	Paintsville, KY
*	Nov. 2013	Tri-State Occupational Medicine	Mayfield, KY
*	Nov. 2012	Mary Allen Genthner MS	Campton, KY
*	Nov. 2012	Wellcare, Inc.	Hopkinsville, KY
*	Nov. 2012	Wellcare, Inc.	Princeton, KY
*	Nov. 2012	Story Consulting Services	Elizabethtown, KY
*	Nov. 2012	Story Consulting Services	Prestonsburg, KY
*	Dec. 2012	Liberty Medical Assessment LLC	Florence, KY
*	Dec. 2012	Southern Medical Group	Florence, KY
*	Dec. 2012	Liberty Medical Assessment LLC	Maysville, KY
*	Dec. 2012	Keshore Gupta MD	Louisville, KY
*	Dec. 2012	Christopher A. Catt Consulting	Bowling Green, KY
*	Dec. 2012	Story Consulting Services	Franklin, KY
*	Dec. 2012	Gary Maryman PSYD	Louisville, KY
*	Jan. 2013	Liberty Medical Assessment LLC	Glasgow, KY
*	Jan. 2013	Story Consulting Services	Lebanon, KY
*	Jan. 2013	Liberty Medical Assessment LLC	Leitchfield, KY
*	Feb. 2013	Tri-State Occupational Medicine	Harlan, KY
*	Feb. 2013	Wellcare, Inc.	Louisville, KY
*	Feb. 2013	Wellcare, Inc.	Campbellsville, KY
*	Mar. 2013	Story Consulting Services	S. Williamson, KY
*	Mar. 2013	Christopher A. Catt Consulting	Ashland, KY
*	Mar. 2013	Tri-State Occupational Medicine	Danville, KY
*	Mar. 2013	Susan Lear PSYD	Bowling Green, KY
*	Mar. 2013	Christopher A. Catt Consulting	Somerset, KY
*	Mar. 2013	Gary Maryman PSYD	Madisonville, KY

*	Apr. 2013	Geraldo de la Costa Lima PHD	Morehead, KY
*	Apr. 2013	Story Consulting Services	Somerset, KY
*	Apr. 2013	Christopher A. Catt Consulting	Pikeville, KY
*	Apr. 2013	Tri-State Occupational Medicine	Pikeville, KY
*	Apr. 2013	Wellcare, Inc.	Hazard, KY
*	Apr. 2013	Southern Medical Group	Lexington, KY
*	May 2013	Mary Allen Genthner MS	Slade, KY
*	May 2013	Wellcare, Inc.	Madisonville, KY
*	May 2013	Christopher A. Catt Consulting	Hopkinsville, KY
*	May 2013	Christopher A. Catt Consulting**	Louisville, KY
*	May 2013	Tri-State Occupational Medicine	London, KY
*	May 2013	Southern Medical Group	Jackson, KY
*	May 2013	Liberty Medical Assessment LLC	Louisville, KY
*	May 2013	Christopher A. Catt Consulting	Elizabethtown, KY
*	June 2013	Liberty Medical Assessment LLC	Paducah, KY
*	June 2013	Wellcare, Inc.	Paris, KY
*	June 2013	Tri-State Occupational Medicine	Richmond, KY
*	June 2013	Timothy Baggs PSYD	Middlesboro, KY
*	June 2013	Tri-State Occupational Medicine	Morehead, KY
*	June 2013	Dennis Sprague PHD	Lexington, KY
*	July 2013	Christopher A. Catt Consulting	Brandenburg, KY
*	July 2013	Liberty Medical Assessment LLC	Owensboro, KY
*	July 2013	Story Consulting Services	Frankfort, KY
*	Aug. 2013	Liberty Medical Assessment LLC **	Louisville, KY
*	Aug. 2013	Bruce Amble PHD*	Paducah, KY
*	Aug. 2013	Wellcare, Inc.	Greensburg, KY
*	Aug. 2013	Gary Maryman PSYD	Somerset, KY
*	Aug. 2013	Story Consulting Services	Lebanon, KY
*	Aug. 2013	Liberty Medical Assessment LLC	Henderson, KY
*	Aug. 2013	Mark Kroger MS	Edgewood, KY
*	Sept. 2013	Geraldo de la Costa Lima PHD	Lexington, KY
*	Sept. 2013	Wellcare, Inc.	Bowling Green, KY
*	Sept. 2013	Tri-State Occupational Medicine	Ashland, KY
*	Sept. 2013	Christopher A. Catt Consulting	Morehead, KY
*	Sept. 2013	Story Consulting Services	Louisa, KY
*	Sept. 2013	Tri-State Occupational Medicine	London, KY
*	Sept. 2013	Wellcare, Inc.	Harlan, KY
*	Sept. 2013	Susan Lear PSYD	Owensboro, KY

II. 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

Gary Maryman, Ph.D.

(b) (6)

Louisville, KY 40241

Southern Medical Group

3366 Commodore Dr.
Lexington, KY 40502

Mary Allen Genthner MS

PO Box 22718
Lexington, KY 40522-2718

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 list below comprises the KY DDS 2012-2013 roster of CE providers (including all resident physicians & interpreters).

PHYSICAL CE PROVIDERS FOR THE KY DDS

WELLCARE INC. (several locations throughout the state, Paris, KY home office)

**Alireza Abdolmohammadi MD
Scott Berl MD
Numkunda Darboe MD
Scott Farner MD
Wifredo Hernandez MD
Steven Frachtman MD
Ryan Hall MD
Mark Burns MD
Helen O'Donnell MD
Justin Montgomery MD
Joseph Payne MD
Benjamin Storey MD
Lauren Briley MD
Daniel Stewart MD
Aaron Bress DO
Brandi Hartley MD
Logan Mast MD
Paul Von Hermann MD
Dennis Williams MD
Ronald Auer MD
Dustin Johnson MD
Nathan Hill MD
Jennifer Wang MD
Aaron Fain MD
Nathan Polley MD
Andrew Harston MD
Morgan Eckerd MD
Sara Kinsey MD
Gerald Broussard MD
Phillip Kollis MD
Surinder Kad MD
Alicia Pearce MD
Aurora Luna MD
Christopher Sherman MD
Joseph Childs MD**

LIBERTY MEDICAL ASSESSMENT LLC (several locations throughout the state, Louisville, KY home office)

**Olaguoke Akinwande MD
Wes Allison MD
Abdul Baker MD
Eric Von Bogaert MD
Gwendolyn Godfrey DO
April Halleron MD
Snehal Patel MD
Robert Lewis MD
Anju Sidhu MD
Martin Huecker MD
Deandrea Perkins MD
Atul Chugh MD
Aaron Pugh MD
Joel Warren MD
Troy Masden MD
Nicole Kershner MD
Emily Kenner MD
Thomas Johnston MD
Jonathan Van Meter MD
Kay Nguyen MD
Michael Meade MD
John Brandenburg DO
Edgar Lopez-Suescum MD
Roy Watson MD
Allison Tucker MD
Clint Tucker MD
Neetu Jose MD
Michael McCall MD
David Gilbert MD
Abigail Stocker MD
Tye Haeberle MD
Jill Eickhoff MD
Jamie Holt Key DO
Meggan Walsh DO**

STORY CONSULTING SERVICES INC. (several locations throughout the state, Frankfort, KY home office)

**Jules Barefoot MD
Viorel Boborodea MD
Timothy Gregg MD
Mark Burns MD
Roy Stauffer MD
Takasha Stewart-Hubbard MD
David Winkle MD
William Waltrip MD
Robert Nold MD
Davanand Doodnauth MD
Milton Nelson MD
Scott Zibell MD**

SOUTHERN MEDICAL GROUP (several locations throughout the state, Nicholasville, KY home office)

**Scott Beach MD
Bethany Cox MD
Matthew Wiisanen MD
William Rogers MD
Charles Laney MD
Thien Ngo MD
Fariha Zaheer MD
Kent Taylor MD
Benjamin Plaisance MD
Bethany Cox MD
Jason Lee MD
Radha Korupolu MD
Lauren Hendrix MD
Ryan Hall MD
Tracy Courtney MD
Mark Callow MD
Joshua Chalkey DO
Justin Hare DO
Ryan Kennedy MD
Morgan Eckerd MD
Sarah Zalone DO
Vinod Muniswamy MD**

TRI-STATE OCCUPATIONAL MEDICINE (several locations throughout the state, Huntington WV home office)

Kip Beard MD

Barry Burchett MD

Deidre Parsley MD

Kathleen Monderewicz MD

Stephen Nutter MD

Naushad Haziq MD

EYECARE SPECIALISTS

Murray, KY

ADVANCED EAR, NOSE, & THROAT

Louisville, KY

**APPALACHIAN REGIONAL MEDICAL CENTER
(Speech Pathology Dept.)**

Middlesboro, KY

**APPALACHIAN REGIONAL MEDICAL CENTER
(Speech Pathology Dept.)**

Hazard, KY

ASSOCIATES IN HEARING INC.

Pikeville, KY

ASSOCIATES IN EYE CARE

Albany, KY

MARTIN FRITZHAND MD

Cincinnati, OH

BARBARA M. BAKER & ASSOCIATES

Louisville, KY

D'ARCY BELT MS CCC/SLP

Paducah, KY

PELEVER, BOWLING, & WOMACK, PSC

Louisville, KY

RITA LUKAT CCC/SLP

Somerset, KY

CALDWELL CO. HOSPITAL (x-rays)

Princeton, KY

MARK CARTER MD

Louisville, KY

CINCINNATI SPEECH & HEARING

Cincinnati, OH

COMMISSION FOR CHILDREN W/SPECIAL NEEDS

Louisville, KY

BYRON WESTERFIELD MD	Lexington, KY
TIM CONRAD MD	New Albany, KY
A DAHHAN MD	Harlan, KY
RANDALL DALTON MD	Somerset, KY
DANVILLE RADIOLOGY ASSOCIATES	Somerset, KY
DIAGNOSITC MEDICAL IMAGING	Louisville, KY
DIAGNOSTIC RADIOLOGY OF LONDON	London, KY
HEAD & NECK SURGERY ASSOCIATES	Ft. Thomas, KY
Michael Domet MD	
Tim Keller MD	
Michelle Veazey MD	
Mark Gutowski MD	
Todd Kirchhoff MD	
James Kempiners MD	
Theodore Miller MD	
Joseph Haas MD	
Steven Woodruff MD	
MCPEAK VISION PARTNERS	Bowling Green, KY
DOWNTOWN RADIOLOGY	Middlesboro, KY
JON BRINKMAN DO	Ashland, KY
KARA KOLENDA CCC/SLP	Lexington, KY
TULIO EMANUELE MD	Bowling Green, KY
JOHN O. FITTS MD	Bowling Green, KY
FLEMING CO. HOSPITAL (PFS)	Flemingsburg, KY
GRAVES GILBERT CLINIC (PFS & x-rays)	Bowling Green, KY
GREENVIEW HOSPITAL (Dopplers)	Bowling Green, KY
LEWIS HARGETT MD	Louisville, KY
BLUEGRASS CARDIOLOGY	Frankfort, KY

JASON MCCLOUD MD	Grayson, KY
ELIZABETH SHEPER CCC/SLP	Erlanger, KY
PETER URDA MD	Louisville, KY
TRI STATE CENTERS FOR SIGHT	Cincinnati, OH
RICHARD SHERIDAN MD	Cincinnati, OH
BENJAMIN MACKEY MD	Corbin, KY
GAIL WALSH CCC/SLP	Cold Springs, KY
BRITTANY ONKST CCC/SLP	Pikeville, KY
CHARLENE SHEEHAN CCC/SLP	Cadiz, KY
DAVID KIELAR MD	Lexington, KY
ROCKCASTLE CO. HOSPITAL (x-rays/lab work)	Mt. Vernon, KY
PINEVILLE COMMUNITY HOSPITAL (x-rays/lab work)	Pineville, KY
TROVER CLINIC (x-rays/lab work)	Madisonville, KY
JENNIE STUART EXPRESS (x-rays)	Hopkinsville, KY
COAL MINER'S RESPIRATORY CLINIC (PFS)	Pikeville, KY
KY HEART & VASCULAR PHYSICIANS	Prestonsburg, KY
OPHTHAMOLOGY GROUP LLC	Paducah, KY
ROBERT WOODS MD	Lexington, KY
PHYSICIANS EYE CENTER OF OWENSBORO	Owensboro, KY
KOBY KARP EYE INSTITUTE	Louisville, KY
NORTON HOSPITAL (x-rays/lab work)	Louisville, KY
THEODORE WANDZILAK MD	Louisville, KY
MAURICE OAKLEY MD	Ashland, KY

DAVID MUFFLY MD	Corbin, KY
HENRY GOODMAN MD	Ashland, KY
JAMES OWEN MD	Lexington, KY
SYAMALA REDDY MD	Hazard, KY
H. KHORRAM MD	Middlesboro, KY
ANTHONY MAYO OD	Morehead, KY
JAMES MATTHEWS MD	Lexington, KY
DENNIS O'KEEFE MD	Bowling Green, KY
JOSEPH BRIGHTWELL MD	Louisville, KY
EDMUND WILKINS MD	Bowling Green, KY
TROY ASHCRAFT MD	Dry Ridge, KY
W. LAWRENCE LONG MD	Princeton, KY

MENTAL CE PROVIDERS FOR THE KY DDS

ROBERT W. ADAMS PSYD	Owensboro, KY
JENNIFER ADAMS WRIGHT Ph.D.	Mayking, KY
ADKINS PSYCHOLOGICAL SERVICES Barry Adkins MA	Paintsville, KY
BRUCE AMBLE Ph.D.	Paducah, KY
MICHELE AMBURGEY MA	Whitesburg, KY
DAVID ATCHER MD	Lexington, KY
TIMOTHY BAGGS PSYD	London, KY
DENNIS BUCCHOLZ Ph.D.	Louisville, KY
CRYSTAL SAHNER PSYD	London, KY
Jennifer Burleson PSYD	
Kristy Keefe PSYD	
Jonathan Hammersley PHD	
Lynn Rosenzweig PHD	
Warren Lambert PHD	
EVANS & ASSOCIATES Andrea Evans PSYD	Ashland, KY
LYLE CARLSON Ph.D.	Frankfort, KY
TERI CAUDILL PSYD	Florence, KY
SUZANNE COLLINS PSYD	Florence, KY
GEOFFREY SCHWERZLER PSYD	Erlanger, KY
BRANDEN DENNIS PSYD	Glasgow, KY

OLLIE DENNIS EDD	Glasgow, KY
LOIS DOAN MA	Corbin, KY
WAYNE EDWARD MS	Pikeville, KY
KEN EPPERSON MS	Prestonsburg, KY
JENNIFER FISHKOFF PSYD	Louisville, KY
ROBERT FITZ Ph.D.	Lexington, KY
ANNETTE FREEL Ph.D.	Corbin, KY
ROBERT GENTHNER Ph.D.	Lexington, KY
MARY ALLEN GENTHNER MS	Lexington, KY
MEGAN GREEN PSYD	Louisa, KY
KESHORE GUPTA MD	Louisville, KY
MARK PARZYCH MA	Louisville, KY
MARK PLAVIN Ph.D.	Lexington, KY
STEVEN SIMON Ph.D.	Louisville, KY
GERALDO DE LA COSTA LIMA PHD	Stanton, KY
ANDREA SHULTZ PSYD	Crestview Hills, KY
MAUDE O'NEILL Ph.D.	Georgetown, KY
ELLEN YASS-REED MA	Erlanger, KY
DANIEL MILLER Ph.D.	Louisville, KY
HARWELL SMITH Ph.D.	Dry Ridge, KY
MEGAN SHAPIRO MA	Dry Ridge, KY
KATHERINE HOOVER Ph.D.	LaGrange, KY
BRENDA PARKER Ph.D.	Bardstown, KY

RICHARD KLEM Ph.D.	Louisville, KY
STEVEN FREE Ph.D.	Louisville, KY
GARY MARYMAN PSYD	Louisville, KY
MARCY WALPERT MA	Owensboro, KY
SUSAN LEAR PSYD	Owensboro, KY
WILLIAM RIGBY Ph.D.	Harlan, KY
G. STEPHEN PERRY EDD	Louisville, KY
MARK KROGER MS	Edgewood, KY
COURTNEY SPEAR MA	Vanceburg, KY
WAYNE HERNER PSYD	Louisville, KY
CHRISTI HUNDLEY PHD	Lexington, KY
JENNIFER WILKE-DEATON MA	Richmond, KY
MICHAEL WHITTEN Ph.D.	Shelbyville, KY
SKAGGS CONSULTING, PLLC Emily Skaggs PSYD Lisa King PSYD Mackenzie Leachman PHD Joseph Conrad PHD	Lexington, KY
KELLIE JONES MA	Lexington, KY
DAVID WINSCH Ph.D.	Louisville, KY
ROBERT NOELKER Ph.D.	Lexington, KY
NORTHKEY COMMUNITY CARE James Rosenthal PSYD	Covington, KY
DENNIS SPRAGUE Ph.D.	Lexington, KY
THOMAS MUEHLEMAN Ph.D.	Murray, KY

EMILY LAIRD MA	Madisonville, KY
SUZANNE ROGERS Ph.D.	Frankfort, KY
CHEYRL GRIEVE MS	Bowling Green, KY
FREDERICK GRIEVE Ph.D.	Bowling Green, KY
JODY BLACKBURN MA	Prestonsburg, KY

CHRISTOPHER A. CATT CONSULTING Louisville, KY
(several locations throughout the state, Louisville, KY home office)

Christopher A. Catt PSYD
Jessica Huett PSYD
Jennifer Hale MA
Dawn Meador MA
Kathleen Powers MA
Gregory Lynch PSYD
Jeffrey Fadel MD
Crystal Gray PSYD
Lora Hall MA
Adam Brickler MA
Shannon Mahoney MA
Kari Hall MS
Terry Pearson PSYD
Brittany Shaw MA
Brian McClean MA
Katherine Peterson PSYD
James Brock PSYD
Thomas Thornberry MS
Leigh Ann Ford Ph.D.
Jeffrey Wayne Gray Ph.D.

INTERPRETER SERVICES

ACCIPIO LANGUAGE SERVICES	Louisville, KY
WESTERN KY REFUGEE MINISTRIES	Bowling Green, KY
BOAT PEOPLE SOS	Louisville, KY
LANGUAGES UNLIMITED INC.	Louisville, KY
CATHOLIC CHARITIES	Louisville, KY

b. Our i-Series system rejects payment for any vendor whose license has expired. A report is generated from the Document Management OnBase System 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. Proof of licensure is usually obtained through online verification via the KY Psychological Board of Examiners (psy.ky.gov) or the Kentucky Medical Directory. 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 and psychologists.

c. 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 by their respective support staffs as state law or their governing boards mandate.

V. FEE SCHEDULES

No changes were made to the KY DDS fee schedule during the current fiscal year.
****KY DDS 2013 FEE SCHEDULE ATTACHED AT THE END OF THIS REPORT****

VI. PROFESSIONAL RELATIONS UNIT ACTIVITIES

Oct. 2012	Morehead State University Career Fair	Exhibits
Nov. 2012	Kentucky Psychological Association	Exhibits/Conference
Sept. 2013	Kentucky Medical Association	Exhibits/Conference

VII SPECIAL PROJECTS & INITIATIVES - PROFESSIONAL RELATIONS UNIT

ERE INITIATIVE

The Kentucky Department of Disability continues 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 10/15/2013 was:

**** Consultative Examinations: 99.47%**
**** Medical Records Submission 77.73%**

SPECIAL PROJECTS

** The KY DDS Professional Relations Unit has been very active within the 2012-2013 Fiscal Year as the Commonwealth's licensure of MA/MS psychologists has been challenged by SSA. The Professional Relations Staff has spent many months working with our vendors in regard to the myriad of issues that this situation has created, making certain that our agency's business process is minimally affected.

** 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 worked with our correctional complexes during this fiscal year to provide procedures of obtaining consultative examinations for inmates.

** The Professional Relations Unit was relocated to another area of the building during this past fiscal year. The move was a large one, and took almost a month to complete.

** The KY PRO Unit created a professional relations manual, outlining all business practices and job duties, not only for our own reference, but as training material for the agency.

** The Professional Relations Unit has two First Responders, and they both completed their new certification training during the fiscal year.

** MER PRO travelled to six vendor office sites to educate and train office staff on ERE submission guidelines when there were significant technical barriers to overcome.

** Professional Relations Staff set up exhibits at two professional medical associations, and also participated in RRAP, HIT, and ERE conference calls.

**KENTUCKY
DEPARTMENT FOR DISABILITY DETERMINATION SERVICES
MEDICAL SERVICES FEE SCHEDULE
FY 2013**

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 1 cognitive/intelligence test, 1 adaptive behavior test, and interview)	175.00
1250	Psychometric Battery.....	150.00
1280	Child Psychometric Battery (age 6-15)	

ANCILLARY PROCEDURES FEES

DDS
CPT

AMA
CPT

12610	92585	Auditory Brainstem	\$113.00
12460	94720	DLCO.....	\$60.65
12450	93924	Doppler, Before & After.....	\$175.00
12400	93922	Doppler, Before	\$90.00
12705	93307	Echocardiogram 2D.....	\$207.00
12700	93307	Echocardiogram M.....	\$207.00
12100	95822	EEG Asleep	\$139.00
12110	95812	EEG Awake	\$135.00
12410	93000	EKG (Include tracings).....	\$30.00
12500	95860	EMG	\$120.00
12600	92541	ENG.....	\$36.00
12650	92275	ERG	\$124.00
12430	93015	Exercise EKG (Treadmill or bicycle)	\$150.00
12750	93230	Holter Monitor	\$200.00
12800	95900	NCV	\$50.00
12425	94760	Oximetry	\$25.00
12310	94010	PFTs Before (Include Tracings).....	\$65.00
12300	94010/94060	PFTs Before & After (Include Tracings)	\$95.00
00201	92082	Visual Fields (Goldman)	\$60.00
00210	92557	Audiogram	\$40.00

X-RAY STUDIES

DDS CPT

AMA CPT

21040/21420	73600	Ankle.....	\$35.00
13000	74270	Barium Enema.....	\$94.50
13100	76040	Bone Age Studies, Complete.....	\$75.00
13150	76020	Bone Age Studies, Limited	\$45.00
21560	72040	Cervical Spine	\$55.00
21010	71020	Chest.....	\$55.00
21060/21430	73000	Clavicle	\$35.00
21070/21440	73070	Elbow.....	\$40.00
21080/21450	73550	Femur	\$45.00
21090/21460	73620	Foot	\$40.00
21100/21470	73120	Hand	\$40.00
21110/21480	73510	Hip	\$55.00
21120/21490	73060	Humerus.....	\$40.00
21130/21500	73560	Knee	\$40.00
21590	72100	Lumbar Spine.....	\$55.00
21410	72170	Pelvis.....	\$35.00

21180/21550	73090	Radius & Ulna	\$40.00
21150/21520	73010	Scapula.....	\$45.00
21160/21530	73030	Shoulder	\$45.00
21570	70250	Skull.....	\$45.00
21600	72070	Thoracic Spine.....	\$55.00
21170/21540	73590	Tibia & Fibula.....	\$40.00
13200	74240	Upper GI Series.....	\$120.00
21190/21560	73100	Wrist	\$40.00
21654	70210	Paranasal Sinus.....	\$30.00

LABORATORY STUDIES

<u>DDS CPT</u>	<u>AMA CPT</u>		
11660	87116	AF Bacteria, Culture & S.....	\$15.43
11030	82040	Albumin, Serum	\$8.75
11035	82140	Ammonia Blood	\$20.00
11435	82150	Amylase Serum	\$17.50
11000	86038	ANA (Anti-nuclear Antibodies)	\$28.75
	36600	Arterial Puncture, withdrawal of blood for diagnosis	\$16.00
11590	80072	Arthritis Profile.....	\$33.00
	80048	Basic Metabolic Panel.....	\$32.50
11050	82247	Bilirubin	\$15.00
12200	82803	Blood Gases (after exercise).....	\$43.75
12420	82803	Blood Gases (before exercise).....	\$43.75
11070	82270	Blood Occult Stool	\$7.00
11040	84520	BUN (Blood Urea Nitrogen).....	\$8.75
11090	82310	Calcium Serum	\$10.00
11100	92543	Caloric Testing	\$30.00
11110	82380	Carotene Serum.....	\$25.00
11080	85031	CBC (Complete Blood Count)	\$11.00
11085	85022	CBC (with differential)	\$11.00
11120	84295	Chlorides Sweat Test	\$8.75
	80053	Comprehensive Metabolic Panel	\$32.50
11740	82550	CPK.....	\$15.00
11130	82575	Creatinine Clearance	\$23.75
11140	82565	Creatinine Serum	\$12.00
11150	80164	Depakene (Valproic Acid)	\$43.75
11155	80154	Diazepan.....	\$43.75
11170	80185	Dilantin (Diphenyldantoin).....	\$43.75
11175	80166	Doxepin (Sinequan)	\$43.75
11241	80168	Ethosaximide Serum.....	\$35.00
11180	82710	Fat in Stool.....	\$50.00

11185	82728	Ferritin Serum	\$35.00
11510	84439	Free T-4	\$25.00
	80050	General Health Panel.....	\$60.00
11200	82948	Glucose, Blood	\$6.00
11210	85013	Hematocrit.....	\$6.25
11220	85018	Hemoglobin.....	\$6.25
11230	83020	Hemoglobin Electrophoresis	\$43.75
11821	80076	Hepatic Function Panel	\$27.50
11670	83003	Human Growth Hormone	\$40.00
11240	83491	Hydroxycorticosteroids.....	\$25.00
11620	82784	IGD, Gammaglobulin, IgA,IgD,IgM.....	\$15.00 ea.
11630	82785	IGE	\$32.00
11640	82784	IGG	\$15.00
11650	82784	IGM	\$15.00
11250	86320	Immuno electrophoresis Serum	\$46.00
11260	86325	Immuno electrophoresis Urine	\$46.00

DDS CPT

AMA CPT

11270	82330	Ionized Serum Calcium	\$30.00
11285	82705	Lipids Total.....	\$7.50
11310	80188	Mysoline (Primidone)	\$43.75
11800	88150	Pap Smear	\$7.39
11340	83970	Parathyroid Hormone.....	\$95.00
11350	80184	Phenobarbitol.....	\$43.75
11370	85590	Platelet Count	\$10.00
11710	84132	Potassium	\$8.75
11380	84702	Pregnancy Test.....	\$21.49
11390	84165	Protein Electrophoresis Serum	\$25.00
11400	84165	Protein Electrophoresis Urine	\$25.00
11410	85610	Prothrombin Time	\$8.75
11037	80299	Quanitation of Drug (Not elsewhere specified).....	\$43.75
11290	86430	RA Latex	\$11.25
	80069	Renal Function Panel.....	\$9.58
11730	84244	Renin Act (Angiotensin)	\$62.50
11430	85044	Reticulocyte Count.....	\$10.00
11490	85651	Sedimentation Rate.....	\$8.75
11440	84450	SGOT	\$10.00
11450	84460	SGPT	\$10.00
11500	80156	Tegretol.....	\$43.75
11735	80198	Theophyline	\$40.00
11275	84436	Thyroxine Serum Total.....	\$25.00
11520	84480	Triiodothyronine T3; Total.....	\$13.75
11515	84443	TSH Thyroid Stimulating Hormone	\$50.00
11530	84550	Uric Acid Serum	\$8.75
11540	81000	Urinalysis	\$7.50
11560	36415	Venipuncture.....	\$6.00
11570	85007	White Blood Cell Count.....	\$6.25

Louisiana Disability Determination Services 2013 CE 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 13

Complaints received over FY 13 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 13.

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 13 with the following key providers and their staff:

Baton Rouge Area Office

- Adeboye A. Francis, MD, (b) (6), Baton Rouge
- Sandra Durdin, Ph D, (b) (6), Lafayette
- Sandra Durdin PhD, (b) (6), Hammond
- Med Plus, 309 Walnut Street, Amite
- Point of Care, 7354 Alberta Street Suite A, Baton Rouge

Shreveport Area Office

- Med Plus, 1212 Stubbs Avenue, Monroe
- Southern Medical Group, 2924 Knight St, Shreveport
- Southern Medical Group, 4100 Louisiana Avenue, Lake Charles
- Southern Medical Group, 1319 Donahue-Ferry, Pineville

New Orleans Area Office

- Scuddy F Fontenelle, PhD, (b) (6), New Orleans
- Internal Medicine Associates, 3909 Bienville, New Orleans

Additional Monitoring Activities

In addition to the above key provider visits, PROs also performed announced or unannounced office visits with all non-key CE providers as well. 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.

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. We have implemented a statewide consolidated process for CE report quality reviews.

III. Key Providers for FY140

We have identified the following as key providers for FY 14 (DDS earnings for FY13 year also cited).

-Internal Medical Associates	\$560,246	-Point of Care	\$209,217
-Southern Medical Group	\$468,506	-Sandra Durdin PhD	\$198,556
-Med Plus	\$429,949	-William Fowler PhD	\$171,893
-Adeboye Francis MD	\$241,706	-David Hebert PhD	\$168,046
-Scuddy F Fontenelle PhD	\$212,805	-James VanHook PhD	\$152,808

The following are FY13 onsite visit assignments for the above key providers:

Baton Rouge Area Office

Adeboye Francis MD	Comprehensive Physical	Baton Rouge
Point of Care	Comprehensive Physical	Baton Rouge
James VanHook PhD	Psychology	Baton Rouge
Sandra Durdin PhD	Psychology	Baton Rouge, Lafayette
Southern Medical Group	Comprehensive Physical	Lake Charles
Med Plus	Comprehensive Physical	New Iberia, Opelousas

New Orleans Area Office

Scuddy F Fontenelle PhD	Psychology	Metairie, New Orleans, Houma
William Fowler PhD	Psychology	Metairie, Houma
Point of Care	Comprehensive Physical	New Orleans
Internal Med Associates	Comprehensive Physical	New Orleans, Kenner, Slidell, Terrytown

Shreveport Area Office

Southern Medical Group	Comprehensive Physical	Shreveport, Monroe,
David Hebert PhD	Comprehensive Physical	Monroe
Med Plus	Comprehensive Physical	Monroe

The number of key providers for FY14 has increased to ten (10) in comparison to a total of seven (7) for FY13. Although this number has increased, our staff continues to explore 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.

IV. CE Panel – Current

Louisiana currently has three hundred and eight (308) providers on the CE panel, some of which are providers with multiple locations. These numbers remain somewhat lower than FY 05 when we reported 463 providers. The reduction is mainly due to impact 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 once per year upon license expiration by the MPRO Team. 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 eight (8) providers performing "mental clinical interviews" for a fee of \$50 per exam. We 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 FY13, the WJ III and Scoliosis Study were removed from our fee schedule.

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.

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 continue to target MER and other sources of evidence.

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.

Threats During FY 13

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.

We continue to utilize 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.

MPRO Team

We have had several staffing changes related to the Louisiana MPRO Team in FY13. The current MPRO Team is listed below:

(b) (6)	MPRO Supervisor	Administrative State Office-Baton Rouge
(b) (6)	MPRO Coordinator	Administrative State Office-Baton Rouge
(b) (6)	Professional Relations Officer	Baton Rouge
(b) (6)	Professional Relations Officer	Baton Rouge
(b) (6)	Professional Relations Officer	New Orleans
(b) (6)	Professional Relations Officer	New Orleans
(b) (6)	Professional Relations Officer	Shreveport
(b) (6)	Professional Relations Officer	Shreveport

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 HIPAA 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 HIPAA 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 _____

Maine DDS Annual Consultative Examination (CE) Oversight Report 2013

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
 - determine (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 reviewing the 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 Ginn, PhD
Donna Gates, PhD
WorkMed
Robert Phelps, MD
Jonathan Freedman, PhD
Richard Stockwell, D.O.
Margaret Morrison Ph.D.
Jason Merrin, Ph.D. PsyD
The Family Doc

We do keep a record of all the onsite visits. All onset visits have been done for the above providers.

Key Providers

Provide current list of names and addresses of key providers.

Top ten providers (see attachment for complete list, which includes payments)

Donna Gates, PhD
PO Box 1363
Camden, ME 04843

Edward Quinn PhD
P O Box 1441
Camden, Maine 04843

Robert Phelps, Jr, MD
Phelps Medical Assessments
89 Earls Rd
South Berwick, ME 03908

Richard Stockwell D.O.
(b) (6)
Westbrook, ME 04092

Roger Ginn PhD
(b) (6)
Wells, Maine 04090

Central Me Partners in Health
690 Minot Ave., Suite 2
Auburn, Maine 04210-4086

James Whelan, Jr., PsyD
(b) (6)
Portland, ME 04101

James Werrbach, PhD
(b) (6)
Bangor, ME 04401

Patricia Kolosowski PhD
PO Box 261
W Kennebunk, ME 04094

Roger Zimmerman PhD
(b) (6)
Portland, Me. 04103

CE Panels

- List the number of current provider on the panel – **100**
- 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 –
- We use the OIG LEIE exclusion database and search each physician quarterly. We also check licenses the month they are due to expire.

- 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 chaperone 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 rate increase, we do not change our rate. We did not change any rates. here 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:

We made 10 site visits. We recruited four ophthalmologists and one optometrist, two speech and language pathologists, two physical therapy groups that include 10 locations total, and four medical providers. We have increased our number of facilities who are willing to get requests electronically by three.

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. Currently Bangor and Machias are in need of medical providers.**

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. Our PRO supervisor did attend a seminar on Medical Records Law in Maine.**

Maryland DDS CE Oversight Report October 2012 – September 2013

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.

Nicola Cascella, M.D.

(b) (6)

Baltimore, MD 21224

(Psychiatry)

Date of onsite review – 9/16/2013

CEI Maryland, Inc.

1101 St. Paul Street, Suite 410

Baltimore, MD 21201

(Internal Medicine)

Date of onsite review – 10/01/2013

CE Provider Services
41680 Miss Bessie Drive, Suite 203
Leonardtown, MD 20650
(Internal Medicine and Musculoskeletal)
Date of review (conference call) – 9/26/2013

Additional Offices:
201 Pine Bluff Road, Suite 28
Salisbury, MD 21801

200 N Philadelphia Blvd, Suite A
Aberdeen, MD 21001

Lawrence Honick, M.D.
583 Frederick Road, Suite 3
Catonsville, MD 21228
(Musculoskeletal)
Date of onsite review – 9/12/2013

Additional Office:
(b) (6)
Baltimore, MD 21202

Michael Kaiser, Ph.D.
8605 Cameron Street, Suite 214
Silver Spring, MD 20901
(Psychology)
Date of onsite review – 10/2/2013

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 – 10/8/2013

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 – 9/12/2013

Additional Office:
1 E. Chase Street, Suite 1105
Baltimore, MD 21202

Med Plus Disability Evaluation
331 Oak Manor Drive, Suite 101
Glen Burnie, MD 21061
(Internal Medicine & Musculoskeletal)
Date of review (conference call) – 9/30/2013

Additional Office:
300 E Pulaski Highway, Suite 113
Elkton, MD 21921

Sara Phillips, Ph.D.
431 Eastern Blvd, Suite 103
Essex, MD 21221
(Psychology)
Date of onsite review – 11/25/2013

Additional Offices:
(b) (6)
Annapolis, MD 21401

14300 Gallant Fox Lane, Suite 204
Bowie, MD 20715

(b) (6)
Clinton, MD 20735

Ebenezer Quainoo, M.D.
3350 Wilkens Avenue, Suite 307
Baltimore, MD 21229
(Internal Medicine)
Date of onsite review – 11/6/2013

Olga Rossello, M.D.
920 St. Paul Street, Suite 2
Baltimore, MD 21202
(Psychiatry)
Date of onsite review – 10/3/2013

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)
Date of onsite review – 10/31/2013

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)
Date of onsite review – 11/13/2013

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)
Date of onsite review – 11/5/2013

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)
Date of onsite review – 10/31/2013

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)
Date of onsite review – 9/30/2013

Kelly Zinna, Psy.D
7310 Ritchie Highway, Suite 1009
Glen Burnie, MD 21061
(Psychology)
Date of onsite review – 11/15/2013

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.

Kevin Budney, PsyD
1101 Calvert Street, Suite 201
Baltimore, MD 21202
(Psychology)

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)

Shakuntala Dhir, MD
(b) (6)
Derwood, MD 20855
(Psychiatry)

Lawrence Honick, M.D.
583 Frederick Road, Suite 3
Catonsville, MD 21228
(Musculoskeletal)

Michael Kaiser, Ph.D.
1003 Spring Street, Suite 106
Silver Spring, MD 20910
(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
337 Hospital Drive, Bldg. 3
Glen Burnie, MD 21061
(Internal Medicine, Musculoskeletal & Psychiatry)

Sara Phillips, Ph.D.
431 Eastern Blvd, Suite 103
Essex, MD 21221
(Psychology)

Additional Offices:
201 Pine Bluff Road, Suite 28
Salisbury, MD 21801

200 N Philadelphia Blvd, Suite A
Aberdeen, MD 21001

Additional Office:
1400 Mercantile Lane, Suite 206
Largo, MD 20774

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 104B
Elkton, MD 21921

203 Greene Street
Cumberland, MD 21502

Additional Offices:
(b) (6)
Annapolis, MD 21401

14300 Gallant Fox Lane, Suite 204
Bowie, MD 20715

(b) (6)
Clinton, MD 20735

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)

Reza Sajadi, M.D.
1005 North Point Blvd, Suite 706
Baltimore, MD 21224
(Internal Medicine & Cardiology)

Saluja Medical Associates
821 N Eutaw Street, Suite 301
Baltimore, MD 21201
(Internal Medicine)

Mikhael Taller, M.D.
6615 Reisterstown Road, Suite 109
Baltimore, MD 21215
(Psychiatry)

Varsha Vaidya, M.D.
723 S Charles Street, Suite 103
Baltimore, MD 21230
(Psychiatry)

Sheldon Weinstock, Ph.D.
1800 N Charles Street, Suite 200
Baltimore, MD 21201
(Psychology)

Additional Office:
101 W Ridgely Road, Suite 7A
Lutherville, MD 21093

Additional Offices:
301 Saint Paul Place, Suite 311
Baltimore, MD 21202

(b) (6)
Baltimore, MD 21221

Additional Offices:
6821 Reisterstown Road, Suite 106
Baltimore, MD 21215

702 W 40th Street
Baltimore, MD 21211

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

Additional Office:
4405 East West Highway, Suite 601
Bethesda, MD 20814

4. For CE panels:

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

As of 11/2013, there are 405 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.

Maryland's Department of Health and Mental Hygiene has created online access for verification of all licenses. This allows us to verify licensure for all types of providers that are currently on our CE panel. The licensure of physicians is currently verified online at the Maryland Board of Physicians' website, www.mbp.state.md.us. The licensure of psychologists is currently verified online at <http://dhmh.maryland.gov/psych>. The licensure of speech language pathologists and audiologists is currently verified online at <http://dhmh.maryland.gov/boardsahs>. The licensure for optometrists is currently verified online at <http://dhmh.maryland.gov/optometry>. However, Maryland just lost their

only optometrist that was performing CE's. All CE providers' licenses are verified prior to performing CE's for the Maryland DDS. In addition to running this check with new providers annual licensure reviews are completed for CE providers whose licenses are scheduled to expire.

For physicians, they are licensed for two years and renewal dates are broken down alphabetically - A through L are renewed on even years, M through Z on odd years.

For psychologists, they are licensed for two years. There does not appear to be any logical order for how it is determined who must renew on odd years vs. even years. Therefore the entire panel, of psychologists, is checked annually.

For speech language pathologists and audiologists the licensing board is contacted to verify licensure when adding providers to the panel. 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. We are transitioning to the online licensure verification for speech language pathologists and audiologists.

For optometrists, they are licensed for two years and Maryland had only one optometrist on our panel until April 2013.

Each link for varying licensed providers provides details about disciplinary actions. For physicians, there is 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. For psychologists, speech language pathologists and audiologists, there are lists of disciplinary actions that can be referenced.

In addition, the Office of Inspector General's website is checked for all new providers to ensure there are no exclusions. The following website is the link for OIG exclusions: <http://exclusions.oig.hhs.gov/>.

- 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, 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 Response" 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, 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.

- b. on electronic medical evidence, e.g., exhibiting at medical conventions, joint actions with regional public affairs offices

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 county Core Service Agencies) 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 core SOAR staff as well as presenting on DDS needs in five training sessions. The Maryland DDS continues to host 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 Brain Injury Association of Maryland's annual conference, Laurel Regional Hospital, Maryland Rehabilitation Associations annual conference, National Alliance on Mental Illness (NAMI) Annual Education Conference Workshop and a broadcast for NAMI.

The MRO worked with our chief psychiatric consultant, (b) (6) and reviewing medical consultant, (b) (6), to provide two presentations to physicians and clinical staff at Chase Brexton Health Systems and Franklin Square Hospital family medicine grand rounds. (b) (6) and the MRO also presented at the Maryland Academy of Family Physicians Annual Conference. These presentations focused on DDS program overview, evidentiary requirements and electronic initiatives. In addition the MRO presented to Montgomery County Public Schools Next Steps Night for parents. This presentation focused on Social Security's disability program as it pertains to children and evidentiary requirements from schools and parents. The MRO also presented for social workers, advocates and case managers at Montgomery County Department of Health and Human Services about understanding the Social Security disability program. The MRO worked closely with Baltimore Metro and Washington Metro Public Affairs Specialists (PAS), (b) (6) as well as Washington Metro Area Work Incentive Coordinator (AWIC), (b) (6). The Washington Metro PAS worked in conjunction with the DDS to provide presentations to transition support teachers in Montgomery County and social workers, case managers and family members at Montgomery County ARC. MRO has participated on conference calls with Washington Metro PAS and AWIC, and key players in Montgomery County to provide future presentations to discuss Social Security disability program and the Ticket to Work program. Finally, the MRO worked closely with the Baltimore Metro area PAS, (b) (6), providing a presentation for staff of the Wounded Warrior program at Baltimore Veterans Administration, which included social workers, case managers, and advocates. These presentations were well attended and showed fabulous collaborative efforts between DDS and SSA staff as well as our community partners.

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 continues to work closely with State Correctional Facilities to ensure all sites are utilizing ERE, and providing continued education and ERE support.

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. This past fiscal year the MRO contacted all individual providers, excluding hospitals and laboratory facilities, to register them for eOR. Currently over 90% of our CE providers receive their CE authorizations through eOR, via ERE or fax. We continue 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. We continue to provide outreach and education, onsite, for providers that may struggle with startup of ERE.

The MRO was an exhibitor at the John Hopkins Hospital Inaugural Pediatric Social Work Fair and the School Health Interdisciplinary Program. In addition, we had the opportunity to participate in SSA's Homelessness Roundtable at the United States Department of Housing and Urban Development, which included Acting Commissioner of Social Security Administrations, Carolyn Colvin.

- 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 2013

Prepared by:

(b) (6), Director of Medical Contract Management & Professional Relations

(b) (6), Professional Relations Officer

November 2013

Annual Consultative Examination

Oversight Report

FISCAL YEAR 2013

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 Yacov Kogan, David Husson, Sean Markey, Barbara Stelle and Douglas Williams. We Also made thirteen (13) 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:

- Yacov Kogan, M.D. (b, c)
(b) (6)
Brockton, MA 02301
- David Husson, Psy.D (b, c)
144 Merrimack Street, 4th Floor
Lowell, MA 01852
- Sean Markey, Ph.D (b, c)
(b) (6)
Worcester, MA 01605
- Barbara Stelle, M.D. (b, c)
(b) (6)
Falmouth, MA 02540
- Douglas Williams, Psy.D. (c)
425 Union St, Suite D-19
West Springfield, MA 01089

STATUS OF CE PANEL

Section 4:

- a. There are approximately *one hundred and eighty (180)* 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). Prior to hiring any consultant, the website is checked and any Board or hospital disciplinary incidents are addressed prior to consideration of a contract; however, getting details regarding infractions is difficult. 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 & 8). The fee schedule was updated, the Bender Gestalt, Figure Drawings and Trail making were deleted due to lack of use.

PROFESSIONAL RELATIONS ACTIVITIES

Section 6:

Medical Relations had many major projects to resolve, research and respond to this year. In Boston, much of the first 6 months of the year was spent trying to resolve major backlogs at Boston Medical Center (BMC) due to multiple changes in Health Information Managers and copy services. Once BMC secured Medical Records Associates as the copy service the backlog was resolved.

In Worcester, due to the hiring freeze, we were not able to replace a clerk in CE Placement. This left the PRO in Worcester performing CE Placement tasks such as approving invoices and scheduling as needed. During this time, the Worcester Region lost multiple high volume doctors. In Springfield, we lost an internist to retirement and a psychologist found a full time job. In Worcester an internist was terminated due to poor performance and a Spanish speaking psychologist retired. The Worcester PRO was pulled in many directions and did a good job with limited resources.

Multiple meetings were held to find ways to streamline the workload. Pre CE calls and Failure to Cooperate (FTC) calls became a burden as we were unable to replace key personnel in Boston and Worcester. As a result, research into a Voice System that could automate phone calls was pursued. We are hoping to have pre CE calls automated by the end of December.

Finding a CE vendor to perform the HINT Test, now required by SSA, has been difficult. Mass Eye and Ear, Children's Hospital and other facilities were contacted. Despite multiple attempts, we have been unable to find a facility that either has the HINT Test or is willing to take the CE referrals on anyone other than their own patients. Medical Relations will continue to recruit for the HINT Test.

A new Taxi RFR was put out for bid this year. In response to this RFR, 32 Taxi contracts were processed to better the transportation needs of the Commonwealth.

Multiple meetings were held with IT Department and Case Processing to create a work queue for CE Cancellations and Reschedules. This will facilitate communication, track cancellations and reschedules and document the electronic case folder.

The Medical Relations Department received multiple complaints from claimants, regarding 10 to 20 minutes interviews, (b) (6). The Director of Contract Management and Professional Relations accompanied by (b) (6), SSA Disability Expert performed an unannounced site visit. SSA's suggested time frames for a (b) (6) were explained. Since then the complaints have stopped. In addition, Boston terminated a high volume (b) (6).

The DDS Special Source Manual was updated for the new Examiner class. An In House doctor raise was implemented. Medical Relations mailed an Bulletin outlining SSA requirement for a complete CE to all psychiatrists and psychologists on the CE panel. A new contract was set up with Language Line to take advantage of the deep discounts, this will ensure smooth service and good communications to our non-English speaking claimants.

The Director of Medical Relations and Contract Management hired eleven In House medical consultants this year.

We now spend twice the amount of time checking the National OIG list of Sanctioned doctors, signing into the Massachusetts Medical Board and Massachusetts Psychological Board for doctor license updates. Time was spent on the national CE Oversight issues, answering SSA Survey Question.

2013 Fee Schedule for Consultative Examinations & Procedures

Payments for professional services are based on the usual, customary, and reasonable charges, as generally defined, up to the maximum specified in the schedule of the Division of Health Care Finance and Policy. There is no reimbursement for broken or missed appointments.

In radiological and other examinations where professional interpretations must be obtained separately, fees for such interpretations must not exceed 50% of the allowed charges.

When a panel of laboratory work can be obtained cheaper than the cost of individual studies needed, the panel should be authorized.

Consultative Exams

99241	Internal Medicine	\$150.00	
9924A	Neurology	\$150.00	
9924B	Orthopedics	\$150.00	
9924C	Pediatrics	\$150.00	
992CC	Denver Development Screening Test	\$26.25	
93920	Vascular Evaluation with Doppler Test (include exercise if indicated)	\$159.82 (\$215.00 Span)	
X9653	Speech & Language Evaluation (child)	\$165.00	
9924F	Ophthalmology Examination	\$150.00	
92081	Ophthalmology-Field Vision Test	\$61.39	
9924G	Otolaryngology	\$150.00	
92557	Audiogram	\$41.86	
90820	Psychiatric Evaluation	\$150.00	
9082A	Intellectual Evaluation (2hrs) WAIS-IV, WISC-IV OR WPPSI-III	\$149.88	
9082AA	Spanish WISC-IV	\$149.88	
9082B	Personality Evaluation (4hrs) (includes Rorschach, TAT, Bender Gestalt-II, Figure Drawings)	\$299.76	
9082C	Assessment of Organicity (5hrs) (includes WAIS-IV, Wechsler Memory Scale IV, Bender Gestalt-II)	\$374.70	
9082DD	Psychodiagnostic Interview Only (1.5hrs)	\$112.41	
9082D	Psychodiagnostic Interview w/Testing (1hr)	\$74.94	
9082E	Neuropsychological (7hrs)	\$524.58	
9082F	Brief Organic Assessment (4hrs) (includes Trail Making A & B, Bender Gestalt-II, Psychodiagnostic Interview, Wechsler Memory Scale IV- applicable to HIV and frontal lobe disorders)	\$299.76	
9082H	WRAT IV (1hr)	\$74.94	
9082I	Vineland Social Maturity Test-II (1hr)	\$74.94	
9082K	Bayley Scales-III (2hrs)	\$149.88	
9082M	Spanish Brigance or Spanish Woodcock-III (1 hr)	\$74.94	
9082N	Stanford Binet-V (2hrs)	\$149.88	
9082P	TONI-3 (1hr)		\$74.94
9082R	Wechsler Memory Scale IV (2hrs)		\$149.88

9082S	Peabody Picture Vocabulary Test-PPVT-III (1hr)	\$74.94
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Special Tests

93000	EKG with interpretation	\$20.52
93019	Treadmill (Bruce Protocol) with Test Performance Responsibility Statement	\$124.95
94060	Spirometry (PFT) (no interpretation needed)	\$35.05 <u>\$11.55</u>
	Pre-and-Post-Bronchodilator using .5cc Albuterol/2.5cc NS	\$46.60
94720	Diffusing Capacity	\$22.45 <u>\$9.87</u> \$32.32
94760	Pulse Oximetry	\$2.05
95930	Visual Evoked Response	\$86.10

Labwork

86038	ANA	\$13.68
85027	CBC	\$7.32
82565	Creatinine	\$5.80
80184	Phenobarbital	\$12.97
80185	Phenytoin (Dilantin)	\$15.00
85610	Prothrombin Time	\$4.45
86430	Rheumatoid Factor (without titer)	\$6.42
85651	SED Rate	\$4.02
84520	BUN	\$4.46
80156	Carbamazepine (Tegretol)	\$16.48
82310	Calcium	\$5.83
82550	Creatine Phosphokinase (CPK)	\$7.37
84132	Potassium	\$5.20
80188	Primidone (Mysoline)	\$18.78
80164	Valproic Acid (Depakene, Depakote)	\$15.33
80076	Hepatic Function Panel	\$9.25
84550	Uric Acid	\$5.06
84450	SGOT	\$5.85
84460	SGPT	\$5.99
84443	TSH	\$19.01

Radiology

		X-Ray	Reading
71020	Chest (AP & Lat)	\$18.08	\$8.22
72040	Cervical Spine (AP & Lat)	\$17.48	\$8.22
72070	Thoracic Spine (AP & Lat)	\$18.97	\$8.22
72100	Lumbosacral Spine (AP & Lat)	\$19.27	\$8.41
72170	Pelvis (ap)	\$15.21	\$6.33
72200	Sacroiliac joints (2 views)	\$15.21	\$6.33
73030	Shoulder (2 views)	\$16.60	\$6.60
73070	Elbow (AP & Lat)	\$15.21	\$5.53
73100	Wrist (AP & Lat)	\$14.32	\$6.28
73120	Hand (2 views)	\$14.32	\$6.08
73500	Hip (1 view)	\$13.73	\$6.33
73560	Knee (AP & Lat)	\$15.21	\$6.53
73590	Tibia & Fibula (AP & Lat)	\$15.21	\$6.33
73600	Ankle (AP & Lat)	\$14.32	\$6.08
73620	Foot (AP & Lat)	\$14.32	\$6.08
73650	Calcaneous/Heel (2 views)	\$13.73	\$6.08
70000	READING CODE		

DDS CE Oversight Report

The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.

The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 15.

Region:	
State DDS:	Michigan
Report Period (Fiscal Year):	FY 13
Current Date:	11/14/13
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title

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

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 MRPH Director. After reviewing the evidence gathered, the MRPH 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 MRPH Director is responsible for notification to Regional Office.

2. Attach a list of completed onsite reviews of CE providers.

MICHIGAN DDS—FY 13

ONSITE REVIEW OF CE PROVIDERS (OTHER THAN KEY PROVIDERS)

- 10/12 Great Lakes Eye Institute
- 10/12 Superior Rehab and Professional Services
- 10/12 Port Huron Ophthalmology
- 10/12 Dickinson Occupational Clinic
- 10/12 John Garrett MD
- 10/12 Bell Medical Occupational Health
- 10/12 Michael Nidiffer MD
- 10/12 Randy J. Folker MD
- 10/12 Medical Care Plus
- 2/13 Human Resources
- 4/13 Ronan Psychological Services
- 5/13 Michelle Rousseau Ph.D.
- 6/13 Lynne Emerson
- 6/13 Leonard McCulloch MA
- 6/13 Bharti Sachdev MD
- 6/13 Michael Behen Ph.D.
- 6/13 James Rocco MD
- 6/13 Aspirus Grandview Eye Center
- 6/13 Gary Kilpela Ph.D.
- 6/13 Bell Occupational Medicine
- 6/13 William Humphrey MD
- 6/13 Bruce Jacobson MA
- 6/13 Superior Rehab and Professional Services
- 6/13 Webers and Devers Psychological Services
- 6/13 Carls Speech and Hearing

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



2013 MICHIGAN
KEY PROVIDERS...

4. Provide the total number of CE providers on the panel.

200

5. 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.

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.

6. 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.

Same as #5 above—done on annual basis

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

No fee changes—no volume provider discounts

8. Upload fee schedules to the MPRO SharePoint site.



9. Provide a brief description of DDS professional relations officers’/medical relations officers’ activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices, etc.



Please attach any additional information before submitting this form.



MISSION STATEMENT
PRO INITIATIVE...

MICHIGAN KEY PROVIDERS – ON SITE VISITS -FY 13

<u>Key Provider</u>	<u>Address</u>	<u>Date of Visit</u>
Sierra Medical Clinic	715 Brookwood Walk Bloomfield, MI 48304	6/5/13 (Warren)
Great Lakes Medical Evaluations	330 E. Maple Ste. 285 Birmingham, MI 48009	8/13/13 (Lincoln Park)
Jefferson Medical Clinic	2141 East Jefferson Ave. Detroit, MI 48207	5/17/13
Human Capability Corporation	25775 W 10 Mile Rd Ste. B Southfield MI 48202-6036	3/29/13
Michigan Medical Consultants	P. O. Box 81060 Rochester, MI 48308	2/14/13 (Lansing)
Monarch Medical Services	24474 Goddard Rd. Taylor, MI 48180	6/26/13
AAA Evaluations	8179 Halcyon Ct Grosse Ile, MI 48138	10/19/12 (Traverse City)
Tri-State Occupational Medicine	612 Sixth Ave Huntington, WV 25701	10/17/12 (Port Huron)
Seasons Counseling Center	8311 Office Park Dr. Grand Blanc, MI 48349	5/21/13 (Burton)
Meridian Diagnostics	3266 N Meridian St Indianapolis, IN 46208	2/14/13 (Lansing)
John Jeter MA LLP	(b) (6) Howell, MI 48843	6/13/13 (Lincoln Park)
Sermic Psychological Counseling	3444 Davenport Saginaw, MI 48602	10/16/12

EXHIBITS/PRESENTATIONS (DDS and/or in Collaboration with SSA)

(B)=Booth (P)= Presentation (W)=Webinar

- 10/12** Northern Michigan Vasculitis Foundation **(P)**
- 10/12** MI Assoc of Reimbursement Officers/MARO with SSA **(P)**
- 10/12** MACMHB Annual Fall Conference with SSA **(B) (P)**
- 10/12** Multiple Sclerosis Society Workshop **(P)**
- 1/ 13** Brain Injury of Michigan—Wounded Warrior **(W)**
- 2/13** Community Mental Health—Wounded Warrior **(P)**
- 2/13** MACMHB Winter Conference with SSA **(B) (P)**
- 4/13** National Assoc of Social Workers State Conference **(B)**
- 4/13** Rural Health **(B)**
- 4/13** MI Assoc of Reimbursement Officers/MARO with SSA **(P)**
- 5/13** MHIMA State Conference **(P) (B)**

MAJOR PRO INITIATIVES FY 13

- **Medical Relations/PRO Staff— SSA Deputy Commissioner for Operations Honor Award**
- **Improve CE Report Receipt—RESULTS:**
 - CE reports received within 14 days or less=84% (+6% from FY 12)
 - CE reports received within 21 days or less=98%
- **Improve MER response time among top 300 providers with >100 MER requests annually--RESULTS:**
 - MER received **within 10 days = 41% (+6% from FY 12)**
 - MER received **within 21 days = 90% (+10% from FY 12)**
- **Improve ERE MER—78.8% September; 78.6% FY 13YTD (+2% from FY 12)**
- **(b) (6) Investigation—**Approved credentialed CE provider using non-approved students to conduct @260 mental status and psychological testing exams; referral to OIG made in June, 2013 with investigation outcome pending;
- **Vendor File Process Workgroup/National Vendor File Readiness—RESULTS:**
 - 23,540 MER/CE vendors (@38%) purged from vendor file
 - Standardized/consistent agency business process implemented for vendor data entry including written procedures for adding new vendors, changes to current vendors, consolidation and vendor file maintenance activities
- **CE Recruitment—**
Additions: 13 internal medicine; 2 psychologists; 4 SLPs; 3 Ophth; 1 Peds

DDS CE Oversight Report

The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.

The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 15.

Region:	Chicago
State DDS:	Minnesota
Report Period (Fiscal Year):	2012 – 2013
Current Date:	11/14/13
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title Medical Relations Officer

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

All complaints referred to Medical Services are investigated. Complaints typically arise from claimants or authorized representatives. 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. Complaints regarding the exam itself are referred to the appropriate Chief Medical or Psychological consultant for review. The Chief completes a feedback form detailing the issue and provides recommendations for resolution. Chicago Regional Office is notified in the event of serious complaints, i.e., physical or sexual abuse by a provider. In these events, referrals for exams are immediately ceased. Every effort is made to maintain the safety of our claimants and the integrity of the program.

2. Attach a list of completed onsite reviews of CE providers.



List of CE Onsite
Reviews.doc

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



LIST OF KEY PROVIDERS.doc

4. Provide the total number of CE providers on the panel.

170 providers, a number of providers also have multiple locations

5. 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.

When recruiting new panelists, licenses, credentials and certifications are verified with the appropriate State Medical, Psychological and other appropriate boards. The attached policy describes the MN DDS procedure for quarterly licensure and sanction verifications. Records of these verifications are maintained by the MROS via spreadsheet.



Policy 2347.doc

6. 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.

Signed statements are obtained from each provide certifying that all support staff that will be used in consultative examinations meet the appropriate licensing/certification requirements of the Sate and are not sanctioned. An example of this statement is included in the attached policy document in #5.

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

The MN DDS did not have any level of discounts to volume providers during the Federal Fiscal 2013. The CE fee schedule was not changed. The following special arrangements were revised:

C. Joseph Egli, LP: Travel time & mileage (Esko-Mt. Iron, MN, RT); \$250 (max.) clinic rent fee

The following are CE panelists that have been added to the list for payment of records review. These panelists are in remote regions of Minnesota with a high failure rate and transportation issues.

*Joel Kirchner, PHD LP

*David Benson, MD

*Charles Chmielewski, PHD LP

8. Upload fee schedules to the MPRO SharePoint site.



FeeSchedule2012.doc

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

Medical Relations staff have been involved in the following activities (FY13):

- 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.
- CE Oversight visits to more than top 10 providers. Visited over 25 additional panelists throughout the state of Minnesota.
- 4/13: 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.
- 6/13: Attended the 2013 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.
- 6/13 Presentation at Children's Hospital in Minneapolis with FO liaison to social workers and case managers providing SSI outreach.
- 7/13: Created and sent introductory letter to all active CE panelists announcing recent staffing changes.
- 9/13: Created and sent letter to all MN schools notifying them of the recent E827 rollout for DC Claims.
- 9/13: Staffed a booth at the 2013 Community Mental Health Conference to recruit potential panelists throughout Minnesota.
- 10/13: Staffed a booth at the 2013 Rural Behavioral Health Conference to recruit potential panelists in rural Minnesota.
- 10/13: Presentation to DDS staff regarding medical relations updates, duties and claimant outreach, including shared presentation with current SSA beneficiary.
- 10/13: Presentation at University of St. Thomas Law School to 3rd year law students regarding DDS practices and procedures.
- 10/13: Presentation with FO Liaison to MN Bar Association regarding DDS procedures, disability overview, and information for representatives.

- 10/13-Staffed a booth at the Minnesota Education Association annual conference. This booth was staffed by MROs and a child SAPC. This conference was to provide outreach to Minnesota schools and prisons regarding the disability program and the importance of school forms and IEP information in case adjudication.
- Interface with statewide MER vendors to coordinate eAuthorization rollout.
- Coordinated and recruited representatives to receive weekly faxed status report from DDS.
- 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 presentations to DDS staff by CE Panelist regarding the components of the mental status examination and challenges to the CE provider.
- Provided medical training updates to DDS staff including reminders and business process changes (ex. DOD, military treatment and Federal Bureau of Prison medical request revisions).
- Provided technical support & training to ERE website users/medical consultants.

Please attach any additional information before submitting this form.

List of CE Onsite Reviews

Alford Karayusuf, MD-\$396,210.00

1. Metro Square Bldg., 7th & Robert Sts., St. Paul, MN 55101*
2. 3100 Lake Pt. Corporate Bldg., #210, MPLS, MN 55404
*onsite: 05/29/13

Donald Wiger, LP & Associates-\$264,977.25

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: 06/1913

Craig Barron, PsyD., LP-\$152, 752.50

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: 07/16/13

Ward Jankus, MD-\$94,537.00

1. University Park Med Bldg, MN Surgical Assoc #270, St. Paul MN 55104
*onsite: 06/26/13

A. Neil Johnson, MD-\$424,191.50

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: 06/05/13

Dustin Warner, PsyD., LP-\$116,555.00

1. 325 Cedar St. #312, St. Paul, MN 55101
*onsite: 07/16/13

Marlin Trulsen, LP- \$64,760.00

1. 102 S 29th Ave. W #106, Duluth, MN 55806
2. Lakeview Psychological Clinic 600 Union St. So., Mora, MN 55051*
*onsite: 07/31/13

Lyle Wagner, PhD., LP-\$79,586.00

1. (b) (6) Brainerd, MN 56401
2. (b) (6) Litchfield, MN 55355*
*onsite: 06/21/13

Robert Barron, PhD., LP-\$72,840.00

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: 07/25/13

Dr. James Huber, PHD., LP-\$58,648.00

1. 403 4th St. #245., Bemidji, MN 56601
2. (b) (6) Hibbing, MN 55746

Additional CE Oversight Visits

Dr. Beth Gilthvedt

1. Horizon Eye Care Professional. 118 N Oak Ave., Owatonna, MN 55060

Dr. William Scurry, PHD LP

1. (b) (6) Faribault, MN 55021

Dr. James Otteson, PHD LP

1. (b) (6) Owatonna, MN 55060

Garden & Associates Interpreting Services

1. 5436 Pillsbury Ave S., MPLS, MN 55419

Fischler & Associates

1. 1735 Medical Arts BLDG., MPLS, MN 55402

Dr. Carol Leinonen, PSYD, LP

1. 287 Marschall RD #202., Shakopee, MN 55379

Dr. Mary Kenning PHD, LP

1. 5100 Eden Ave #320., Edina, MN 55436

Dr. Steven Curtis, MD

1. (b) (6) Mankato, MN 56001

Assoc Psych – Mertens & Marshall

1. 113 E Hickory St., Mankato, MN 56001

Dr. Van Nostrand MD

1. Octagon Professional BLDG. 325 33rd Ave N., St. Cloud, MN 56303

Dr. Mark Smith, PHD LP

1. (b) (6) Hutchinson, MN 55350

Dr. Brian Bonte, MD

1. Hutchinson Medical Center. 3 Century Ave SE., Hutchinson, MN 55350

Debra Moran MA LP

1. Olmsted National Bank. 975 34th Ave NW #215-2nd FL. Rochester, MN 55901

Dr. Dan Carlson, LP

1. The 1550 BLDG. 1500 1st Ave NE. Rochester, MN 55906

Dr. Tatyana Karpyak, PSYD LP

1. 1210 ½ 7th St. NW #216. Rochester, MN 55901

Dr. Mark Desmonde, PSYD LP

1. 324 W Superior St. #716. Duluth, MN 55802

Dr. Van Noord, PHD LP

1. Riverview Office Tower. 8009 34th Ave S #1490. Bloomington, MN 55425

Dr. Norma Taylor, PSYD LP

1. 600 25th AVE S. #109. St. Cloud, MN 56302

Dennis Andersen, MA, LP

1. 1500 Northway Dr. #1. St. Cloud, MN 56303

Cheryl Kunshier, SLP

1. 2700 1st St N Suite 106B. St. Cloud, MN 56303.

Dr. Joel Kirchner, PSYD LP

1. (b) (6) Park Rapids, MN 56470

Dr. David Benson, MD

1. (b) (6) Park Rapids, MN 56470

Dr. John Graham PHD LP

1. (b) (6) Baudette, MN 56623
2. 4 West Building. 403 4th St. NW #110. Bemidji, MN 56601

LIST OF KEY PROVIDERS & ONSITE REVIEWS

Alford Karayusuf, MD-\$396,210.00

1. Metro Square Bldg., 7th & Robert Sts., St. Paul, MN 55101*
2. 3100 Lake Pt. Corporate Bldg., #210, MPLS, MN 55404
*onsite: 05/29/13

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1. 229 Jackson St. #136, Anoka, MN 55303
2. 155 S Wabasha #122, St. Paul, MN 55107*
3. 155 Commerce St., Wabasha, MN 55981
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1. Our Savior's Housing, 2219 Chicago Ave. S., MPLS., MN 55404
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1. University Park Med Bldg, MN Surgical Assoc #270, St. Paul MN 55104
*onsite: 06/26/13

Neil Johnson, MD-\$424,191.50

1. District One Hospital 200 State Ave., Faribault, MN 55021
2. Now Urgent Care Clinic 1955 W County Rd B2, Roseville, MN*
Brookdale Integrative Health 5740 Brooklyn Blvd , Brooklyn Ctr, MN
3. Cambridge Chiropractic Clinic 137 SW 2nd Ave.,
Cambridge, MN
4. Mariner Medical Clinic, 109 N 28th St. E., Superior, WI 54880
5. Bentz Chiropractic Clinic, 1022 S 19th St., LaCrosse, WI 54601
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1. 325 Cedar St. #312, St. Paul, MN 55101
*onsite: 07/16/13

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1. 102 S 29th Ave. W #106, Duluth, MN 55806
2. Lakeview Psychological Clinic 600 Union St. So., Mora, MN 55051*
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3. W. #1500, Bloomington, MN 55431
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*onsite: 07/25/13

Dr. James Huber, PHD., LP-\$58,648.00

1. (b) (6)th Bemidji, MN 56601*
2. (b) (6) Hibbing, MN 55746
/13

Policy: Verifying CE Panelist Licenses and Identifying Sanctions and Exclusions

The Minnesota DDS will verify each quarter that all active and potential consultative exam panelists maintain current licenses in the state of Minnesota and have no federal sanctions or exclusions against them.

PROCEDURE

<u>WHO</u>	<u>STEP</u>	<u>WHAT ACTION</u>
MRO	1	Ensure licensure verification table is updated with new panelists and accurately reflects current panel.
	2	When a new panelist is added, contact the appropriate licensing board to determine the date the panelist's license expires.
	3	Verify that the panelist has no exclusions by accessing the HHS-OIG, LEIE (http://exclusions.oig.hhs.gov/) and entering their first and last name. If a panelist has an exclusion listed, they must be removed from the panel.
	4	If the panelist has a current license and is without exclusions or sanctions record the name of the consultant, license number, license expiration date, and whether there are pending disciplinary actions.
	5	Enter the new panelist and license expiration date in the license verification table.
	6	Each quarter, verify that a new license has been issued for panelists with licenses expiring soon by contacting the appropriate licensing board: <ul style="list-style-type: none">• Minnesota Board of Medical Practice http://mn.gov/health-licensing-boards/medical-practice/• Minnesota Board of Optometry http://mn.gov/health-licensing-boards/optometry/• Minnesota Department of Education http://education.state.mn.us/MDE/EdExc/Licen/TeachLicLook/index.html• Minnesota Department of Health https://pgc.health.state.mn.us/hopVerify/loginAction.do• Minnesota Board of Psychology (requests by mail) http://www.psychologyboard.state.mn.us/ 2829 University Avenue SE, Suite 320 Minneapolis, MN 55414-3237

- | | | |
|------------|----|---|
| | 7 | If the panelist has renewed his/her license, enter the new expiration date in the license verification table. |
| | 8 | If a new license has not been issued, call the panelist to determine if the consultant intends to renew the license. If the answer is yes, verify the license renewal by contacting the appropriate licensing board. Enter updated license expiration date into licensure verification table. |
| | 9 | If unable to verify license renewal prior to the expiration date, the MRO should inform the Assistant Director of Operations and the Assistant Director of Medical Services. |
| ADO & ADMS | 10 | If license renewal has not been verified, suspend use of the consultant immediately. Inform ACE Supervisor to cancel pending exams. |
| MRO | 11 | Follow up with the panelist until verification that the panelist is currently licensed, or until MRO determines the license will not be renewed. |
| | 12 | If renewal is verified, reinstate the consultant on the CE panel, or remove the consultant permanently if the license has not been removed. 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. |

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, 2014 and ending December 31, 2014.

Signature: _____

Title: _____

Date: _____

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

(b) (6)

(b) (6)

DDS CE OVERSIGHT REPORT
10/01/12 – 9/30/13

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 is important that they receive this feedback.

List the onsite reviews of CE providers completed by the DDS:

- | | |
|----------------------------------|-------------------|
| • Tyler Holmes Hospital | Winona, MS |
| • Tupelo Eye Clinic | Tupelo, MS |
| • Magnolia Regional Hospital | Corinth, MS |
| • Timber Hills MHC | Corinth, MS |
| • John Stoudemire, PhD | Pascagoula, MS |
| • Terry Millette, MD | Pascagoula, MS |
| • Charlton Barnes, MD | Pascagoula, MS |
| • Seema Badve, MD | Escatawpa, MS |
| • Todd Coulter, MD | Pascagoula, MS |
| • Ocean Springs Hospital | Ocean Springs, MS |
| • Singing River Hospital Billing | Gautier, MS |
| • F. J. Eicke, PhD | Pascagoula, MS |

- Obiad Siddiqui, MD Ocean Springs, MS
- Kenneth Starkey, PhD Hattiesburg, MS
- Martha Dillio, PhD Hattiesburg, MS
- Victor Dillio, PhD Hattiesburg, MS
- Michael Atkinson, MD Hattiesburg, MS
- John Petro, MD Hattiesburg, MS
- Patricia Sandusky, PhD Meridian, MS
- Allison Shipp, MD Meridian, MS
- Brian Thomas, PhD Tupelo, MS
- Jan Boggs, PhD Meridian, MS
- John Adams, MD Saltillo, MS
- Joe Edward Morris, PhD Tupelo, MS
- Louis Masur, PhD Baldwin, MS
- Samuel Fleming Saltillo, MS
- Morris Alexander, PhD Tupelo, MS
- William Gary, MD Plantersville, MS
- Robert Shearin, MD(Tri State) Oxford, MS
- Robert Shearin, MD(Tri State) Corinth, MS
- Donald Matherne, PhD Biloxi, MS
- Michael Whelan, Ph.D. Greenwood, MS*
- Theodore Okechuku, M.D. Jackson, MS*
- James Adams, M.D. Cleveland, MS*
- Andrew Yates, M.D. Jackson, MS*
- Byron Jeffcoat, M.D. McComb, MS*
- Rachael Morris, M.D. (Med Plus) Jackson, MS*
- Lucas McElwain, M.D. (Med Plus) Jackson, MS*
- Jose Santiago-Font, M.D. (Med Plus) Jackson, MS*
- Bruce Bullwinkel, M.D. (MDSI) Belden, MS*
- Express Care West Clinic Belden, MS
- Greenwood-Leflore Hospital Greenwood, MS

* DENOTES Onsite Visits to Key Providers for 10/01/12 – 9/30/13 Oversight Report.

The total number onsite reviews completed on CE providers: 42.

A current list of names and addresses of key providers:

1. Columbia Psychological Services – Victor D’ilio, Ph.D. and Martha D’ilio, Ph.D., P.O. Box 1084, Petal, MS 39465 (OVER \$150,000).
2. Med Plus Disability Evaluation – Comprehensive Medical Exams – 14 doctors – P.O. Box 200399, Cartersville, GA 30120 (OVER \$150,000) – 5 locations.
3. Michael Whelan, Ph.D. – Psychological Provider – (b) (6), Greenwood, MS 38930 – (OVER \$150,000) – 3 locations.
4. Jan Boggs, Ph.D. – Psychological Provider - P.O. Box 4093, Meridian, MS 39304 (OVER \$150,000).
5. James Adams, MD – Comprehensive Medical Exams – (b) (6), Cleveland, MS 38732 (OVER \$150,000) – 5 locations.
6. Tri-State Occupational Med Inc. – Comprehensive Medical Exams - 1 doctor – 612 6th Avenue, Huntington, WV 25701 (OVER \$150,000) 3 locations.
7. MDSI Physician Group Inc. – Comprehensive Medical Exams – 7 doctors - 3 locations– P.O. Box 9039, Ogden, Utah 84409 (OVER \$150,000)
8. Theodore E. Okechuku, MD – Comprehensive Medical Exams – (b) (6), MS 39216 (OVER \$150,000)
9. Cleveland Johnson, MD – Orthopedic Exams – Laurel Bone and Joint Clinic – 424 S. 13th Avenue, Laurel, MS 39442 (primarily does CE’s).
10. Andrew Yates, MD – Comprehensive Medical Exams – (b) (6), MS 39157, 2 locations (primarily does CE’s).
11. Byron Jeffcoat, MD – Orthopedic Exams – Orthopaedic Clinics of SW Mississippi - P.O. 2074, McComb, MS 39649 (primarily does CE’s).

Number of current CE providers on the panel: 308

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.msblm.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 96% MER and 99% CE's.

We continued to focus on the ERE Outbound Website in 2013. We currently have 71 CE/MER vendors utilizing the ERE outbound process. 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 109 ERE website individual users (99 users are medical providers and 10 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.

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 additional CE psychologists to conduct Video CEs from the Mississippi DDS with claimants at the Greenwood and Tupelo Field Offices. We scheduled 169 video Conferences in the past fiscal year.

MRO spoke with the University Medical Center Family Medicine Residents concerning the SSA Disability program. This presentation helps the University Medical Center Residents understand our program and also helps with ongoing communications with the University Medical Center.

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:

- University Medical Center Residence Presentation – December 2, 2012 – UMC Training Center, Jackson, MS
- Mississippi Speech – Language – Hearing Association – March 26 – March 27, 2013 – Hilton Hotel, Jackson, MS
- MS Academy of Physician Assistants – April 5 – 6, 2013 – Baptist Memorial Hospital-North, Oxford, MS
- Advanced Practice Registered Nurses – April 26 - 27, 2013 – Natchez Convention Center, Natchez, MS
- MSHIMA Annual Convention – June 19 – 21, 2013 - Lake Terrace Convention Center Hattiesburg, MS

- Healthcare Financial Management Association August 21st through August 23rd 2013, Hattiesburg, MS
- MS Public Health Conference September 4-6, 2013 Jackson MS
- MS Psychological Association Sept 11th - September 13th, 2013 Gulfport MS
- Rehabilitation Association of Mississippi Training Conference Sept 11th – September 13th, 2013 Natchez Convention Center Natchez, MS

Missouri CE Oversight Report
Federal Fiscal Year 2013
November 8, 2013

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. There is one PRO each of the five district offices. There is an additional PRO in the St. Louis DDS office that primarily works with the St. Louis CDI unit and hearing cases but will assist, as needed, with PRO responsibilities. Each office's PRO handles the claimant complaints from that geographical area. The claimant usually discusses the complaint with DDS staff to clarify the nature and extent of the complaint. They are often asked to submit the complaint in writing. Depending on the complaint and the vendor's history, the doctor is often contacted and given a chance to respond to the complaint. Depending on the nature of the complaint, survey letters may be sent to past or future claimants having consultative examinations with the doctor. Results may be provided to the doctor, as well as discussing the situation with the doctor, again, depending on the nature of the complaint and the results of the surveys. Documentation of the complaint and the resolution is placed in the vendor's file. For more detail, please see included sheet with guidance for Missouri PROs to handle complaints (Attachment A).

**2. Provide a list of key providers.
For decentralized DDS locations, the list should be prepared and submitted for each branch.**

Please see the attached Excel spreadsheet (Attachment B) that documents the top 118 CE vendors in the state by dollar amount of business from 3/1/12 through 2/28/13 (includes Kansas vendors). We list the vendors by volume for the state ("TOPVEND2" tab) and then sort them per office ("By Office" tab). Key Providers are highlighted in pink. Providers highlighted in red are top Kansas providers used by Missouri in processing Kansas cases.

**3. Provide copies of onsite reviews of CE providers in the past year.
Please discuss methodology in selecting vendors for onsite visits.**

As required, the top 5 vendors for the state have an onsite visit (Attachment C). In addition, each PRO attempts to visit at least their top 3 vendors for their geographical area. If a vendor has been visited the last two years in a row and is not one of the top five vendors in the state, the PRO can substitute another vendor in their place for that year. Dates of onsite visits are listed by the vendor on the "By Office" tab (Attachment B).

4. For CE panels:

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

During the period of 3/1/12 to 2/28/13, Missouri utilized approximately 458 vendors. This included Missouri and Kansas vendors.

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 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 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 indicating he/she is properly licensed and not sanctioned. In addition, the statement states that any

- technical medical staff participating in an exam for him/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.
- All CE providers place their license number and expiration date on each CE report submitted to DDS.
 - 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.
 - 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 (nurse practitioners in April and optometrists in October). License check date and expiration date are monitored and recorded for each license check. When checking the licenses, the PROs obtain an updated signature on the source agreements if the one on file is five years old or older.
 - Although not CE providers, the PROs check the license status of their office MCs 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 the first and fourth bullets above.

5. For medical fee schedules:

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

For CEs, 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

We either use the CE fees established by our parent agency (Vocational Rehabilitation), or we establish fees based on their policies.

On 4/1/13, the CE fee schedule was updated according to the Medicare fee schedule that was in effect as of January 1, 2013.

On 8/1/13, psychological exams/testing fees that did not have an equivalent fee on the parent agency fee schedule on 4/1/13 were updated. The new fees were based on our parent agency policies after fee surveys were completed and new fees computed.

MER Fees are 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.

On 2/1/13, the paper MER fee amount went up to \$22.82 copy fee and \$0.53 per page. Electronic records MER fees changed to \$5.34 copy fee and \$0.53 per page with a \$26.71 maximum.

On 8/28/13, due to state law enacted by the Missouri legislature, another MER fee change occurred in Missouri. The fees are currently \$22.82 copy fee and \$0.53 per page for both paper and electronic records. There is no maximum for paper records, but there is a cap of \$100 for electronic records.

b. Provide a copy of current CE fee schedule.

Attached are the 2013 fee schedules in Attachment D (fees from 4/1/13) and Attachment E (fees from 8/1/13).

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. General PRO activities this year included:

- Recruiting CE and eMER vendors
- Training new CE vendors
- Investigating and resolving complaints
- Tracking down MER
- Investigating ERE problems/issues
- Monitor and Improve CE report quality
- Training and educating vendors on reporting and testing requirements
- Educating vendors regarding electronic MER delivery
- Educating CE vendors on the necessity of encrypting portable devices
- Educating DD staff on MHIT, eAuthorizaion and NVF
- Educating vendors on EFT (vendor services payment portal)
- Regular calls and recruitment for sources to use ERE
- MPRO calls, when they are held; statewide PRO calls

b. "In person" Presentations:

- ATT Still University Kirksville presentation for 7 family practice residents to discuss CE process and explain the role of DDS in their future patient's care.
- Attended SOARS meeting/training KC area to act as a resource for disability process: December, January
- Attended SOARS meeting/training Springfield area to act as resource for disability process: October, March
- Presentation to Stepping Stones, who assist adults in transitioning to independent living, on the disability process from application to DDS'S role in adjudication.

c. Other contacts

- NVF/DCPS conference calls for DCPS/rollout
- Worked with MO Family Support Division on business process for requesting copy of records which result in higher rate of receiving records and lower CE purchase
- Field office liaison work
- ODAR liaison work
- Implemented a newsletter to CE vendors via e-mail: DDS Newsflash
- Mass e-mails by individual PRO's to vendors in their territory address needs in their areas (counselor name out of report, include substest scores with IQ testing, etc)

In addition to these contacts, the PROs have spent a great deal of time in preparing for DCPS rollout. The PRO's have worked on cleansing the MIDAS vendor database, assisted with NVF checks and participated in numerous DCPS/NVF related conference calls.

1. General Info

A. DATE 5/9/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Internist/Family Practice/Pediatric

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:

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 encrypted

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 encrypted
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 30, 2013

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 5/9/13

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 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

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, orcrutches? 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 Room1. 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"/> ?

1. General Info

A. DATE 5/24/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS

E. TYPES OF EXAMINATIONS CONDUCTED Psych

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

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 Sign on building and door. (b) (6) waiting room is to the left when you enter.

2. Cleanliness Yes

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) kept on password protected hard drive

a. If records are kept on a computer or electronic drive or container, are they encrypted? Y.

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 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
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes plus testing
7. PROCEDURES
A. How are records kept private and confidential? on the hard drive, back up disc kept in locked file cabinets
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? 60 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 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"/> ?

1. General Info

A. DATE 5/14/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS

E. TYPES OF EXAMINATIONS CONDUCTED Psych

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 Exam
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 Sign by highway and on window of building

2. Cleanliness Yes

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes

5. Public Transportation Bus stops 1 block away

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? Records are kept in the mainframe in a separate folder from
patient treatment records.

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 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? 3
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes plus testing
7. PROCEDURES
A. How are records kept private and confidential? In separate folder on the main frame
B. How and from who is the claimant's medical history obtained? (b) (6)
C. How and by whom is the claimant identified? receptionist-scans in 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? 60 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? Only for children or very upset client
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 type="checkbox"/> No <input type="checkbox"/> ?

1. General Info

A. DATE 5/20/13

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 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 Examination 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 is on the outside of the building. It is in the plaza that says (b) (6)

2. Cleanliness Yes

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes

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) Kept in a locked room in the (b) (6)

a. If records are kept on a computer or electronic drive or container, are they encrypted? Yes

10. Other (comments) (b) (6) just purchased a new Toshiba laptop computer and will have Truecrypt loaded to this for encryption.

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 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? 9 w hich is a combo of us and DFS
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes plus testing
7. PROCEDURES
A. How are records kept private and confidential? On encrypted laptop and in a locked room in a locked office in (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? 60 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? Spouse or parent if necessary
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"/> ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 5/10/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Physical/Neuro

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:

4. FACILITIES**A. Building**

1. Identifiability Sign on street and building

2. Cleanliness Very

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes

5. Public Transportation Oats and City bus

6. Public Parking lot in front with HC spots by 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) Reports kept on encrypted laptop, paper files kept in locked closet in (b) (6) home.

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 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 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? 15
B. What are the minimum interval times that the CE provider schedules for An exam? 30-45
7. PROCEDURES
A. How are records kept private and confidential? Background is kept in a locked closet at (b) (6) home for 6 months and reports are kept on the laptop for 6 months
B. How and from who is the claimant's medical history obtained? Assistant and (b) (6)
C. How and by whom is the claimant identified? assistant 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 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? Family can accompany claimant
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 type="checkbox"/> No <input type="checkbox"/> ?

(Signature of Reviewer or Head of Review Team)

(b) (6)

Date

5/10/13

Remarks (optional):

(b) (6) and I discussed the importance of reviewing each report for accuracy and for noting when a claimant brought their own records or refused to do part of the exam. (b) (6) noted that (b) (6) does review any medical that the claimant brings and at times calls the counselor for updated medical if it was not sent.

(b) (6) agreed to put (b) (6) name on (b) (6) voicemail so counselors would be more comfortable leaving messages with (b) (6) also suggested that I send staff (b) (6) email and suggest that might be a more effective way to ask about reports ,etc. (b) (6)

(b) (6) is open to either calling or emailing and using the case number for identification.

(b) (6) is also ready to try eOr and thinks that will help with the report time. (b) (6) has not had the problems with reports not getting to us since (b) (6) bought (b) (6) own fax machine..

Multiple empty horizontal lines for additional remarks.

1. General Info

A. DATE 06-21-2013

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED psych ces and testing

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: call number and (b) (6) will schedule or get the doctor for you.

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 address is on front of the building

2. Cleanliness renovations have made the lobby much nicer, cleaner

3. Safe location for Claimant travel? during daytime hours- yes

4. Handicap Accessibility ramp in back by handicapped parking

5. Public Transportation bus stop is in front of the building

6. Public Parking they opened the parking garage attached, plenty of parking now

7. Emergency Exit Signs all exits have lighted signs

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? yes

10. Other (comments)

B. Waiting Room

1. Cleanliness older building but room is clean with 5 chairs and nice pictures on the walls.

C. Examining Rooms
1. Cleanliness of Rooms Dr's office, clean with table for testing in the room
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? 4-5 exams a day, at most 6-8 if no testing is needed
B. What are the minimum interval times that the CE provider schedules for An exam? 1 hour to 1 1/2 if testing is being done.
7. PROCEDURES
A. How are records kept private and confidential? desktop computer, it is password protected and encryption is in place.
B. How and from who is the claimant's medical history obtained? the doctor does this.
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 (b) (6) asks DOB and SS# information to help confirm if no ID.
D. How much time does the medical source spend face to face with the claimant? 60 minutes minimum.
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 checked="" type="checkbox"/> No <input type="checkbox"/> If yes, who performs these? makes sure no questions remain and if there is any other information to share
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"/> ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 06-20-2013

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED psych ces and testing

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: call the doctor for exam questions, set up for block scheduling now

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

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 address is on front of the building

2. Cleanliness older building, still clean and neat

3. Safe location for Claimant travel? yes

4. Handicap Accessibility ramp in front and in back by doorways

5. Public Transportation bus stop is on the corner by the building

6. Public Parking large parking lot with plenty of spaces, 10 handicapped parking spaces in front.

7. Emergency Exit Signs all exits have lighted signs

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? yes

10. Other (comments)

B. Waiting Room

1. Cleanliness nicely decorated, 6 seats around the room shared by numerous suite renters.

C. Examining Rooms
1. Cleanliness of Rooms neat and 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
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 type="checkbox"/> if so, which language?
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 5-8 depending on if testing is ordered
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes minimum
7. PROCEDURES
A. How are records kept private and confidential?
B. How and from who is the claimant's medical history obtained? the doctor does this.
C. How and by whom is the claimant identified? the 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, ^{(b) (6)} asks DOB and SS# information to help confirm if no ID.
D. How much time does the medical source spend face to face with the claimant? 60 minutes minimum.
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 checked="" type="checkbox"/> manually thru website Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> ?

1. General Info

A. DATE 06-20-2013

B. NAME OF FACILITY (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED psych ces and testing

F. PROVIDER HAS PERFORMED CES FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: call the doctor for exams

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 address is on front of the building

2. Cleanliness super clean, nice office building near (b) (6)

3. Safe location for Claimant travel? yes

4. Handicap Accessibility ramp in front and in back by doorways

5. Public Transportation bus stop is almost in front of the building

6. Public Parking large parking lot with plenty of spaces, there is a fee for parking or free on street on other side of the road

7. Emergency Exit Signs all exits have lighted signs

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? yes

10. Other (comments)

B. Waiting Room

1. Cleanliness nicely decorated, seats around the room shared by numerous suite renters.

C. Examining Rooms
1. Cleanliness of Rooms neat and 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
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 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 depending on if testing is ordered
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes minimum
7. PROCEDURES
A. How are records kept private and confidential?
B. How and from who is the claimant's medical history obtained? the doctor does this.
C. How and by whom is the claimant identified? the 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, (b) (6) asks DOB and SS# information to help confirm if no ID.
D. How much time does the medical source spend face to face with the claimant? 60 minutes minimum.
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 type="checkbox"/> ?

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 06-21-2013

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED physical ces

F. PROVIDER HAS PERFORMED CE's FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: call or email (b) (6) if problems, set up as a block vendor for

scheduling

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

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 address is on front of the building

2. Cleanliness older building but neat and clean

3. Safe location for Claimant travel? during daytime hours- yes

4. Handicap Accessibility ramp in front by handicapped parking spaces

5. Public Transportation bus stop is on the corner in front of the building

6. Public Parking large parking lot with plenty of spaces

7. Emergency Exit Signs all exits have lighted signs

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) reports are dictated over the phone and sent electronically.

a. If records are kept on a computer or electronic drive or container, are they encrypted? yes

10. Other (comments) using eOR

B. Waiting Room

1. Cleanliness office space is decorated in a calming array of colors and there

are 6 chairs in the main lobby, two more seats in the area off the lobby where a fish tank is located.

C. Examining Rooms

1. Cleanliness of Rooms clean and decorated, have some personality

D. Equipment/Laboratory Tests

1. X-ray Yes No Performed At

2. Lab Work Yes No Performed At

E. Remarks:

5. STAFF

A. Professionalism Yes

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? two of the doctors in this group speak spanish fluently. (b) (6)

6. SCHEDULING

A. What is the maximum number of CEs scheduled per medical source per day per specialty? 12-16 half hour appointments

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? office manager picks up paper copies and returns them to (b) (6) for shredding when reports are done

B. How and from who is the claimant's medical history obtained? the doctor does this or the medical assistant may start checking the form as they do height, weight and BP.

C. How and by whom is the claimant identified? Medical assistants and doctors 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 asks DOB and SS# information to help confirm if no ID.

D. How much time does the medical source spend face to face with the claimant? 30 minutes minimum.

E. Is someone present in the room with the physician/psychologist during the examination? Yes No Is so, who?

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

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 ?

1. General Info

A. DATE 7-26-2013

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Kids and adults MSE and testing

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)
NAME

PHONE NUMBER (b) (6)

CONTACT: Block schedule and call Dr directly for questions

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)B. primarily does Evaluation Ex
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 Clearly marked (b) (6) and address on side

2. Cleanliness older building but kept up nicely

3. Safe location for Claimant travel? yes, near highway and shopping areas

4. Handicap Accessibility electronic door and ramps on sidewalks

5. Public Transportation large parking lot

6. Public Parking 12 handicapped spaces close to the side entrance

7. Emergency Exit Signs all exits have lighted signs and are easily accessible

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?10. Other (comments) ADA bathrooms are on the 5th and 8th floors**B. Waiting Room**

1. Cleanliness clean, has sofa and three chairs, a few decorations

C. Examining Rooms

1. Cleanliness of 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 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 if testing is needed, 5-9
B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes plus time for testing
7. PROCEDURES
A. How are records kept private and confidential? reports are done and submitted electronically- eOR program through ERE website
B. How and from who is the claimant's medical history obtained? the doctor does this.
C. How and by whom is the claimant identified? view ID , by 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.? if no ID, then identifying questions are asked and detailed description goes in the report of claimant's appearance.
D. How much time does the medical source spend face to face with the claimant? 60 minutes or more
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? The doctor does ask if all questions were answered.
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 checked="" 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 7/16/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED WAIS IV, WISC IV, Trails A and B, WMS IV, MSS. No Stanford Binet. Will see children. However, prefers that they be ages 7-8 and older.

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME

PHONE NUMBER (b) (6)

CONTACT: self

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 well identified. Name in lobby and on office.

2. Cleanliness clean

3. Safe location for Claimant travel? safe

4. Handicap Accessibility accessible

5. Public Transportation Metrolink station is across the street.

6. Public Parking Public membered parking in front of the building. Parking garage across the street at \$1.00 per hour. Some parking behind the building as well.

7. Emergency Exit Signs lighted exit signs

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 has encrypted both. Keeps paper files after (b) (6) has faxed to the DDS. Files in locked cabinets in (b) (6) house. (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 home.

a. If records are kept on a computer or electronic drive or container, are

they encrypted? <input checked="" type="checkbox"/> yes
10. Other (comments)
B. Waiting Room
1. Cleanliness <input checked="" type="checkbox"/> clean
C. Examining Rooms
1. Cleanliness of Rooms <input checked="" type="checkbox"/> 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? depends upon the testing. Maximum is 5-6 appointments per day.
B. What are the minimum interval times that the CE provider schedules for An exam? 45 minutes to 1 hour, depending upon the testing. Psych consultation-45 minutes-1 hour. Other testing may take as long as 3 hours.
7. PROCEDURES
A. How are records kept private and confidential? Electronic reports on laptop that is encrypted. Paper files kept at home.
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? 45 minutes to 1 hour minimum
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 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 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"/> ?

(Signature of Reviewer or Head of Review Team)

(b) (6)

Date

7/26/13

Remarks (optional):

Provider sees DDS claimants on Tues and Thursday. (b) (6) sees a maximum of 6 persons in one day, depending upon the testing required. Organicity testing may take up to 3 1/2 hours. (b) (6) has a 20% no show rate at this time. (b) (6) does not make reminder calls. Generally, (b) (6) will wait 30 additional minutes for the claimant to arrive. (b) (6) sometimes chooses not to reschedule for the 3rd time. (b) (6) used the Dragon voice recognition software to dictate reports. (b) (6) does proofread for errors.

PRO discussed that (b) (6) reports are now more timely. (b) (6) has (b) (6), and now has ore time. The ERE website was discussed as well. (b) (6) will consider, and the ERE demo was sent to (b) (6). Block scheduling was discussed as an alternative to phone scehduling. (b) (6) will consider. (b) (6) did advise that (b) (6) occasionally uses the M-FAST test as a screening tool. (b) (6) was advised that the DDS does not purchase this test, and that it should not be noted in the CE report.

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 7/15/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6) Provider does perform exams for attorneys, school districts, Courts, and private parties.

E. TYPES OF EXAMINATIONS CONDUCTED Sees children and adults of any age. Psych consult, Stanford Binet, WISC IV, WAIS IV, WPPSI, Trails AB, organicity battery, WRAT, Weschler non-verbal, C-TONI IV, Woodcock Johnson, KABC, KBIT, Nagnieri(IQ test). Academic achievement testing includes-KTEA, DAB, WJ III, WIAT, WRAT, and Peabody. Although the provider does not ususally perform these tests for DDS, (b) (6) does have them available for unique situations.

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)

NAME (b) (6)

PHONE NUMBER (b) (6)

CONTACT: (b) (6) is handling scheduling at this time.

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

E. If RO Staff has accompanied you, list names:

4. FACILITIES**A. Building**

1. Identifiability Well identified. Name on marquis as (b) (6).
Name on door includes (b) (6) as well.

2. Cleanliness clean

3. Safe location for Claimant travel? safe

4. Handicap Accessibility accessible. Ramp in the front, and parking garage is also accesible, with drop off to door, and automatic doors. There was some construction and remodeling going on at the time. However, the first floor restroom was handicapped accessible.

5. Public Transportation close to both buses and the metrolink

6. Public Parking 2 level free parking garage attached. There is also metered parking in front of the building.

7. Emergency Exit Signs yes

8. Rest Rooms accessible from inside the office building Yes No Clean Yes No Identified Yes No

<p>Do you believe that the restrooms are accessible and usable by someone using a wheel chair, walker, or crutches? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>9. Secure location for medical and computer records? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> (comments) Provider uses an encrypted laptop for reports. Background materials are sent to (b) (6). Older reports are on an exrypted flashdrive in a locked location at the provider's home.</p> <p>a. If records are kept on a computer or electronic drive or container, are they encrypted? yes</p>
<p>10. Other (comments)</p>
<p>B. Waiting Room</p>
<p>1. Cleanliness clean</p>
<p>C. Examining Rooms</p>
<p>1. Cleanliness of Rooms clean</p>
<p>D. Equipment/Laboratory Tests</p>
<p>1. X-ray Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At</p>
<p>2. Lab Work Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Performed At</p>
<p>E. Remarks:</p>
<p>5. STAFF</p>
<p>A. Professionalism Yes. Claimants are greeted by uniformed staff.</p>
<p>B. Claimants greeted timely Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>C. Current Licensing</p>
<p>1. Displayed Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>2. On file with DDS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>D. Does the medical source speak easy-to-understand English? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>E. Does the medical source speak any language other than English? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> if so, which language?</p>
<p>6. SCHEDULING</p>
<p>A. What is the maximum number of CEs scheduled per medical source per day per specialty? 6-10. Depends upon the exams scheduled.</p>
<p>B. What are the minimum interval times that the CE provider schedules for An exam? 60 minutes.</p>
<p>7. PROCEDURES</p>
<p>A. How are records kept private and confidential? encrypted laptop.</p>
<p>B. How and from who is the claimant's medical history obtained? Provider obtains history from the claimant</p>
<p>C. How and by whom is the claimant identified? identified by 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</p>
<p>D. How much time does the medical source spend face to face with the claimant? at least 60 minutes.</p>
<p>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 or family member present as needed for child or others who need assistance in providing background.</p>
<p>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"/></p>
<p>8. LABORATORIES</p>
<p>A. Diagnostic and lab tests:</p>

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 <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 7/16/13

B. NAME OF FACILITY (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6) sees DDS claimants for (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED At (b) (6), limited exams, PFT, labs-rarely, and cardiac questionnaire when ordered with an internal medicine exam. In (b) (6) MO, for (b) (6) performs internal medicine exams, neurological exams, orthopedic exams, and PFT's.

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 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

E. If RO Staff has accompanied you, list names:

4. FACILITIES**A. Building**

1. Identifiability Well identified. Name on lobby directory and on office door.

2. Cleanliness clean

3. Safe location for Claimant travel? Yes.

4. Handicap Accessibility Yes. Ramp in front of building. Also accessible from
the 2 level parking garage with automatic doors.

5. Public Transportation Location is accessible by bus, as well as Metrolink.

6. Public Parking Public metered parking in front. Large free 2 level parking
garage attached.

7. Emergency Exit Signs lighted emergency exit signs

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). (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 Quest

E. Remarks: Labs are drawn at the office, and sent to Quest. DDS very rarely orders any labs. No xrays at this location. They have considered in the past. However, they would need to send out for both administration and interpretation. They do perform PFT's at this location, and in (b) (6) MO. Either (b) (6) or (b) (6) and (b) (6) administer the PFT's. (b) (6) may supervise or assist with the PFT's as well.

5. STAFF

A. Professionalism Yes

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 upon 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 for up to a few months. Then they are stored for up to 1 year, and then destroyed.

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 <input checked="" type="checkbox"/> No <input type="checkbox"/>
8. LABORATORIES
A. Diagnostic and lab tests: Performed by medical assistant If by a nonphysician, state the performer's qualifications.
B. Interpreted by 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

7/16/13

Remarks (optional):

Provider sees DDS claimants at (b) (6) location. (b) (6) also works for (b) (6), in (b) (6) MO, and see claimants on Saturdays approximately one time per month. Since last year, (b) (6) has added a psychological tester, (b) (6). They now have the ability to schedule combination physical and psych exams to coordinate together. They feel that this ability to schedule "dual" exams has increased their business.

(b) (6) will also schedule limited exams(general medical). (b) (6) prefers to see these occasionally. (b) (6) asked that schedulers do not schedule only limited exams, due to the cost difference between this type of exam and an internal medicine exam.

(b) (6) also sees orthopedic and neurological exam patients in (b) (6) MO, due to limited resources in that area. (b) (6) has been given the expectations and requirements for these exams. (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. During this visit, there was some discussion with both (b) (6) regarding PFT results. There had been some concern regarding effort and reproducibility in some recent PFT testing performed at this location. Examples were provided and discussed. Listing information was provided. Provider was re-educated. They were to speak with their staff as well regarding encouraging full effort, and monitoring reproducibility of the results. PRO was to obtain additional information from the pulmonary specialist MC in another office, and continue education with the CE provider as questions arose.

The use fo the ERE website was discussed. They are not interested. All files are paper.

The use of block scheduling with the DSS was also discussed. They are not interested at this time, due to the coordination of psych appointments with (b) (6)

CE SITE REVIEW FORM POMS 39545.900

1. General Info

A. DATE 7/15/13

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, psychiatirc, psychological consults and various psychological testing, other ancillary testing-labs, PFT's, xrays.

F. PROVIDER HAS PERFORMED CE's 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 Ex 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 name and suite on lobby roster, and on the clinic door.

2. Cleanliness clean

3. Safe location for Claimant travel? safe

4. Handicap Accessibility accessible

5. Public Transportation Close to Metrolink and busline. Close to (b) (6)

6. Public Parking Large free front surface parking lot. Also has a 2 level covered parking garage. There was some construction going on near the entrance to the garage. However, there was still ample parking in the front lot.

7. Emergency Exit Signs yes, lighted signs.

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) Background materials are sent to the provider, and are shredded after review. Physical exams are performed and dictated onsite. No notes, etc leave the clinic. Psychological exams are performed and scores on site as well. No PII

leaves the clinic.

- a. **If records are kept on a computer or electronic drive or container, are they encrypted?** (b) (6) staff dictates onsite. They use a digital hand-held recorder. Information is uploaded to the server. Reports are sent to and from transcription via Drop Box, which is encrypted. Reports are printed and faxed to the DDS by (b) (6). CE report files are stored electronically on a PC in the office. The PC is protected by the Truecrypt encryption program. There are electronic report copies back to 2003. Paper reports are kept in a locked cabinet for 5 months. Then they are shredded. Background materials are kept in the office for one week after the exam. Then they are shredded using the Shred-It company.

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 exrays performed on site. Usually interpreted in house. However, can be sent out for interpretation as well.

2. Lab Work Yes No Performed At Labs are drawn at (b) (6). They are sent off-site to Quest for interpretation.

E. Remarks:

5. STAFF

A. Professionalism Yes

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 upon the type and specialty of testing.

B. What are the minimum interval times that the CE provider schedules for An exam? 30 minutes usually minimum. Up to 3 hours for some psychological testing batteries.

7. PROCEDURES

A. How are records kept private and confidential? Papers records in a locked room on site. Background materials are shredded. Reports are dictated and scored on site, and sent through a secure server.

B. How and from who is the claimant's medical history obtained? The CE examiner obtains the history 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 the exam and the specialty testing needed.

E. Is someone present in the room with the physician/psychologist during the examination? Yes No Is so, who? Parent or other may be present in the room for a child, or adult who needs assistance in providing information. The claimant needs to request the presence of the person, the person must be needed, and the examiner agrees to the presence of the person.

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 a certified medical assistant. Labs interpreted by Quest Labs. Xrays generally interpreted on site. May be sent out for interpretation on occasion.

If by a nonphysician, state the performer's qualifications.

B. Interpreted by Quest Labs or outside radiology source.

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 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 ?

(Signature of Reviewer or Head of
Review Team)

(b) (6)

Date

7/15/13

Remarks (optional):

No new equipment reported. Scale weighs to 1000 lbs, and is calibrated monthly. Xray table holds 300 lbs. Digital xrays performed on site. Penetration of xrays depends upon the size of the claimant, and the area being xrayed. (b) (6) provides a chart with general guidelines. PFT's performed by trained medical assistants, and machine is calibrated regularly.

PFT administration and interpretation was discussed in detail. Counselors will be called with failure to cooperate situations with PFT's, as with other failure to cooperate situations.

No handouts regarding clinical trials were viewed. There is a sign in the waiting room as general information.

Use of the hand form seems to be going well. The form is quite helpful to the counselors. The cardiac questionnaire is still being used with internal medicine exams.

(b) (6) asked that the counselors be reminded to choose the internal medicine exam as appropriate, rather than the general medical exam(99242). They were also to be reminded to use the orthopedic exam as needed, when the complaints are primarily of an orthopedic nature.

(b) (6) has hired numerous new staff, as the older staff leaves.

At this point, there no plans for a new location as previously discussed.

Security and appropriate action in "threat" situations was discussed. There had been a recent incident at this location. (b) (6) staff was reminded to contact the DDS management as soon as possible when staff or building are threatened, as well as with suicidal/homocidal situations. They will also be letting the DDS know when they refer someone due to dangerously high blood pressure, and abnormal chest xrays.

1. General Info

A. DATE 8/6/13

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

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 Building Marked with address numbers

2. Cleanliness Good

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes, elevator in building

5. Public Transportation Bus line 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) Paper records in secure storage and then shredded at 7 years

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
B. What are the minimum interval times that the CE provider schedules for An exam? 1 hour for clinicals, varies with testing
7. PROCEDURES
A. How are records kept private and confidential? Only records of claimant is kept in exam room during exam; otherwise records locked up in front office
B. How and from who is the claimant's medical history obtained? Claimant
C. How and by whom is the claimant identified? Picture ID by 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
D. How much time does the medical source spend face to face with the claimant? minimum of 45-60 minutes depending on type of exam
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 type="checkbox"/> ?

1. General Info

A. DATE 8/7/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Orthopedic

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER

NAME

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

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

E. If RO Staff has accompanied you, list names:

4. FACILITIES**A. Building**

1. Identifiability Signage

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 No, can see out exit

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) paper records returned to DD office after exam completed

a. If records are kept on a computer or electronic drive or container, are
they encrypted? Uses a desktop computer; encryption not required

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
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 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? 5
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? Records are kept in area behind desk and file cabinet when ^{(b) (6)} is in the office. Otherwise information is not kept there since ^{(b) (6)} returns the records to DDS and exam copy is on the computer.
B. How and from who is the claimant's medical history obtained? Claimant
C. How and by whom is the claimant identified? 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.? Case number
D. How much time does the medical source spend face to face with the claimant? 20-25 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 type="checkbox"/> ?

1. General Info

A. DATE 5/30/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6) (no longer in St. Louis)

E. TYPES OF EXAMINATIONS CONDUCTED Internist

F. PROVIDER HAS PERFORMED CEs FOR DDS SINCE (b) (6)

G. PROVIDER (b) (6)
NAME (Multiple Doctors)

PHONE NUMBER (b) (6)

CONTACT: (b) (6)

2. PROVIDER CLASSIFICATIONA. Key Provider for your area: (b) (6)B. primarily does Evaluation Examinations
(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 Good Signage

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) Reports are stored within transcription service and records are
also stored in a locked cabinets at (b) (6) home office.a. If records are kept on a computer or electronic drive or container, are
they encrypted? They do not use a computer except through
transcription service.

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? (b) (6) --Spanish
6. SCHEDULING
A. What is the maximum number of CEs scheduled per medical source per day per specialty? 15-17 in a day, which allows for no shows
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 cabinet
B. How and from who is the claimant's medical history obtained? Doctor
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? 20-25 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? Possibly family member if needed
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 8/22/13

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 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 Signage

2. Cleanliness Good

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility Yes

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) (b) (6) has a home office; records are stored behind a locked door in a back room, in a locked file cabinet. Files Shredded after 7 years.

a. If records are kept on a computer or electronic drive or container, are they encrypted? Computer files are on a desk top model computer which SSA does not require to be encrypted. The back-up is an encrypted thumb drive.

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
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
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? No other claimant records are out during another claimant's exam
B. How and from who is the claimant's medical history obtained? Claimant/parent
C. How and by whom is the claimant identified? Doctor ID's claimant 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 minimum
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"/> ?

(Signature of Reviewer or Head of
Review Team)

(b) (6)

Date

8/22/13

Remarks (optional):

(b) (6) and I discussed the scheduling since (b) (6) schedules claimant's at 30 minute intervals from 10 or 11 AM until 3 or 4 in the afternoon, with a 30 minute lunch break scheduled in there. (b) (6) has used this system for years, by time no shows figure in to the schedule (70% show rate) (b) (6) is able to give adequate time, etc. to the claimant. (b) (6) never rushes the claimant and always stays until every claimant is seen. Of note, there has never been a complaint regarding this provider as long as (b) (6) has performed exams for DDS, especially related to the aspect of rushing claimants, exams being too short, etc. Extensive discussion held with (b) (6) regarding privacy and protecting PII since (b) (6) travels to and from offices in other communities.

1. General Info

A. DATE 7/12/13

B. NAME OF FACILITY/PROVIDER (b) (6)

C. ADDRESS (b) (6)

D. OTHER OFFICE LOCATIONS (b) (6)

E. TYPES OF EXAMINATIONS CONDUCTED Psych consults and testing

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: (b) (6)

accompanied me for the visit.

4. FACILITIES

A. Building

1. Identifiability (b) (6) Sign in front

2. Cleanliness Adequate

3. Safe location for Claimant travel? Yes

4. Handicap Accessibility ramp to front door

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) All records kept electronically

a. If records are kept on a computer or electronic drive or container, are they encrypted? Encrypted computer & hard drive

10. Other (comments)

B. Waiting Room

1. Cleanliness Adequate

C. Examining Rooms

1. Cleanliness of Rooms Adequate
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
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? 5-7
B. What are the minimum interval times that the CE provider schedules for An exam? 75 minute interval for clinical; longer with testing
7. PROCEDURES
A. How are records kept private and confidential? electronic, on computer
B. How and from who is the claimant's medical history obtained? provider
C. How and by whom is the claimant identified? 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? 50-60 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 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 type="checkbox"/> No <input checked="" type="checkbox"/> manually thru website Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> ?

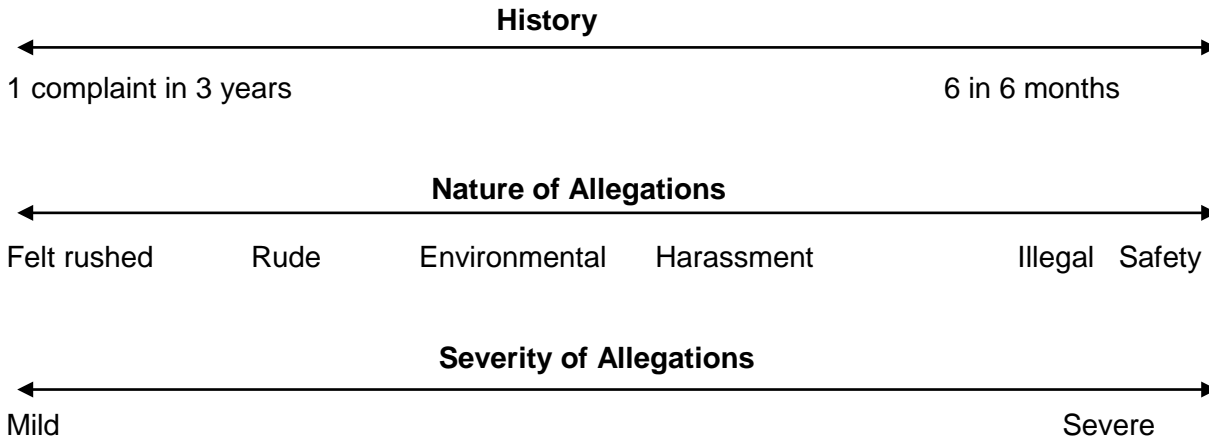
Guidance on Investigating CE Vendor Complaints

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.

<u>Billed Amt</u>	<u>Vendor #</u>	<u>Organization Name</u>	<u>Last Name</u>	<u>City</u>	<u>DDS</u>
\$871,561.23	(b) (6)	FOREST PARK MEDICAL		ST LOUIS	STL
\$381,029.52		MIDWEST CES		NORTH SALT LAKE	KC
\$246,948.44		TRI-STATE OCCUPATIONAL MEDICIN		HUNTINGTON	Cape
\$169,340.55		EXAM PRO LLC		SPRINGFIELD	Spfld
\$152,911.89		ASSOCIATED BEHAVIORAL CONSULT		FULTON	JC
\$136,357.60			REXROAT	PACIFIC	SL
\$101,605.84			ISRAEL	SHAWNEE MISSION	KC
\$90,707.35			SCHWARTZ	OVERLAND PARK	KC
\$82,243.53		WESTWOOD MEDICAL CLINIC INC		POPLAR BLUFF	Cape
\$74,660.97			KEOUGH	BUTLER	KC
\$74,028.26		JAMES HENDERSON MD PC		WICHITA	KANSAS
\$73,839.60			FORSYTH	SPRINGFIELD	Spfld
\$68,394.42		MINERAL AREA REGIONAL MED CTR		FARMINGTON	Cape
\$66,420.94			EPPERSON	KANSAS CITY	KC
\$66,184.23			ANDERSON	TURNERS	Spfld
\$62,731.70			MINTZ	LAWRENCE	KANSAS
\$52,628.31			VELEZ	COLUMBIA	JC
\$51,556.53		KALA DANUSHKODI MD LLC		N KANSAS CITY	KC
\$51,266.40		WEST PARK MEDICAL CLINIC		CLAYTON	STL
\$50,649.06			WALKER	IRONTON	Cape
\$48,066.12			LUTZ	SPRINGFIELD	Spfld
\$47,633.75		SPRINGFIELD NEUROLOGICAL INST		SPRINGFIELD	Spfld
\$46,707.19		MICHAEL T ARMOUR PHD LLC		CLAYTON	STL
\$45,297.16		ST LOUIS PSYCHOLOGICAL SERV		WILDWOOD	STL
\$43,919.68		SOUTHEAST MO HOSPITAL PHYS LLC		CAPE GIRARDEAU	Cape
\$43,515.30		M D ELECTRODIAGNOSIS, INC		KANSAS CITY	KC
\$42,267.24			PRESTAGE	KANSAS CITY	KC
\$41,702.29			ASH	SPRINGFIELD	Spfld
\$38,961.27			LIEBERMAN	WESTWOOD HILLS	KC
\$38,714.73			FREDERICK	SPRINGFIELD	Spfld
\$38,058.96			BLEAZARD	KANSAS CITY	KC
\$37,784.07			LANPHER	BLOOMFIELD	Cape
\$37,500.35		SAAD M AL-SHATHIR MD LLC		JOPLIN	Spfld
\$35,324.70			MAULDIN	SPRINGFIELD	Spfld
\$33,991.23			LITTLETON	ST LOUIS	STL
\$32,604.47		HEARTLAND OCCUPATIONAL MED		ST JOSEPH	KC
\$32,314.02		CENTRAL MO PSYCHOLOGICAL CTR		WARRENSBURG	KC
\$31,795.81		CITY SPEECH INC		CLAYTON	STL
\$31,597.79		NORTHWEST BEHAVIORAL HLTH CONS		CHILLICOTHE	KC
\$31,301.98		UNIVERSITY PHYSICIANS		COLUMBIA	JC
\$30,540.26		TWIN RIVERS REGIONAL MED CTR		KENNETT	Cape
\$29,046.74		JOHN O WOOD PSYCHOLOGICAL SERV		POPLAR BLUFF	Cape
\$28,946.63		KEVIN M WHISMAN LLC		JOPLIN	Spfld
\$28,812.32			LIPSITZ	ST PETERS	STL
\$28,323.60		NEUROPSYCHOLOGICAL ASSOC OF SW		SPRINGFIELD	Spfld
\$28,125.55		CLINICAL NEUROLOGY INC		ST LOUIS	STL
\$28,120.59		SHEEHAN PSYCHOLOGICAL SERIVCES		KANSAS CITY	KC
\$27,770.40			BRECKENRIDGE	HOLT	KC
\$27,063.33			LEONBERGER	ST LOUIS	STL
\$27,054.85		ST MARYS HEALTH CENTER		JEFFERSON CITY	JC
\$26,639.40			BRENNER	COLUMBIA	JC
\$25,915.71			LUCIO	JEFFERSON CITY	JC
\$25,902.48		FREEMAN HEALTH SYSTEM PHY BILL		JOPLIN	Spfld
\$25,700.85		ST FRANCIS MEDICAL CENTER		CAPE GIRARDEAU	Cape
\$25,276.24			CROSS	IRONTON	Cape
\$25,096.33			ROSENBOOM	POPLAR BLUFF	Cape
\$24,781.58		ST JOHNS CLINIC INC		SPRINGFIELD	Spfld
\$24,659.55			WHISENHUNT	SPRINGFIELD	Spfld

\$23,706.96	(b) (6)	CAPE RADIOLOGY GROUP INC		CAPE GIRARDEAU	Cape
\$23,196.40			SCHULTZ	COLUMBIA	JC
\$22,902.79		PATHWAYS COMM BEHAV HLTHCARE		CLINTON	KC
\$22,298.80		KANSAS CITY PHYSICAL MED CTR		OVERLAND PARK	KC
\$22,172.35		SALEM MEMORIAL DISTRICT HOSP	DEMORLIS	SALEM	JC
\$21,971.56		HEARTLAND COUNSELING SERVICES	BEIN	ST JOSEPH	KC
\$21,792.18		JB ASTIK MD PC		WARRENSBURG	KC
\$21,720.08		DISABILITY MANAGEMENT ASSOC		LEAWOOD	KC
\$21,511.12		COLLEGE SKYLINE CENTER		JOPLIN	Spfld
\$21,236.99		MENTAL WELLNESS LLC		OSAGE BEACH	JC
\$21,174.79		DIAGNOSTIC IMAGING CENTERS PA		KANSAS CITY	KC
\$20,736.65		HERNDON A SNIDER & ASSOCIATES		JOPLIN	Spfld
\$19,426.84			KAN	ORLANDO	Spfld
\$19,225.88		DISCOVER VISION CENTERS	TAYLOR	KANSAS CITY	KC
\$18,861.33			PIETZ	OZARK	Spfld
\$18,855.85		ST CHARLES WEST PSYCHOLOGICAL		WENTZVILLE	JC
\$17,724.05		LAURA R TISHEY PSYD LLC		CLAYTON	STL
\$17,471.53		JEFFERSON CITY MEDICAL GROUP		JEFFERSON CITY	JC
\$17,424.20		MERCY HOSPITAL SPRINGFIELD		ST LOUIS	Spfld
\$17,421.37		COMPREHENSIVE PSYCHIATRY LLC		KANSAS CITY	KC
\$17,289.35			BENDER	SPRINGFIELD	Spfld
\$16,828.72		AMARA PC		ST LOUIS	STL
\$16,699.27		MO DELTA MEDICAL CENTER		SIKESTON	Cape
\$16,394.14		PSYCHOLOGICAL CONSULTANTS		ST LOUIS	STL
\$16,000.23		KOENEMAN PSYCHOLOGICAL SERVICE		OLATHE	KC
\$15,843.17			LEWIS	ST LOUIS	STL
\$15,651.36		HORIZON MEDICAL		SPRINGFIELD	Spfld
\$15,486.44		PSYCHOLOGY ASSOCIATES INC		QUINCY	JC
\$15,181.68		ST LOUIS ORTHOPEDIC INSTITUTE		ST LOUIS	STL
\$15,162.48		DEBORAH A KING MA & ASSOCIATES		SHAWNEE MISSION	KC
\$14,713.02		LINCOLN COUNTY MEDICAL CENTER		TROY	JC
\$14,704.50		EVERGREEN BEHAVIORAL SERVICES		MEXICO	JC
\$14,355.41		BURTON CREEK MEDICAL CLINIC		WEST PLAINS	Spfld
\$14,158.94		BRIDGET A GRAHAM PSYD LLC		GLEN CARBON	STL
\$13,952.83			RUEDI	BLUE SPRINGS	KC
\$13,907.81			KING	KANSAS CITY	KC
\$13,745.38		MISSOURI OCCUPATIONAL MEDICINE		WASHINGTON	JC
\$13,603.89			HOLLIS	SPRINGFIELD	Spfld
\$13,574.32			SCHMITZ	COLUMBIA	JC
\$13,274.51		HEARTLAND CTR PROF COUNSELING		CAPE GIRARDEAU	Cape
\$13,250.15		MORE THAN THERAPY		ST LOUIS	STL
\$13,096.08			HWANG	SPRINGFIELD	Spfld
\$12,977.35		A TO Z THERAPY SERVICES LLC		ST LOUIS	STL
\$12,957.77		MIDWEST BEHAVIORAL HEALTH		TROY	JC
\$12,677.84		MISSOURI VALLEY PHYSICIANS	UHRIG	MARSHALL	JC
\$12,642.50		CHRISTIAN PSYCHOLOGICAL SERV	DAVID PULCHER	OVERLAND PARK	KANSAS
\$12,451.67			COHEN	KANSAS CITY	KC
\$12,315.35		ST LUKES HOSPITAL OF KC		ST LOUIS	STL
\$12,294.18		ST JOHNS PHYSICIANS		ST LOUIS	STL
\$12,172.58			SUBRAMANIAN	CARTHAGE	Spfld
\$11,956.63		SPECIALISTS IN INTERNAL MED		CLAYTON	STL
\$11,869.31			KARR	KANSAS CITY	KC
\$11,377.84		HANNIBAL REGIONAL MED GROUP		HANNIBAL	JC
\$10,847.12		TO YOUR HEALTH FAM MED CLINIC		COLUMBIA	JC
\$10,772.85			GERHART	JOPLIN	Spfld
\$10,762.98		RAMULU SAMUDRALA MD	SAMUDRALA	ST LOUIS	STL
\$10,642.72		EDUCATIONAL & PSYCH CONSULTANT		COLUMBIA	JC
\$10,455.22		DR KY BENNETT PC		KANSAS CITY	KC
\$10,420.15			NEUFELD	OLATHE	KANSAS

\$10,337.27

(b) (6)

HAMPTON

ST LOUIS

STL

Billed Amt	Vendor #	Organization Name	Last Name	City	DDS	2013	2012	2011	2010	2009
\$246,948.44	(b) (6)	TRI-STATE OCCUPATIONAL MEDICIN		HUNTINGTON	Cape	5/19/13	✓	✓	✓	✓
\$82,243.53		WESTWOOD MEDICAL CLINIC INC		POPLAR BLUFF	Cape	5/30/13	✓			✓
\$68,394.42		MINERAL AREA REGIONAL MED CTR		FARMINGTON	Cape			✓	✓	
\$50,649.06			WALKER	IRONTON	Cape	5/9/13	✓		✓	
\$43,919.68		SOUTHEAST MO HOSPITAL PHYS LLC		CAPE GIRARDEAU	Cape					
\$37,784.07				LANPHER	BLOOMFIELD	Cape				
\$30,540.26		TWIN RIVERS REGIONAL MED CTR			KENNETT	Cape				
\$29,046.74		JOHN O WOOD PSYCHOLOGICAL SERV			POPLAR BLUFF	Cape				
\$25,700.85		ST FRANCIS MEDICAL CENTER			CAPE GIRARDEAU	Cape			✓	✓
\$25,276.24			CROSS	IRONTON	Cape					
\$25,096.33		ROSENBOOM	POPLAR BLUFF	Cape						
\$23,706.96	CAPE RADIOLOGY GROUP INC			CAPE GIRARDEAU	Cape					
\$16,699.27	MO DELTA MEDICAL CENTER			SIKESTON	Cape					
\$13,274.51	HEARTLAND CTR PROF COUNSELING			CAPE GIRARDEAU	Cape					
\$152,911.89		ASSOCIATED BEHAVIORAL CONSULT		FULTON	JC	5/20/13	✓	✓	✓	✓
\$52,628.31			VELEZ	COLUMBIA	JC	5/10/13				
\$31,301.98	UNIVERSITY PHYSICIANS			COLUMBIA	JC		✓	✓		
\$27,054.85	ST MARYS HEALTH CENTER			JEFFERSON CITY	JC	5/14/13			✓	
\$26,639.40			BRENNER	COLUMBIA	JC	5/24/13			✓	
\$25,915.71			LUCIO	JEFFERSON CITY	JC		✓			
\$23,196.40			SCHULTZ	COLUMBIA	JC					
\$22,172.35	SALEM MEMORIAL DISTRICT HOSP		DEMORLIS	SALEM	JC					
\$21,236.99	MENTAL WELLNESS LLC			OSAGE BEACH	JC					
\$18,855.85	ST CHARLES WEST PSYCHOLOGICAL			WENTZVILLE	JC					
\$17,471.53	JEFFERSON CITY MEDICAL GROUP			JEFFERSON CITY	JC					
\$15,486.44	PSYCHOLOGY ASSOCIATES INC			QUINCY	JC					
\$14,713.02	LINCOLN COUNTY MEDICAL CENTER			TROY	JC					
\$14,704.50	EVERGREEN BEHAVIORAL SERVICES			MEXICO	JC					
\$13,745.38	MISSOURI OCCUPATIONAL MEDICINE			WASHINGTON	JC					
\$13,574.32			SCHMITZ	COLUMBIA	JC					✓
\$12,957.77	MIDWEST BEHAVIORAL HEALTH			TROY	JC					
\$12,677.84	MISSOURI VALLEY PHYSICIANS		UHRIG	MARSHALL	JC					
\$11,377.84	HANNIBAL REGIONAL MED GROUP			HANNIBAL	JC					
\$10,847.12	TO YOUR HEALTH FAM MED CLINIC			COLUMBIA	JC					
\$10,642.72	EDUCATIONAL & PSYCH CONSULTANT			COLUMBIA	JC					
\$74,028.26		JAMES HENDERSON MD PC		WICHITA	KANSAS					

\$62,731.70	(b) (6)	MINTZ	LAWRENCE	KANSAS				
\$12,642.50		CHRISTIAN PSYCHOLOGICAL SERV	DAVID PULCHER	OVERLAND PARK	KANSAS			
\$10,420.15			NEUFELD	OLATHE	KANSAS			
\$381,029.52		MIDWEST CES	NORTH SALT LAKE	KC	6/21/13			
\$101,605.84		ISRAEL	SHAWNEE MISSION	KC	6/21/13	✓	✓	✓
\$90,707.35		SCHWARTZ	OVERLAND PARK	KC	7/26/13		✓	
\$74,660.97		KEOUGH	BUTLER	KC	6/20/13	✓	✓	
\$66,420.94		EPPERSON	KANSAS CITY	KC		✓		
\$51,556.53		KALA DANUSHKODI MD LLC	N KANSAS CITY	KC		✓		
\$43,515.30		M D ELECTRODIAGNOSIS, INC	KANSAS CITY	KC				✓
\$42,267.24		PRESTAGE	KANSAS CITY	KC		✓		✓
\$38,961.27		LIEBERMAN	WESTWOOD HILLS	KC	6/20/13	✓		
\$38,058.96		BLEAZARD	KANSAS CITY	KC				
\$32,604.47		HEARTLAND OCCUPATIONAL MED	ST JOSEPH	KC		✓		
\$32,314.02		CENTRAL MO PSYCHOLOGICAL CTR	WARRENSBURG	KC				
\$31,597.79		NORTHWEST BEHAVIORAL HLTH CONS	CHILLICOTHE	KC				
\$28,120.59		SHEEHAN PSYCHOLOGICAL SERIVCES	KANSAS CITY	KC				
\$27,770.40			BRECKENRIDGE	HOLT	KC			
\$22,902.79		PATHWAYS COMM BEHAV HLTHCARE	CLINTON	KC				
\$22,298.80		KANSAS CITY PHYSICAL MED CTR	OVERLAND PARK	KC				
\$21,971.56		HEARTLAND COUNSELING SERVICES	BEIN	ST JOSEPH	KC			
\$21,792.18		JB ASTIK MD PC	WARRENSBURG	KC				
\$21,720.08		DISABILITY MANAGEMENT ASSOC	LEAWOOD	KC				
\$21,174.79		DIAGNOSTIC IMAGING CENTERS PA	KANSAS CITY	KC				
\$19,225.88		DISCOVER VISION CENTERS	TAYLOR	KANSAS CITY	KC			
\$17,421.37		COMPREHENSIVE PSYCHIATRY LLC	KANSAS CITY	KC				
\$16,000.23		KOENEMAN PSYCHOLOGICAL SERVICE	OLATHE	KC				
\$15,162.48		DEBORAH A KING MA & ASSOCIATES	SHAWNEE MISSION	KC				
\$13,952.83			RUEDI	BLUE SPRINGS	KC			
\$13,907.81			KING	KANSAS CITY	KC			
\$12,451.67			COHEN	KANSAS CITY	KC			
\$11,869.31			KARR	KANSAS CITY	KC			
\$10,455.22		DR KY BENNETT PC	KANSAS CITY	KC				
\$169,340.55		EXAM PRO LLC	SPRINGFIELD	Spfld	5/30/13	✓	✓	✓
\$73,839.60		FORSYTH	SPRINGFIELD	Spfld	8/22/13	✓	✓	
\$66,184.23		ANDERSON	TURNERS	Spfld	8/6/13	✓		
\$48,066.12		LUTZ	SPRINGFIELD	Spfld			✓	✓

\$47,633.75	(b) (6)	SPRINGFIELD NEUROLOGICAL INST	SPRINGFIELD	Spfld					
\$41,702.29		ASH	SPRINGFIELD	Spfld	8/7/13				✓
\$38,714.73		FREDERICK	SPRINGFIELD	Spfld	7/12/13				
\$37,500.35		SAAD M AL-SHATHIR MD LLC	JOPLIN	Spfld					
\$35,324.70		MAULDIN	SPRINGFIELD	Spfld					
\$28,946.63		KEVIN M WHISMAN LLC	JOPLIN	Spfld					
\$28,323.60		NEUROPSYCHOLOGICAL ASSOC OF SW	SPRINGFIELD	Spfld					
\$25,902.48		FREEMAN HEALTH SYSTEM PHY BILL	JOPLIN	Spfld					
\$24,781.58		ST JOHNS CLINIC INC	SPRINGFIELD	Spfld					
\$24,659.55		WHISENHUNT	SPRINGFIELD	Spfld					✓
\$21,511.12		COLLEGE SKYLINE CENTER	JOPLIN	Spfld					
\$20,736.65		HERNDON A SNIDER & ASSOCIATES	JOPLIN	Spfld					
\$19,426.84		KAN	ORLANDO	Spfld					
\$18,861.33		PIETZ	OZARK	Spfld					
\$17,424.20		MERCY HOSPITAL SPRINGFIELD	ST LOUIS	Spfld					
\$17,289.35		BENDER	SPRINGFIELD	Spfld					
\$15,651.36		HORIZON MEDICAL	SPRINGFIELD	Spfld					
\$14,355.41		BURTON CREEK MEDICAL CLINIC	WEST PLAINS	Spfld					
\$13,603.89		HOLLIS	SPRINGFIELD	Spfld					
\$13,096.08		HWANG	SPRINGFIELD	Spfld					
\$12,172.58		SUBRAMANIAN	CARTHAGE	Spfld					
\$10,772.85		GERHART	JOPLIN	Spfld					
\$871,561.23		FOREST PARK MEDICAL	ST LOUIS	STL	7/15/13	✓	✓	✓	✓
\$136,357.60		REXROAT	PACIFIC	STL		✓	✓	✓	✓
\$51,266.40		WEST PARK MEDICAL CLINIC	CLAYTON	STL	7/16/13	✓		✓	✓
\$46,707.19		MICHAEL T ARMOUR PHD LLC	CLAYTON	STL	7/16/13	✓			
\$45,297.16		ST LOUIS PSYCHOLOGICAL SERV	WILDWOOD	STL	7/15/13		✓	✓	
\$33,991.23		LITTLETON	ST LOUIS	STL					
\$31,795.81		CITY SPEECH INC	CLAYTON	STL					
\$28,812.32		LIPSITZ	ST PETERS	STL					
\$28,125.55		CLINICAL NEUROLOGY INC	ST LOUIS	STL					
\$27,063.33		LEONBERGER	ST LOUIS	STL					
\$17,724.05		LAURA R TISHEY PSYD LLC	CLAYTON	STL					
\$16,828.72		AMARA PC	ST LOUIS	STL					
\$16,394.14		PSYCHOLOGICAL CONSULTANTS	ST LOUIS	STL					
\$15,843.17		LEWIS	ST LOUIS	STL					
\$15,181.68		ST LOUIS ORTHOPEDIC INSTITUTE	ST LOUIS	STL					
\$14,158.94		BRIDGET A GRAHAM PSYD LLC	GLEN CARBON	STL					

\$13,250.15	(b) (6)	MORE THAN THERAPY		ST LOUIS	STL
\$12,977.35		A TO Z THERAPY SERVICES LLC		ST LOUIS	STL
\$12,315.35		ST LUKES HOSPITAL OF KC		ST LOUIS	STL
\$12,294.18		ST JOHNS PHYSICIANS		ST LOUIS	STL
\$11,956.63		SPECIALISTS IN INTERNAL MED		CLAYTON	STL
\$10,762.98		RAMULU SAMUDRALA MD	SAMUDRALA	ST LOUIS	STL
\$10,337.27			HAMPTON	ST LOUIS	STL

**Kansas City Regional Office Review of
Kansas DDS Management of the CE Process
August 8, 2013**

The Kansas City Regional Office visited the Kansas DDS for a Consultative Examination (CE) oversight visit on August 8, 2013. (b) (6), Professional Relations Officer (PRO), and (b) (6), Regional Professional Relations Coordinator, participated in onsite DDS visit.

The RO did not accompany the PRO to an onsite visit with a CE provider

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?*

The QA unit preforms end of line case reviews for new disability examiners.

Experienced examiners use a “CE credit card” which sets limits on their CE spending. If an examiner over uses their CE credit card, QA starts a review of their CE purchases.

- 2) *Describe the method used for periodic review of CE reports.*

- a) *Has the DDS established a system to assure the quality of CE reports?*

Yes. The PRO reviews the first reports submitted by new CE providers. Examiners, QA, and medical consultants (MC) notify the PRO of CE issues.

- 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, the DDS asks the CE provider to submit the evidence or send in a statement covering the issue. If the provider does not have the information on hand, the DDS expects the provider to see the claimant again at no charge to obtain the information they missing from the CE report.

- d) *What is the DDSs policy for handling CE providers who continue to submit CE reports of unacceptable quality?*

The PRO and Medical Administrator (MA) provide CE providers who have quality issues with written and oral feedback. The PRO and MA also give the provider additional training on preparing acceptable CE reports.

The DDS resumes 100 percent quality review of the providers CE reports. If the provider continues providing unacceptable CE reports, the DDS removes the CE provider from the panel.

- 3) *Describe the selection process for reviewing CE reports under the Independent CE Report Review System.*
See A(2) above.

B. Fee Schedules

- 1) *Review policy for fee schedules in [DI 39545.600](#).*

The Kansas DDS follows the policy to establish its fee schedule.

- 2) *Obtain copies of the current CE/MER fee schedules used by the DDS.*

The Regional Office maintains the current Kansas DDS fee schedule on [KCNet](#).

- 3) *Does the DDS use a fee schedule or do they pay "usual and customary" charges for medical services?*

The DDS uses a fee schedule.

- 4) *Explain the methodology used to establish the rates of payment.*

The DDS uses a fee schedule based on Medicaid rates.

- 5) *Does the DDS or State use contracts or negotiated agreements to set rates? If yes, how does the process work.*

Yes. The Kansas DDS issues contracts to the CE provider for each CE. The specified fees follow Missouri's fee schedule.

- 6) *Does the DDS use a fee schedule established by any other agency(s) in the State?*

No.

- 7) *Is the fee schedule reviewed annually?*

Yes. In addition, the DDS provides fee updates that occur during the year to the RO on a flow basis.

- 8) *What types of information is used to analyze the need for making changes in the rate of payment (e.g., vendor requests, recruitment problems, surveys, etc.)?*

The DDS uses the annual updates to Medicaid fees to determine the need for changing its fee schedule.

- 9) *Does the DDS use volume vendors? If so, was any discount from the DDS fees schedule negotiated? How much? Is the quality as good as other lower volume providers?*

The DDS uses volume vendors. The DDS does not negotiate fees lower than the fee schedule.

Negotiating rates different from the fee schedule would involve opening the CE process to the state government contract bidding process. The process would require the DDS to select the 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).

1) Training

a) *What type of training is provided?*

The PRO provides the training using training packages and feedback from reviewing the first 10 CE reports submitted by new providers.

Limited DDS travel funds prevents providing onsite training.

b) *Who conducts it?*

The PRO conducts the training for new physical CE providers. (b) (6), Chief Medical Consultant for the DDS, conducts the training for mental CEs.

c) *What training materials are furnished?*

The PRO at the time of recruitment provides the new vendor with a:

- Detailed overview of the CE program supplemented with the publications [*Consultative Examinations: A guide for Health Professionals and Disability Evaluation Under Social Security*](#); and
- Training packet that includes redacted samples of acceptable:
 - CE reports; and
 - Medical source statements (including ODAR forms HA-1151 and HA-1152, CE reports.

d) *How is the quality of training evaluated?*

The DDS uses the quality of the CE reports received from new providers to measure the training quality.

e) *Are CE providers encouraged to submit reports electronically?*

Yes.

2) Review of New Providers

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

The DDS reviews the first 10 examinations. However, the DDS extends the review period, if necessary to obtain acceptable CE reports.

b) *Who conducts the review?*

The PRO or Chief Medical Consultant conducts the reviews.

c) *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.*

Kansas uses a shared spreadsheet to attain a good distribution of examinations and to prevent over scheduling.

2) *Does the CE authorization process:*

a) *Establish procedures for medical or supervisory approval of CE requests as required in regulations?*

Yes. When required by regulations, the DDS supervisor approves the CE request.

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 request CEs choosing the exam type, area, and availability. The CE unit schedules the CEs. The CE unit monitors requests to help prevent overscheduling and ensure equitable distribution.

The DDS considers the quality of prior CE reports to determine an acceptable volume of CEs for a provider. For example, the DDS lowers the volume of CEs for the provider in the shared CE scheduling program until quality improves.

4) *Is the treating source used as the preferred source of the CE as required in regulations?*

Yes. However, the majority of medical professionals refuse to perform CEs for their patients because of the potential effect on the doctor-patient relationship.

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. The CE unit sends the background material with the contract for the provider to perform the CE.

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?*

One week in advance of the CE, the examiner attempts five telephone calls to confirm the claimant will attend the CE.

b) *Is the DDS notified that the appointment has been kept?*

Yes. The DDS requests providers confirm whether the claimant kept the CE appointment.

- 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 10 percent and cancellation rate of about 12 percent. The DDS does not pay for no-show 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. The DDS re-requests unsecured and hand-delivered evidence to ensure its integrity. If hand-delivered MER arrives that would allow the claim, the DDS processes the allowance and reviews the purchases MER later to ensure they issued a correct determination.

F. Recruiting Activities

- 1) *Is current CE panel adequate?*

No.

- 2) *If inadequate, where are more providers needed? Specify geographical area and specialty.*

The Kansas DDS needs providers for all specialties in the rural, southeastern Kansas. In addition, the Wichita, KS area needs a provider for psychological evaluations for children.

- 3) *Describe current recruitment activities, paying attention to how often they are carried out - on a continuing basis, or periodically?*

The PRO periodically issues mailers to potential providers to obtain their interest in participating in the CE program.

Staffing shortages and limits on travel significantly hinder CE provider recruitment.

- 4) *What are the sources of referral and how are these referrals handled?*

CE panelists refer potential vendors to the Kansas DDS. The PRO contacts the referral to explain the program and determine the interest in providing CEs.

- 5) *Are the credential check procedures in DI 39569.300 being followed?*

Yes.

G. Claimant Complaints

1) *Are all complaints investigated? By whom?*

The PRO investigates all claimant CE complaints.

2) *Is there a written procedure or standard form used to investigate complaints?*

The PRO tailors the investigation to the specific case situation. In general, investigations involve the following actions:

- Review the CE report;
- Contact the CE provider;
- Inform DDS management and RO of potential news media and public relation situations; and
- Inform the claimant of the investigation results in writing.

3) *Does the DDS handle the following?*

a) Congressional inquiries

Yes. Public Service Administrator handles Congressional inquiries.

b) Claimant complaints

Yes. The PRO handles claimant complaints.

c) Provider complaints

Yes. The PRO handles provider complaints.

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 PRO or Chief Medical Consultant takes remedial and corrective actions with CE providers as necessary. The DDS tailors the actions to the situation.

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?*

The DDS refers any situation involving threats, potential public criticism, or press attention to the RO.

H. Claimant Reactions to Key Providers

1) *Describe the procedures for obtaining claimant reactions to key providers to determine the quality of service.*

The Kansas DDS has procedures under development. Staff losses hinder progress developing the process.

The DDS currently uses claimant complaints as an indicator of quality service.

2) *What type of claimant contacts is made; e.g., letter, telephone, or other personal contacts, such as RO exit interviews of claimants?*

The DDS contacts claimants following the claimant complaint process described in subsection G.

- 3) *Who makes these contacts and what criteria are used to determine if a contact is warranted?*
The PRO contacts the claimants.
- 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*
The PRO visited its top five key providers as follows:
 - Central Medical Consultants (James Henderson)
 - Stanley Mintz, Psychologist
 - Dr. Michael Schwartz
 - Jason Neufeld, Psychologist
 - Gary Hackney, Psychologist
- 2) *By Whom?*
The PRO visits the key providers.

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?*
The PRO completes POMS instructions during CE Onsite visits and inspections. The visits include the providers' verification that all support service staff are properly licensed.
- 2) *At a minimum, are the top five key providers reviewed? How often?*
The DDS reviews the top five key providers annually. Travel restrictions prevent additional onsite visits.
- 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?*
The DDS selects non-key providers based on factors such as relocations, training needs, and the availability of travel funds. The PRO did not conduct onsite visits with non-key providers during the last 12 months due to the lack of travel funds.
- 4) *Do the physicians or psychologists, as appropriate, participate in onsite reviews?*
Generally, MCs do not participate in CE onsite visits. The Chief Medical Consultant will participate, if needed.
- 5) *Review copies of all reports of onsite reviews to CE providers made in the past year.*
The RO reviewed copies of all onsite review reports during on-site visit.

K. Contracting Out for Medical Services

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.

The DDS does not pursue the feasibility of contracting out medical services. Contracting out the services would subject the CE program to the state's contract bidding rules, which would require the DDS to grant the contract to the lower bidder. Such a contract would not consider the DDS needs.

L. Records Maintenance

1) *Does the DDS maintain a separate file for each CE provider?*
Yes. The DDS maintain most CE provider files electronically.

2) *Do those files contain?*

The CE provider files contain the following when applicable.

- a) Provider credentials;
- b) Annual payments to the provider;
- c) Complaints against the provider;
- d) Results of investigations or complaints against the provider;
- e) Reports of onsite reviews; and
- f) Claimant reaction surveys.

3) *Does the DDS complete the "CE Oversight/Management Report" and send it to the RO?*
Yes.

(b) (6)

Professional Relations Coordinator
Kansas City Region

**Kansas City Regional Office Review of
Kansas City Missouri DDS Management of the CE Process
August 7, 2013**

The Kansas City Regional Office visited the Kansas City, Missouri DDS for a Consultative Examination (CE) oversight visit on August 7, 2013. (b) (6), Professional Relations Officer (PRO), and (b) (6), Regional Professional Relations Coordinator, participated in onsite DDS visit.

The RO did not accompany the PRO to an onsite visit with a CE provider

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?*

The DDS requires medical consultant (MC) or supervisory review of CEs ordered by new examiners and by experienced examiners, whose CE ordering practices cause concern.

- 2) *Describe the method used for periodic review of CE reports.*

- a) *Has the DDS established a system to assure the quality of CE reports?*

Yes. The PRO reviews the reports submitted by new CE providers. DDS Examiners, MCs, QA personnel reports, and the assistant district supervisor report quality issues with the reports from other CE providers to the PRO.

The medical consultants assist the PRO and call vendors when quality problems are noted and when the PRO feels a doctor-to-doctor contact would more effectively address the issue. For routine quality issues, the PRO contacts the CE vendor herself. The PRO uses face-to-face contact to address quality issues unresolved by telephone conversations.

The DDS maintains an internal electronic site where CE vendor information and problems are stored and viewable by all the PROs in this decentralized state.

- 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, the DDS asks the CE provider to submit the evidence or send in a statement covering the issue. If the provider does not have the information on hand, the DDS expects the provider to see the claimant again for free to obtain the information they missing from the CE report.

- d) *What is the DDSs policy for handling CE providers who continue to submit CE reports of unacceptable quality?*

The PRO provides CE providers with quality issues with written and oral feedback and with additional training on preparing acceptable CE reports. The DDS resumes 100 percent

quality review of the providers CE reports. If the provider continues providing unacceptable CE reports, the DDS removes the CE provider from the panel.

3) *Describe the selection process for reviewing CE reports under the Independent CE Report Review System.*

See A(2) above. In addition, the PRO reviews reports from CE vendors with history of quality issues to ensure quality remains high.

B. Fee Schedules

1) *Review policy for fee schedules in [DI 39545.600](#).*

The Missouri DDS follows the policy to establish its fee schedule.

2) *Obtain copies of the current CE/MER fee schedules used by the DDS.*

The Regional Office maintains the current Missouri DDS fee schedule on [KCNet](#).

3) *Does the DDS use a fee schedule or do they pay "usual and customary" charges for medical services?*

Generally, the DDS uses a Fee Schedule. If the provider bills for less than the fee schedule, the DDS will pay the lower usual and customary charge.

4) *Explain the methodology used to establish the rates of payment.*

The DDS uses a fee schedule created by VR, the parent state agency. The Missouri VR bases the fee schedule on Medicare and Medicaid rates when possible.

5) *Does the DDS or State use contracts or negotiated agreements to set rates? If yes, how does the process work.*

Yes. The Missouri DDS issues contracts to the CE provider for each CE. The specified fees follow Missouri's fee schedule.

6) *Does the DDS use a fee schedule established by any other agency(s) in the State?*

Yes. The DDS uses a fee schedule created by their parent state agency, Vocational Rehabilitation.

7) *Is the fee schedule reviewed annually?*

Yes. In addition, the DDS provides fee updates that occur during the year to the RO on a flow basis.

8) *What types of information is used to analyze the need for making changes in the rate of payment (e.g., vendor requests, recruitment problems, surveys, etc.)?*

The DDS uses vendor requests, recruitment problems, surveys, and other Missouri state agency fees to determine the need for changing the CE fee schedule. For example, in August 2013 the Missouri DDS increased fees for psychological evaluations when CE vendors reported receiving higher fees from other Missouri state agencies. The DDS updated the fee schedule after polling psychological professional on the usual and customary charges for common tests and evaluations.

- 9) *Does the DDS use volume vendors? If so, was any discount from the DDS fees schedule negotiated? How much? Is the quality as good as other lower volume providers?*
The DDS uses volume vendors. The DDS does not negotiate fees lower than the fee schedule.

Negotiating rates different from the fee schedule would involve opening the CE process to the state government contract bidding process. The process would require the DDS to select the 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).

1) *Training*

- a) *What type of training is provided?*

The PRO provides the training onsite for local CE providers. The training lasts from one to two hours.

If the CE provider is not local, The PRO mails the provider the paper training material. The PRO conducts a telephone contact to answer the provider's questions resulting from the paper training materials.

The PRO reviews the first five or six CE reports from new providers. The PRO provides feedback and additional training based on the review of CE reports.

- b) *Who conducts it?*

The PRO conducts the training for new CE providers.

- c) *What training materials are furnished?*

The PRO at the time of recruitment provides the new vendor with a:

- Detailed overview of the CE program supplemented with the publications [*Consultative Examinations: A guide for Health Professionals and Disability Evaluation Under Social Security*](#); and
- Training packet that includes redacted samples of acceptable:
 - *CE reports; and*
 - Medical source statements (including ODAR forms HA-1151 and HA-1152, CE reports.

- d) *How is the quality of training evaluated?*

The DDS uses the quality of the CE reports received from new providers to measure the training quality.

- e) *Are CE providers encouraged to submit reports electronically?*

Yes.

2) *Review of New Providers*

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

The standard review is the first five examinations, but this is extended if necessary. The PRO provides the feedback to the new sources.

- b) *Who conducts the review?*

The PRO conducts the review.

- c) *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.*

Missouri uses an application shared among the decentralized DDS field offices to attain a good distribution of examinations and to prevent over scheduling.

Providing all Missouri DDS field sites with access to the program minimizes the risk of over scheduling by different DDS sites attempting to schedule CEs with the same provider.

- 2) *Does the CE authorization process:*

- a) *Establish procedures for medical or supervisory approval of CE requests as required in regulations?*

Yes. When required by regulations, the DDS supervisor approves the CE request.

- 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 request CEs choosing the exam type and area. The CE unit comprised of two secretaries schedules the CEs. The CE unit monitors requests to help prevent overscheduling.

The DDS considers the quality of prior CE reports to determine an acceptable volume of CEs for a provider. For example, the DDS lowers the volume of CEs for the provider in the shared CE scheduling program until quality improves.

The PRO monitors the CE lists monthly to help ensure vendors receive a reasonable volume of CEs based on such factors as the provider's size, availability, location, specialty, and quality of prior CE reports.

4) *Is the treating source used as the preferred source of the CE as required in regulations?*

Yes. However, the majority of medical professionals refuse to perform CEs for their patients because of the potential effect on the doctor-patient relationship.

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. The DDS legacy system, MIDAS, permits coding medical sources that refuse to perform CEs on their patients.

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 CE unit sends the background material with the contract for the provider to perform the CE.

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?*

Four days in advance of the CE, the examiner attempts two telephone calls to remind the claimant of the appointment. The DDS also requests the CE provider to attempt a reminder call to the claimant.

b) *Is the DDS notified that the appointment has been kept?*

Yes. The CE providers call or return the daily schedule sheet indicating whether the claimant kept or missed the appointment.

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 between 20 and 30 percent. The DDS does not track the cancellation rate because they try to fill the slots with new exams as appropriate. The DDS does not pay for no-show 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. However, the PRO wishes to recruit additional cardiologists and neurologists and more providers in the rural northwest corner of Missouri.

2) *If inadequate, where are more providers needed? Specify geographical area and specialty.*

3) *Describe current recruitment activities, paying attention to how often they are carried out - on a continuing basis, or periodically?*

The Kansas City, MO DDS conducts on-going recruitment using referrals from current CE panelists. The PRO contacts referrals informing them of the CE program and determining the referrals' interest in providing CEs.

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? By whom?*

The PRO investigates all claimant CE complaints.

2) *Is there a written procedure or standard form used to investigate complaints?*

The PRO tailors the investigation to the specific case situation. In general, investigations involve the following actions:

- Review the CE report;
- Contact the CE provider;
- Inform DDS management and RO of potential news media and public relation situations;
- Inform the claimant of the investigation results in writing; and
- Record complaints and resolution on spreadsheet viewable by all Missouri DDS field sites.

3) *Does the DDS handle the following?*

a) Congressional inquiries

Yes. Quality assurance handles Congressional inquiries.

b) Claimant complaints

Yes. The PRO handles claimant complaints.

c) Provider complaints

Yes. The PRO handles provider complaints.

- 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 PRO takes remedial and corrective actions with CE providers as necessary. The PRO tailors the actions to the situation.
- 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?*
The DDS refers any situation involving threats, potential public criticism, or press attention to the RO.

H. Claimant Reactions to Key Providers

- 1) *Describe the procedures for obtaining claimant reactions to key providers to determine the quality of service.*
The Kansas City, MO DDS obtains claimant reactions to key providers by investigating claimant complaints.
- 2) *What type of claimant contacts is made; e.g., letter, telephone, or other personal contacts, such as RO exit interviews of claimants?*
The Kansas City, MO DDS makes no other contact with claimants.

The DDS stopped issuing claimant surveys because the data proved useless in determining the quality of CE service. Generally, only denied claimants returned the surveys. The surveys reflected the claimant's dissatisfaction with the DDS determination rather than the quality of service provided by the CE vendor.

- 3) *Who makes these contacts and what criteria are used to determine if a contact is warranted?*
The DDS uses the claimant complaint criteria for the PRO to initiate an investigation and contact the CE provider and claimant as described in section G.
- 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*
The PRO visited all key providers in July 2013 as follows.
 - Midwest CES
 - Dr. Alan Israel
 - Dr. Michael Schwartz
 - John Keough, Psychologist
 - Nina Epperson, Psychologist

- 2) *By Whom?*
The PRO visits the key providers.

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?*

The PRO completes POMS instructions during annual CE Onsite visits and inspections. The visits include the providers' verification that all support service staff are properly licensed.

- 2) *At a minimum, are the top five key providers reviewed? How often?*
The DDS reviews at least the top five key providers annually.

- 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?*

The DDS selects non-key providers based on factors such as relocations, training needs, and the availability of travel funds. The PRO conducted few onsite reviews with non-key providers during the last 12 months due to the lack of travel funds.

- 4) *Do the physicians or psychologists, as appropriate, participate in onsite reviews?*
Generally, MCs do not participate in CE onsite visits. The MC would receive no remuneration for attending the onsite visit under the current "per case" payment system.

If needed, an MCs will participate in the onsite process via telephone.

- 5) *Review copies of all reports of onsite reviews to CE providers made in the past year.*
The RO reviewed copies of all onsite review reports during on-site visit.

K. Contracting Out for Medical Services

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.

The DDS does not pursue the feasibility of contracting out medical services. Contracting out the services would subject the CE program to the state's contract bidding rules, which would require the DDS to grant the contract to the lower bidder. Such a contract would not consider the DDS needs.

L. Records Maintenance

- 1) *Does the DDS maintain a separate file for each CE provider?*
Yes. The DDS maintain most CE provider files electronically.

2) *Do those files contain?*

The CE provider files contain the following when applicable.

- a) Provider credentials;
- b) Annual payments to the provider;
- c) Complaints against the provider;
- d) Results of investigations or complaints against the provider;
- e) Reports of onsite reviews; and
- f) Claimant reaction surveys.

3) *Does the DDS complete the "CE Oversight/Management Report" and send it to the RO?*
Yes.

(b) (6)

Professional Relations Coordinator
Kansas City Region

Montana DDS Annual Consultative Exam (CE) Oversight Report Fiscal Year 2013

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 FY2013, we received 9 written complaints out of over 5,201 scheduled consultative examinations. The complaints included allegations of the doctor not listening, not understanding, and being rude to the patient. There was one serious complaint, though the allegations in the complaint were not supported by any other evidence. We placed no providers on probationary status. We did not terminate any providers in FY2013 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 FY2013.

II. CE Onsite Reviews:

The PRO performed 52 visits to CE providers or CE exam sites, which 35 of those visits were formal onsite evaluations. The DDS keeps onsite evaluation reports on file. The PRO visited all

five (5) of the top five (5) providers by volume: Mark Mozer PhD, James Crichton MD, Patricia Webber PhD, Occupational Health and Wellness, and AMCE Physician's Group for Harvey Casebeer MD.

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

James Crichton MD

(b) (6)
Helena, MT 59601

Patricia Webber PhD
1001 SW Higgins Ste 207
Missoula, MT 59801

Occupational Health and Wellness
205 Sunnyview Lane
Kalispell, MT 59901

AMCE Physicians Group
Harvey Casebeer MD
PO Box 460
Hooper, UT 84315

IV. CE Panels:

The MT DDS has 254 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. During the grace period the provider is kept on the CE panel, but no CEs scheduled until licensure is current. 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 FY2013 were based on the 4/1/12 fee schedule. Physical and mental exams increased from the previous year in an effort to remain competitive and retain current

providers. Most ancillary study fees saw a slight decrease. Despite overall increased CE costs, the average cost per claim increased only \$4.34 which is 2.02% over FY2012. 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 fee schedule for FY 2013:



Microsoft Excel
Worksheet

VII. PRO Activities and Electronic Medical Evidence:

The DDS Bureau Chief, PRO, and other DDS staff made 86 visits to hospitals, clinics, mental health centers, Native American tribes, and CE providers during FY2013. The PRO performed 78 visits to hospitals, clinics, tribal centers, and CE providers for recruitment and promotion of Electronic Records Express (ERE). DDS Medical Consultants networked with providers in their specialties to assist with CE recruitment at medical conferences. We recruited 18 new providers or exam locations during FY2013. We lost 30 providers due to retention or those performing only one-time exams for their own patients. We continue to have difficulty recruiting and retaining cardiology and neurology specialists.

The PRO met with Indian Health Service (Tribal Health) personnel from 5 of the 7 Montana Indian reservations. The Bureau Chief visited mental health networks and conducted 2 formal SOAR trainings and 2 technical visits 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 continued to promote the use of outbound fax in FY2013. The PRO also promotes using Electronic Records Express during face-to-face visits, phone calls, mailings, and email. The PRO signed up 24 new ERE accounts in FY2013. This year the PRO introduced use of eOR (electronic outbound request) and set up several CE and MER providers to use this innovative process. Using eOR and ERE reduced the amount of inbound and outbound CE mail by over 50%. This translates into savings on employee work time, machine operating costs, office supplies, and postage. Processing time is also reduced for FY2013 to 10.78 days, which is a 6.09% drop from the prior year.

DDS CE Oversight Report
(October 1, 2012-September 30, 2013)

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, 5 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 those 5, 2 sent in a written complaint themselves, (b) (6). The complaints pertained to 3 different medical providers.

The first complaint involved an individual that was sent to a CE with (b) (6)

(b) (6) We did try however the treating source was not willing to accept our fee. After speaking to the claimant and gaining permission to discuss the case, I spoke to (b) (6) I was told (b) (6)

(b) (6) I asked for everyone's complaint in writing. Only claimant's (b) (6) (b) (6)

(b) (6) I explained all of these things are within the realm of a physical exam. (b) (6) was in the room during the entire exam. (b) (6)

A new exam with the treating source was obtained. There has NEVER previously been a complaint about (b) (6) and I do not think (b) (6) did anything wrong based on their telling of what happened. (All records of this will be kept)

The second and third incident of note the claimant (b) (6) (b) (6). This was a (b) (6). Both claimants thought (b) (6) was somewhat rude. We have had complaints from (b) (6) previously. Last year in fact we had a complaint. I do believe (b) (6) is not the most compassionate provider, but I believe (b) (6) does a good job giving us the information we need. I did counsel (b) (6) directly after the second incident. I explained (b) (6) is one of our top providers and if (b) (6) wishes to continue to provide services for the DDS (b) (6) needs to speak to the people we serve with dignity and respect. I told (b) (6) we do not have to do business if we continue to get complaints. (b) (6) seemed somewhat dumbfounded but agreed.

The other two complaints were in regard to (b) (6) who is no longer doing CE's and neither claimant followed up with anything written so I'm sorry I don't have a lot of details, but I saved a copy of the reports.

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

Onsite reviews were done at, Midtown Medical Group, Consultant's in Disability, Capital City Medical Group, Southeast Lincoln Family Medicine, Lincoln Family Practice, and Mental Health Associates.

- 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)

- 4. For CE panels:**
 - a. List the number of current CE providers on the panel.**
616 – This includes hospitals, lab and x-ray facilities, as well as interpreters. Some doctors have multiples number 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)
 - 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 can use the same website noted in attachment 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)

- 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. Several additional providers were added to ERE.

Variations of E-authorization was introduced across the country and Nebraska did major outreach to inform our vendors. At this time we have 7 providers that will not accept the e827 and 2731 providers on the vendor list that will.

I also serve as the liaison for the Nebraska DDS.

I have actively participated as a SME for the National Vendor File as well as other projects in DCPS.

I actively work with vendors that use ERE to cap the MER rate at 100.00. I have succeed with all that I have worked with including Children's Hospital, Regional West Medical Center, Healthport and MRO when they come on soon.

**TEN LARGEST PROVIDERS OF CONSULTATIVE EXAMINATIONS FOR THE
NEBRASKA DISABILITY DETERMINATIONS SECTION
October 1, 2012- September 30, 2013**

1. Midtown Medical Group 101 North 38th Avenue Omaha, NE 68131	\$ 812,353.50
2. Consultants In Disability PO Box 639 Bellevue, NE 68005	\$ 105,437.00
3. A. James Fix PhD & Samuel Moessner M.D. (b) (6) Omaha, NE 68105	\$ 82,187.00
4. Rebecca A. Schroeder, Ph.D. Box 4 Curtis, NE 69025	\$ 37,946.00
5. Community Action Partnership 975 Crescent Drive Gering, NE 69341	\$ 28,436.00
6. Arias Neuro and Behavioral Med PC 6940 Van Dorn Ste. 201 Lincoln, NE 68506	\$ 27,465.00
7. Caroline Sedlacek (b) (6) Omaha, NE 68114	\$ 25,796.00
8. Mental Health Associates 650 J St. Ste. 403 Lincoln, NE 68508	\$ 21,100.00
9. Matthew Hutt (b) (6) Scottsbluff, NE	\$ 21,050.00
10. Assoc. Psych. Couns. LLC PO Box 53 Norfolk, NE 68702	\$ 20,400.00
Total paid out to top 10	\$ 1,182,170.50
Total amount in this period paid to all CE providers	\$1,694,217.88

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. Arias has Chris Rathburn, PhD to his staff. Community Action Partnership has multiple providers doing physical exams. Assoc. Psych. Couns. LLC have 6 providers doing psych 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/> is reviewed monthly to do this check.

REHABILITATION
DIVISION



BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

November 6, 2013

(b) (6), DPA
Center for Disability
Social Security Administration
P.O. Box 4207
Richmond, CA 94804

RE: FY 2013 CE Management Oversight Report

In FY13, the Nevada DDS received 31 written complaints, up from 28 complaints received in FY 12. The highest number of complaints for a vendor was 10, (b) (6)

(b) (6) in all cases, evaluations that produced complaints comprised less than 1% of the total performed by the consultative examiner.

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
- Consultant would not release a copy of the CE report directly to the claimant
- Examination was brief
- Office staff was rude
- Miscommunication and/or misinterpretation of questions/statements
- Claimant felt intimidated

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 FY13.

No complaints required Regional Office intervention.

In FY13, 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.

REHABILITATION
DIVISION



BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

CE spending for FY13 totaled \$3,216,821.03, an increase of \$405,983.52 from FY12.

Key providers for FY13 were:

Medical Support Los Angeles, Multi-Specialty Clinic

2110 E. Flamingo Rd., Suite 216

Las Vegas, NV 89119

and

4045 Spencer St., Suite 318

Las Vegas, NV 89119

and

100 N. Arlington Ave., Suite 240

Reno, NV 89501

Home Office:

1294 E. Colorado Blvd.

Pasadena, CA 91109

Encumbrance: \$562, 512

Jerrold Sherman, M.D., Orthopedics

(b) (6)

Las Vegas, NV 89146

Encumbrance: \$253,471

Zev Lagstein, M.D., Cardiology/Internal Medicine

3017 W. Charleston Blvd., Suite 80

Las Vegas, NV 89102

Encumbrance: \$199,017

RBM Clinic, Internal Medicine/Comprehensive Evaluations

2675 S. Jones Blvd., Suite 112

Las Vegas, NV 89146

Encumbrance: \$197,170

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: \$166,979.92

REHABILITATION
DIVISION



BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

Nevada DDS has 104 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 62 active physical examination or ancillary studies vendors, 33 active psychological vendors, and 9 speech-language pathologists on the CE panel.

In FY13, NV DDS lost fewer CE panelists due to relocation and/or retirement than in the previous 2 years. However, in response to significantly increased demand in FY13, several volume providers and a number of independent consultants were added to the NV DDS CE panel.

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 has added a licensure verification link on their website, and our vendor file is checked against this site 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.

An increase in the fee for neurologic evaluations was implemented by NV DDS in FY13 based on a Medicare fee schedule comparison.

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 automatically 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 an increase in the CE workload in FY13, reflected in the increase in CE spending.

In FY13, CE staff scheduled 30,917 units, compared to 26,206 in FY12.

The increase in our CE scheduling is due in large part to the assistance being provided by MAMPSC. All CE's requested by MAMPSC are processed as assistance requests through this office.

September 2013 cumulative ERE document count for **MER is 82.19%** and **CE 90.74%** Although all of our CE vendors submit their reports electronically, either via fax or upload to ERE, the almost 10% of

REHABILITATION
DIVISION



BRIAN SANDOVAL
GOVERNOR

(b) (6)
DIRECTOR

(b) (6)
ADMINISTRATOR

CE documents that are casually scanned in-house are comprised of claimant response forms and returned CE notices to claimants and representatives.

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 2013

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 five site visits this year.

- 1. Peter C. Loeser, MD, (b) (6) Concord, NH 03301
2. Darlene Gustavson, PsyD, (b) (6), Manchester, NH 03101
3. The Doctors Office, 102 Bay Street, Manchester, NH 03104
4. 03104HealthStop Of Nashua, Ralph Wolf, MD et al, 228 DW Highway, Nashua, NH 03060
5. Juliana Read, PhD, (b) (6), Manchester, NH 03301

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

Key Provider Definition C: (top 5 earners 2013)

1. Peter C. Loeser, MD, (b) (6) Concord, NH 03301
2. Darlene Gustavson, PsyD, (b) (6), Manchester, NH 03101
3. The Doctors Office, 102 Bay Street, Manchester, NH 03301
4. Health Stop of South Nashua, 228 DW Highway, Nashua, NH 03060
5. Juliana Read, PhD, (b) (6), Manchester, NH 03301Northeast

For CE panels:

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

NH DDS has a total of 26 psychological panelists and a total of 19 physical panelists and 21 hospitals that perform ancillary tests.

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 report 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 One CE location that is used by two doctors, thereby improving CE accessibility for claimants.

The DDS also pays mileage and travel time to three CE Providers. One who conducts CEs at prisons and jails and two who conduct exams at the DDS-provided site.

The DDS pays claimant travel as well at .565 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)

(b) (6)

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 2013, there were no incidents reported. (b) (6)

Onsite Reviews

The DDS made 116 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 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 THIRD 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. Twelve deficient CE reports necessitated repeat CEs to be performed. Additionally, attorneys requested to witness a CE on three 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 2013 is being 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 is being completed. 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' 14 is attached for your convenience. In FFY' 13, there were 79,545 consultative exams approved and processed and 52,957 consultative examinations paid. 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 2013 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 62,160 providers. Outbound fax is automatically utilized by the DDS staff to all 230 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 74.34% - MER (August 2013), 99.48% - CE (January 2013).

PRO staff recruited four CEMD statewide in specialties including: psychiatric, pediatric, and orthopedic. Two CEMD retired. One (b) (6). Fifteen 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'2013, 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. 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, 2012. NJ School Board Convention in Atlantic City in 2008, 2009, 2011, and 2012. NJHIMA Convention in June 2010 and 2011, 2012, 2013. SSA's eAuthorization process involved getting all major MER providers to buy into this concept.

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, FFY'11, FFY'12, and FFY'13 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 and 2013, 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 and 2013 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.

Annual Outreach Calendar for FFY'14: NJ DDS External Contact Region – Professional Relations

Monthly – Military Casualty Advocacy Groups including VAH/USO/NJ Dept. of Military Affairs

Monthly – SSI/SSD Alliance(if reactivated)

Monthly – Department of Corrections, Juvenile Justice Commission, University Correctional Health Corporation

Monthly – SOAR, Homeless Projects

Monthly – DYFS

Monthly – LSNJ, Chamberlain Edmonds(Emdeon), ARMDS, Attorney Groups – Statewide

Monthly – NJ Department of Education, School Districts

Monthly – Copy Services, Hospitals, major MER providers

Monthly – County Welfare Managers

May – Women with AIDS Conference, National Caregivers Conference

June – AROC(Atlantic City), NJ School Social Workers Conference

July – NJHIMA(Atlantic City)

September – NJ Chronic Fatigue Syndrome Society, Autism Conference(Atlantic City)/WCD(Atlantic City)

October – NJSBA(Various), Union County Department of Human Services(Disability Forum)

November – NJEA(Atlantic City)

First Name	Last Name	Group Name	License Type	Specialty	License Number	Actions Needed	National Provider Identifier (NPI)	Expiration Date	Address 1	Address 2	City	State	Zip	Phone
Syed S. Richard	Ahmad Angrist		MD	Internal	(b) (6)	have qualifications	(b) (6)	6/30/2013	(b) (6)		Lawrenceville	NJ	08648	(b) (6)
			MD		(b) (6)	have qualifications	(b) (6)	6/30/2013	101 Prospect Street	Suite 102	Lakewood	NJ	08701	(b) (6)
Edward J. John M. Steven Scott L. Anthony J. Wm. Dennis Warren Prinze	Black Boozan Braunstein Busch Candela Crescenzo Mack	Care of HIP South Jersey Psychology Freehold Opthamology	MD MD MD MD MD	Psychiatry Opthamology Opthamology ENT Psychology	(b) (6)	have qualifications	(b) (6)	6/30/2013	(b) (6)		Ventnor City	NJ	08406	(b) (6)
			MD	Psychiatry	(b) (6)	have qualifications	(b) (6)	6/30/2013	(b) (6)		Roselle	NJ	07203	(b) (6)
			MD	Opthamology	(b) (6)	have qualifications	(b) (6)	6/30/2013	(b) (6)		North Bergen	NJ	07047	(b) (6)
			MD	ENT	(b) (6)	have qualifications	(b) (6)	6/30/2013	777 White Horse Pike	Suite B-2	Hammononton	NJ	08037	(b) (6)
			PhD	Psychology	(b) (6)	have qualifications	(b) (6)	Jun-14	70 East 10th street	Apt 18U	New York	NY	10003	201-324-0545
			Phd	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	776 Commons Way		Toms River	NJ	8755	732-826-2176
			SLP	Speech/Language	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	10/31/2011	(b) (6)		Vineand	NJ	08360	(b) (6)
			MD	Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/31/2013	103 Parker Road	Suite B	West Long Branch	NJ	7764	732-923-9090
Adam D. Howard	DiDonna Gisenstodt		SLP MD	Speech/Language Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		somerset	NJ	08873	(b) (6)
			MD	Opthamology	(b) (6)	have qualifications	(b) (6)	6/30/2013	75 Main Street	P.O. Box 786	Millburn	NJ	07041	(b) (6)
Sanford S. Lucille Richard G. Jennifer C. Gerard A. Lionel D. Marc	Epstein Esralew Fernicola Figurelli Figurelli Foz Friedman		PhD MD PhD MD PhD	Psychology Orthopedic/Neurology Psychology Psychology Pediatrics Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Parsippany	NJ	07054	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2011	1675 Whitehorse-Mercerville Rd	Suite 105	Hamilton	NJ	08619	(b) (6)
			MD	Orthopedic/Neurology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Bricktown	NJ	08724	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Jersey City	NJ	07306	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2011	520 Martin Luther King Blvd.	St. Benedict's Prep	Newark	NJ	07102	(b) (6)
			MD	Pediatrics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Bricktown	NJ	08724	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Flanders	NJ	07836	(b) (6)
David M. Michael Theresa Allen	Gelber Giglio Gil Glushakow	Allstate Building	PhD PhD SLP MD	Psychology Psychology Speech/Language Orthopedics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	2284 South Avenue	Allstate Bld., Suite 2	Scotch Plains	NJ	07076	908-222-1053
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Montclair	NJ	07042	(b) (6)
			MD	Orthopedics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	22 Old Short Hills Road	Suite 210	Livingston	NJ	07039	(b) (6)
Kenneth Harold M. Manju Raksha Stephanie Douglas	Goldberg Goldstein Gupta Gupta Haymaker Haymaker		PhD PhD MD MD PhD PhD	Psychology Psychology Internal Internal Psychology Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	515 Grove Street	Suite 3D	Haddon Heights	NJ	08035	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	938 Spring Valley Road	2nd Floor	Maywood	NJ	07607	(b) (6)
			MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Hawthorne	NJ	07506	(b) (6)
			MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Hackensack	NJ	07601	(b) (6)
		Old wick associates	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	48 Old Turnpike Road	P.O. Box 242	Oldwick	NJ	08858	908-439-3456
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	P.O. Box 671		Oldwick	NJ	08858	(b) (6)
Carl F. Shashi	Hyder Jain		MD PhD	Opthamology Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Medford	NJ	08055	(b) (6)
		New Jersey Psychology	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	9 Brittany Road		Montville	NJ	07045	973-460-8620
He-Yuen Elisa M. Frank L. Ronald J. Michael	Kshng Kaplan Kardos Karpf Katz	Bethany Commons	MD MD MD PhD	Orthopedics/Neurology Psychology ENT Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	1 Bethany Road	Suite 3, Bldg. 1	Hazlet	NJ	07730	732-739-0222
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	100 Plainfield Avenue	Suite 3C	Fair Lawn	NJ	8817	(b) (6)
			MD	ENT	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	220 Hamburg Pike	Suite 23	Wayne	NJ	07470	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	3/30/2013	1931 East Route 70	P.Box 385	Lafayette	PA	19444	(b) (6)
			MD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	P.O. Box 385		Lafayette Hills	PA	19444	(b) (6)
Karen	Kearns			Interpreter	(b) (6)	No credentials/NO NPI does not require one interperter	(b) (6)	xxxxxxxxxxxxxx	PO Box 191		Montville	NJ	07045	(b) (6)
Ana Miguel Abraham	Komotar Kuperberg	Neurologic			(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	10 Huron Avenue	Suite 1-P	Jersey City	NJ	07306	201-963-8203
			PhD	Psychology	(b) (6)	HAVE CREDENTIALS	(b) (6)	Jun-13	(b) (6)		Fair Lawn	NJ	07410	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	2301 Evesham Road	Suite 209-Pavillion	Voorhees	NJ	08043	(b) (6)
			MD	Psychiatry	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	228 Kings Highway East	First Floor	Haddonfield	NJ	08033	(b) (6)
			MD	ENT	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		West Orange	NJ	07052	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	601 Jefferson Road	Suite 107	Parsippany	NJ	07054	(b) (6)
			MD	Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	142 Palisade Avenue	Suite 208	Jersey City	NJ	07306	(b) (6)
David T. Vasudev Gregory Thomas Dante	London Makhila Maslow Materna Mercurio	Relationship's 2			(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	700 Sumner Avenue	P.O. Box 476	Woodbine	NJ	8270	609-861-5713
			MD	Orthopedics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	812 N. Wood Avenue Suite 102	Route 35	Linden	NJ	07036	(b) (6)
			MD	Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	100 Brick Road	Suite 212	Marlton	NJ	08053	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Newark	NJ	07105	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	1099 Bloomfield Avenue	Suite 14	Bloomfield	NJ	07006	(b) (6)
Lawrence G. Cheryl M. Leland B.	Mintzer Mitchell Mosby	Medford Plaza Lifesychcorp	PhD MD PhD	Psychology Opthamology Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	81 Big Oak Road	Suite 206	Morrisville	PA	19067	(b) (6)
			MD	Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	128 Route 70 Suite 2-A	Medford Plaza	Medford	NJ	08055	609-654-6940
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	Building C	102 Browning Lane	Cherry Hill	NJ	08003	856-857-0881
Akbar H. Basil Rambhai C. Ernesto L.	Obaray Paparone Patel Perdomo	Pulmonary Critical Care Sleep	MD ENT PhD	Internal ENT Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	2069 Klockner Road		Hamilton	NJ	08690	609-586-0031
			ENT	ENT	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Pomona	NJ	08240	(b) (6)
					(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Newark	NJ	07105	(b) (6)
			PhD	Psychology	(b) (6)	HAVE CREDENTIALS	(b) (6)	6/30/2013	230 West Jersey Street	Suite 103	Elizabeth	NJ	07202	(b) (6)
Cindy Jean Claude	Piana Pilet		SLP MD	Speech/Language Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)		P.O. Box 86		Avon by the Sea	NJ	07717	(b) (6)
			MD	Opthamology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Vineand	NJ	08360	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Flemington	NJ	08822	(b) (6)
			SLP	Speech/Language	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Slate Hill	NY	10973	(b) (6)
			PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		East Brunswick	NJ	08816	(b) (6)
			MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	575 Cranbury Road	Suite B3B	East Brunswick	NJ	08816	(b) (6)
Paul Alex	Roscos		MD	ENT	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	Center City Office Park	1542 Kuser Road Suite B5	Hamilton	NJ	08619	(b) (6)

Bernard	Sarn		MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	(b) (6)	Jersey City	NJ	07305	(b) (6)	
Martin J.	Scott		MD	Orthopedics	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	2312 Whitehorse-Mercerville Road	Suite 102	Mercerville	NJ	08619	(b) (6)
P. Lawrence	Seifer		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	2922 Atlantic Avenue	Suite 200	Atlantic City	NJ	08401	(b) (6)
Perry	Shaw		MD	Psychiatry	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1901 North Olden Avenue	Ewing Professional Bldg.	Trenton	NJ	08618	(b) (6)
Stephan J.	Shroyer	Little people's laboratory	MD	Pediatrics	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1420 1/2 Schoolhouse Road		Wall	NJ	07753	732-280-0660
Eleanor	Siegel		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	495 Iron Bridge Road	Suite 8	Freehold	NJ	07728	(b) (6)
Ronald G.	Silkovitz		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	(b) (6)		West Orange	NJ	07052	(b) (6)
Avanente	Tammagnini	Vernon Psych. Services	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013		P.O. Box 397	Vernon	NJ	07462	973-827-0024
Robert J.	Waters		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2011	(b) (6)		Haddonfield	NJ	8033	(b) (6)
Christopher	Williamson		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	2 Hartford Drive		Red Bank	NJ	07701	(b) (6)
Hassan	Zekavat		MD	Orthopedic	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	214 West Main Street		Moorestown	NJ	08057	(b) (6)
Nancy	Choo	Advanced Eye Care Center	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013						
Kenneth	Klausman	Advanced Fam/Occ Hea	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	506 S. New York Road		Absecon	NJ	08201	609-748-0222
	Schanzer	Advanced Ophthalmology Ctr	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1812 Oak Tree Road		Edison	NJ	08820	732-548-0700
Francy	Merlin	Excel Medical Care	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1 Williams Road & Rt 27		Kendall Park	NJ	08824	732-246-7600
Alexander	Iofin	Advance Psych Care PA	MD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	2517 Hwy. 35	Bldg. H, Suite 201	Manasquan	NJ	08736	732-528-3232
Jack	DiMarco	Assoc Psychiatrists SNJ	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	Elmer Community Hospital	West Front Street	Elmer	NJ	08318	856-757-3878
George	Knoo	Assoc Psychiatrists SNJ	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1600 Haddon Avenue	Room R122	Turnersville	NJ	08012	856-757-3878
William	Anthony	Assoc Psychiatrists SNJ	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	52 West Red Bank Avenue	Suite 2600	Woodbury	NJ	08096	856-757-3878
Sam	Wilchfort	Atlantic City Med Eval	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	6601 Ventnor Ave.	Suite 102	Ventnor City	NJ	08406	609-487-1442
Bennett	Oppenheim	Behavioral Counsel Assoc	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	Jun-13	1580 Lemoine Avenue	Suite 8	Fort Lee	NJ	07024	201-592-9002
Timmie	Pinsky	Best Medical Consult PA	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	55 East Rt 70	Suite 3	Marlton	NJ	8053	856-988-7770
Zulfiqar	Rajput	Brick Psychiatric Svcs.	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	4630 Route 9 South		Howell	NJ	07731	732-202-0622
David	Bogacki	C M C Psychiatric Assoc	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	3 Cooper Plaza	Suite 307	Camden	NJ	08103	856-342-2328
Sam	Wilchfort	Central Jersey Med Eval	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	205 Livingston Avenue		New Brunswick	NJ	08901	732-448-9154
Luis	Mendoza	Clifton Eye Care	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	403 Clifton Avenue		Clifton	NJ	07015	973-546-5700
	Shanawani	Clifton Medical Ctr.	MD	Pediatrics/Orthopedics	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1003 Main Avenue		Clifton	NJ	07011	973-777-9595
Thomas J.	Plahovinsak	Community Psych Assoc	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	448 Lakehurst Road		Toms River	NJ	08755	732-240-1617
Gilbert	Mandel	Denville Assoc Intrnl Med	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	16 Pocono Road	Suite 317	Denville	NJ	07834	973-627-2650
Sam	Wilchfort	Dover Medical Diagnost	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	369 West Blackwell Street	Suite 3	Dover	NJ	08901	973-366-4160
Sam	Wilchfort	Essex Diagnostic Group	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	280 South Harrison Street	4th Floor, Room 405	East Orange	NJ	07018	973-678-8839
Sydney	Tyson	Eye Associates	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	251 South Lincoln Avenue		Vineland	NJ	08361	856-691-8188
Barnard	Kaplan	Eye Associates	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	777 Professional Center		Hammonnton	NJ	08037	609-567-2355
Steven	Bachinsky	Eye Associates	MD		(b) (6)	HAVE QUALIFICATIONS	4/30/2013	Blackwood Med Ctr Suite 9	141 Blackhorse Pike	Blackwood	NJ	08012	856-227-6262
Alan	Goldfeder	Eye Clinic	MD	Ophthalmology	(b) (6)	have qualifications	6/20/2013	155 Jefferson st		Newark	NJ	07105	973-622-2020
Howard	Friedberg	Galman/Friedberg Eye A	MD	Ophthalmology	(b) (6)	have qualifications	6/30/2013	661 North Broad Street		Woodbury	NJ	08096	856-845-7968
Sanjeevani	Jain	Highland Psychiatric As.	PhD	Psychology	(b) (6)	have qualifications	6/30/2013	Sparta Health & Wellness Ctr.	89 Sparta Avenue Suite 240	Sparta	NJ	07871	973-729-2991
Dagmar	Kloupur	Highland Psychiatric As.	PhD	Psychology	(b) (6)	have qualifications	6/30/2013	89 Sparta Avenue	Suite 240	Sparta	NJ	07871	973-729-2991
Sam	Wilchfort	Hudson Co Med Determ	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	3000 Kennedy Blvd.	Suite 307	Jersey City	NJ	07018	201-659-5566
Keith	Alexander	Interchange Behav Hlth	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	2400 Whitehorse-Mercerville Rd	Tower Plaza	Hamilton	NJ	08619	609-586-0444
Sam	Wilchfort	Jersey Hlth Examiners	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	55 Broad Ave.		Palisades Park	NJ	07650	201-943-4212
Bruce	Berg	Krosney Berg & Talansky	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	3333 Fairmont Avenue		Asbury Park	NJ	07712	732-988-4000
Rashel	Potashnik	Physical Rehabilitation Ctr	MD		(b) (6)	have qualifications	6/30/2013	Little Silver Commons Suite111	200 White Road	Little Silver	NJ	07739	908-624-1050
Sam	Wilchfort	Mercer Cnty Med Exam	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	50 East State St.	Suite 210	Trenton	NJ	08625	609-278-4444
Deeginder	Arora	Navesink Primary Care	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	200 White Rd.	Suite 209	Little Silver	NJ	07739	732-530-0070
Bernard	Weintraub	Neuro Arts Assoc.	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	183 high st suite1200		Newton	NJ	07860	973-300-0579
Barry	Schanzer	Neuro Associates	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	10/31/2011	700 North Broad St.		Elizabeth	NJ	07208	908-354-3994
Eric S.	Engelstein	NeuroSpec of Morris Suss	MD	Orthopedics/Neurology	(b) (6)	have qualifications	6/30/2013	369 West Blackwell Street	Suite 6	Dover	NJ	07801	973-366-5335
Paul J.	Roberts	NeuroSpIts Morris Suss	MD	Orthopedics/Neurology	(b) (6)	have qualifications	6/30/2013	369 West Blackwell Street	Suite 6	Dover	NJ	07840	908-850-5505
Wayne	Greene	NeuroSpIts Morris Suss	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	369 West Blackwell Street	Suite 6	Dover	NJ	07871	973-729-1111
Shapar	Farzad	Pennington Psy/Sp Serv	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	2480 Pennington Road	Suite 105	Pennington	NJ	08534	609-818-9080
Paul	Fulford	Psychometric Services	PhD	Psychology	(b) (6)	have qualifications	6/11/2013	100 Hamilton Plaza	Suite 1221	Paterson	NJ	7505	973-278-1203
Nakul	Chandra	Pediatric Cardiology	MD	Pediatrics	(b) (6)	Have qualifications	6/30/2013	137 Pavilion Ave.		Long Branch	NJ	07740	732-870-1611
Sam	Wilchfort	Paterson Med Evaluation	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	750 Broadway	Lower Level	Paterson	NJ	07514	973-345-3401
Sam	Wilchfort	Pt Pleasant Med Assoc	MD		(b) (6)	HAVE QUALIFICATIONS	6/30/2013	501-505 Laurel Avenue	Suite 2	Pt. Pleasant NJ	NJ	08742	732-892-9711
Victor	Gorloff	Pul. Assoc. of N. NJ	MD	Internal	(b) (6)	have qualifications	6/30/2013	200 Grand Avenue	Suite 102	Englewood Cliffs	NJ	07631	201-871-3636
Paul	Fulford	Psychometric Services	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	6/30/2013	1 Exchange Place	10th Floor	Jersey City	NJ	07302	973-278-1203
gisea	Mathin	Regal Translators		Translators	(b) (6)			94 Ferncliff Road		Bloomfield	NJ	07003	973-338-0070
Emil	Liebman	S Jersey ENT Assoc	MD	ENT	(b) (6)	have qualifications	12/31/2012	2835 South Delsea Drive	Suite D	Vineland	NJ	08360	856-205-0800

Surinder	Sodhi	Somerset Medical Serv.	MD	Internal/Pediatrics/Ortho/Neurology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	201 Union Avenue	Building-2 Unit 2-C	Bridgewater	NJ	08007	908-561-4330
Leena	Patel	Speech/Hearing Assoc.	SLP	AUDIOLOGIST	(b) (6)	Have Qualifications	(b) (6)	10/31/2011	121 South Euclid Ave.		Westfield	NJ	07090	908-232-2900 ext 204
Susan	Woods	Speech/Hearing Assoc.	SLP	AUDIOLOGIST	(b) (6)	Have Qualifications	(b) (6)	10/31/2011	Pennington Road		Ewing	NJ	08628	908-232-2900
Melanie	Mindel	Speech/Hearing Assoc.	SLP	AUDIOLOGIST	(b) (6)	Have Qualifications	(b) (6)	10/31/2011	477 Route 10 East	Suite 204	Randolph	NJ	07869	908-232-2900
Barbara	Adams	Speech/Hearing Assoc.	SLP	AUDIOLOGIST	(b) (6)	Have Qualifications	(b) (6)	10/31/2011	242 East Main Street		Somerville	NJ	08876	908-575-0399
Hollis S.	Wasser	Speech/Hearing Assoc.	SLP	AUDIOLOGIST	(b) (6)	Have Qualifications	(b) (6)	10/31/2012	121 South Euclid Ave.		Westfield	NJ	07090-	908-232-2900
Charles	Hasson		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	661 EAST PALISADES AVE 2ND FLOOR	2nd Floor	Englewood CLIFFS	NJ	07632	(b) (6)
Ashraf	Faltas		MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	596 Anderson Avenue	Suite 201	Cliffside Park	NJ	07010	(b) (6)
Lewis	Lazarus		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	2630 E Chestnut Ave. Suite D-8	Ameriorise Financial Office	Vineland	NJ	08360	(b) (6)
Betty	Veknas	Physical Rehabilitation Ctr	MD		(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	1945 Morris Ave.	Suite 3	Union	NJ	07083	908-624-1050
Christine	Zolli	NJ Eye Physicians & Surgeons, PA	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	20 Ferry Street		Newark	NJ	07105	973-344-0023
John	Boozan				(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	(b) (6)		Roselle	NJ	07203	(b) (6)
Jack	Baharilas		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013			Metuchen	NJ	08840	(b) (6)
Scott L.	Busch		MD	ENT	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013			Cherry Hill	NJ	08003	(b) (6)
Herbert	Hein	Eye Clinic	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	2 Ferry Street		Newark	NJ	07105	973-622-2020
Lawrence	Mroz	Eye Associates	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	4/30/2013	South Jersey Med Ctr Suite 18	1401 Route 70 East	Cherry Hill	NJ	08034	856-428-5797
Elya	Rosenabum	Matossian Eye Associates	MD	Ophthalmology	(b) (6)	have qualifications	(b) (6)	6/30/2013	1230 Parkway Avenue	Suite 103	West Trenton	NJ	08628	609-882-8833
Infantan	Stephen	NeuroSplits Morris Suss	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	369 West Blackwell Street	Suite 6	Dover	NJ	7871	973-729-1111
Marcia	Dover	NeuroSplits Morris Suss	MD	Orthopedics/Neurology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	369 West Blackwell Street	Suite 6	Dover	NJ	7871	973-729-1111
														(b) (6)
Herbert	Fein	Eye Clinic	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	2 Ferry Street		Newark	NJ	07105	973-622-2020
Nimer M.	Iskandarani	Clifton Medical Ctr.	MD	Pediatrics/Orthopedics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	1003 Main Avenue		Clifton	NJ	07011	973-777-9595
Madhavi	Katta	Niccolia Medical Practice	MD	Internal/Pediatrics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	219 Paterson Avenue		Little Falls	NJ	07424	973-890-0855
Munzer	Arnouk	Prime Plus Healthcare	MD	Internal/Pediatrics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	219 Paterson Avenue		Little Falls	NJ	07424	973-890-0855
Hitesh	Patel	Patel Eye Associates	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	228 Plainfield Avenue		Edison	NJ	08817	215-860-0875
Hongya	Song	Parkside Med Ctr.	MD	Internal/Psychiatry	(b) (6)	have qualifications	(b) (6)	6/30/2013	127 Lafayette Street		Jersey City	NJ	07304	201-434-1111
Boris	Reydel	New Jersey Physicians	MD	Ophthalmology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	540 Broadway		Passaic	NJ	07055	973-472-2100
Harold	Jawetz	New Jersey Physicians	MD	Ophthalmology	(b) (6)	HAVE CREDENTIALS	(b) (6)	6/30/2013	540 Broadway		Passaic	NJ	07055	973-472-2100
Howard	Baum	New Jersey Physicians	MD	Ophthalmology	(b) (6)	have qualifications	(b) (6)	6/30/2013	540 Broadway		Passaic	NJ	07055	973-472-2100
											Atlantic City			
Seth	Levy	Denville Assoc Intrnl Med	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	16 Pocono Road	Suite 317	Denville	NJ	07834	973-627-2650
Dana	Banu	Denville Assoc Intrnl Med	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	16 Pocono Road	Suite 317	Denville	NJ	07834	973-627-2650
Robert	Collum	Denville Assoc Intrnl Med	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	16 Pocono Road	Suite 317	Denville	NJ	07834	973-627-2650
Michael	Nicolai	Denville Assoc Intrnl Med	MD	Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	16 Pocono Road	Suite 317	Denville	NJ	07834	973-627-2650
														(b) (6)
Ronald J.	Karpf		PhD	Psychology	(b) (6)	have qualifications	(b) (6)	6/30/2013	PO Box 385		Lafayette	NJ	19444	(b) (6)
J. Theodore	Brown	Telecare	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	197 Route 18 South		East Brunswick	NJ	08816	609-356-0529
Mina	Mohammadi	PULMONARY MED ASSOC		Internal	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	222 HIGH ST		NEWTON	NJ	07860	973 579 5090
Zulfiqar	Rajput	Brick Psychiatric Services	M.D.	Psychiatry	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	1541 Route 88 West	Suite J	Bricktown	NJ	08724	732-202-0622
Fredrick	Kurz		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	1601 Delaware Avenue	Trolley Square, Suite 32-B	Wilmington	DE	19806	(b) (6)
KIM	ARRINGTON	MEADOWLANDS CENTERFOR COUNSELLING	PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	38 MEADOWLANDS PARKWAY		SECAUCUS	NJ	07094	201 864 6868
Robynne	Kratchman	Speech and Hearing Associates	SLP	Speech/Language	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	10/31/2011	121 South Euclid Ave		Westfield	NJ	07090	908-232-2900 ext 204
MONROE	KARETZSKY	PULMONARY CRITICAL CARE	MD	Internal	(b) (6)	HAVE CREDENTIALS	(b) (6)	10/31/2012	200 ENGEL ST		ENGLEWOOD	NJ	07631	2015690404
Ahmad	Far2ad		MD	ENT	(b) (6)	have qualifications	(b) (6)	6/30/2013	2480 Pennington Road	Suite 105	Pennington	NJ	08534	(b) (6)
Magy	Dawoud	Access Medical Care	MD	Internal/Pediatrics	(b) (6)	HAVE QUALIFICATIONS	(b) (6)	6/30/2013	285 South Church Street	Suite 3	Moorestown	NJ	8057	856-206-9781

Stanley	Parman	Care Station II	MD	Internal	(b) (6)	HAVE QUALIFICATIONS		6/30/2013	90 Route 22 West Springfield, NJ 07081	328 West Saint George Ave Linden, NJ 07036	Springfield	NJ	07081	908-925-7519
Marc	Friedman		PhD	Psychology	(b) (6)	HAVE QUALIFICATIONS		6/30/2013	Lakeview Plaza 1 Old Wolfe Rd		Budd Lake	NJ	07828-3213	(b) (6)
Prinze	Mack	Mack Eye Center				HAVE QUALIFICATIONS		6/30/2011	103 Parked Road	Suite 3	West Long Branch	NJ	07764	732-923-9090
Farhad	Chowdhury	ENT & Allergy Association	MD	ENT		HAVE QUALIFICATIONS		6/30/2013	98 James Street	Suite 301	Edison	NJ	08817	732-549-3934
Renee	Levin	Interchange Behav Hlth	MD	Interchange		HAVE QUALIFICATIONS		6/30/2013	2400 Whitehorse-Mercerville Rd		Hamilton	NJ	8619	609-586-0444
Vishvesh M	Mehta	ENT & Allergy Association	M.D.	ENT		HAVE QUALIFICATIONS		6/30/2013	98 James Street	Suite 301	Edison	NJ	8820	732-549-3934
Zarina S.	Sayeed	ENT & Allergy Association	M.D.	ENT		HAVE QUALIFICATIONS		6/30/2013	98 James Street	Suite 301	Edison	NJ	8820	732-549-3934
Robert	Rosengarten	Audiologist	MSCCC-A			HAVE QUALIFICATIONS		6/20/2013	31-Oct 98 James Street	Suite 301	Edison	NJ	8820	732-549-3934
Steven M.	Wetzner	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-549-0777
Dalia A.	Fadul	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Robert M.	White	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Manoj R.	Parikh	Radiology	M.D>			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Cyrus	Khorrani	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Seyed A.	Shohadai	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Alay K.	Munjal	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Jatin	Gaiarawala	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Parviz	Khorrani	Radiology	M.D.			HAVE QUALIFICATIONS		6/20/2013	154 Highway 37 West		Toms River	NJ	8755	732-244-0777
Melissa	Riviera Marano	Psychology	Psy.D.			HAVE QUALIFICATIONS		6/20/2013	501 Iron Bridge Rd	Suite 6	Freehold	NJ	7728 X5	732-761-1900
Daya	Nadarajah	Pulmonary	M.D.			HAVE QUALIFICATIONS		6/20/2013	222 HIGH ST	Suite 102	Newton	NJ	07860-9604	973-579-5090
Cynthia	Matossian	Optamology	M.D.			HAVE QUALIFICATIONS		6/20/2013	1445 Whitehorse Mercerville Rd		Hamilton	NJ	8628	609-882-8833
Ronald	Bagner	ESSEX DIAGNOSTIC GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Rahel	Eyassu	ESSEX DIAGNOSTIC GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Justin F.	Fernando	ESSEX DIAGNOSTIC GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Marc	Weber	ESSEX DIAGNOSTIC GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Elena	Napolitano	Physical Medicine & Rehab	M.D.			HAVE QUALIFICATIONS		6/20/2013	58 Summit Ct		Westfield	NJ	7090	732-451-3319
Alexander	Hoffman	ESSEX DIAGNOSTIC GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Alan	Friedman	ESSEX DIAGNOSTIC GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Katherine	Cooper	Ear Nose & Throat Assoc	M.D>			HAVE QUALIFICATIONS		6/20/2013	30 Washington Avenue	Suite E	Haddonfield	NJ	8333	856-428-9314
Harold	Lappin	Ophthalmology	M.D.			HAVE QUALIFICATIONS		6/20/2013	500 Willow Grove St		Hackettstown	NJ	7840	908-852-2220
Michael	Grenis	Princeton Reg. Ortho PA	M.D.			HAVE QUALIFICATIONS		6/20/2013	256 Bunn Drive	Suite 2	Princeton	NJ	8540	609-924-9229
Prashant	Patel	Somerset Medical Serv.				HAVE QUALIFICATIONS		6/20/2013	201 Union Avenue	Unite 2C	Bridgewater	NJ	8807	908-685-7320
Kenneth	Mahan		M.D>			HAVE QUALIFICATIONS		6/20/2013	112 Euclid Avenue		Allenhurst	NJ	7711	(b) (6)
GianeCarla B.	Montero	Urgent Health Care LLC				HAVE QUALIFICATIONS		6/20/2013	719 Route 22 West		North Plainfield	NJ	7060	908-561-4330
Gerard A	WEST	ENT/FACIAL PLASTICS				HAVE QUALIFICATIONS		6/20/2013	505 CHESTNUT STREET		ROSELLE PARK	NJ	7204	
John	Zincone	General & Forensic Psychiatry	M.D.			HAVE QUALIFICATIONS		6/20/2013	54 MAIN STREET	SUITE 101	SUCCASUNNA	NJ	973-214-0508	
Solomon	Miskin	Essex Diagnostic GRP	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	SUITE 405	EAST ORANGE	NJ	7876	973-678-8839
Michelle	Folkman	Essex Diagnostic Grp	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Changaramk	Sivadas	Essex Diagnostic Grp	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	SUITE 405	East Orange	NJ	7018	973-678-8839
Victoria	Miller	Essex Diagnostic Grp	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	Suite 405	East Orange	NJ	7018	973-678-8839
Arden	Fusman	Essex Diagnostic Grp	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	SUITE 405	EAST ORANGE	NJ	7018	973-678-8839
George	Roy	Essex Diagnostic Grp	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	SUIITE 405	East Orange	nj	7018	973-678-8839
Jack	Baharlias	Essex Diagnostic Grp	M.D.			HAVE QUALIFICATIONS		6/20/2013	280 So. Harrison Street	SUITE 405	East Orange	nj	7018	973-678-8839
Nickhil	Gupta	Somerset Medical Serv.	M.D.			HAVE QUALIFICATIONS		6/20/2013	201 Union Avenue	2C	Bridgewater	NJ	8807	908-685-7320
Juan C.	Comejo	Best med Consultants	M.D.			HAVE QUALIFICATIONS		6/20/2013	55 E. Rt.70	Suite 3	Marlton	NJ	8053	856-988-7770
Jacob T	Brown	Clinical Psychology	M.D.			HAVE QUALIFICATIONS		6/20/2013	430 River Mews lane		Edgewater	NJ	7020	201-496-6004
Mark	Sisskin	Internal Medicine	M.D.			HAVE QUALIFICATIONS		6/20/2013	3200 Sunset Ave	Suite 100	Ocean	NJ	7712	732-774-0280
Anuradha	Konkesa	Niccollau Medical Practice	M.D.			HAVE QUALIFICATIONS		6/20/2013	219 Paterson Avenue		Little Falls	NJ	7424	973-890-0855
Esha	Khoshnu	Somerset Medical Serv.	M.D.		NO NPI	HAVE QUALIFICATIONS		6/20/2013	201 Union Avenue	Suite 2C	Bridgewater	NJ	8807	
Infanta	Stephen	Specialist of Morris-Sussex	M.D.			HAVE QUALIFICATIONS		6/20/2013	369 west blackwell street	suite 6	dover	NJ	8807	973-361-7606
Fauzia	Ahmed	Internal Medicine	M.D.			HAVE QUALIFICATIONS		6/20/2013	201 Union Avenue	suite 2c	Bridgewater	NJ	8807	908-685-7320
Paul	Roberts	Neurology	M.D>			HAVE QUALIFICATIONS		6/20/2013	369 west blackwell street	suite 6	dover	NJ	7801	973-361-7606
Joseph	Dilallo	Internal Medicine	M.D.			HAVE QUALIFICATIONS		6/20/2013	328 W. St George Avenue Jun-13 1104 E. Park Ave.		Linden	NJ	7036	908-928-2273
Wayne	Crescenzo	Speech and Language	SLP			HAVE QUALIFICATIONS		10/7/2013	220 Hamburg Tpke.	Suite 7	Vineland	NJ	8360	856-676-3043
Nancy	Choo	Eye	M.D.			HAVE QUALIFICATIONS					Wayne	NJ	7470	973-790-1300

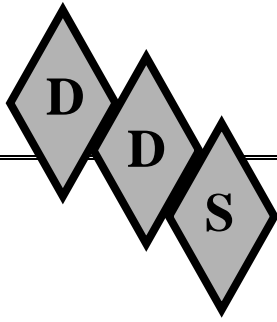
New Jersey DDS Best Practices: CE and ERE

CEMD recruitment:

1. Newsletter
2. Colleague Recruitment, CE and MC/PC
3. AROC, NJHIMA, World Congress of Disabilities, other conferences
4. County Medical Organizations: 21 counties
5. White Pages, Large Medical Groups – cold calls
6. Specialized services – X-rays only
7. Analyze critical needs monthly
8. Buy-in message: ERE/HIT, SSA team

ERE/HIT initiatives:

1. Monitor in-house monthly progress
2. Promote SSA – HIT initiative, RFP
3. Hospitals(111) and all corresponding copy services
4. Schools – public, charter, special
5. Vendor File updates
6. National Vendor File project
7. Failed fax queue clues
8. Top MER providers
9. Conferences/Outreach to all stakeholders
10. Promote SSA e-Services
11. Promote ERE Website services
12. Shared Databases



State of New Mexico
Department of Education
Division of Vocational Rehabilitation
DISABILITY DETERMINATION SERVICES

REPLY TO:
P.O BOX 4588
ALBUQUERQUE, NM 87196

TELEPHONE:
ALBUQUERQUE 841-5600
TOLL FREE INSTATE:
1-800-432-5868
FAX (505) 841-5724

To: (b) (6), Regional Professional Relations Coordinator
From: (b) (6), New Mexico DDS Director of Special Programs
Re: New Mexico DDS CE Oversight Report Fiscal Year 2013
Date: November 13, 2013

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 Consultative Exam (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 New Mexico Regulations and Licensing Department (NM RLD) is contacted to determine whether similar complaints or actions have been filed against the provider, as complaints are registered with the Boards and Commission Division or NM RLD. If there is proof of the alleged complaint and investigative findings, the CE provider may be removed from the panel and CE scheduling ceased, depending on the nature and severity of the complaint.

Comprehensive Onsite Reviews conducted with the following providers in Fiscal Year (FY) 2013

Carl Adams, PhD
(b) (6)
Gallup, New Mexico 87301

Albuquerque Vision Clinic
5343 Wyoming NE
Albuquerque, New Mexico 87109

AMCE Physicians Group
1820 Juan Tabo NE
Albuquerque, New Mexico 87112

Michael Baten, MD
531 Harkle Rd., Ste. C
Santa Fe, New Mexico 87501

Stephen Chiulli, PhD
2201 San Pedro NE, B-1 #215
Albuquerque, New Mexico 87110

Eye Associates
8801 Horizon Blvd. NE, Ste. 360
Albuquerque, New Mexico 87113

Med Plus New Mexico
11811 Menaul Blvd. NE Ste. 2
Albuquerque, New Mexico 87107

John Owen, PhD
(b) (6)
Albuquerque, New Mexico 87106

Presbyterian High Resort
4005 High Resort Blvd. SE
Rio Rancho, New Mexico 87124

Presbyterian Hospital
1100 Central Ave. SE
Albuquerque, New Mexico 87106

Rehoboth McKinley Christian Healthcare
2111 College Dr.
Gallup, New Mexico 87301

Rehoboth McKinley Christian Hospital
1901 Red Rock Dr.
Gallup, New Mexico 87301

St. Vincent Hospital
455 St. Michaels Dr.
Santa Fe, New Mexico 87504

University of New Mexico Hospital
2211 Lomas Blvd. NE
Albuquerque, New Mexico 87106

Louis Wynne, PhD
2469 Corrales Rd.
Bldg. B, Ste. D
Corrales, New Mexico 87048

Key Providers for FY 2013

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

Louis Wynne, PhD

2469 Corrales Rd.

Bldg. B, Ste. D

Corrales, New Mexico 87048

CE Panel

We currently have approximately 255 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, one of the PROs 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.

In late January 2013, we began to review our CE vendor licenses and updated our spreadsheet over the course of the year. All CE vendors currently on our panel have been confirmed as licensed and eligible to perform/conduct CEs via the New Mexico Regulations and Licensing Department and the New Mexico Licensing Board.

We were also able to add approximately 15 new CE vendors to our panel over the course of FY 2013:

- Mental CE providers – 9
- Physical CE providers – 4
- Ophthalmological CE providers – 2

Medical Fee Schedules

The current fee schedule is based on the 2013 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 changed this year to include the following:

- change MC CPT for initial ophthalmological exam from 99203 to 92004 with a change in fee from \$125 to \$144.
- add MC CPT 92002 for subsequent ophthalmological exam (to accompany CPT, when ordering stand-alone visual fields), for a fee of \$87; requires MC approval.
- decrease visual field fees for 92081 from \$48 to \$33, 92082 from \$60 to \$47 and 92083 from \$70 to \$62.
- increase fee for 95930 from \$80 to \$151 (very rare to order this).

We do not use any volume provider discounts.

A copy of the current fee schedule will accompany this report.

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 came up with a "hints/tips" to CE providers regarding no-show appointments and how to minimize this 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.

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 we 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.

Professional Relations also continues to work closely with the Fiscal Unit, to ensure our CE Providers are paid timely and appropriately. Our area acts as liaison between Fiscal and the providers as providers often have questions regarding payments, status of payments, etc. The PRO Unit is also in charge of paying vendor travel for the CE Providers who travel in order to conduct exams in the more rural areas of New Mexico.

The VA continues to use the SSA website and is our highest volume MER provider.

The Professional Relations Unit has been working with vendors across New Mexico to gain their acceptance of the electronically signed 827 (e-827), implemented by SSA in April 2012. We continue to have some large-volume vendors (i.e. UNM Hospital) who are still resistant to accepting the e-827, and we have had to ask the Field Offices to provide a wet signature for claimants treated by those vendors. On 11/8/13, we were notified by SSA in Baltimore that UNMH was ready to accept the e827. However, it is still on hold for about another week until UNMH can address some details, but it appears that UNMH will be accepting the e827 within the month of November 2013. In the meantime, if the Field Office does not provide a wet signature, adjudicators must then send for one in order to obtain records.

The New Mexico DDS continues to support the Social Security Outreach, Access and Recovery (SOAR) Initiative. Professional Relations continues to be involved with and to represent DDS during trainings. The PROs and Director of Special Programs continue to represent DDS on the New Mexico SOAR Steering Committee.

The PROs have been working a joint effort with the Arkansas DDS and Dallas DPU involving a high volume of ARs. In FY2013, the NM DDS worked 5,456 ARs. The ARs include ordering CEs and performing any and all type 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, AR closures, etc.). The PRO Unit is the main point of contact regarding all ARs from Arkansas and the Dallas DPU. The PRO Unit was assigned and cleared 675 ARs from both Arkansas and Dallas DPU combined. They also cleared an additional 242 ARs from the ALJs (ODAR).

The PROs also responded to approximately 125 Congressional Inquiries during FY2013.

The New Mexico DDS hosted its very first training symposium in August of this year. This involved all areas of the DDS and outside speakers from other agencies were invited to discuss their areas of expertise. Professional Relations was asked to speak/provide training and answer any questions related to the services provided by the PRO Unit. Feedback received was 100% positive.

We continue to have plenty of work in various areas going into FY2014. However, we begin this new year with the addition of our newest PRO, (b) (6), to work alongside (b) (6) in the PRO Unit. This will allow us to get out to more of our CE and MER vendors beyond the Albuquerque area. We will also be in better position to address the needs and concerns of our adjudicators, our MCs, our providers and our claimants.

If there are any questions, please feel free to contact us at:

(b) (2)

Thank you.



Annual CE Oversight Report

October 2012 – September 2013

*New York State
Office of Temporary and Disability Assistance*



*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.

Complaints that are more serious may also be, and are usually, referred to the appropriate DDD Central Office staff for review and comment and to SSA NY Regional Office. 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	10/26/12; 11/30/12; 12/27/12; 01/31/13; 02/21/13; 03/28/13; 04/29/13; 05/29/13; 06/12/13; 07/24/13; 08/23/13; 09/30/13	(b) (6)
IMA (Brooklyn) 186 Joralemon Street-4 th Floor Brooklyn, NY 11201	10/26/12; 11/16/12; 12/14/12; 01/28/13; 02/26/13; 03/21/13; 04/11/13; 05/13/13; 06/18/13; 07/30/13; 08/30/13; 09/20/13	(b) (6)
Bath Beach Medical 1975 Hylan Boulevard Staten Island, NY 10310	10/22/12; 11/08/12; 12/07/12; 01/04/13; 02/04/13; 03/06/13; 04/05/13; 05/01/13; 06/06/13;	(b) (6)

	07/22/13; 08/14/13; 09/25/13;	
IMA (Kew Gardens) 80-02 Kew Gardens Road Kew Gardens, NY 11415	10/05/12; 11/21/12; 12/05/12; 01/09/13; 02/26/13; 03/05/13; 04/05/13; 05/08/13; 06/13/13; 07/15/13; 08/15/13; 09/06/13	(b) (6)
IMA (Hempstead) 250 Fulton Avenue Hempstead, NY 11550	11/29/12; 12/21/12; 01/16/13; 02/21/13; 03/25/13; 04/19/13; 05/24/13; 06/28/13; 07/26/13; 08/12/13; 09/27/13	(b) (6)
IMA (Bohemia) 1690 Washington Avenue Bohemia, NY 11716	11/29/12; 12/28/12; 01/25/13; 02/28/13; 03/29/13; 04/22/13; 05/28/13; 06/18/13; 07/31/13; 08/26/13; 09/27/13	(b) (6)
IMA (Bronx) 3250 Westchester Avenue Bronx, NY 10461	10/11/12; 11/15/12; 12/12/12; 01/08/13; 02/12/13; 03/06/13; 04/04/13; 05/29/13; 06/17/13; 07/23/13; 08/16/13; 09/24/13	(b) (6)
TOTAL VISITS:	82	

CE Source	Date of Visit(s)	Reason(s)
ALBANY PROCESSING CENTER		
IMA Disability Services, PC 1762 Central Avenue, Ste 202 Albany, NY 12208 Plattsburgh Satellite	10/24/12; 11/28/12; 12/12/12; 01/16/13; 02/20/13; 03/28/13; 04/18/13; 05/29/13; 06/27/13; 07/9/13; 08/6/13; 09/19/13 06/13/13 (Plattsburgh)	(b) (6)
IMA, Inc. 229 Manchester Mill Center Poughkeepsie, NY 12603 Middletown Satellite	10/11/12; 11/30/12; 12/11/12; 01/10/13; 02/20/13; 03/12/13; 04/22/13; 05/23/13; 06/20/13; 07/11/13; 08/22/13; 09/10/13 06/20/13 (Middletown)	(b) (6)
North Disability Services 280 N. Central Avenue	10/10/12; 11/26/12; 12/13/12; 01/08/13; 02/01/13; 03/28/13; 04/25/13; 05/09/13; 06/25/13; 07/23/13; 08/15/13; 09/12/13	(b) (6)

Hartsdale, NY 10530		
Industrial Medicine Associates, PC 430 Court St	10/25/12; 11/13/12; 12/10/12; 01/11/13; 02/26/13; 03/04/13; 04/03/13; 05/20/13; 06/19/13; 07/29/13; 08/9/13; 09/11/13	(b) (6)
Utica, NY 13502		
TOTAL VISITS:	50	

CE Source	Date of Visit(s)	Reason(s)
BINGHAMTON PROCESSING CENTER		
IMA Binghamton (AKA:Westover) 679 Main Street Westover, NY 13790	10/25/12; 11/29/12; 12/19/12; 01/24/13; 02/27/13; 03/21/13; 04/23/13; 05/30/13; 06/25/13; 07/17/13; 08/27/13; 09/26/13;	(b) (6)
IMA Syracuse 518 James Street Syracuse, NY 13203	10/10/12; 11/06/12; 12/12/12; 01/08/13; 02/07/13; 03/05/13; 04/15/13; 05/23/13; 06/20/13; 07/25/13; 08/08/13; 09/17/13	(b) (6)
IMA Elmira (satellite of Westover) 1300 College Avenue Elmira, NY 14901	11/06/12; 02/21/13; 06/12/13; 09/24/13	(b) (6)
IMA Watertown 218 Stone Street Watertown, NY 13601	11/29/12; 12/20/12; 03/28/13; 06/27/13; 08/15/13	(b) (6)
TOTAL VISITS:	33	

CE Source	Date of Visit(s)	Reason(s)
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BUFFALO PROCESSING CENTER		
IMA Rochester 1650 Elmwood Ave Rochester, NY 14205	10/17/12; 11/15/12; 11/15/12; 01/23/13; 02/28/13; 03/21/13; 04/24/13; 05/20/13; 06/05/13; 07/31/13; 08/28/13; 09/26/13	(b) (6)
IMA Buffalo 900 Hertel Street Buffalo, NY 14205	10/03/12; 11/08/12; 12/17/12; 01/19/13; 02/06/13; 03/06/13; 04/11/13; 05/08/13; 06/17/13; 07/18/13; 08/15/13; 09/19/13	(b) (6)
IMA Jamestown 31 Sherman Street Jamestown, NY 14701	11/19/12; 03/28/13; 06/17/13; 09/19/13	(b) (6)
TOTAL VISITS:	28	

III. CE Panels

- a. Number of current CE providers on DDD's panel -- **2973**
- 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. Additionally, on a rolling quarter basis, staff check licensure and sanctions status.

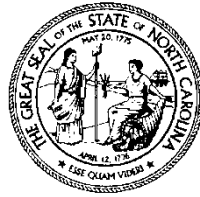
IV. Medical Fee Schedule

- a. CE/MER fee schedule changes – DDD's fee schedule was revised May 2013. 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 SourceCorp sources (DDD's first choice) or update them as a fax source in order to obtain electronic medical evidence. SourceCorp 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 Speech Language Association Conference, 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.



Date: November 14, 2013

To: (b) (6)
Social Insurance Specialist
Center for Disability

From: (b) (6)
NC DDS Professional Relations Supervisor

Subject: 2012-2013 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 twenty-nine Key Providers identified for fiscal year 2012-2013. Eighteen earned in excess of \$150,000 annually and the remaining eleven primarily performed consultative examinations.

Exhibit 1—List of onsite visits in fiscal year 2012-2013

III. Key Providers

- | | | |
|--|-------------------------|-------------------------|
| 1. \$491,715.63
Southeast X-ray Inc.
609 N. 14 th Street
Ozark, AR 72949 | Onsite Visit
4/30/13 | Office
Fayetteville |
| 2. \$448,101.50
The Neuropsychology Consultants
5838 Six Forks Road, Suite 200
Raleigh, NC 27609 | Onsite Visit
9/16/13 | Office
Raleigh |
| 3. \$419,080.00
MDSI Physician Group
P.O. Box 9039
Ogden, UT 84409 | Onsite Visit
9/18/13 | Office
Winston-Salem |
| 4. \$383,068.61
Occumed Walk-In and Urgent Care
1910 N. Church Street, Suite 4
Greensboro, NC 27405 | Onsite Visit
4/23/13 | Office
Greensboro |
| 5. \$313,807.74
Charlotte Medical Center
Tuan Anh Huynh M.D.
7940 Williams Pond Lane
Suite 250
Charlotte, NC 28277 | Onsite Visit
3/26/13 | Office
Charlotte |
| 6. 308,978.07
Tri-State Occupational Medicine
612 6 th Avenue
Huntington, WV 25701 | Onsite Visit
4/16/13 | Office
New Bern |

- | | | | |
|------------------|---|-------------------------|--------------------------|
| 7. \$292,370.00 | Medical Support Associates
2349 Hearthstone Drive
Gastonia, NC 28054 | Onsite Visit
6/22/13 | Office
Hickory |
| 8. \$282,150.00 | CE Provider Services LLC
2190 E. 3715 S.
Salt Lake City, UT 84109 | Onsite Visit
9/14/13 | Office
New Bern |
| 9. \$208,467.55 | Coastal Internal Medicine, PA
2032 S 17 th St Ste 101
Wilmington, NC 28401 | Onsite Visit
7/30/13 | Office
Wilmington |
| 10. \$200,976.42 | Med Plus Disability Evaluation
PO Box 1590
Southaven, MS 38671 | Onsite Visit
6/22/13 | Office
N. Wilkesboro |
| 11. 196,153.75 | Pineview Psychological Services
David Johnson, M.A.
P. O. Box 159
Candor, NC 27229 | Onsite Visit
12/7/12 | Office
Southern Pines |
| 12. \$180,350.00 | HealthCo
Ferris Locklear MD
522 Peterson Drive
Lumberton, NC 28358 | Onsite Visit
3/26/13 | Office
Lumberton |
| 13. \$180,190.00 | Advanced Medical Consultants
11357 Nuckols Road
Suite 163
Glenn Allen, Virginia 23059 | Onsite Visit
4/9/13 | Office
Smithfield |
| 14. \$176,465.50 | Lifeworks Professional Corporation
205 E. Union Street
Morganton, NC 28655 | Onsite Visit
5/6/13 | Office
Hickory |
| 15. \$175,508.70 | Med First Inc.
2731 Capital Blvd.
Raleigh, NC 27604 | Onsite Visit
2/12/13 | Office
Raleigh |
| 16. \$173,180.00 | Earnest Kalu Akpaka PhD
PO Box 41364
Raleigh, NC 27629 | Onsite Visit
7/2/13 | Office
Raleigh |

- | | | | |
|------------------|---|---|------------------------------------|
| 17. \$155,975.67 | Cabarrus Mercy Clinic
Adebola K. Adekanmbi, M.D.
271 Executive Park Drive
Concord, NC 28025 | Onsite Visit
9/11/13 | Office
Concord |
| 18. \$150,355.50 | Jerome B. Albert, Ph.D
(b) (6)
Goldsboro, NC 27534 | Onsite Visit
7/8/13 | Office
Edenton |
| 19. \$97,142.06 | Kumar Internal Medicine Associates
108 N. Englewood Drive
Rocky Mount, NC 27804 | Onsite Visit
12/13/12 | Office
Rocky Mount |
| 20. \$91,520.00 | Alexander Lopez MS
170 Davidson Hwy Ste 107
Concord, NC 28027 | Onsite Visit
4/22/13 | Office
Concord |
| 21. \$89,145.00 | Gary Bachara, Ph.D.
101 Brentwood Center Lane
P.O. Box 278
Wilson, NC 27894 | Onsite Visit
8/8/13 | Office
Wilson |
| 22. \$86,015.00 | John Warnken MS
4425 Randolph Road Ste 208
Charlotte, NC 28211 | Onsite Visit
4/26/13 | Office
Charlotte |
| 23. \$70,890.74 | Olympus Health
PO Box 900292
Sandy, UT 84090 | Onsite Visit
12/7/12
3/2/13 | Office
Southern Pines
Durham |
| 24. \$59,160.00 | George T. Mills M.D.
(b) (6)
Monroe, NC 28112 | Onsite Visit
Travel restrictions imposed before
onsite visit could be performed | Office |
| 25. \$51,675.42 | Frank T. Shafer, M.D.
P.O. Box 2129
Salisbury, NC 28145 | Onsite Visit
3/12/13 | Office
Salisbury |
| 26. \$48,465.00 | Dale F Mabe, DO
PO Box 5555
Asheville, NC 28813 | Onsite Visit
9/18/13 | Office
Black Mountain |

<p>27. \$32,580.00 James R. Frazier, Ph.D. 1100 Navaho Drive Woodoak Building Suite 102 Raleigh, NC 27609</p>	<p>Onsite Visit 6/24/13</p>	<p>Office Raleigh</p>
<p>28. \$33,396.16 Southern Medical Group Inc. 2439 Churchill Drive Bossier City, LA 71111</p>	<p>Onsite Visit Provider left group before onsite visit could be performed</p>	<p>Office</p>
<p>29. \$26,625.00 Romeo Atienza, M.D. (b) (6) West End, NC 27376</p>	<p>Onsite Visit 8/13/13</p>	<p>Office West End</p>

IV. CE Panel

- A.** Current Number of CE panel members-----579 active CE providers
136 hospitals and related facilities

These numbers represent a significant decrease from last year, which is a result of our cleaning up the NCDDS vendor file.

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 failing to respond will be contacted and scheduling terminated if they do not respond within 30 days after the second contact.

D. NCDDS conducts an annual review of hospitals and radiologists found in our database and used in the consultative examination process. The Professional Relations Office (PRO) verifies that each hospital and radiology group is 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 ensures they are not currently excluded, suspended, or barred from participation in federal or federally assisted programs. PRO also utilizes the North Carolina Division of Health Service Regulation website to verify that the hospital is also currently licensed by the State of North Carolina.

A letter is mailed 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 is 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 is also verified annually for hospitals. These procedures are also 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

Exhibit 4---Hospital/Radiology Credentialing letter

V. Medical Fee Schedule

A. During fiscal year 2012-2013, 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 5—NC DDS Schedule of Consultative Examinations and Procedures

Exhibit 6—Comprehensive NC DDS Fee Schedule

VI. Outreach Activities

The Professional Relations Staff participated in various types of outreach activities throughout FFY 2012-2013 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 27 Outreach Activities during the fiscal year.

Exhibit 7—Outreach Activities Fiscal Year 2012-2013

OUTREACH

FISCAL YEAR 2012-2013

Medicaid Infrastructure Grant (MIG) Work Incentives Information Summit	Raleigh	10/24-25/12	(b) (6)	Presentation ERE
NC Medical Society Annual Meeting	Raleigh	10/26-27/12	(b) (6)	Exhibit ERE
National Multiple Sclerosis Annual Meeting	Raleigh	10/27/12	(b) (6)	Exhibit ERE
NC SOAR Caseworker's Meeting	Durham	11/28/12	(b) (6)	Meeting ERE
NC Academy of Family Physicians Winter Weekend	Asheville	11/28-12/1/12	(b) (6)	Exhibit ERE
24 th Annual Leo M. Croghan Conference	Durham	12/3/12	(b) (6)	Exhibit ERE
NC Council for Exceptional Children Conference	Pinehurst	1/31/13	(b) (6)	Exhibit ERE
American College of Physicians Annual Meeting	Durham	2/8-9/13	(b) (6)	Exhibit ERE
NC Neurological Society Annual Meeting	Durham	2/15-16/13	(b) (6)	Exhibit ERE
NC Academy of Physicians Assistants Conference	Research Triangle	2/25-27/13	(b) (6)	Exhibit ERE
NC National Association of Social Workers Conference	Raleigh	3/1/13	(b) (6)	Exhibit ERE
Prevent Child Abuse Learning & Leadership Summit	Raleigh	3/4-6/13	(b) (6)	Exhibit ERE
Campbell University Law School	Raleigh	4/3/13	(b) (6)	Presentation ERE
NC Academy of Family Physicians Spring Weekend	Greensboro	4/4-7/13	(b) (6)	Exhibit ERE

Exhibit 7

NC Society of Medical Assistants 48th Annual State Convention	Greensboro	4/12-13/13	(b) (6)	Exhibit ERE
Multiple Sclerosis Society April Support Group Meeting	Cary	4/18/13	(b) (6)	Presentation ERE
NC SOAR Community Work Group	Winston-Salem	4/24/13	(b) (6)	Presentation ERE
NC Speech, Hearing & Language Association Convention	Raleigh	4/25-26/13	(b) (6)	Exhibit ERE
NC Psychological Association Spring Conference	Chapel Hill	4/26-27/13	(b) (6)	Exhibit ERE
National Association of Social Workers Clinical Work Institute	Wrightsville Beach	5/6-5/7/13	(b) (6)	Exhibit ERE
NCHIMA Behavioral Health 33rd Annual Conference	Cary	6/12-14/13	(b) (6)	Exhibit ERE
NC Pediatric Society Annual Meeting	Asheville	8/15-17/13	(b) (6)	Exhibit ERE
UNC Hearing & Voice Center	Chapel Hill	8/23/13	(b) (6)	Meeting ERE
Frontotemporal Degeneration Caregiver Education Conference	Raleigh	8/27/13	(b) (6)	Exhibit ERE
NC Psychiatric Association Annual Meeting	Asheville	9/19-22/13	(b) (6)	Exhibit ERE
NC Society of Eye Physicians Annual Meeting	Asheville	9/20-22/13	(b) (6)	Exhibit ERE
NC Psychological Association Fall Conference	Chapel Hill	9/27-28/13	(b) (6)	Exhibit ERE

ONSITES

FISCAL YEAR - 2013

<u>SOURCE</u>	<u>CITY</u>	<u>DATE</u>	<u>KEY/N-KEY</u>	<u>PRO</u>	<u>REASON</u>
Occupational Health Partners Gonzalo Fernandez, M.D.	Garner	10/8/12	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Anthony Carraway, M.D.	Raleigh	11/9/12	Key	(b) (6)	Onsite, (b) (6), (b) (6)
David Johnson, M.A.	Southern Pines	12/7/12	Key	(b) (6)	Onsite, (b) (6)
Olympus Health	Southern Pines	12/7/12	Key	(b) (6)	Onsite, (b) (6)
Kumar Internal Medicine Satish Kumar, M.D.	Rocky Mount	12/13/12	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Southeastern Psychological Services	Fairmont	1/10/13	Non-key	(b) (6)	Onsite, (b) (6)
Scott Schell, M.D.	Southern Pines	1/11/13	Non-key	(b) (6)	Onsite, (b) (6)
Maqsood Ahmed, M.D.	Goldsboro	1/18/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Med First, Inc. M. A. Samia, M.D.	Raleigh	2/12/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Olympus Health	Durham	3/2/13	Key	(b) (6)	Onsite, (b) (6)
Frank Shafer, M.D.	Salisbury	3/12/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Gregory Yousey, M.A.	Salisbury	3/12/13	Non-key	(b) (6)	Onsite, (b) (6)
Charlotte Medical Center Tuan Huynh, M.D.	Charlotte	3/26/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
HealthCo Ferris Locklear, M.D.	Lumberton	3/26/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Advanced Medical Consultants	Smithfield	4/9/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Tri-State Occupational Medicine	New Bern	4/16/13	Key	(b) (6)	Onsite, (b) (6), (b) (6)
Brenda B. Hall, S.L.P.	New Bern	4/16/13	Non-key	(b) (6)	Onsite, (b) (6)
Amy D. James, Psy.D.	New Bern	4/16/13	Non-key	(b) (6)	Onsite, (b) (6)

Exhibit 1

Alexander Lopez, M.S.	Concord	4/22/13	Key	(b) (6)	Onsite, key (b) (6)
Patrick C. Quinn, Ph.D.	Concord	4/22/13	Non-key	(b) (6)	Onsite, (b) (6)
Gregory Villarosa, Ph.D.	Concord	4/22/13	Non-key	(b) (6)	Onsite, (b) (6)
Earl J. Epps, M.D.	Charlotte	4/22/13	Key	(b) (6)	Onsite, (b) (6)
Occumed Walk-In & Urgent Care	Greensboro	4/23/13	Key	(b) (6)	Onsite, (b) (6)
Amy F. Johnson, Ph.D.	Charlotte	4/26/13	Non-key	(b) (6)	Onsite, (b) (6)
Graham Hunter, Ph.D.	Charlotte	4/26/13	Non-key	(b) (6)	Onsite, (b) (6)
Nona Patterson, Ph.D.	Charlotte	4/26/13	Non-key	(b) (6)	Onsite, (b) (6)
Robert Abramowitz, Ph.D.	Charlotte	4/26/13	Non-key	(b) (6)	Onsite, (b) (6)
John K. Warnken, M.S.	Charlotte	4/26/13	Key	(b) (6)	Onsite, (b) (6)
SXR Medical Evaluations	Fayetteville	4/30/13	Key	(b) (6)	Onsite, (b) (6)
Mark L. Fields, M.D.	Greensboro	5/6/13	Key	(b) (6)	Onsite, (b) (6)
Dennis G. Egnatz, M.D.	Winston-Salem	5/6/13	Non-key	(b) (6)	Onsite, (b) (6)
Lifeworks	Hickory	5/6/13	Key	(b) (6)	Onsite, (b) (6)
Occupational Health Partners Gonzalo Fernandez, M.D.	Garner	5/13/13	Key	(b) (6)	Onsite, (b) (6)
Coastal Carolina ENT James Dimuzio, D.O.	Whiteville	6/18/13	Non-key	(b) (6)	Onsite, (b) (6)
Coastal Carolina ENT Jeffrey Coury, D.O.	Supply	6/18/13	Non-key	(b) (6)	Onsite, (b) (6)
Medical Support Associates	Hickory	6/22/13	Key	(b) (6)	Onsite, (b) (6)
Med Plus, NC	N. Wilkesboro	6/22/13	Key	(b) (6)	Onsite, (b) (6)
James R. Frazier, Ph.D.	Raleigh	6/24/13	Key	(b) (6)	Onsite, (b) (6)
Ernest Akpaka, Ph.D.	Raleigh	7/2/13	Key	(b) (6)	Onsite, (b) (6)
Jerome Albert, Ph.D.	Edenton	7/8/13	Key	(b) (6)	Onsite, (b) (6)
Richard Bing, Ph.D.	Edenton	7/8/13	Non-key	(b) (6)	Onsite, (b) (6)

Exhibit 1

Coastal Internal Medicine	Wilmington	7/30/13	Key	(b) (6)	Onsite, (b) (6)
Gary H. Bachara, Ph.D.	Wilson	8/8/13	Key	(b) (6)	Onsite, (b) (6)
Romeo Atienza, M.D.	West End	8/13/13	Key	(b) (6)	Onsite, (b) (6)
Joseph Appollo, Ph.D.	Hamlet	8/13/13	Non-key	(b) (6)	Onsite, (b) (6)
Deborah Barnett, Ph.D.	Asheville	8/15/13	Non-key	(b) (6)	Onsite, (b) (6)
Morris F. Britt, Ed.D.	Charlotte	9/11/13	Non-key	(b) (6)	Onsite, (b) (6)
Adebola Adekanmbi, M.D.	Concord	9/11/13	Key	(b) (6)	Onsite, (b) (6)
David Brantley, Ph.D.	Charlotte	9/11/13	Non-key	(b) (6)	Onsite, (b) (6)
C. E. Provider Services Leonard Stallings, M.D.	New Bern	9/14/13	Key	(b) (6)	Onsite, (b) (6)
The Neuropsychology Consultants E. J. Burgess, Psy.D.	Raleigh	9/16/13	Key	(b) (6)	Onsite, (b) (6)
MDSI Physicians Group	Winston-Salem	9/18/13	Key	(b) (6)	Onsite, (b) (6)
Dale F. Mabe, D.O.	Black Mountain	9/18/13	Key	(b) (6)	Onsite, (b) (6)
Walter J. Miller, Ph.D.	Asheville	9/18/13	Key	(b) (6)	Onsite, (b) (6)
Harmony Psychological Services Andrea Sinclair, Psy.D.	Morganton	9/19/13	Non-key	(b) (6)	Onsite, (b) (6)

Annual CE Oversight Report - 2013 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 2013 the ND DDS received no written complaints in the DDS.

Potential Egregious Complaint

The ND DDS received no potential egregious complaint during FY13.

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

The DDS made twelve on-site reviews; following the guidelines of POMS DI 39545.525 Exhibit 1. Four 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 - 2013 North Dakota DDS

Onsite reviews were conducted at:

Top 5 CE Providers:

- EATON, TIMOTHY
(b) (6)
MINOT ND
- FAMILY INSTITUTE
2100 S COLUMBIA RD
GRAND FORKS ND
- ODDEN, RON
810 4th AVE S STE 206,
MOORHEAD, MN
- CENTER FOR FAMILY MEDICINE
1201 11TH AVE SW
MINOT ND

Onsite reviews were not performed for the following top 5 provider: Blooming Prairie Assessment Center which is in a remote location from the DDS and was visited last year with no concerns noted.

Important Providers not within the top 5:

- TRINITY ENT
831 S BROADWAY
MINOT ND
- DR. JAY PHILLIPPI, PHD
1303 PAGE DR. SUITE 202A
FARGO ND
- RAJNIKANT MEHTA, MD
315 MAIN ST STE 102
MINOT ND

Annual CE Oversight Report - 2013 North Dakota DDS

- INDEPENDENT FAMILY DOCTORS
1711 GOLD DR SUITE 1
FARGO ND
- SANFORD HEALTH PULMONARY LAB
801 N BROADWAY
FARGO ND
- INNOVIS HEALTH JAMESTOWN
2430 20TH ST SW
JAMESTOWN ND
- JAMESTOWN HOSPITAL
2422 20th ST SW
JAMESTOWN ND
- DR. DION DARVEAUX, PHD
(b) (6)
FARGO ND

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.

Top Five Providers (in no particular order):

- EATON, TIMOTHY
(b) (6)
MINOT ND
- FAMILY INSTITUTE
2100 S COLUMBIA RD
GRAND FORKS ND
- ODDEN, RON
810 4th AVE S STE 206,
MOORHEAD, MN

Annual CE Oversight Report - 2013 North Dakota DDS

- CENTER FOR FAMILY MEDICINE
1201 11TH AVE SW
MINOT ND

- BLOOMING PRAIRIE ASSESSMENT CENTER
211 4TH ST NE STE 4
DEVILS LAKE ND

4. For CE panels:

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

ND has 190 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 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.

Annual CE Oversight Report - 2013 North Dakota DDS

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 obtained 2 new psychological providers in Fargo, ND and 2 new psychological provider in Jamestown ND. Efforts to obtain CE providers in the oil-impacted areas of the state have been futile. The PRO also had contact with Alta Medical Consulting Services to attempt to establish medical consultant services in the Grand Forks area, this is still being pursued.

Annual CE Oversight Report - 2013 North Dakota DDS

Marketing of ERE has not occurred due to time constraints of the PRO. 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

The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.

The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 15.

Region:	Chicago
State DDS:	Ohio
Report Period (Fiscal Year):	2012-2013
Current Date:	11-7-13
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title Medical Administration Manager

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

Complaints received from claimants or their authorized representatives via any media regarding consultative examinations are directed to the DDS Public Relations Officers and/or the Professional Relations Officers' electronic mailbox, if received electronically. For complaints regarding the actual medical examination or consultative examination report, the Medical Administration Clerk 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 or quality issue, to the consultative examination source. The letter advises the source of the situation and solicits clarification of the situation/issue as needed. Complaints outside of the actual medical/psychological findings in the report (i.e., discourteous treatment, long wait times, condition of the waiting area, etc.) are handled by the Professional Relations Officer in the same manner. Simultaneously, a letter of acknowledgment 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. A reminder is created for each request to ensure timely follow-up is completed. If no response is received within that time frame, a Professional Relations Officer will follow-up with the vendor and pursue the needed information until the issue is resolved.

Once the response is received in the Medical Administration Department, the correction is reviewed by either the appropriate Chief of a Professional Relations Officer. Any addenda or

correction to the report is placed in the paper/electronic case as appropriate. Also, the electronic file of that vendor is updated and noted. All complaints are documented and available for review the Chief Consultants, the Medical Administration Manager, and the Professional Relations Officers.

For repeated complaints against an individual vendor and/or more egregious complaints may require a phone call or face-to-face visit with that examiner. These types of problems can be handled by the Professional Relations Officers, one of the Chief consultants, or the Medical Administration Manager. This level of complaint can result in the immediate cessation of referrals to that consultative examiner. All complaints are handled on a case-by-case basis depending on the nature and severity of the complaint. Every effort is made to maintain the safety of our claimants and the integrity of the program.

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 review on rotating basis. Each in-house consultant is assigned a month period during the year in which they are required to perform reviews on ten (10) exams per week. The Chief also reviews ten (10) exams per week along with reviews of new consultative examiners and random requests from the in-house consultants and adjudicators. Report deficits or needed corrections are handled via addendum requests and/or inquiries from a Professional Relations Officer or the appropriate Chief. Data collected from these reviews is compiled and maintained in two databases in the Medical Administration Department. This information is utilized by the Professional Relations Officers to help provide individual feedback to the providers when appropriate and to track any areas where performance improvement may be needed across the board. Trends or significant issues that arise are handled by phone, email, or an on-site visit by the Professional Relations Officer. All feedback given is documented and placed in the provider's electronic folder.

2. Attach a list of completed onsite reviews of CE providers.



2012 -2013
Onsites.doc

3. Attach 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
FFY13.doc

4. Provide the total number of CE providers on the panel.

356 CE Providers with a total of 392 locations.

5. 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.

When a new vendor is enlisted, licenses, credentials and certifications are verified with the appropriate State Medical, Psychology, and other professional Boards. Each license is checked, at minimum, at the license renewal date or every two years, whichever occurs earlier. The DDS also checks the sanction list and of the corresponding boards on a quarterly basis to ensure there are no active sanctions against the providers performing examinations for the Ohio DDS. Consultative examination providers with current/active sanctions are not utilized by the Ohio DDS.

All credentials and licensure verification checks are tracked through the Medical Administration Department. Copies of all verifications are maintained in the access database. These records are maintained in accordance with the State of Ohio records retention policy/schedule.

During FFY13, the Ohio DDS did enlist the services of two psychological examiners with prior board sanctions. These sanctions were from 2001 for one vendor and from 2007 for the other vendor. The examiners were both reprimanded by the psychological board. These sanctions were disclosed by the examiners to the DDS prior to the start of service. On both occasions, the issue was sent to Regional Office for review/discussion prior to scheduling any exams with these vendors. Regional office did support the Ohio DDSs decision to either recruit or not recruit the vendors. Both of these examiners were added to the vendor panel by the Ohio DDS.

6. 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.

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.

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

The Ohio DDS did not offer any level of discounts to volume providers during the Federal Fiscal Year 2013. In an effort to recruit Ophthalmological Consultative Examiners, the Ohio DDS did ask for an increase in the fee schedule for the following examination types:

1. Ophthalmological Exam with perimetric fields (CPT 10900)
2. Limited Ophthalmological Exam without perimetric fields (CPT 10902)
3. Perimetric Fields (CPT 10905, 10906 and 10907)

4. Pediatric Ophthalmological Exam (age 5 and under) (CPT 11102)

This increase was requested in order to improve recruitment of examiners in the ophthalmological field. The Ohio DDS had a need to increase the vendors available to prevent a backlog of held consultative examinations. Decreasing the backlog would allow for quicker scheduling and better customer service to the citizens of Ohio. Below is a copy of the response and agreement from Regional Office to increase these fees.

Good afternoon, (b) (6).

You sent an email on February 22 proposing an increase to the DDD's fee schedule for ophthalmological CE's, citing ongoing difficulties in recruiting a sufficient number of CE panelists to perform these exams. This has resulted in significant case processing delays. Specifically, you recommend increasing:

- Ophth w/perimetric fields to \$175 (from \$150);
- Ophth (limited) w/out fields to \$110 (from \$100);
- Perimetric Fields testing to \$65 (from \$50); and
- Pediatric Ophth (w/o fields) to \$110 (from \$100).

The proposed fees will still be below the Medicare reimbursement rates for these services, and are in-line with neighboring DDS's. To avoid case delays and increase the DDD's ability to compete for resources in the medical community, we agree that these increases are reasonable and necessary, and approve this request.

Please advise (b) (6) in the Center for Disability the effective date of these increases. Take care.

(b) (6)

Disability Program Administrator
Center for Disability, Chicago RO

8. Upload fee schedules to the MPRO SharePoint site.



Ohio_Fee Schedule
for Annual Oversight R

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

PROFESSIONAL RELATIONS OFFICERS ACTIVITIES FFY13

(* Indicates activities done with PAS)

1. October 4 – 5, 2012 OCBHFSP, (Ohio Council of Behavioral Health and Family Services Providers), Conference
2. October 10, 2012 Mt Carmel Hospital Social Workers Presentation
3. October 22 – 23, 2012 OSSSPEAC, (Ohio School Speech Pathology Educational Audiology Coalition), Conference
4. October 23, 2012 Dayton Children's Medical Center*
5. October 24 – 26, 2012 OPA, (Ohio Psychological Association), Conference
6. October 25, 2012 RSC Leadership meeting Presentation
7. October 30, 2012 BCMH Presentation*
8. November 29 – 30, NASW, (National Association of Social Workers), Conference
9. December 5, 2012 ERE Presentation Marion Regional Health Center
10. December 2,1 2012 PRO Presentation to DCA 1 Class
11. January 16, 2013 ODAR Presentation
12. February 2013 Meeting with Franklin County Board of Developmental Disabilities to discuss DDD's consultative examination process.
13. March 12, 2013 PRO Presentation DCA 1 Class
14. March 14 – 15, 2013 OSHLA, (Ohio Speech-Language-Hearing Association), Conference
15. March 18 – 20, 2013 OHIMA, (Ohio Health Information Management Association), Conference
16. March 25, 2013 Columbus Area Mental Health Presentation
17. April 9, 2013 Cancer Support Group, (Kettering, Ohio)
18. April 16, 2013 Ohio Department of Health*
19. April 18, 2013 Community Support Services
20. June 11, 2013 Scleroderma Foundation Virtual Support Group
21. June 21, 2013 Legal Community Meeting
22. June 25, 2013 Presentation to OSU Medical Staff
23. July 19, 2013 Dayton Area Legal Community Meeting
24. July 25, 2013 Akron Community Support Services*
25. August 21, 2013 Bureau of Vocational Rehabilitation Presentation
26. August 27, 2013 Dayton Veterans Administration Presentation*
27. September 12, 2013 Tri State Mental Health*
28. September 13, 2013 Sickie Cell Project Regional Directors' Meeting*

Please attach any additional information before submitting this form.



ON-SITE REVIEWS FFY13

Date of Onsite	Vendor Name	Address	City	State	Office Zip	PRO
10/1/2012	CLEVELAND CLINIC FOUNDATION	WESTLAKE MEDICAL CAMPUS, 850 COLUMBIA RD., SUITE 100	WESTLAKE	OH	44145	(b) (6)
10/1/2012	JOSEPH T. IEMMA, MD INC	ATTN: DR. DUNCAN 96 GRAHAM RD SUITE B	CUYAHOGA FALLS	OH	44223	
10/1/2012	MARY FILE, MD	ST THOMAS PROF CTR 444 N MAIN ST STE 423	AKRON	OH	44310	
10/1/2012	MEI-CHIEW LAI, MD	(b) (6)	CRESTLINE	OH	44827	
10/2/2012	EASTER SEALS OF NORTHERN OHIO	41641 NORTH RIDGE RD SUITE D	ELYRIA	OH	44035	
10/2/2012	JAMES SUNBURY PHD	WASHINGTON SQ #B4 750 E WASHINGTON ST	MEDINA	OH	44256	
10/3/2012	NANCY SCHMIDTGOESSLING PHD	(b) (6)	CINCINNATI	OH	45238	
10/5/2012	IMA	1690 WOODLANDS DR.	MAUMEE	OH	45537	
10/9/2012	LORI DAILEY	(b) (6)	BOWLING GREEN	OH	43402	
10/9/2012	MARK HAMMERLY, PHD	640 LAKEVIEW PLAZA BLVD STE I	WORTHINGTON	OH	43085	
10/10/2012	COMMUNITY SPEECH SERVICES	4700 MASSILLON RD.	GREEN	OH	44232	
10/10/2012	JOHN CIARRONE, SLP	C/O ROSS INSURANCE 22 E COLLEGE ST	OBERLIN	OH	44074	
10/15/2012	GORDON HARRIS, PHD	(b) (6)	DAYTON	OH	45415	
10/15/2012	LORI DAILEY, SLP	NORTH CANTON PUBLIC LIBRARY 85 N. MAIN ST.	NORTH CANTON	OH	44720	
10/15/2012	MED AND OCCUPATIONAL HEALTH	1010 SUMMIT DRIVE	MIDDLETOWN	OH	45042	
10/17/2012	CHILD & ADOLESCENT BEHAVIORAL HEALTH	4641 FULTON DR NW	CANTON	OH	44718	
10/17/2012	CHIMEZIE AMANAMBU, MD	APEX MEDICAL EVALUATION SERVICES 1655 W. MARKET ST. STE L	AKRON	OH	44313	
10/17/2012	JOSEPH B YUT MD	(b) (6)	CANTON	OH	44706	
10/17/2012	KATHRYN BARTOW	(b) (6)	AKRON	OH	44319	
10/17/2012	MARK S. BRIGHAM DO	195 WADSWORTH RD SUITE 401	WADSWORTH	OH	44281	
10/17/2012	NATALIE WHITLOW PHD	HUMANISTIC COUNSELING CENTER 26250 EUCLID AVE STE 527	EUCLID	OH	44132	
10/17/2012	RONALD G SMITH PHD	5321 MEADOW LN CT #5	ELYRIA	OH	44035	
10/17/2012	SUDHIR DUBEY, PSY D	(b) (6)	AKRON	OH	44319	
10/17/2012	THOMAS M. EVANS, PHD	35590 CENTER RIDGE RD STE 102	NORTH RIDGEVILLE	OH	44039	

10/18/2012	BOWLING GREEN STATE UNIV, SPEECH AND HEARING CLINIC	200 HEALTH CENTER BUILDING	BOWLING GREEN	OH	43402
10/18/2012	JAMES BRUCE KELLY, M.ED	134 WEST SOUTH BOUNDARY STE R	PERRYSBURG	OH	43551
10/18/2012	K. ROGER JOHNSON, M.ED.	5757 MONCLOVA RD SUITE #16C	MAUMEE	OH	43537
10/18/2012	MICHAEL W NELSON PHD	XAVIER UNIV-SYCAMORE HOUSE, 3818 WINDING WAY	CINCINNATI	OH	45207
10/22/2012	RYAN DUNN, PHD	(b) (6)	DOVER	OH	44622
10/24/2012	CANTON OPHTHALMOLOGY ASSOCIATES	2600 W TUSCARAWAS SUITE 200	CANTON	OH	44708
10/24/2012	JOHN J. BRESCIA, MA	5500 MARKET ST SUITE 107B	YOUNGSTOWN	OH	44512
11/1/2012	KATHLEEN A. MCGOWAN MD	3545 OLENTANGY RIVER RD, SUITE 400	COLUMBUS	OH	43214
11/1/2012	KENT ROWLAND PHD	(b) (6)	COLUMBUS	OH	43206
11/1/2012	LILLEY & ASSOCIATES	1910 CROWN PARK CT	COLUMBUS	OH	43235
11/1/2012	MICHELE T. EVANS, PHD	4937 WEST BROAD STREET STE 205	COLUMBUS	OH	43228
11/1/2012	ROBERT S PEMA DO	TOTAL CARE ENT OHIO HEALTH / DOCTORS HOSP COMPLEX 5131 BEACON HILL RD STE 300	COLUMBUS	OH	43228
11/1/2012	YAW AYESU-OFFEI, MD	4384 CLEVELAND AVE	COLUMBUS	OH	43224
11/2/2012	DAVID G PROVAZNIK DO	(b) (6)	WHEELERSBURG	OH	45694
11/2/2012	RICHARD SEXTON PHD	(b) (6)	IRONTON	OH	45638
11/2/2012	SCIOTO CAMPUS	(b) (6)	PORTSMOUTH	OH	45662
11/8/2012	HERSCHEL PICKHOLTZ ED.D	24100 CHAGRIN BLVD. SUITE 120	BEACHWOOD	OH	44122
11/13/2012	DANIEL K WATKINS PHD	3450 W CENTRAL AVE STE 350	TOLEDO	OH	43606
11/14/2012	OHIO EYECARE INSTITUTE	105 SUGAR CAMP CIRCLE, STE 200	DAYTON	OH	45409
11/14/2012	SPRINGFIELD REGIONAL MEDICAL CTR	100 MEDICAL CENTER DR.	SPRINGFIELD	OH	45504
11/14/2012	YOUNG WUNG RHEE M.D.	915 W MARKET ST STE D	LIMA	OH	45805
11/15/2012	OHIO MYOFASCIAL SPECIALISTS INC	840 BETHESDA DR BLDG #3 B	ZANESVILLE	OH	43701
11/15/2012	WILLIAM C STEINHOFF MA	(b) (6)	POINT PLEASANT	WV	45631
11/16/2012	ALBERT E VIRGIL PHD JD	(b) (6)	PORTSMOUTH	OH	45662
11/16/2012	JAMES C TANLEY PHD	(b) (6)	CHILLICOTHE	OH	45601
11/16/2012	MED AND OCCUPATIONAL HEALTH	FOLKE BLOCK BLDG 4TH FLOOR 14 S PAINT ST	CHILLICOTHE	OH	45601
11/16/2012	THE SPEECH LANGUAGE PATH	THE PORTSMOUTH PUBLIC LIBRARY 1220 GALLIA ST	PORTSMOUTH	OH	45662
11/19/2012	GLENWAY TRI-HEALTH/GOOD SAMARITAN HOSPITAL	TRI HEALTH MEDICAL CENTER 6350 GLENWAY AVE STE #101	CINCINNATI	OH	45211
11/19/2012	GOOD SAMARITAN HOSPITAL	375 DIXMYTH RD	CINCINNATI	OH	45220
11/19/2012	RUTH M QUINN SLP	10133 SPRINGFIELD PIKE STE D	CINCINNATI	OH	45215

(b) (6)

(b) (6)

11/22/2012	DOROTHY A. BRADFORD, MD	SEVERANCE MEDICAL BUILDING 5 SEVERANCE CIRCLE SUITE 815	CLEVELAND HEIGHTS	OH	44118
11/27/2012	ALBERT E VIRGIL PHD JD	(b) (6)	LIMA	OH	45805
11/27/2012	ANN REA MILLER, OD	(b) (6)	LIMA	OH	45805
11/27/2012	MICHAEL J WUEBKER PHD	2444 CABLE CT STE H	LIMA	OH	45805
11/27/2012	ST RITA'S MEDICAL CENTER	730 W MARKET ST	LIMA	OH	45801
11/27/2012	SUSHIL M SETHI MD	830 W HIGH ST STE 108	LIMA	OH	45801
11/29/2012	ANDREA VANESTENBERG PHD	5815 MARKET ST STE 5	BOARDMAN	OH	44512
11/29/2012	MEDICAL IMAGING DIAGNOSTICS LLC	819 MCKAY CT S-2	BOARDMAN	OH	44512
11/29/2012	PULMONARY PHYSICIANS	2600 W TUSCARAWAS RD STE 100	CANTON	OH	44708
11/29/2012	SUSHIL M SETHI MD	(b) (6)	BOARDMAN	OH	44512
12/11/2012	JON COOPERRIDER, II OD	484 PARK AVENUE WEST	MANSFIELD	OH	44906
12/11/2012	KIMBERLY TOGLIATTI-TRICKETT MD	(b) (6)	INDEPENDENCE	OH	44131
12/11/2012	METRO HLTH MED CTR	2500 METRO HEALTH DR	CLEVELAND	OH	44109
12/18/2012	ANDRIA L DOYLE PH.D.	THE SOURCE ONE GROUP, 210 E MILLTOWN RD, SUITE B	WOOSTER	OH	44691
12/18/2012	JAMES JOSEPH POWERS MD	340 E. TOWN ST. STE 700 (8TH FLOOR)	COLUMBUS	OH	43215
12/18/2012	MARGARET SMITH PHD	6100 CHANNINGWAY BLVD STE 506	COLUMBUS	OH	43232
12/18/2012	PATRICIA CANNON, MD	CHILD CARE CONSULTANTS INC. 111 INAH AVE	COLUMBUS	OH	43228
12/18/2012	THOMAS F ZECK PHD	1740 COOPER-FOSTER PK STE E	LORAIN	OH	44053
1/10/2013	BABATUNDE ONAMUSI M.D.	ALPHA CHOICE URGENT CARE, 255 N MAIN ST.	CENTERVILLE	OH	45459
1/10/2013	FORPSYCH	739 N. VANDERMARK RD	SIDNEY	OH	45365
1/16/2013	JAMES T. LIANG, MD	5500 RIDGE RD SUITE #220	PARMA	OH	44129
1/17/2013	BLANCHARD VALLEY MEDICAL ASSOC. INC. DR. WATSON	200 W. PEARL	FINDLAY	OH	45840
1/17/2013	MARK HAMMERLY, PHD	(b) (6)	TOLEDO	OH	43604
1/17/2013	SUDHIR DUBEY, PSY D	(b) (6)	COLUMBUS	OH	43220
1/17/2013	TIMOTHY DRANKWALTER, DO	(b) (6)	GAHANNA	OH	43230
1/24/2013	KHOZEMA RAJKOTWALA MD	990 S PROSPECT STE 2	MARION	OH	43302
1/24/2013	THE SPEECH AND LANGUAGE PATH	C/O STEUBENVILLE PUBLIC LIBRARY 4141 MALL DR. LOWER LEVEL - CONFERENCE ROOM	STEUBENVILLE	OH	43952
1/24/2013	THE SPEECH LANGUAGE PATH	7100 N. HIGH ST. SUITE 203	COLUMBUS	OH	43085
1/25/2013	NORTH COAST FAMILY FOUNDATION	6929 W. 130TH ST, SUITE #500	PARMA HEIGHTS	OH	44130
1/29/2013	DONALD J. KRAMER, PHD	(b) (6)	DAYTON	OH	45420

1/29/2013	KATHERINE A MYERS PSY.D	1502 UNIVERSITY BLVD. SUITE D	HAMILTON	OH	45011
1/29/2013	LIBERTY MEDICAL ASSESSMENTS	2230 AUBURN AVENUE	CINCINNATI	OH	45219
1/30/2013	JENNIFER HAAGA, PSYD	355 W. PROSPECT ROAD SUITE 116B	ASHTABULA	OH	44004
2/5/2013	ADENA HEALTH SYSTEM	12340 STATE ROUTE 104	WAVERLY	OH	45690
2/5/2013	THOMAS L. HEISKELL, PHD	806 SIXTH ST SUITE # 312	PORTSMOUTH	OH	45662
2/6/2013	DANIEL C. HRINKO, PSYD	(b) (6)	SPRINGFIELD	OH	45504
2/6/2013	JERRY E. FLEXMAN, PHD	WEST PAVILLION 1ST FLOOR SUITE C 1 ELIZABETH PLACE	DAYTON	OH	45301
2/6/2013	JOHN REECE PSY.D	(b) (6)	NEWARK	OH	43055
2/6/2013	REHAB MED. ASSOCIATES	998 S DORSET STE 104	TROY	OH	45373
2/6/2013	UPPER VALLEY MED CTR	998 S DORSET STE 102	TROY	OH	45373
2/7/2013	TRI STATE OCCUPATIONAL	EASTSIDE URGENT CARE 872 OHIO PIKE	CINCINNATI	OH	45245
2/7/2013	TRI STATE OCCUPATIONAL MEDICINE	FAMILY HEALTH CARE 2055 S LIMESTONE E	SPRINGFIELD	OH	45505
2/12/2013	CONSULTING PSYCHOLOGY INC.	3250 W MARKET ST STE 106	FAIRLAWN	OH	44333
2/12/2013	JENNA A. LEWIS, O.D.	3619 PARK EAST DR SUITE 306	BEACHWOOD	OH	44122
2/12/2013	THOMAS EYECARE, LTD	3619 PARK EAST DR SUITE 306	BEACHWOOD	OH	44122
2/20/2013	DAVID H SHARKIS MD	770 JASONWAY AVE STE G2	COLUMBUS	OH	43214
2/20/2013	RENAE K. CHUNG, PH D	210 E MILLTOWN RD SUITE B	WOOSTER	OH	44691
2/20/2013	SUSHIL M SETHI MD	1221 S TRIMBLE RD STE B-1	MANSFIELD	OH	44907
2/21/2013	ANA MARIA CARRILLO, PHD	12429 CEDAR RD STE 18 2ND FLOOR	CLEVELAND HEIGHTS	OH	44106
2/21/2013	DARIUSH SAGHAFI MD	6681 RIDGE RD SUITE 300	PARMA	OH	44129
2/21/2013	J. JOSEPH KONIECZNY PHD	23811 CHAGRIN BLVD CHAGRIN PLAZA E STE LL70	BEACHWOOD	OH	44122
2/21/2013	JAMES SPINDLER MS	(b) (6)	LORAIN	OH	44052
2/21/2013	MELISSA KORLAND PHD	3401 ENTERPRISE PARKWAY SUITE 340	BEACHWOOD	OH	44122
2/23/2013	KOUROSH SAGHAFI, DO	6681 RIDGE RD. SUITE 300	PARMA	OH	44129
2/26/2013	AILEEN K. HUNT, SLP	THE WESTGATE BLDG 3450 W CENTRAL AVE STE 334	TOLEDO	OH	43606
3/5/2013	OHIO MYOFASCIAL SPECIALISTS INC	716 WEST MARKET ST	TIFFIN	OH	44883
3/20/2013	SONJA S. PINSKY M.D.	5600 MONROE ST, SUITE 204A	SYLVANIA	OH	43560
3/25/2013	BELMONT COMMUNITY HEALTH CENTER	3000 GUERNSEY ST	BELLAIRE	OH	43906
3/25/2013	CHARLES W. LOOMIS, M.ED.	(b) (6)	NEW LEXINGTON	OH	43764
3/25/2013	JACK J. KRAMER, PHD	700 MORSE RD STE 102	COLUMBUS	OH	43214
3/25/2013	SUSHIL M SETHI, MD	(b) (6)	ST. CLAIRSVILLE	OH	43950

(b) (6)

(b) (6)

3/26/2013	FORPSYCH	FAMILY ADDICTION COMM TREATMENT SVCS FACTS - NEW ALERNATIVES 709 MAIN ST	JACKSON	OH	45640
3/26/2013	MARGARET LEONHARD, PSYD	JACKSON COUNTY SENIOR CENTER 25 E. MOUND STREET	JACKSON	OH	45640
3/26/2013	T RODNEY SWEARINGEN PHD	6877 N HIGH ST STE 305	COLUMBUS	OH	43085
3/28/2013	J JOSEPH KONIECZNY	8166 MARKET STREET SUITE M	BOARDMAN	OH	44512
3/28/2013	RAVINDER NATH M.D.	(b) (6)	YOUNGSTOWN	OH	44512
3/28/2013	WARREN OPHTHALMOLOGY ASSOCIATES	3921 MARKET ST	WARREN	OH	44484
4/1/2013	BERNADETTE CIESLAK, SLP	HAMILTON LANE LIBRARY - 300 N. THIRD STREET	HAMILTON	OH	45011
4/3/2013	MELISSA K LANZA, PHD	1011 SANDUSKY ST STE. S	PERRYSBURG	OH	43551
4/9/2013	FORPSYCH	C/O ADAMS CO. BOARD OF HEALTH - 923 SUNRISE AVE	WEST UNION	OH	45693
4/11/2013	MEDICAL EVALUATION SERVICES	83 N MILLER RD	AKRON	OH	44333
4/11/2013	NEOVISION GROUP	150 SPRINGSIDE DR. 300C	AKRON	OH	44333
4/11/2013	PEDIATRIC OPHTHAMOLOGY ASSOCIATES INC.	555 S. 18TH ST; SUITE 4C	COLUMBUS	OH	43205
4/13/2013	KEVIN J. EDWARDS PH D	12 W. COLUMBUS ST.; SUITE B	THORNVILLE	OH	43076
4/18/2013	OPHTHALMOLOGY ASSOC OF NW OHIO	3509 BRIARFIELD BLVD	MAUMEE	OH	43537
4/18/2013	SUSHIL SETHI MD	5757 MONCLOVA RD SUITE # 1	MAUMEE	OH	43537
4/18/2013	TRI-STATE OCCUPATIONAL	47 STATE STREET	STRUTHERS	OH	44471
4/18/2013	WELLCARE	1001 PIKE ST. SUITE 7A	MARIETTA	OH	45750
4/18/2013	WELLCARE	241 N. SUPERIOR ST.	TOLEDO	OH	43604
4/18/2013	WELLCARE	1001 PIKE ST. STE 7A	MARIETTA	OH	45750
4/24/2013	FORPSYCH	717 FIFTH STREET	PORTSMOUTH	OH	45662
5/1/2013	FREDERIC HUMPHREY, MD	DEVOLA MEDICAL CENTER 4727 ST ROUTE 60	MARIETTA	OH	45750
5/1/2013	H.L. KRUPADEV, MD LLC	(b) (6)	MARIETTA	OH	45750
5/1/2013	MARIETTA MEMORIAL HOSPITAL (DR. SETHI)	800 PIKE ST. SUITE 3	MARIETTA	OH	45750
5/1/2013	SUSHIL M SETHI MD	(b) (6)	MARIETTA	OH	45750
5/1/2013	WELLCARE	135 E. HURON ST	JACKSON	OH	45640
5/7/2013	SAM N. GHOUBRIAL, MD	WADSWORTH-RITTMAN HOSPITAL, 195 WADSWORTH RD STE 402	WADSWORTH	OH	44281
5/7/2013	WADSWORTH RITTMAN HOPSITAL	195 WADSWORTH RD.	WADSWORTH	OH	44281
5/8/2013	GARY ALAN WHITE PHD	(b) (6)	NEWARK	OH	43055
5/8/2013	KRISTIN A RAITER SLP	(b) (6)	MARYSVILLE	OH	43040

(b) (6)

5/8/2013	SUDHIR DUBEY, PSY D	(b) (6)	NEWARK	OH	43055
5/30/2013	HERBERT GRODNER, MD	(b) (6)	WESTERVILLE	OH	43081
5/30/2013	ROBERT M. HESS, MD	(b) (6)	WESTERVILLE	OH	43081
6/5/2013	DAMIAN M. DANOPULOS, MD	ACKERMAN MED BLDG STE 310 3080 ACKERMAN BLVD	KETTERING	OH	45429
6/5/2013	DAYTON MEDICAL IMAGING DAYTON MEDICAL IMAGING	7901 SCHATZ POINT DR	DAYTON	OH	45459
6/5/2013	GEORGE O SCHULZ PHD	2100 EAST HIGH ST. SUITE 110 (GOVERNOR'S MANOR)	SPRINGFIELD	OH	45505
6/5/2013	GIOVANNI M. BONDS, PHD	(b) (6)	DAYTON	OH	45405
6/5/2013	LIBERTY MEDICAL ASSESSMENTS	GALLIPOLIS CHIROPRACTIC CENTER 990 SECOND STREET	GALLIPOLIS	OH	45631
6/5/2013	ROSS AND ASSOCIATES	2449 ROSS-MILLVILLE RD STE 265	HAMILTON	OH	45013
6/5/2013	WILLIAM F THISTLETHWAITE MD	3080 ACKERMAN BLVD STE 310	KETTERING	OH	45429
6/11/2013	GEORGE LESTER, PSY D	800 COMPTON RD SUITE #1	CINCINNATI	OH	45231
6/11/2013	OLAYINKA AINA, MD	(b) (6)	PEEBLES	OH	45660
6/11/2013	SUSAN KENFORD, PHD	XAVIER UNIV. SYCAMORE HOUSE 3818 WINDING WAY	CINCINNATI	OH	45207
6/26/2013	THE SPEECH LANGUAGE PATH	4807 ROCKSIDE RD. SUITE 400	INDEPENDENCE	OH	44131
7/1/2013	RAINBOW COUNSELING	414 E FIFTH ST	E LIVERPOOL	OH	43920
7/17/2013	AFFINITY MEDICAL CENTER	845 EIGHTH ST NE SUITE #3	MASSILLON	OH	44646
7/17/2013	BAILEY REHABILITATION SERVICES	3300 BAILEY ST NW SUITE #104	MASILLON	OH	44646
7/17/2013	DENNIS MARIKIS, PHD	(b) (6)	MANSFIELD	OH	44907
7/17/2013	KENNETH A. GRUENFELD, PSY D	5500 MARKET STREET STE #90	YOUNGSTOWN	OH	44512
7/18/2013	FORT HAMILTON HOSPITAL	630 EATON AVE	HAMILTON	OH	45013
7/18/2013	GARY RAY MD	FORT HAMILTON HOSPITAL 1010 CEREAL AVE #311	HAMILTON	OH	45013
7/18/2013	RICHARD SHERIDAN MD	(b) (6)	CINCINNATI	OH	45230
7/22/2013	FIRELANDS REGIONAL MED CENTER	1111 HAYES AVE	SANDUSKY	OH	44870
7/22/2013	MARSHA D. COOPER, MD	2819 S HAYES AVE SUITE #6	SANDUSKY	OH	44870
7/23/2013	EASTER SEALS OF NORTHEAST OHIO	14701 DETROIT AVE SUITE #470	LAKEWOOD	OH	44107
7/23/2013	EASTER SEALS OF NORTHERN OHIO	101 S STONE ST	FREMONT	OH	43420
7/23/2013	JAMES SUNBURY PHD	605 S TRIMBLE RD STE D	MANSFIELD	OH	44906
7/24/2013	BABATUNDE ONAMUSI, MD	BACKS R US 420 W RUSSELL RD	SIDNEY	OH	45365
7/24/2013	BABATUNDE ONAMUSI, MD	(b) (6)	LIMA	OH	45805

(b) (6)

7/24/2013	T RODNEY SWEARINGEN PHD	125 EXECUTIVE DR STE 201	MARION	OH	43302
8/7/2013	NORTHWEST EYE SURGEONS	NORTHWEST EYE SURGEONS INC, 2250 NORTH BACK DRIVE	COLUMBUS	OH	43220
8/7/2013	T RODNEY SWEARINGEN PHD	14 SOUTH PAINT ST STE 19	CHILLICOTHE	OH	45601
8/14/2013	JESSICA TWEHUES, PSY.D.	311 NILLES RD STE A	FAIRFIELD	OH	45014
8/23/2013	ADAMS COUNTY REGIONAL	230 MEDICAL CENTER DR	SEAMAN	OH	45679
8/23/2013	HEALTHLINK OCCUPATIONAL HEALTH SERVICES	710 CLEVELAND AVE	FREMONT	OH	43420
8/23/2013	THOMAS L. HYATT, PSYD	(b) (6)	MILFORD	OH	45150
8/27/2013	AKKIHEBBAL SRIKANTIAH MD	(b) (6)	CAMBRIDGE	OH	43725
8/28/2013	GABRIEL E SELLA MD	92 N FOURTH ST STE 12	MARTINS FERRY	OH	43935
9/4/2013	EULOGIO R SIOSON MD	4200 WARRENSVILLE CTR RD, SOUTH POINTE- BLDG A #320	WARRENSVILLE HGTS	OH	44122
9/4/2013	JOHN CIARRONE, SLP	WAKEMAN COMMUNITY LIBRARY 33 PLEASANT STREET	WAKEMAN	OH	44889
9/4/2013	NAOMI WALDBAUM MD	5187 MAYFIELD RD STE 101	LYNDHURST	OH	44124
9/4/2013	ROBERT F. DALLARA JR. PHD	550 E ROBINSON AVE SUITE #8	BARBERTON	OH	44203
9/6/2013	T RODNEY SWEARINGEN	(b) (6)	MANSFIELD	OH	44906
9/11/2013	DORI SISSON, PHD	(b) (6)	ZANESVILLE	OH	43701
9/11/2013	HUMAN DEVELOPMENT & COUNSELING	4792 MUNSON ST NW	CANTON	OH	44718
9/11/2013	JAMES M. LYALL PH.D	THE GLASS TOWER 4450 BELDEN VILLAGE AVE STE 500	CANTON	OH	44718
9/11/2013	JOHN REECE PSY.D	1110 MORSE RD STE 218	COLUMBUS	OH	43229
9/12/2013	WELLCARE	1509 MARION-WALDO RD, SUITE 310	MARION	OH	43302
9/13/2013	THE SPEECH LANGUAGE PATH	70 BIRCH ALLEY SUITE 240 BUILDING B	BEAVERCREEK	OH	45440
9/16/2013	DORI SISSON, PH.D	(b) (6)	SPRINGFIELD	OH	45504
9/16/2013	GARY ALAN WHITE PHD	(b) (6)	FINDLAY	OH	45840
9/16/2013	MARTIN K. JOHNSON, PSY.D.	1345 1345 LAGONDA AVENUE BUILDING C	SPRINGFIELD	OH	45503
9/16/2013	MEDICAL EVALUATION SERVICES	3400 N HIGH STREET, 3RD FLOOR, SUITE 340	COLUMBUS	OH	43202
9/16/2013	THE SPEECH AND LANGUAGE PATH	300 E. BUSINESS WAY SUITE 200 SUMMIT WOODS CORPORATE CENTER	CINCINNATI	OH	45241
9/19/2013	CARE POINT EAST	543 TAYLOR AVE SUITE 3009 (RESPIRATORY THERAPY-PULMONARY LAB)	COLUMBUS	OH	43205
9/19/2013	LISA M. THORNTON PHD	4041 N HIGH ST STE 300 I	COLUMBUS	OH	43214
9/19/2013	MARGARET M ROBERTS PHD	(b) (6)	COLUMBUS	OH	43207

9/19/2013	MICHAEL J WUEBKER PHD	334 GODFREY AVE STE A	CELINA	OH	45822
9/30/2013	T RODNEY SWEARINGEN PHD	(b) (6)	MT VERNON	OH	43050

(b) (6)

KEY PROVIDERS FFY13

Vendor Name	Address	City	State	Zip	Psychological	Physical
ALBERT E VIRGIL, PHD JD	3620 N HIGH ST STE B9	COLUMBUS	OH	43214	\$190,366.00	
	(b) (6)	PORTSMOUTH	OH	45662		
	(b) (6)	LIMA	OH	45805		
BABATUNDE ONAMUSI, M.D.	ALPHA CHOICE URGENT CARE, 255 N MAIN ST.	CENTERVILLE	OH	45459		\$179,485.00
	(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 W RUSSELL RD	SIDNEY	OH	45365		
CE PROVIDER SERVICES	SIMPSON CHIROPRACTIC 981 ASHLAND RD	MANSFIELD	OH	44905		\$184,849.00
	EDGERTON FAMILY CHIROPRACTIC 113 W LYNN ST	EDGERTON	OH	43517		
	SOUTHEAST OHIO CHIROPRACTIC AND REHAB CTR 1100 LINDEN AVE	ZANESVILLE	OH	43701		
	3635 ELM RD NE	WARREN	OH	44483		
	THE LYNETTE BLDG 6731 RIDGE RD. #303	PARMA	OH	44129		
CONSULTING PSYCHOLOGY INC.	3250 W MARKET ST STE 106	FAIRLAWN	OH	44333	\$193,071.00	
DAMIAN M. DANOPULOS, MD	ACKERMAN MED BLDG STE 310 3080 ACKERMAN BLVD	KETTERING	OH	45429		\$324,711.00
DAVID P. HOUSE, PHD	2800 EUCLID STE 335	CLEVELAND	OH	44115	\$201,766.00	
	SPANISH AMERICAN COMM 4407 LORAIN AVE	CLEVELAND	OH	44113		
DONALD J. KRAMER, PHD	(b) (6)	DAYTON	OH	45420	\$153,390.00	
DOROTHY A. BRADFORD, MD	SEVERANCE MEDICAL BUILDING 5 SEVERANCE CIRCLE SUITE 815	CLEVELAND HEIGHTS	OH	44118		\$239,009.75
EULOGIO R SIOSON, MD	4200 WARRENSVILLE CTR RD, SOUTH POINTE-BLDG A #320	WARRENSVILLE HGTS	OH	44122		\$152,580.00
FAUST PSYCHOLOGICAL SERVICES	MICHAEL FAUST, PHD LUTHERAN HOSPITAL 1730 W. 25TH ST	CLEVELAND	OH	44113	\$191,298.00	
FORPSYCH	1019 DELTA AVE	CINCINNATI	OH	45208	\$1,069,048.00	
	6089 FRANTZ RD SUITE 102	DUBLIN	OH	43017		
	COSHOCTON COUNTY JOB AND FAMILY SERVICES	COSHOCTON	OH	43812		
	THE WESTGATE BUILDING, 3450 W. CENTRAL AVE., STE 334	TOLEDO	OH	43606		

	15711 MADISON AVE STE 102	LAKESWOOD	OH	44107		
	3063 W. ELM STREET	LIMA	OH	45805		
	200 PUTNAM ST STE 522	MARIETTA	OH	45750		
	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		
	1159 LYONS RD BLG E	CENTERVILLE	OH	45459		
	45 OLIVE STREET	GALLIPOLIS	OH	45631		
	717 FIFTH STREET	PORTSMOUTH	OH	45662		
	304 N SECOND ST	IRONTON	OH	45638		
	FAMILY ADDICTION COMM TREATMENT SVCS FACTS - NEW ALTERNATIVES 709 MAIN ST	JACKSON	OH	45640		
GEORGE O SCHULZ, PHD	2100 EAST HIGH ST. SUITE 110 (GOVERNOR'S MANOR)	SPRINGFIELD	OH	45505	\$180,290.00	
HERSCHEL PICKHOLTZ, ED.D	24100 CHAGRIN BLVD. SUITE 120	BEACHWOOD	OH	44122	\$173,663.00	
HUMAN DEVELOPMENT & COUNSELING	4792 MUNSON ST NW	CANTON	OH	44718	\$253,509.00	
	4792 MUNSON ST. NW	CANTON	OH	44718		
	4792 MUNSON ST NW	CANTON	OH	44718		
IMA	1690 WOODLANDS DR.	MAUMEE	OH	45537	\$330,798.00	\$334,583.75
	4269 PEARL RD. STE 102	CLEVELAND	OH	44109		
J. JOSEPH KONIECZNY, PHD	23811 CHAGRIN BLVD CHAGRIN PLAZA E STE LL70	BEACHWOOD	OH	44122	\$351,648.00	
	605 S TRIMBLE RD STE D	MANSFIELD	OH	44906		
JAMES C TANLEY, PHD	(b) (6)	TOLEDO	OH	43604	\$253,007.00	
	4041 N HIGH ST 300P	COLUMBUS	OH	43214		
	(b) (6)	DELAWARE	OH	43015		
	(b) (6)	CHILLICOTHE	OH	45601		
JESSICA TWEHUES, PSY.D	(b) (6)	CINCINNATI	OH	45255	\$181,243.00	
	1487 N. HIGH ST., SUITE 500	HILLSBORO	OH	45133		
	311 NILLES RD STE A	FAIRFIELD	OH	45014		
JOHN REECE, PSY.D	1110 MORSE RD STE 218	COLUMBUS	OH	43229	\$287,497.00	
	(b) (6)	MT VERNON	OH	43050		
	(b) (6)	NEWARK	OH	43055		
KATHERINE A MYERS, PSY.D	1502 UNIVERSITY BLVD., SUITE D	HAMILTON	OH	45011	\$206,523.00	
	RICHLAND BANK BUILDING, 3 N MAIN STREET SUITE 812	MANSFIELD	OH	44902		

LEE HOWARD AND ASSOCIATES	181 THURMAN AVE	COLUMBUS	OH	43206	\$169,920.00	
	OFFICE OF JOHN DETRAGLIA, MD 717 5TH STREET	PORTSMOUTH	OH	45662		
	25 WEST HARDING	SPRINGFIELD	OH	45504		
	601 UNDERWOOD ST	ZANESVILLE	OH	43701		
MARC E. MILLER, PH.D	(b) (6)	NEWARK	OH	43055	\$194,300.00	
	2680-B N COLUMBUS ST.	LANCASTER	OH	43130		
MARK HAMMERLY, PHD	640 LAKEVIEW PLAZA BLVD STE I	WORTHINGTON	OH	43085	\$197,763.00	
	(b) (6)	TOLEDO	OH	43604		
MED AND OCCUPATIONAL HEALTH	806 SIXTH STREET	PORTSMOUTH	OH	45662	\$980,363.50	
	FOLKE BLOCK BLDG 4TH FLOOR 14 S PAINT ST	CHILLICOTHE	OH	45601		
	2825 BURNET AVE, SUITE 304	CINCINNATI	OH	45219		
	1010 SUMMIT DRIVE	MIDDLETOWN	OH	45042		
MEDICAL EVALUATION SERVICES	83 N MILLER RD	AKRON	OH	44333	\$250,717.00	
MEDICAL EVALUATION SERVICES	3400 N HIGH STREET, 3RD FLOOR, SUITE 340	COLUMBUS	OH	43202	\$571,476.75	
NANCY SCHMIDTGOESSLING, PHD	(b) (6)	CINCINNATI	OH	45238	\$336,137.42	
	312 SOUTH BREIEL BLVD STE H	MIDDLETOWN	OH	45044		
NORMAN L. BERG, PHD	XAVIER HOUSE - SYCAMORE HOUSE 3818 WINDING WAY	CINCINNATI	OH	45207	\$180,117.00	
	ADAMS COUNTY REGIONAL MED CENTER 230 MEDICAL CENTER DRIVE	SEAMAN	OH	45679		
RICHARD C. HALAS, MA	26300 EUCLID AVE SUITE#716	EUCLID	OH	44132	\$220,432.00	
	(b) (6)	ASHTABULA	OH	44004		
RICHARD SEXTON, PHD	(b) (6)	CINCINNATI	OH	45208	\$213,211.00	
	(b) (6)	IRONTON	OH	45638		
SUDHIR DUBEY, PSY D	(b) (6)	NEWARK	OH	43055	\$324,881.00	
	(b) (6)	COLUMBUS	OH	43220		
	(b) (6)	MARION	OH	43302		
	(b) (6)	AKRON	OH	44319		
SUSHIL M SETHI, MD	(b) (6)	BOARDMAN	OH	44512	\$424,073.25	
	(b) (6)	MARIETTA	OH	45750		
	1221 S TRIMBLE RD STE B-1	MANSFIELD	OH	44907		
	830 W HIGH ST STE 108	LIMA	OH	45801		
	(b) (6)	ST. CLAIRSVILLE	OH	43950		
	5757 MONCLOVA RD SUITE # 1	MAUMEE	OH	43537		

T RODNEY SWEARINGEN	(b) (6)	MANSFIELD	OH	44906	\$283,672.00	
	(b) (6)	MT VERNON	OH	43050		
	14 SOUTH PAINT ST STE 19	CHILLICOTHE	OH	45601		
	6877 N HIGH ST STE 305	COLUMBUS	OH	43085		
	(b) (6)	ATHENS	OH	45701		
	125 EXECUTIVE DR STE 201	MARION	OH	43302		
	6877 N HIGH ST STE 305	COLUMBUS	OH	43085		
THE SPEECH AND LANGUAGE PATH	300 E. BUSINESS WAY SUITE 200 SUMMIT WOODS CORPORATE CENTER	CINCINNATI	OH	45241	\$190,381.00	
	C/O STEUBENVILLE PUBLIC LIBRARY 4141 MALL DR. LOWER LEVEL - CONFERENCE ROOM	STEUBENVILLE	OH	43952		
	109 NORTH BROAD STREET SUITE 300 THIRD FLOOR	LANCASTER	OH	43130		
	4807 ROCKSIDE RD. SUITE 400	INDEPENDENCE	OH	44131		
	7100 N. HIGH ST. SUITE 203	COLUMBUS	OH	43085		
	THE PORTSMOUTH PUBLIC LIBRARY 1220 GALLIA ST	PORTSMOUTH	OH	45662		
	70 BIRCH ALLEY SUITE 240 BUILDING B	BEAVERCREEK	OH	45440		
THOMAS M. EVANS, PHD	35590 CENTER RIDGE RD STE 102	NORTH RIDGEVILLE	OH	44039	\$168,875.00	
	(b) (6)	MILAN	OH	44846		
TRI STATE OCCUPATIONAL	EASTSIDE URGENT CARE 872 OHIO PIKE	CINCINNATI	OH	45245	\$848,813.00	
	1649 BRICE RD STE B	REYNOLDSBURG	OH	43068		
	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		
	5510 PEARL ROAD SUITE 205	CLEVELAND	OH	44129		
	CCMH DOCTOR'S CLINIC 1523 WALNUT STREET	COSHOCTON	OH	43812		
	3 ROSEMAR CIRCLE SUITE C	PARKERSBURG	WV	26104		
	400 E STATE ST	ATHENS	OH	45701		
	4126 N HOLLAND-SYLVANIA RD STE 100	TOLEDO	OH	43623		
	MARION AREA HEALTH CENTER 1050 DELAWARE AVENUE	MARION	OH	43302		

	47 STATE STREET	STRUTHERS	OH	44471		
	872 OHIO PIKE	CINCINNATI	OH	45245		
Sub- total					\$6,506,425.42	\$4,681,043.00
Total					\$11,188,478.42	

**Oklahoma Disability Determination Services (DDS)
Professional Relations Office (PR)
Consultative Examination (CE) Oversight/Management Report
Fiscal year 2013**

1. Oklahoma DDS procedures to resolve complaints:

A new electronic PR Database in Access was developed last year for staff to make all referrals to PR such as 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 completed. 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. Staff may access all active referrals 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 47 CE providers were completed by Oklahoma DDS PR staff: Reviews listed by clinic name have more than one CE provider at the clinic.

Applied Medical Professions
 Midwest CES
 Dr. Sameer Zafar
 Dr. Marguerite Langille-Hoppe
 Dr. Randy Terrell
 Dr. Robert Cortner
 Dr. Darryl Lynch
 QTC-Lawton
 Midwest Health Associates
 Dr. J'Dene Rogers
 Dr. Thomas Johnston
 Dr. Ronald Schatzman
 Dr. Beth Jeffries
 Dr. William Cooper
 Dr. Shalom Palacio-Hollman
 Dr. William Grubb
 Dr. Brian Snider
 Dr. Jeri Fritz
 Dr. Jerry First
 Dr. Paul Thomas
 Quality Clinic
 Dr. Poyner Choctaw Oklahoma
 Dr. Akram Abraham
 Dr. Emmanuel Barias
 Dr. Martin Bautista
 Dr. Jerry Patton
 Dr. Trey Carlisle
 Family Vision Center Lawton Ok
 Dr Laurie Clemens
 Dr Stephen Close
 Dr Sara Coats

Dr Robert Danaher
Dr Richard Kahoe
Dr Kenny Paris
Dr Robert Schlottman
Dr Eddie Scott
Dr Melinda Shaver
Dr Susan Simmons
Dana McCoy SLP
Erin Ramsey SLP
Deanna Severson SLP
Dr Paul Calliccoat
Dr Stewart Katz
Dr Kristi Bratkovich
Dr Michael Gomez
Dr Dana Foley
Dr Ursula Bowling

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
- 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
- Midwest CES – 1101 Wade Watts Ave McAlester, OK 74501

CE providers who have an annual billing of \$100,000.00 or more to the Social Security disability program:

- Midtown Medical Associates, 3023B South Harvard, Tulsa, OK 74135
- Quality Medical Clinic, 8241 S Walker, OKC, OK 73139
- Larry Vaught PhD, (b) (6), Tulsa, OK 74105
- Terry Kilgore MD, (b) (6), Paris, TX 75460
- Keith Green PhD, (b) (6), OKC, OK 73112
- Moore Counseling Center, 604 S Classen Ave, Moore, OK 73160
- Alden Clinical Evaluation Services, 300 East Elm, El Reno, OK 73036
- Gail Poyner PhD (b) (6), OK 73020
- Kathleen Ward PhD, (b) (6), McAlester, OK 74501
- Applied Medical Professions, 1005 S Main, McAlester, OK 74501
- Theresa Horton PhD, (b) (6), Poteau, OK 74953
- Midwest Health Associates, 800 Rolling Hills Lane, Ada, OK 74820
- Sooner Medical Services, 8241 S Walker, OKC, OK 73139
- Julie Wallace PhD, (b) (6), OKC, OK 73116

4. CE panelists:

a. The number of current CE providers on the panel for Oklahoma is 289.

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. A check of the license and federal exclusion list is performed bi-annually.

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. ERE orientation and training is given to all new providers.

Exhibiting at Medical Conventions

08/2013 – NADE National Conference 2013 – PRO Breakout Session

10/2012 – DRS Expo 2012

Joint Action with Regional Public Affairs Offices

10/11-12/2012 – Sooner Stand Down – OKC VA

Presentations

10/05/2012 - ODMHSAS Conference – Panel Discussion

1/10/2013 - VR/VS Academy

2/7-8/2013 - SOAR – Lawton

3/7-8/2013 - SOAR- OKC

4/3/2013 - Disability Awareness Day

4/26/2013 - Ponca Stand Down (Veterans and Native Americans)

5/17/2013 - Lawton Stand Down (Native American and Veterans)

6/27/2013 - Shawnee VA/Native American Tribal Stand Down

9/12-13/2013 -SOAR-Tulsa

Memo:

To: (b) (6), DPA / PRC Region X
Cc: (b) (6), MC & PRO Manager
From: (b) (6) and (b) (6), Professional Relations Officers, Oregon DDS
Subject: DDS Annual Consultative Examination (CE) Oversight Report for **Fiscal Year (FY) 2013**
Date: October 2013

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:**

The Oregon PRO's receive complaints/concerns from people such as DDS MC's, DA's, Claimant's, Claimant Representatives, MER 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 **1,196** referrals for assistance in FY 2012 and **1,679** referrals in FY 2011. This was approximately a 71% decrease from FY 2012. We attribute some of the decrease in referrals to the introduction of new technologies such as HIT, which has reduced some of the follow-up on outstanding records or the need for consultative exams. However, HIT is now something new that generates a need to follow up and track as issues arise. I would say there is far more success from using HIT versus the issues it creates. I have spoken with Analysts who say it has been very useful to get updated records instantly without the delays of sending a traditional request or ordering an exam. The PRO continues to see fewer problems with DOD MER, rejections of e-827, HIPAA issues, etc. The complaint trends are much the same as those most commonly reported in FY 2013, although there has been a change in the order of the issues.

The main areas of concern (in order of frequency received) were:

- a) Late or inadequate CE reports which needed an addendum.
- b) Assistance to ODAR regarding specific exam questions or follow up.
- c) Late response to request for medical information or refusal to accept the electronic 827.
- d) Assistance on Congressional Inquiries.
- e) Pre-payment requests from vendors in Oregon and outside the state. Oregon Administrative Rule prohibits pre-payment for services. (OAR 411-200-0010 through 0040).
- f) Bedside manner complaints for consultative exam providers.

2) **Provide a list of the onsite reviews of CE Providers completed by the DDS:**

Oregon DDS conducted **76** onsite reviews of CE providers in this FY 2013. (See table, next page.)

Brooks, Allen (b) (6)	French, John A. (b) (6)	Krishnamurthy, Barath (b) (6)	Adler, John (b) (6) No Fax	Janselewitz, Steve J. (b) (6)
Smolen, Gale W. (b) (6)	Hook, James D. (b) (6)	Leichman, Joshua G. (b) (6)	Huggins, Stephen M. (b) (6)	Wicher, Donna (b) (6)
South, Susan (b) (6)	Truong, Steve D. Xuan (b) (6)	McManama, Gerald P. (b) (6)	Tongue, Christopher K (b) (6)	Kemp, Jonathon R. (b) (6)
Lees, John (b) (6)	Berzins, John (b) (6)	Roseborough, Glen S. (b) (6)	Bates-Smith, Karen (b) (6)	Kim, Shane K. (b) (6)
Madsen, Bruce (b) (6)	East, Marcus A. (b) (6)	Stiles, William, Keith (b) (6)	Kaper, Scott F. (b) (6)	MDSI: Portland P 800 548-9092 F 888-800-5900
Bottomley, Susan (b) (6)	Lapour, Ryan W. (b) (6)	Thompson, Kevin H. (b) (6)	Wicher, Donna (b) (6)	Saulson, Roger M. (b) (6)
Doughman, David J. (b) (6)	Sornson, E. Theodore (b) (6)	Wasenmiller, James E. (b) (6)	Mours, James (b) (6)	Thompson, Clark R. (b) (6)
Lahman, Frank G. (b) (6)	Tibolt, Robert Earl (b) (6)	Dietlein, Nick R. (b) (6)	Johnston, Shawn, A. (b) (6)	Brumbaugh, Raymond (b) (6)
Lewis, Todd J. (b) (6)	Allan, Joseph (b) (6)	Kruger, Robert A. (b) (6)	Calkins, Roderick P. (b) (6)	Scharf, Daniel L (b) (6)
Smyth, Douglas (b) (6)	Bell, Lisa (b) (6)	Lace, James K. (b) (6)	Cole, Gregory A. (b) (6)	Barsukov, Sergiv (b) (6)
Gostnell, David R. (b) (6)	Donovan, John (b) (6)	MDSI: Salem P 800 548-9092 F 888-800-5900	Starbird, Jane (b) (6)	Skarada, Douglas (b) (6)
Nolan, Raymond P. (b) (6)	Johnson, Bruce C. (b) (6)	Krishnamurthy, Barath (b) (6)	Dooley, Tom M. (b) (6)	Blake, Eric (b) (6)
Barsukov, Sergiv (b) (6)	Miyake, Crystal (b) (6)	Pitchford, Leslie (b) (6)	Duvall, Ronald D. (b) (6)	
Ellison, John H. (b) (6) F same as phone	Mwangi, Courtney (b) (6)	Stoltzfus, Paul, S. (b) (6)	Cogburn, Robinann (b) (6)	
Borman, Timothy (b) (6)	Palmateer, Nadine (b) (6)	Kessler, Ben (b) (6) No Fax	Ramsthal, Donald D. (b) (6)	
Denton, Samuel J. (b) (6)	Peterson, Diana (b) (6)	Shields, Thomas B (b) (6)	Harris, James E. (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 for each branch:**

Oregon is a centralized DDS. Identified below are the top six CE Providers. MDSI is the top provider and Dr. Kruger is the sixth highest paid provider.

<p>(1) Medical Dental Staffing INC (MDSI) 1400 Executive Parkway, STE 425 Eugene, OR 97401 P: 800-548-9092, Fax: 888-800-5900 (b) (6)</p> <p>Approximately 3,232 combined physical and psychological exams and earned \$737,149.</p> <p>*Contract provider with offices in Portland, Salem, Eugene and Medford.</p>	<p>(2) Gregory Cole, PhD Vocational Rehabilitation BLDG 119 NE 4th ST, STE 1 Newport, OR 9765 (b) (6) (b) (6)</p> <p>Approximately 603 psychological exams and earned \$213,461.</p> <p>*Non-Contract provider with offices in McMinnville, Roseburg, Klamath Falls, Medford, Portland and Newport.</p>	<p>(3) Michael Henderson, MD (b) (6) Pendleton OR 97801 (b) (6)</p> <p>Approximately 735 physical exams and earned \$178,578.</p> <p>*Non-Contract provider with offices in Bend, Pendleton and Klamath Falls.</p>
<p>(4) John Ellison, MD (b) (6) Lincoln City, OR 97366-7000 (b) (6)</p> <p>Approximately 470 physical exams and earned \$117,951.</p> <p>*Non-Contract provider with offices in Lincoln City, Hillsboro, Portland and Salem.</p>	<p>(5) Daniel Scharf, PhD 10260 SW Greenburg RD, STE 400 Portland, OR 97223 (b) (6)</p> <p>Approximately 289 psychological exams and earned \$103,488.</p> <p>*Non-Contract provider with one office in Portland.</p>	<p>(6) Robert Kruger, PhD 2367 STATE ST STE 100 Salem OR 97301 (b) (6) (b) (6)</p> <p>Approximately 274 psychological exams and earned \$95,168.</p> <p>*Non-Contract provider with one office in Salem.</p>

4) **For CE panels:**

a) **List the number of current CE Providers on the panel:**

Oregon DDS counted 566 providers as of September 2012 and **570** for FY13. This is essentially unchanged from the last FY.

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 as we add providers and on a monthly basis.

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, is properly and actively licensed. The PRO will also review the OIG sanction list for each support person. 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):**

Oregon Administrative Rule 411-200 Rates of Payment notes the OR DDS MER fee schedule. There were no changes in MER reimbursement in FY 2013. Oregon Administrative Rule is the basis for the OR DDS Fee Schedule and updates the fee schedule annually. The last update to the Oregon Workers' Compensation fees, and thus the Oregon DDS fees, occurred in July 2013. The OR DDS will be moving to a fee schedule based on Medicare/Medicaid rates in the early part of FY 2014.

Oregon 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 currently have approximately **28** providers conducting physical and psychological exams. They had 40 doctors doing physical and psychological exams in FY 2012. The OR DDS will be discontinuing formal contracts when it moves to the new fee schedule since we will be using Medicare / Medicaid rates. This change is expected to be even more cost effective for Oregon.

Oregon DDS implemented major changes to the internal CE fee guide in 2012. (This carried over into FY 2013). In FY 2012, physical examinations changed from a 60-minute to a 40-minute 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:**

Each request for medical records contains information about ERE/eOR. The PRO attended conferences and set up displays highlighting electronic records. They distribute ERE pamphlets and fielded questions about ERE/eOR or other program related questions. The PRO also called, faxed letters and sent Emails to MER Vendors who mail, fax or send CD's. PRO encouraged the vendor to use the ERE. PRO added **97** ERE and/or EOR accounts in FY 2013. Oregon PRO included eOR/ERE articles in the new Oregon DDS News and Notes e-Newsletter in FY 2013.

b) **Exhibiting at medical conventions:**

Oregon Professional Relations Officers increased program visibility by attending conferences for

- *Oregon Geriatrics Society (OGS)*
- *Oregon Chapter of American College of Physicians Scientific Meeting (ACP)*
- *The Osteopathic Physicians & Surgeons of OR (OPSO)*
- *Oregon Health Information Management Association (OrHiMA)*

c) **Joint Actions with Regional public affairs offices, etc:**

The Oregon PRO did not participate in any joint presentations including those done in the past with the Public Affairs Specialist.



FEE CEILING
LETTER, ADMINISTR/Oversight Report Lice



Annual DDS

Annual DDS Oversight Report Licensure Verification Check Sheet.

Fiscal Year 10/2012 to 09/2013

(Reference DI 39569.300 DDS Requirements for Ensuring Proper Licensure of Consultative Examination Providers)

- 1) Column **one** provides the name of the provider and their phone and fax number. It may also contain an alternate contact number.
- 2) Column two provides the license number. The word "**none**" indicates the provider has no sanctions. The word "**yes**" indicates that the provider received a sanction(s) at one point in their career. The providers noted below have old board orders and do not impact their ability to perform exams for the DDS.
- 3) Column **three** indicates the expiration date of the providers license.
- 4) Column **four** provides a code used strictly by the PRO to group providers according to the city they work in and the office/work group they are associated with.
- 5) Column **five** lists the month and year of the last on-site visit to the providers office. The PRO does not travel out of state and so "**N/A**" is written in that column for providers not located in Oregon.
- 6) Column **six** lists the providers business/group name or the name of the building they are located in.
- 7) Column seven lists the providers email address and their business address. This column may also list an alternate email address, contact sources/office manager, etc.
- 8) **BLOCK**: This symbol indicates the provider has a set block of time/days that they do exams.
- 9) **ERE** or **EOR**: This symbol indicates the provider uploads using **ERE** or both upload and receive referrals via **EOR**.

1-Name / Contact Numbers	2-License # and Sanctions	3-Expiration Date	4-Grouping / City	5-On Site	6-Business Name	7-Email Address / Business Address
Adams, Brian P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	02/08/14	FLV1 Longview	N/A	NW PSY Resources	(b) (6) 945 11TH AV STE B, 98632
Adams, Wendi EOR	(b) (6)	05/31/15	LPS1 Portland	07/11		(b) (6) 516 SE Morrison ST STE 710, 97214
Adler, John	(b) (6)	06/30/14	IGS1 Gresham	08/13		(b) (6) 510 NE ROBERTS AVE STE 330, 97030
Aguilera, Karen 877-226-1048 P 503- 226-1048 F 503- 226-1049	(b) (6)	01/30/14	LPW1 Portland	07/11	OR SCOTTISH RITE CLINIC / Kid Talk OR	(b) (6) 5125 SW MACADAM AV, STE 200, 97239 (b) (6)
Allan, Joseph P 503- 581-1567 F 503- 399-1229	(b) (6)	12/31/13	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Bailie-Johnson, Valerie J. P 541-389-6313 F 541-389-8760	(b) (6)	12/31/13	CBN1 Bend	10/11	Central Oregon Pediatric Assoc.	(b) (6) 2200 NE PROFESSIONAL CT, 97701
Barnes-Perrin, Kristie	(b) (6)	01/30/14	AML1 Middleton	N/A		(b) (6) Middleton, ID 83644
Barrus, Loren R. P 541-779-2020 F 541-770-6838	(b) (6)	12/31/13	ME1 Medford	10/10	Cataract Laser Inst. of Southern OR	www.medforeyedoctors.com 1408 E BARNETT, 97504 800-637-0700
Barsukov, Sergiv Block EOR P 503-930-2065 F 503-538-3174	(b) (6)	08/31/14	BS1 Salem	06/13	Intercultural CTR for Psychology	iilpservices@gmail.com 161 HIGH ST SE STE 231 97301
Barsukov, Sergiv Block EOR P 503- 581-1567 F 503- 523-2193	(b) (6)	08/31/14	BNE1 Newberg	08/13	Intercultural CTR for Psychology	iilpservices@gmail.com 710C Foothills Drive, STE 104, 97132
Bartol, Geoffrey H. Block EOR	(b) (6)	04/30/15	CBN2 Bend	10/11		(b) (6) Bend, OR 97701
Bates-Smith, Karen Block EOR	(b) (6)	02/28/15	JCL1 Clackamas	08/13		(b) (6) 10121 SE SUNNYSIDE RD ST 300, 97015
Becker, Jillian J.	(b) (6)	01/30/14	LPW6 Portland	02/12	OHSU Cochlear Implant Program	(b) (6) 3181 SW SAM JACKSON PARK RD STE 250, 818 COMMERCIAL ST STE 309, 97103
Bee, Heather A. ERE	(b) (6)	12/31/14	FAT1 Astoria	03/12		(b) (6) , 97403
Beickel, Sharon	(b) (6)	03/31/15	E1 Eugene	06/12		(b) (6) 975 WILLAGILLESPIE STE 200, 97401
Belcher, Paula M. Block EOR	(b) (6)	06/30/15	E2 Eugene	06/12		(b) (6) 975 WILLAGILLESPIE STE 200, 97401
Bell, Lisa P 503- 581-1567 F 503- 399-1229	(b) (6)	01/30/14	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302

Berzins, John P 503- 581-5287 F 503- 588-6843	(b) (6)	12/31/13	B55 Salem	06/13	Medical CTR Eye Clinic	(b) (6) 655 MEDICAL CENTER DR NE, 97301
Birney, Daryl ERE	(b) (6)	11/30/14	FAT2 Astoria	03/12		(b) (6) 20 Basin ST STE 208, 97103
Biss, Wendy J. P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	05/29/14	FLV1 Longview	N/A	NW PSY Resources	(b) (6) 945 11TH AV STE B, 98632
Blake, Eric P 503 561-5976 F 503 561-4912	(b) (6)	12/31/13	BS4 Salem	06/13	Salem Rehabilitation	(b) (6) 3624 RIVER ROAD N
Blasco, Peter P 503-494-8086 F 503- 494-4447	(b) (6)	12/31/13	LPW4 Portland	02/12	OHSU / CDRC Doernbecher	(b) (6) 700 SW CAMPUS DR 7TH FL, 97201
Bock, Benjamin R. P 541-346-2608 F 541-346-5844	(b) (6)	07/31/15	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18TH ST, 97207
Bohmbach, Genessa M. P 541-667-3635 F 541-667 3646	(b) (6)	01/30/14	DHE1 Hermiston	10/11	Good Shepherd HC / Med CTR	(b) (6) 610 NW 11TH ST Hermiston, OR 97838
Bolyard, Loretta P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	03/13/17	FLV1 Longview	N/A	NW PSY Resources	(b) (6) 945 11TH AV STE B, 98632
Bolyard, Loretta P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	12/16/13	BSb Salem	TBD	NW Psy. Resources *Temporary License	(b) (6) 945 11TH AV STE B, 98632
Borden, James P 503- 241-9593 F 503- 226-3539	(b) (6)	12/31/13	LPN1 Portland	07/12	OR WELLNESS CLINIC	jimb@oregonwellness.com 2222 NW LOVEJOY, STE 422, 97210
Borman, Timothy	(b) (6)	12/31/13	BS2 Salem	06/13		(b) (6) 700 BELLEVUE ST SE STE 260, 97301
Bottomley, Susan P 541-757-7269 F 541- 757-7465	(b) (6)	05/31/14	BCR1 Corvallis	06/13	Rehabilitative Associates NW	(b) (6) 2211 NW PROFESSIONAL DR, STE 100, 97330
Brawner, Lorrie P 541-789-5534 F 541-789-4522	(b) (6)	03/31/14	ME2 Medford	10/10	Rogue Valley Med CTR Asante Ped.	(b) (6) 2825 E Barnett RD, Medford, OR 97504
Brischetto, Cheryl S. Block	(b) (6)	08/31/15	IBE6 Portland	10/11		(b) (6) 1815 SW MARLOW STE 110, 97225
Brooks, Allen P 541- 928-2965 F 541 917-3778	(b) (6)	12/31/13	BA1 Albany	06/13	Piercey Neurology LLC	(b) (6) 1086 SW 7TH AVE STE 202, 97321
Brown, Mary P 541-389-6313 F 541-389-8760	(b) (6)	12/31/13	CBN1 Bend	10/11	Central Oregon Pediatric Assoc.	(b) (6) 2200 NE PROFESSIONAL CT, 97701
Brumbaugh, Raymond P 503 561-5976 F 503 561-4912	(b) (6)	12/31/13	BS4 Salem	06/13	Salem Rehabilitation	(b) (6) 3624 RIVER ROAD N
Bucholz, Gary P 541-706-5461 F 541-706-9282	(b) (6)	12/31/13	CBN3 Bend	10/11	Pilot Butte Medical Center	(b) (6) 2275 NE DOCTORS DR, 97701
Bury, Charles P 541-883-8134 F 541-883-1510	(b) (6)	12/31/13	KF1 Klamath Falls	10/10	Klamath Family Practice 97601	(b) (6) 2300 CLAIRMONT AVE
Calkins, Roderick P. Block P 503- 288-4558 F 503- 288-4558	(b) (6)	05/31/14	LPE1 Portland	08/13	PORTLAND PSY. CLINIC	(b) (6) 2154 NE BROADWAY STE 110, 97232
Carroll, Kyra P 541-346-2608 F 541-346-5844	(b) (6)	01/30/14	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18TH ST, 97207
Chambers, David W. P 541-779-7331 F 541-779-3522	(b) (6)	12/31/13	ME3 Medford	10/10	OR ENT CTR (800) 637-0700	(b) (6) 920 ROYAL AVE & 1170 ROYAL AVE, 97504
Clausel, Jeff	(b) (6)	09/30/15	DBC1 Baker City	10/11	The Baker Tower	jlcphd@eoni.com 1705 Main St STE 501, 97814
Clausel, Jeff P 541-523-5469 F 541-523-5510	(b) (6)	09/30/15	DBC4 Baker City	10/11	SPD (b) (6)	jlcphd@eoni.com (b) (6) 3165 10th Street, STE 400, 97814
Clausen, Logan T. P 541-389-6313 F 541-389-8760	(b) (6)	12/31/13	CBN1 Bend	10/11	Central Oregon Pediatric Assoc.	(b) (6) 2200 NE PROFESSIONAL CT, 97701
Cogburn, Robinann	(b) (6)	04/30/14	TK1 Lake Oswego	08/13		(b) (6) 5 CENTERPOINT DR STE 400, 97035
Cole, Greg A.	(b) (6)	08/31/14	BMC1 McMinnville	06/13		(b) (6) 97128
Cole, Greg A. P 541-265-7843 F 541-265-3652	(b) (6)	08/31/14	GNW1 Newport		Newport OVRS Contact: (b) (6)	(b) (6) 119 NE 4th St. STE 1, 97365-3133
Cole, Greg A.	(b) (6)	08/31/14	ME4 Medford	10/10		(b) (6) Medford, OR 97504
Cole, Greg A. Block P 503- 472-5225 F 503- 472-5025	(b) (6)	08/31/14	RO1 Roseburg	09/12	Senior & People w/Dis.	(b) (6) 251 NE GARDEN VALLEY BLVD, 97470
Cole, Gregory A. Block	(b) (6)	08/31/14	LPE2 Portland	08/13		(b) (6) , 97232
Condon, Stephen P 541-278-4123 F 541-278-4123	(b) (6)	02/28/15	DP1 Pendleton	10/11	Office Manager is (b) (6)	(b) (6) 146 S MAIN ST STE 219, 97801
Constanza-Smith, Amy Block P 503-494-8086 F 503- 494-4447	(b) (6)	01/30/14	LPW4 Portland	02/12	OHSU / CDRC Doernbecher	(b) (6) 700 SW CAMPUS DR 7TH FL, 97201
Davis, James E. ERE P 541-523-6428 F 541-523-4713	(b) (6)	12/31/13	DBC2 Baker City	10/11	OM: (b) (6)	(b) (6) 97814

Davol, Howard G. [REDACTED]	(b) (6)	12/31/13	ME5 Medford	10/10		(b) (6) 97504
Deatherage, Mark F. P 541-474-5533 F 541-476-2380	(b) (6)	12/31/13	GR1 Grants Pass	10/10	Grants Pass Surgical Association	(b) (6) 1600 NW 6 TH NORTH STE, OR 97526
DeFrank, Mary P 503-640-3708 P 503-648-5484 F 503-693-0441	(b) (6)	12/31/13	IHI1 Hillsboro	05/11	HILLSBORO EYE CLINIC PC	(b) (6) 512 E MAIN ST & 18650 NW Cornell Rd, STE 112
Dehaan-Sullivan, R. [REDACTED] ERE	(b) (6)	05/31/14	ME6 Medford	10/10		(b) (6) 97501
Deitz, Michael E. P 541-276-3213 F 541-564-8744	(b) (6)	12/31/13	DP2 Pendleton	10/11	Office Manager is (b) (6)	(b) (6) 97801
Demmig, Jason Bend Opthomol. P 541-389-3166 F 541-389- 9817	(b) (6)	12/31/13	CBN3 Bend	10/11	info@bendophthal mology.com	(b) (6) 2275 NE DOCTORS DR #6, 97701
Denton, Samuel J. P 503 364-3321 F 503 364-4594	(b) (6)	12/31/13	BS3 Salem	06/13	DERMATOLOGY CLINIC PC	info@salemdermatology.com 2441 GREER NE Salem, OR 97301
DeWitt, Richard P 541-789-5534 F 541-789-4522	(b) (6)	01/30/14	ME2 Medford	10/10	Rogue Valley Med CTR Asante Ped.	(b) (6) 2825 E Barnett RD, Medford, OR 97504
Dickinson, Mercedes P 541- 608-3878 F 541- 608-3880	(b) (6)	01/31/15	RO2 Roseburg	09/12	SOUTHERN OREGON	(b) (6) 2510 NW EDENBOWER STE 152 97471
Dietlein, Nick R. P 503- 569-6055 F 503- 566-9864	(b) (6)	10/31/14	BS9 Salem	06/13	MID VALLEY COUNSELING	(b) (6) 2601 25 TH ST SE STE 420 97302
Doke, Jerry D. (b) (6)	(b) (6)	06/18/14	ABO1 Boise, ID	N/A		(b) (6) 10448 Graverdale Ct, STE 612, 83704
Donovan, John P 503- 581-1567 F 503- 399-1229	(b) (6)	12/31/13	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Dooley, Tom P360-513-7398 F 360-260-9777	(b) (6)	11/22/16	V1 Vancouver	N/A	Cascade Executive Suites	(b) (6) 237 NE CHKALOV DR, 98684
Dooley, Tom M. P 360-513-7398 F 360- 513-7398	(b) (6)	11/22/14	LPE3 Portland	08/13	East Side PSY PDX Obgyn	(b) (6) 3324 NE 56 th Ave, Portland OR 97213
Doughman, David J. P 541-757-7269 F 541- 757-7465	(b) (6)	03/31/14	BCR1 Corvallis	06/13	Rehabilitative Associates NW	(b) (6) 2211 NW PROFESSIONAL DR, STE 100, 97330
Du Brey, Louis A. P 541-884-3725 F 541-885-5466	(b) (6)	01/30/14	KF2 Klamath Falls	10/10	Basin Audiology	(b) (6) 2613 Almond, 97601
Dudley, Kenneth C. P (541) 523-4715 (541)	(b) (6)	12/31/13	DLA3 La Grande	10/11	DHS Building	(b) (6) 1607 Gekeler Lane, 97850
Dudley, Kenneth C. ERE P 541-523-4715 F 541-523-2628	(b) (6)	12/31/13	DBC1 Baker City	10/11	The Baker Tower	(b) (6) 1705 Main ST STE 501, 97814
Duvall, Ronald D. [REDACTED]	(b) (6)	08/31/15	LPE4 Portland	08/13		(b) (6) 97211
East, Marcus A. P 503- 581-5287 F 503- 588-6843	(b) (6)	12/31/13	BS5 Salem	06/13	Medical CTR Eye Clinic	(b) (6) 655 MEDICAL CENTER DR NE, 97301
Eckstein, Judith P 541- 673-985 (b) (6) F 541- 673-8060	(b) (6)	05/31/15	RO3 Roseburg	09/12	Valley View Counseling 97470	(b) (6) valleyview@mcsi.net 1652 NW HUGHWOOD CT,
Eisert, Debra P 541-346-2608 F 541-346-5844	(b) (6)	11/30/14	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Ellison, John Block P503- 647-5506 F same as phone	(b) (6)	12/31/13	LPS2 Portland	07/11	Sellwood Medical Clinic	(b) (6) 8332 SE 13 th AVE, 97202 (b) (6)
Ellison, John H. Block P503- 647-5506 F same as phone	(b) (6)	12/31/13	BS1 Salem	06/13	Exam Works Cli. (b) (6)	(b) (6) 698 12th Street SE, Suite 144, 97301
Ellison, John H. Block EOR P503- 647-5506 F same as phone	(b) (6)	12/31/13	GLN1 Lincoln City	04/13	Costal Health Practice	(b) (6) 3015 W DEVILS LAKE RD, 97366-7000
Ethel-King, Patrick P 503-352-0240 F 503-352-0342	(b) (6)	07/31/14	IBE1 Beaverton	05/11	New Horizons Wellness Service	NHWS1@netzero.net (b) (6) 9400 SW Beaverton Hillsdale Hwy, STE 210
Evans, David V. P 541-475-3874 F 541-475-3872	(b) (6)	12/31/13	CMA1 Madras	10/11	Madras Medical Group PC	(b) (6) 76 NE 12 TH ST, 97741
Evans, John P 541-963-1437 F 541- 963-1476	(b) (6)	01/30/14	DLA1 La Grande	10/11	GRANDE RONDE Hosp.	(b) (6) 900 SUNSET DR La Grande, OR 97850
Fackenthall, John A [REDACTED]	(b) (6)	01/08/16	DW1 Walla Walla,	N/A		(b) (6)
Fay, Mark T. P 541-884-3148 F 541- 883-3373	(b) (6)	12/31/13	KF3 Klamath Falls	10/10	Klamath Eye Center	(b) (6) 2640 BIEHN STREET, 97601
Felton-Sheldon, M P 541-267-5221 F 541- 267-5222	(b) (6)	01/30/14	HCO1 Coos Bay	03/12	Sheldon Med / SW Rehabilitation	(b) (6) 490 N 2 nd , STE C, Coos Bay, OR 97420
Flaming, Michael B. P 503- 488-2400 F 503- 231-0121	(b) (6)	12/31/13	LPE7 Portland	07/12	The Oregon Clinic- ENT PLAZA	(b) (6) 5050 NE HOYT, STE 655, 97213
Fleming, Mark D. P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
Ford, Charles R. P 541-298-5563 F 541-298-7746	(b) (6)	12/31/13	DTD1 The Dalles	10/11	COLUMBIA GORGE ENT	(b) (6) 1815 E 19 TH ST, STE 1, 97058

Foster, Matthew C. P 541-475-3874 F 541-475-3872	MD156107 None	12/31/13	CMA1 Madras	10/11	Madras Medical Group PC	(b) (6) 76 NE 12 TH ST, 97741
Foutz, Steven	(b) (6)	12/31/13	GR2 Grants Pass	10/10		(b) (6) Grants Pass OR, 97526
Fowler, Jennifer, AuD/CCC	(b) (6)	01/30/14	LPW6 Portland	02/12	OHSU Cochlear Implant Program	(b) (6) 3181 SW SAM JACKSON PARK RD STE 250,
Fox, Alicia P 541-389-8201 F 541-389-3201	(b) (6)	01/30/14	CBN5 Bend	10/11	Scottish Rite Clinic KID TALK	(b) (6)
French, John A. P 503 561-5976 F 503 561-4912	(b) (6)	12/31/13	BS4 Salem	06/13	Salem Rehabilitation	(b) (6) 3624 RIVER ROAD N
Friess, Christian C. P 541-382-3100 F 541-385-4935	(b) (6)	12/31/13	CBN6 Bend	10/11	Central OR ENT Clinic	(b) (6) 2450 NE MARY ROSE PLACE #120, 97701
Gallivan, Ryan P. P 541-382-3100 F 541-385-4935	(b) (6)	12/31/13	CBN6 Bend	10/11	Central OR ENT Clinic	(b) (6) 2450 NE MARY ROSE PLACE #120, 97701
Ganz, Candace K. Block P 503-494-8086 F 503- 494-4447	(b) (6)	01/30/14	LPW4 Portland	02/12	OHSU / CDRC Doernbecher	(b) (6) 700 SW CAMPUS DR 7 TH FL, 97201
Gard, Timothy L. P 503-640-3708 P 503-648-5484 F 503-693-0441	(b) (6)	12/31/13	IHI1 Hillsboro	05/11	HILLSBORO EYE CLINIC PC	(b) (6) 512 E MAIN ST & 18650 NW Cornell Rd, STE 112
Geer, Ashley P 541-267-5221 F 541- 267-5222	(b) (6)	01/20/14	HCO1 Coos Bay	03/12	Sheldon Med / SW Rehabilitation	(b) (6) 490 N 2 ND , STE C, Coos Bay, OR 97420
Gibby-Smith, Barbara	(b) (6)	12/31/13	FG1 Forest Grove	05/11		(b) (6) 1911 MT VIEW LN STE 500, 97116
Gilbert, Jane P 541-756-2584 F 541-756-5783	(b) (6)	12/31/13	HNBS North Bend	03/12	BAY EYE CLINIC	(b) (6) 3585 BROADWAY, 97459
Glassman, Anthony L. Block P 541-677-6013 F 541-677-6028	(b) (6)	12/31/13	RO4 Roseburg	09/12	UMPQUA MEDICAL GROUP	(b) (6) 1813 W HARVARD STE 230, 97471-8708
Goins, Chad R. P 503-640-3708 P 503-648-5484 F 503-693-0441	(b) (6)	12/31/13	IHI1 Hillsboro	05/11	HILLSBORO EYE CLINIC PC	(b) (6) 512 E MAIN ST & 18650 NW Cornell Rd, STE 112
Gonzalez, Sandra M. P 503-228-0939 F same as phone	(b) (6)	06/30/15	LPW2 Portland	07/12	Mayer Building	(b) (6) 1130 SW MORRISON ST STE 414, 97205
Goodale, Kimberly P 503-684- 7246 F 503-624-0724	(b) (6)	06/30/14	IBE2 Beaverton	05/11	NWOMC, NW Occu. Med CTR	(b) (6) 9400 SW BEAV-HILLSDALE HY STE 205
Gostnell, David R. Block	(b) (6)	11/30/13	LPE2 Portland	08/13		(b) (6) , 97232
Greene, Katherine	(b) (6)	07/31/14	PH1 Phoenix	09/12	(b) (6)	(b) (6) 471 Bear Creek DR, STE 2, 97535
Gregg, Patrick J. P 541-677-6013 F 541-677-6028	(b) (6)	12/31/13	RO5 Roseburg	09/12	Umpqua Valley Eye STE120, 97470	(b) (6) 341 MEDICAL LOOP STE
Grenz-Neb, Melaney Block ERE P 503- 910-2632 F 541-998-1025	(b) (6)	01/30/14	LPN2 Portland	07/12	Marshall BLDG	(b) (6) 2455 NW MARSHALL, STE 6, 97209
Grief, Elaine Block	(b) (6)	12/31/13	LPN3 Portland	07/12		(b) (6) 2525 NW Lovejoy Street, STE 403, 97210
Grimwood, Kathy P 541-485-8521 F 541-485-6159	(b) (6)	01/30/14	E4 Eugene	06/12	Eugene Hearing and Speech CTR	(b) (6) 1500 W 12 TH , 97402
Grunwald, Gregory S. P 541-858-7183 F 541-784-5268	(b) (6)	12/31/13	ME7 Medford	10/10	OR Internal Med P: 541-734-3268	(b) (6) 2380 West Main St Suite A, 97504
Gurecki, Rachel L. P 541-267-5221 F 541- 267-5222	(b) (6)	04/18/14	HCO1 Coos Bay	03/12	Sheldon Med / SW Rehabilitation	(b) (6) 490 N 2 ND , STE C, Coos Bay, OR 97420
Guthrie, Dana	(b) (6)	01/30/14	KF4 Klamath Falls	10/10	McCarty Scottish Rite / Kid Talk	(b) (6)
Hang, Sophia P 503-642-2086 F 503-649-3628	(b) (6)	01/31/15	IBE3 Beaverton	05/11	Growth Endeavor	(b) (6) 6935 SW HALL BLVD, Beaverton, 97008
Harden, Barbara P 541-346-2608 F 541-346-5844	(b) (6)	01/30/14	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Harris, James E. P 503-246-7030 F 503-246-0429	(b) (6)	12/31/13	T2 Portland	08/13	NW Occupational Health	(b) (6) 9370 SW GREENBURG RD STE 101, 97223
Hawkins, Emily P 541-523-5828 F same as phone	(b) (6)	01/30/14	DBC3 Baker City	10/11	Scottish Rite Clinic Eastern OR/Kid Talk	(b) (6) 3820 17 TH ST, 97814
Henderson, Michael D. Block ERE	(b) (6)	12/31/13	CBN7 Bend	10/11		(b) (6) 360 NW VERMONT PL STE 500, 97701
Hoffer, Kathleen R. P 541-346-2608 F 541-346-5844	(b) (6)	01/30/14	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Hofmann, Charles E. (b) (6)	(b) (6)	12/31/13	DBC3 Baker City	10/11	(b) (6) @ St Alphonsus	(b) (6) 3820 17 TH ST, 97814 (b) (6) in billing for late CE's (b) (6)
Hook, James D. P 503 561-5976 F 503 561-4912	(b) (6)	12/31/13	BS4 Salem	06/13	Salem Rehabilitation	(b) (6) 3624 RIVER ROAD N
Horton, Christine A.	(b) (6)	01/30/14	GR3 Grants Pass	10/10	Asante Three Rivers S&L	(b) (6) 1505 NW Washington BLVD, 97526

Huggins, Stephen M. ██████████	(b) (6)	07/31/15	IGS2 Gresham	08/13		(b) (6) ██████████ 97030
Hurst, Randy P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	09/07/14	FLV1 Longview	N/A	NW PSY Resources	(b) (6) ██████████ 945 11TH AV STE B, 98632
Iredale, Trudy P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	02/28/14	FLV1 Longview,	N/A	NW PSY Resources	(b) (6) ██████████ 945 11TH AV STE B, 98632
Janselewitz, Steve J. P 503-413-4505 F 503- 413-1514	(b) (6)	12/31/13	LPE8 Portland	09/13	LEGACY REHAB Emanuel Ped.	(b) (6) ██████████ 2801 N GANTENBEIN AV STE 2102, 97227
Janzen, Darren Block P 503-494-8086 F 503- 494-4447	(b) (6)	07/31/14	LPW4 Portland	02/12	OHSU / CDRC Doernbecher	(b) (6) ██████████ 700 SW CAMPUS DR 7 TH FL, 97201
Johnson, Bruce C. P 503- 581-1567 F 503- 399-1229	(b) (6)	12/31/13	BS7 Salem	06/13	Willamette ENT	(b) (6) ██████████ 3099 RIVER RD S, 97302
Johnson, Jan G. P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	01/18/15	FLV1 Longview,	N/A	NW PSY Resources	(b) (6) ██████████ 945 11TH AV STE B, 98632
Johnston, Shawn, A. ██████████	(b) (6)	05/31/14	JOC1 Oregon City	08/13		(b) (6) ██████████ 704 MAIN STREET STE 305-3 OR, 97045
Kaper, Scott F. EOR ██████████	(b) (6)	02/28/15	JCL1 Clackamas	08/13		(b) (6) ██████████ 10121 SE SUNNYSIDE RD ST 300, 97015
Karren, Kent A. P 541-683-2020 F 541-683 1509	(b) (6)	12/31/13	E5 Eugene	06/12	The Eye Center LLP	(b) (6) ██████████ 1550 OAK STREET, STE 3, 97401
Kelly, Daniel J. P 541-298-5144 F 541-298-5224	(b) (6)	12/31/13	DTD2 The Dalles	10/11	Columbia River Eye Clinic	(b) (6) ██████████ 405 E 7TH STREET, 97058
Kemp, Jonathon R. P 503-255-2291 F 503- 252-1797	(b) (6)	12/31/13	LPS3 Portland	09/13	Eye Health NW	www.eyehelthenorthwest.com 10819 SE STARK STE 200, 97216
Kent, Gregory P 208-459-0717 F 208-459-0725	(b) (6)	06/30/14	ACA1 Caldwell, ID	N/A	The Eye Associates PA	(b) (6) ██████████ 1602 ARLINGTON AVE, 83605
Kent, Gregory J. P 208-459-0717 P 208-459-0725	(b) (6)	06/30/14	ABO2 Boise, ID	N/A	The Eye Associates PA	(b) (6) ██████████ 901 N CURTIS RD STE 302, BOISE, ID 83706
Kenyon, Janet P 541-317-1265 F 541-317-1273	(b) (6)	01/30/14	CBN8 Bend	10/11	KENYON Audiology	(b) (6) ██████████ 1625 NE 2 ND Bend, OR 97701
Kessler, Ben Block EOR ██████████	(b) (6)	09/30/14	Bsg Salem	06/13		(b) (6) ██████████ 161 HIGH ST SE STE 231, 97301
Kim, Shane K. P 503-255-2291 F 503- 252-1797	(b) (6)	12/31/13	LPS3 Portland	09/13	Eye Health NW	www.eyehelthenorthwest.com 10819 SE STARK STE 200, 97216
Kintner, Jon C. P 541-756-2584 F 541-756-5783	(b) (6)	12/31/13	HNBS North Bend	03/12	BAY EYE CLINIC	(b) (6) ██████████ 3585 BROADWAY, 97459
Kirkendall, Allan R. Block P 541-680-7080 F541- 672-9915	(b) (6)	10/31/15	RO6 Roseburg	09/12	MERCY INSTITUTE	(b) (6) ██████████ 2400 STEWART PKWY Roseburg, OR 97470
Knight-Gilmer, Kristin R. Block P 503-494-8086 F 503- 494-4447	(b) (6)	01/30/14	LPW4 Portland	02/12	OHSU / CDRC Doernbecher	(b) (6) ██████████ 700 SW CAMPUS DR 7 TH FL, 97201
Kolross, Natalie P 541-278-2222 F 541-276-8405	(b) (6)	09/07/14	DP3 Pendleton	10/11	Pendleton Professional Serv.	(b) (6) ██████████ 135 SE 1 ST , 97801 Psych Services of Pendleton
Kozol, Barbara P 541-789-5534 F 541-789-4522	(b) (6)	05/31/14	ME2 Medford	10/10	Rogue Valley Med CTR Asante Ped.	(b) (6) ██████████ 2825 E Barnett RD, Medford, OR 97504
Krishnamurthy, Barath P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) ██████████ 885 MISSION ST & 875 Oak St. SE, STE 3060
Kruger, Robert A. Block ██████████	(b) (6)	03/31/15	BSa Salem	06/13		(b) (6) ██████████ 2367 STATE ST STE 100 S, 97301
Kubac, George P 541-884-6233 F 541-880 2840	(b) (6)	12/31/13	KF5 Klamath Falls	10/10	Klamath Heart Clinic	(b) (6) ██████████ 2614 CLOVER ST, 97601
Kucinsky, Rustislav P 541-884-6233 F 541-880 2840	(b) (6)	12/31/13	KF5 Klamath Falls	10/10	Klamath Heart Clinic	(b) (6) ██████████ 2614 CLOVER ST, 97601
Lace, James K. P 503-584-4024 F 503- 364-0364	(b) (6)	12/31/13	BSb Salem	06/13	Childhood Health Associates	(b) (6) ██████████ 891 23 rd Street NE, 97301
Lachman, Jennifer G. P 541-389-6313 F 541-389-8760	(b) (6)	12/31/13	CBN1 Bend	10/11	Central Oregon Pediatric Assoc.	(b) (6) ██████████ 2200 NE PROFESSIONAL CT, 97701
Lahman, Frank G. (Semi-Active) P 541-908-3342 F 541-758 6453	(b) (6)	11/30/14	BCR1 Corvallis	06/13	Rehabilitative Associates NW	(b) (6) ██████████ 2211 NW PROFESSIONAL DR, STE 100, 97330
Lang, Kathie J. P 541-883-8134 F 541-883-1510	(b) (6)	12/31/13	KF1 Klamath Falls	10/10	Klamath Family Practice	(b) (6) ██████████ 2300 CLAIRMONT AVE, 97601
Lapour, Ryan W. P 503- 581-5287 F 503- 588-6843	(b) (6)	12/31/13	BS5 Salem	06/13	Medical CTR Eye Clinic	(b) (6) ██████████ 655 MEDICAL CENTER DR NE, 97301
LeBlanc, Tammie P 541-779-7331 F 541-779-3522	(b) (6)	01/30/14	ME3 Medford	10/10	OR ENT CTR (800) 637-0700	(b) (6) ██████████ 920 ROYAL AVE & 1170 ROYAL AVE, 97504
Lee, John H. P 541-779-7331 F 541-779-3522	(b) (6)	12/31/13	ME3 Medford	10/10	OR ENT CTR (800) 637-0700	(b) (6) ██████████ 920 ROYAL AVE & 1170 ROYAL AVE, 97504
Lees, John H. (b) (6) P 541- 926-5848 F 541- 917-8702	(b) (6)	12/31/13	BA3 Albany	06/13	Eye Care Associates	(b) (6) ██████████ 2715 Willetta SW, 97321

Leichman, Joshua G. P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
Leinenbach, Derek J. EOR	(b) (6)	12/31/13	ROB Roseburg	09/12		(b) (6) 5010 Grange RD, STE 103, 97471
Leinenbach, Derek J. Block EOR	(b) (6)	12/31/14	DTD3 The Dalles	10/11	imc.disability@gmail.com	(b) (6) 818 W 6 th ST, STE #2, 97058
Leland, Michael P 503-684-7246 F 503-624-0724	(b) (6)	11/30/13	IBE2 Beaverton	05/11	NWOMC, NW Occu. Med CTR	(b) (6) 9400 SW BEAV-HILLSDALE HY STE 205
Lewis, Todd J. P 541-757-7269 F 541- 757-7465	(b) (6)	12/31/13	BCR1 Corvallis	06/13	Rehabilitative Associates NW	(b) (6) 2211 NW PROFESSIONAL DR, STE 100, 97330
Lieuallen, Douglas W. P 541-475-3874 F 541-475-3872	(b) (6)	12/31/13	CMA1 Madras	10/11	Madras Medical Group PC	(b) (6) 76 NE 12 th ST, 97741
Lumaco, Darrell R. 503-640-3708 P 503-648-5484 F 503-693-0441	(b) (6)	12/31/13	IHI1 Hillsboro	05/11	HILLSBORO EYE CLINIC PC	(b) (6) 512 E MAIN ST & 18650 NW Cornell Rd, STE 112
Madsen, Bruce (No Goldman) P 541- 926-5848 F 541- 917-8702	(b) (6)	12/31/13 None	BA3 Albany	06/13	Eye Care Associates	(b) (6) 2715 Willetta SW, 97321
Maloney, Nancy H. P 541-317-4360 F 541-317-4535	(b) (6)	12/31/13	CBN9 Bend	10/11	Bend Memorial Clinic	(b) (6) 1501 NE MEDICAL CENTER DR, 97071
McConochie, William Block EOR P 541-686-9934 F 541-485-5702	(b) (6)	05/31/14	E6 Eugene	06/12	Emotional Ed. Services	(b) (6) 71 E 15TH AVE, 97401
McKellar, Jon G. P 541-883-8134 F 541-883-1510	(b) (6)	12/31/13	KF1 Klamath Falls	10/10	Klamath Family Practice 97601	(b) (6) 2300 CLAIRMONT AVE
McKelvey, Carla D. P 541-267-5151 F 541-266-4566	(b) (6)	12/31/13	HCO2 Coos Bay	03/12	N Bend Med CTR Inc.	(b) (6) DR, 97420 (b) (6) 1900 WOODLAND
McKenna, Molly C. Block	(b) (6)	05/31/14	LPE5 Portland		Saltzer Med Group	(b) (6) 3939 NE HANCOCK ST STE 318, 97212
McKinnon, Ryan	(b) (6)	06/30/14	ANA1 Nampa	N/A		(b) (6) Nampa, ID 83686
McManama, Gerald P. P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
McMenomey, Sean O'Leary	(b) (6)	12/31/13	LPW6 Portland	02/12	OHSU Cochlear Implant Program	(b) (6) 3181 SW SAM JACKSON PARK RD STE 250,
MDSI: Eugene Block EOR	(b) (6)	See MDSI List Below	Ec Eugene	06/12		(b) (6) 1400 EXECUTIVE PARKWAY STE 425, 97401
MDSI: Longview Block EOR	(b) (6)	See MDSI List Below	FLV2 Longview	N/A	Family Chiropractic Care	(b) (6) 1815 Hudson St., 98632
MDSI: Medford Block EOR P 800 548-9092 F 888-800-5900	(b) (6)	See MDSI List Below	Mef Medford	10/10	Carter Chiropractic	(b) (6) 560 National Dr., STE 100, 97504
MDSI: Portland Block EOR P 800 548-9092 F 888-800-5900	(b) (6)	See MDSI List Below	LPE6 Portland	09/13	THE LLOYD 700 BLG	(b) (6) 700 NE MULTNOMAH ST, STE 210, 97232
MDSI: Salem Block EOR P 800 548-9092 F 888-800-5900	(b) (6)	See MDSI List Below	BSc Salem	06/13	MICHELS SPINAL REHAB Associates	(b) (6) 4666 COMMERCIAL ST SE, 97302
Meharg, Stephen P 360-414-8600 (b) (6) F 360-636-7372	(b) (6)	04/25/14	FLV1 Longview	N/A	NW PSY Resources	(b) (6) 945 11TH AV STE B, 98632
Metheny, Jenifer ERE P 541-517-9733 F 866-317-2599	(b) (6)	01/31/14	E7 Eugene	06/12	Vista Counseling & Consultation, Inc.	(b) (6) 1531 Pearl St, 97401
Miller, Pamela ERE	(b) (6)	05/31/15	DTD4 The Dalles	10/11		(b) (6) , 97058
Miner, Ann Marie	(b) (6)	02/28/14	LPS1 Portland			(b) (6) 516 SE Morrison ST STE 710, 97214
Miyake, Crystal P 503- 581-1567 F 503- 399-1229	(b) (6)	01/30/14	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Mours, James EOR 503-659- 5515 (b) (6) F 503-212-2292	(b) (6)	05/31/14	JGL1 Gladstone	08/13	Western Psychiatric Counsel Services	(b) (6) 890 SE 82 nd Gladstone, OR 97027
Mwangi, Courtney P 503- 581-1567 F 503- 399-1229	(b) (6)	01/30/14	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Narkiewicz-Jodko, Joanna B. P 541-884-6233 F 541-880 2840	(b) (6)	12/31/13	KF5 Klamath Falls	10/10	Klamath Heart Clinic	(b) (6) 2614 CLOVER ST, 97601
Newenhof, Beth K. P 503-338-7555 F 503-338-7557	(b) (6)	01/30/14	FAT3 Astoria	03/12	Rehab Department Columbia Memorial	(b) (6) 2265 EXCHANGE ST, 97103
Nickel, Robert E. P 541-346-2608 F 541-346-5844	(b) (6)	12/31/13	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 th ST, 97207
Nolan, Raymond P. P503-864-3057 F 503- 435-6445	(b) (6)	12/31/13	BMC1 McMinnville	06/13	WILLAMETTE VALLEY MED CTR	(b) (6) 2700 SE STRATUS AV ROOM 202, 97128
Nolan, Raymond P. Block P 503-864-3057 F 503-435-6445	(b) (6)	12/31/13	HNB6 North Bend	03/12	Waterfall Clinic	(b) (6) 1890 Waite Street, North Bend, OR 97459
Northway, David EOR	(b) (6)	12/31/14	E8 Eugene	06/12		(b) (6) Eugene, OR 97401

Oconnell, Michael P 541-773-4077 F 541-773-3621	Block ERE	(b) (6)	09/30/15	ME8 Medford	10/10	DBA: Rogue Valley Psychology	(b) (6) 728 CARDLEY, 97504
Ogisu, Tatsuro	Block ERE	(b) (6)	12/31/13	LPN4 Portland	07/12		(b) (6) 2455 NW MARSHALL STE 6, 97209
Ottmiller, Dennis P 541-756-2584 F 541-756-5783		(b) (6)	12/31/13	HNBS North Bend	03/12	BAY EYE CLINIC	(b) (6) 3585 BROADWAY, 97459
Overton, Scott H. P 503-352-2502 F 503-352-2523		(b) (6)	03/31/14	LPW8 Portland	07/12	Pacific Uni. OR PDX Fam. Vision	(b) (6) 511 SW 10 TH AVE STE 500, 97205
Palmateer, Nadine P 503- 581-1567 F 503- 399-1229		(b) (6)	01/30/14	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Panai, Jamie P 541-773-8255 F 541-773-8256		(b) (6)	01/30/14	ME9 Medford	10/10	Speech Center	(b) (6) 1700 E Barnett RD, 97504
Parker, Frank P 503-418-3376 F 503-494-8390		(b) (6)	12/31/13	LPW7 Portland	02/12	OHSU MEDICAL GROUP	(b) (6) 3303 SW BOND AVE 16TH FLOOR 97239
Patrick, Luke P 503-533-7146 F 503-617-9379		(b) (6)	01/31/14	IBE4 Beaverton	05/11	Wildwood Psy. Resource	(b) (6) 16110 SW REGATTA LANE, 97006
Pearson, Edwin E.		(b) (6)	08/31/15	MEa Medford	10/10		(b) (6) 843 E MAIN STE 101-A, 97504
Pearson, Jill C. P 541-677-6116 F 541- 957-5437		(b) (6)	12/31/13	RO7 Roseburg	09/12	North River Pediatric	(b) (6) 1813 W HARVARD AV ST 120 97470
Pedersen, Andrew D. P 503- 488-2400 F 503- 231-0121		(b) (6)	12/31/13	LPE7 Portland	07/12	The Oregon Clinic- ENT PLAZA	(b) (6) 5050 NE HOYT, STE 655, 97213
Pennesi, Mark E. P 503-494-8386 F 503-418-22218		(b) (6)	12/31/13	LPW8 Portland	02/12	OHSU Casey Eye Institute	(b) (6) 3375 SW Terwilliger Blvd. 5 th floor, 97239
Perryman, Dana D. P 541-389-6313 F 541-389-8760		(b) (6)	12/31/13	CBN1 Bend	10/11	Central Oregon Pediatric Assoc.	(b) (6) 2200 NE PROFESSIONAL CT, 97701
Petersen, Mario C. P 541-346-2608 F 541-346-5844		(b) (6)	12/31/13	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Peterson, Diana P 503- 581-1567 F 503- 399-1229		(b) (6)	01/30/14	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Petrusek, Joseph L.		(b) (6)	12/31/13	DLA2 La Grande	10/11		(b) (6) 97850
Phelps, Randall P 541-346-2608 F 541-346-5844		(b) (6)	12/31/13	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Pickford, Christine	(b) (6)	(b) (6)	04/28/14	ABO3 Boise, ID	N/A		(b) (6) Boise, ID 83702
Pitchford, Leslie	Block	(b) (6)	02/28/14	BSd Salem	06/13		(b) (6) 97301
Plant, Gary M. P 541-475-3874 F 541-475-3872		(b) (6)	12/31/13	CMA1 Madras	10/11	Madras Medical Group PC	(b) (6) 76 NE 12 TH ST, 97741
Powers, Peter A.		(b) (6)	07/31/14	E9 Eugene	06/12		(b) (6) Eugene, OR 97401
Prescott, Alison	ERE	(b) (6)	12/31/14	Ea Eugene	06/12		(b) (6) Eugene, OR 97405
Ramirez, Mark A. N. P 541- 440-5320 F 541- 440-5322		(b) (6)	12/31/13	RO8 Roseburg	09/12	ROSEBURG NEURO. CLINIC	(b) (6) 2510 NW EDENBOWER STE 152, 97471
Ramsthal, Donald D.		(b) (6)	12/31/13	T1 Tigard	08/13	ADVAN MED GRP (b) (6)	(b) (6) 9900 SW HALL BLVD STE 200, 97223
Reagan, Charles P P 541-267-7757 F 541- 267-6688	ERE	(b) (6)	12/31/13	HCO3 Coos Bay	03/12		(b) (6) , 97420
Reeck, Jay B. P 541-779-7331 F 541-779-3522		(b) (6)	12/31/13	ME3 Medford	10/10	OR ENT CTR (b) (6)	(b) (6) 920 ROYAL AVE & 1170 ROYAL AVE, 97504
Reynolds, Rosemarie		(b) (6)	07/31/14	HBR1 Brookings	2009	Alt Phone: (b) (6)	(b) (6) 603 Hemlock, STE 2G, 97415 (b) (6) Crescent City, CA 95531
Rice, Jeffrey P 541-779-7331 F 541-779-3522		(b) (6)	01/30/14	ME3 Medford	10/10	OR ENT CTR (800) 637-0700	(b) (6) 920 ROYAL AVE & 1170 ROYAL AVE, 97504
Roman, Pamela	Block EOR	(b) (6)	06/30/15	Eb Eugene	06/12		(b) (6) 1400 HIGH ST STE C1, 97401
Roseborough, Glen S. P 503-585-5585 F 503 399-1659		(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
Rossi, Lisa, (see file on last name)		(b) (6)	01/30/14	GR3 Grants Pass	10/10	Asante Three Rivers S&L	(b) (6) 1505 NW Washington BLVD, 97526
Rufener, Justin B. P 503- 488-2400 F 503- 231-0121		(b) (6)	12/31/13	LPE7 Portland	07/12	The Oregon Clinic- ENT PLAZA	(b) (6) 5050 NE HOYT, STE 655, 97213
Sacks, Gary	Block ERE	(b) (6)	05/31/14	LPN5 Portland	07/12	BAXTER BLDG OM is Colleen	(b) (6) 2301 NW THURMAN STE B, 97210-2581
Sant, Michael P 208-287-6550 F 208-884-3082		(b) (6)	12/31/13	ABO4 Boise, ID	N/A	Idaho Physical and Rehabilitative Med.	(b) (6) 600 ROBBINS RD STE 300, 83702

Sant, Michael P 208-489-4015 P 208-287-6550 F 208-884-3082	(b) (6)	12/31/13	AON1 Ontario	TBD	Physician Primary Care Ctr. ID P&R	(b) (6) 335 SW 13TH ST, Ontario, OR 97914
Saulson, Roger M. P 503-255-2291 F 503- 252-1797	(b) (6)	12/31/13	LPS3 Portland	09/13	Eye Health NW	www.eyehelthnorthwest.com 10819 SE STARK STE 200, 97216
Saviers, Daniel A. P 541-776-5065 F 541-776-5171	(b) (6)	12/31/13	MEb Medford	10/10	REHAB MED PHYSICIANS	(b) (6) 2780 E BARNETT RD STE 320, 97504
Saviers, Daniel, A. P 541 776-5065 F 541 776-5171	(b) (6)	12/31/13	GR6 Grants Pass	10/10	REHAB MED PHYSICIANS	(b) (6) 1619 NW HAWTHORNE DR STE 106, 97526
Scharf, Daniel L	(b) (6)	02/28/14	T3 Portland	08/13		(b) (6) 10260 SW GREENBURG RD STE 400 97223
Schreiner, Carl S. P 541-672-1608 F 541-440-6392	(b) (6)	12/31/13	RO9 Roseburg	09/12	ROSEBURG CLINIC	(b) (6) 2801 NW MERCY DR STE 33, 97470
Schultz, Paul N. P 541-779-2020 F 541-770-6838	(b) (6)	12/31/13	ME1 Medford	10/10	Cataract Laser Inst. of Southern OR	www.medfordeyedoctors.com 1408 E BARNETT, 97504 800-637-0700
Scott, Garrett R. P 503-640-3708 P 503-648-5484 F 503-693-0441	(b) (6)	12/31/13	IHI1 Hillsboro	05/11	HILLSBORO EYE CLINIC PC	(b) (6) 512 E MAIN ST & 18650 NW Cornell Rd, STE 112
Scott, Ryan ERE P 541-517-9733 F 866-317-2599	(b) (6)	12/31/13	E7 Eugene	06/12	Vista Counseling & Consultation, Inc.	(b) (6) 1531 Pearl St, 97401
Sheibani, Shideh P 541-889-6476 F 541-889-7403	(b) (6)	12/31/13	AON2 Ontario	TBD	Sunshine Pediatrics	(b) (6) 932 W IDAHO AVE STE 101, Ontario, OR 97914
Sher, Jeffrey D. Block P 503-228-1242 No Fax	(b) (6)	12/31/13	LPWa Portland	07/12	The Terminal Sales BLDG	(b) (6) 1220 SW MORRISON STE 935, 97205
Shields, Thomas B	(b) (6)	10/31/14	GAS1 Ashland	06/13		(b) (6) 208 Oak St. #102 97520
Shults, William Thomas P 503- 413-8015 F 503- 413-6937	(b) (6)	12/31/13	LPN6 Portland	07/12	Neuro-Optho. Assoc. LLC	(b) (6) 1040 NW 22 ND STE N200, 97210
Skarada, Douglas P 503- 581-1567 F 503- 399-1229	(b) (6)	12/31/13	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Smith, Douglas (no Goldman) P 541- 773-1414 F 541- 773-5613	(b) (6)	11/30/13	MEe Medford	10/10	Bison Vis Center	(b) (6) 585 Murphy RD, OR 97504
Smith, Regan (WPPSI/Bayley) P 541-346-2608 F 541-346-5844	(b) (6)	11/30/13	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Smolen, Gale W. P 541-619-0519 F 541- 928-3020	(b) (6)	12/31/13	BA1 Albany	06/13	Piercey Neurology LLC	(b) (6) 1086 SW 7TH AVE STE 200, 97321
Smyth, Douglas EOR	(b) (6)	08/31/14	BCR2 Corvallis	06/13		(b) (6) 260 SW Madison Av, STE 112 97333
Sniffen, Barbara H.	(b) (6)	12/31/13	GR4 Grants Pass	10/10		(b) (6) 1465 NE 7 th Street, STE B, 97526
Soderstrom, Pascale P 541-773-8255 F 541-773-8256	(b) (6)	01/30/14	ME9 Medford	10/10	Speech Center	(b) (6) 1700 E Barnett RD, 97504
Solomon, Jeffery, A. P 541 776-5065 F 541 776-5171	(b) (6)	12/31/13	GR6 Grants Pass	10/10	REHAB MED PHYSICIANS	(b) (6) 1619 NW HAWTHORNE DR STE 106, 97526
Solomon, Jeffrey A P 541-776-5065 F 541-776-5171	(b) (6)	12/31/13	MEb Medford	10/10	REHAB MED PHYSICIANS	(b) (6) 2780 E BARNETT RD STE 320, 97504
Sornson, Elmer Theodore P 503- 581-5287 F 503- 588-6843	(b) (6)	12/31/13	BS5 Salem	06/13	Medical CTR Eye Clinic	(b) (6) 655 MEDICAL CENTER DR NE, 97301
South, Susan H 541-926-2609 P 541- 730-5669 F 800- 764-6136	(b) (6)	12/31/14	BA2 Albany	06/13	The Counseling CTR	(b) (6) 936 8 th Ave. SW, 97321-2407
Springstead-Sparks, Jenifer P 541-884-3148 F 541- 883-3373	(b) (6)	05/31/14	KF3 Klamath Falls	10/10	Klamath Eye Center	(b) (6) 2640 BIEHN STREET, 97601
Starbird, Jane Block	(b) (6)	01/31/14	LPE2 Portland	08/13		(b) (6) , 97232
Starbird, Jane Block ERE P 503-493-1221 F 503-288-1670	(b) (6)	01/31/14	HW1 Wheeler	03/12	Nehalem Bay HLTH District Annex BLDG	(b) (6) 278 ROWE STREET, RM 200, 97147
Starr, David (b) (6)	(b) (6)	03/20/14	ANA1 Nampa	N/A		(b) (6) 5700 E. Franklin Rd. STE 220-I, Nampa, ID 83687
Steinbrenner, Roger W. Block P 541-479-7568 F 541-479-7569	(b) (6)	12/31/13	GR5 Grants Pass	10/10	Internal Medicine	(b) (6) 181 NW BUNNELL, 97526
Stevens, Scott K, MD P 541-884-3146 F 541-884- 3373	(b) (6)	12/31/13	CBN4 Bend	10/11	Klamath Eye Center	(b) (6) 2640Biehn ST, STE 3, 97601
Stevens, Scott K. P 541-884-3148 F 541- 883-3373	(b) (6)	12/31/13	KF3 Klamath Falls	10/10	Klamath Eye Center	(b) (6) 2640 BIEHN STREET, 97601
Stiles, William, Keith P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
Stoltzfus, Paul S. Block EOR	(b) (6)	04/30/15	GNE2 Newberg	08/13	Behavior Health Clinic (BHC)	(b) (6) 501 VILLA RD, 97132
Stoltzfus, Paul, S. Block EOR P 503-881-2933 F 503- 364-5121	(b) (6)	04/30/15	BSe Salem	06/13	Mid Valley Counseling CTR	(b) (6) 2250 D STREET, 97301

Stuckey Marc P 503-313-0395 F 503-223-6561	(b) (6)	04/30/14	IHI2 Hillsboro	05/11	Medford Neurology & Spine	(b) (6) 328 W MAIN ST STE A100, 97123
Succo, Peter, J P 541-485-8521 F 541-485-6159	(b) (6)	01/30/14	E4 Eugene	06/12	Eugene Hearing and Speech CTR	(b) (6) 1500 W 12 th , 97402
Sullivan, Kevin, J. P 541-732-8400 F 541-732-8401	(b) (6)	12/31/13	MEc Medford	10/10	PMG-Medford Neurology	www.medfordneuro.com 920 ROYAL AVE Medford, OR 97504
Svendsen, Dale P 541-389-6313 F 541-389-8760	(b) (6)	12/31/13	CBN1 Bend	10/11	Central Oregon Pediatric Assoc.	(b) (6) 2200 NE PROFESSIONAL CT, 97701
Teehan, April P 541-485-8521 F 541-485-6159	(b) (6)	01/30/14	E4 Eugene	06/12	Eugene Hearing and Speech CTR	(b) (6) 1500 W 12 th , 97402
Templeman, Terrell L. P 541-278-2222 F 541-276-8405	(b) (6)	12/31/14	DP3 Pendleton	10/11	Pendleton Professional Serv.	(b) (6) 135 SE 1 ST , 97801 Psych Services of Pendleton
Thompson, Clark R. P 503- 581-1567 F 503- 399-1229	(b) (6)	12/31/13	BS7 Salem	06/13	Willamette ENT	(b) (6) 3099 RIVER RD S, 97302
Thompson, Kevin H. P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
Tibbitts, Stephen C. P 541-772-7068 F 541-770-1347	(b) (6)	01/31/14	Med Medford	10/10	Davol and Associates	(b) (6) 720 CARDLEY AVE, 97504
Tibolt, Robert Earl P 503- 581-5287 F 503- 588-6843	(b) (6)	12/31/13	B55 Salem	06/13	Medical CTR Eye Clinic	(b) (6) 655 MEDICAL CENTER DR NE, 97301
Tongue, Christopher K ERE	(b) (6)	05/31/14	IGS3 Gresham	08/13		(b) (6) 97030
Torres, Robert (b) (6)	(b) (6)	02/28/15	LPWb Portland	07/11		(b) (6) 97239
Torres-Saenz, Jorge (Inactive) P509-453-1344 F 509- 453 2209	(b) (6)	07/31/14	DY1 Yakima, WA	N/A	Yakima Val. Farm Workers Clinic	(b) (6) 918 E Mead, 98902
Trueblood, William Block ERE	(b) (6)	02/28/15	CBN2 Bend	10/11		(b) (6) OR 97701
Truong, Steve Dung Xuan P 503 561-5976 F 503 561-4912	(b) (6)	12/31/13	BS4 Salem	06/13	Salem Rehabilitation	(b) (6) 3624 RIVER ROAD N
Tuhy, Edwin P 541-884-3148 F 541- 883-3373	(b) (6)	12/31/13	KF3 Klamath Falls	10/10	Klamath Eye Center	(b) (6) 2640 BIEHN STREET, 97601
Vanderwaal, Steven, C P 503-738-3832 F 503-738-3466	(b) (6)	12/31/13	HGE1 Gearhart	03/12	(b) (6)	(b) (6) 3619 HWY 101 N, Gearhart, OR 97138
Villano, Michael E.	(b) (6)	12/31/13	CBNa Bend	10/11		(b) (6) 431 NE REVERE AVE STE 100, 97701
Villanueva, Michael P 541 608-3878 F 541-608-3880	(b) (6)	07/31/15	KF1 Klamath Falls	10/10	Klamath Family Practice	(b) (6) 2300 CLAIRMONT AVE, 97601
Villanueva, Michael R. ERE	(b) (6)	07/31/15	ROa Roseburg	09/12		(b) (6) 2510 NW EDENBOWER STE 152 97471
Voller, Paul F. P 503-325-3661 F 503-325-0907	(b) (6)	12/31/13	FAT4 Astoria	03/12	Astoria Medical Services	(b) (6) 2200 Exchange ST, 97103
Wahl, Gail L Block	(b) (6)	06/30/15	HCO4 Coos Bay	03/12	Hall Building 97420 (b) (6)	(b) (6) 320 CENTRAL STE 516, (b) (6)
Wahl, James M	(b) (6)	05/31/14	HCO4 Coos Bay	03/12	Hall Building	(b) (6) 320 CENTRAL STE 418, 97420
Warner, Michael A.	(b) (6)	12/31/13	DP2 Pendleton	10/11	Office Manager is (b) (6)	(b) (6) 320 SW COURT, 97801
Warren, Frank M. P 503- 494-8510 F 503-494-6170	(b) (6)	12/31/13	LPW5 Portland	03/12	OHSU Otolaryngology	(b) (6) 3181 SW Sam Jackson Park Road, Physic Pavilion, 97239-3011
Wasenmiller, James E. P 503-585-5585 F 503 399-1659	(b) (6)	12/31/13	BS8 Salem	06/13	Salem Cardiovascular	(b) (6) 885 MISSION ST & 875 Oak St. SE, STE 3060
Watson-Stites, Ryann P 541-346-2608 F 541-346-5844	(b) (6)	02/28/15	E3 Eugene	06/12	Child Development & Rehab. CTR	(b) (6) 901 E 18 TH ST, 97207
Webster, Kim B. Block ERE	(b) (6)	12/31/13	LPN7 Portland	07/12	Rejuv. Med Clinic Alt 800 388-2775	(b) (6) 2525 NW LOVEJOY STE 408, 97210
Whitehead, Michelle Block ERE	(b) (6)	06/30/14	CBN2 Bend	10/11		(b) (6) Bend, OR 97701
Wicher, Donna EOR	(b) (6)	02/28/15	JCL1 Clackamas	08/13		(b) (6) 10121 SE SUNNYSIDE RD ST 300, 97015
Wicher, Donna Block	(b) (6)	02/28/15	LPS2 Portland	09/13		(b) (6) Or 97233
Wicher, Donna C. Block	(b) (6)	02/28/15	IHI3 Hillsboro	05/11	EXECUTECH SUITES	(b) (6) 4660 NE BELKNAP CT STE 101, OR 97124
Wicher, Donna C. Block ERE	(b) (6)	02/28/15	IBE5 Beaverton	10/11		(b) (6) 1865 NW 169TH PL STE 201, 97006
Wigley, Terry L.	(b) (6)	12/31/13	DP4 Pendleton	10/11		(b) (6) , 97801

Wilcox, Georgia Wilcox & Asso. (b) (6)	(b) (6)	06/30/14	LPWc Portland	07/11	The Water Tower BLDG	(b) (6) 5331 SW MACADAM STE 253, 97239
Williams, Kristin P 541-706-7704 F 541-706-4915	(b) (6)	01/30/14	CBNb Bend	10/11	St Charles Med CTR-Bend Rehab	(b) (6)
Wilson, John A P 541-851-4800 F 541-851-4801	(b) (6)	12/31/13	KF6 Klamath Falls	10/10	Sanford Children's Clinic	(b) (6) 3001 DAGGETT STREET, 97601
Wolf, Solomon P 503 494-4414 F 503-494-6170	(b) (6)	12/31/13	LPW3 Portland	03/12	OHSU: SAM JACKSON 6th FLR	(b) (6) 3181 SW SAM JACKSON PARK RD 97201
Wong-Ngan, Julia (b) (6)	(b) (6)	03/31/15	LPWr Portland	07/11	The Water Tower BLDG	(b) (6) 5331 SW MACADAM AVE STE 358, 97239
Yarnell, Lindsey M P 541-485-8521 F 541-485-6159	(b) (6)	01/30/14	E4 Eugene	06/12	Eugene Hearing and Speech CTR	(b) (6) 1500 W 12 th , 97402
Zelnar, John P 541-884-3148 F 541- 883-3373	(b) (6)	12/31/13	KF3 Klamath Falls	10/10	Klamath Eye Center	(b) (6) 2640 BIEHN STREET, 97601
Zwartverwer, Fredrick L P 541-851-4800 F 541-851-4801	(b) (6)	12/31/13	KF6 Klamath Falls	10/10	Sanford Children's Clinic	(b) (6) 3001 DAGGETT STREET, 97601

Medical Dental Staffing (MDSI)

Name:	License Number:	Expiration Date:	Sanction(s):
Adler, John D, PhD	(b) (6)	06/30/2014	None
Branting, Nicholas, MD		12/31/2013	None
Breiholz, Rebecca, PhD		08/31/2015	None
Carey, Christopher W, DO		12/31/2013	None
Dawson, Sarah E, DO		12/31/2013	None
Gil, Richard X, MD		12/31/2013	None
Gomes, Manuel, PhD		02/28/2015	None
Griffith-Bauer, Kelly Anne, MD		12/31/2013	None
Hahn, Suzanne, MD		12/31/2013	None
Hallenburg, Kris S, PhD		12/31/2013	None
Harrison, Jonathan H, MD		12/31/2013	None
Khaleeq, Erum, MD		12/31/2013	None
Knight, Joshua, MD		12/31/2013	None
Maki, Erik J, MD		12/31/2013	None
Markus, Brandon M, DO		12/31/2013	None
Marshal, Andrea, DO		12/31/2013	None
Maughan, Corry B, DO		12/31/2013	None
Mikes, Heather, MD		12/31/2013	None
Pavic, Brian, MD		12/31/2013	None
Pharaon, Khaled, MD		12/31/2013	None
Reichner, Terri, MD	12/31/2013	None	
Sally, Mitchell B, MD	12/31/2013	None	
Sanders, Rivka A, MD	12/31/2013	None	
Scott, Thomas A, MD	12/31/2013	None	
Snider, Karla P, DO	12/31/2013	None	
Stradinger, Kay, PsyD	09/30/2015	None	
Thomas, Richard, DO	12/31/2013	None	
Walker, Kolby R, DO	12/31/2013	None	
Youker, Jeffrey A, MD	12/31/2013	None	

NOTICE TO ALL BILLING/MEDICAL RECORDS/INSURANCE DEPARTMENT

DEPARTMENT OF HUMAN SERVICES
SENIORS AND PEOPLE WITH DISABILITIES
DISABILITY DETERMINATION SERVICES

3150 LANCASTER DRIVE NE

SALEM OR 97305-1350

1-800-452-2147

FAX: 1-866-432-9178

The DISABILITY DETERMINATION SERVICES operates under the Department's Fee Ceiling for medical evidence of record.

All records **received after April 1, 2006** are subject to the fee ceiling which is established by Oregon Administrative Rule 411-200-0010 through 0040

The fee ceiling limits payment to the lesser of the following:

- a> The lowest fee the vendor charges the general public or other state agencies for the service; or
 - b> Copied records:
 - 1. Up to \$18.00 for ten (10) or fewer pages, and
 - 2. \$0.25 per page for pages 11 to 20, and
 - 3. \$0.10 per page for pages 21 and greater.
 - 4. Total maximum payment of \$22.50
- (PLEASE NOTE: To be paid the per page amounts you must indicate the number of copied pages on your invoice. If you fail to indicate the number, you will be paid no more than \$18.00.)**
- 5. Brief Narratives by the Attending Physician will be paid at your normal charge up to a maximum of \$35.00. (Brief Narrative: Summary of treatment to date and current status; if requested, brief answers to 3-5 specific questions. Normally two (2) pages or less.)
 - 6. Complete Narratives by the Attending Physician or completion of a seizure / mental status questionnaire will be paid at your normal charge up to a maximum of \$35.00/75.00. (Report covering extended history, treatment and specific discussion of 6 or more areas of special importance. Normally more than two (2) pages.)

REMINDER:

- a. The fee ceiling applies to all records received after 04-01-06.
- b. Your invoice must indicate the number of copies to be paid at the per page amounts.
- c. We will pay a bonus of \$5.00 for records received within 10 days of the request.

REVISED: April 3, 2006

PENNSYLVANIA DISABILITY DETERMINATION SERVICE
2013 CONSULTATIVE EXAMINATION OVERSIGHT REPORT

1 - 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. In addition, claimant surveys are often mailed to the applicants recently evaluated by the provider in question as a method of complaint investigation. 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. Four (4) CE providers (b) (6)

[REDACTED] (b) (6)
[REDACTED] (b) (6)
[REDACTED] . 15 providers requested to be removed from the panel.

2 - Onsite Review of CE Providers

Onsite review of CE providers was conducted in conjunction with the guidelines provided in DI 39545.100. Providers were visited to discuss issues or complaints received during the year. The following were visited since the primary focus of their practice is evaluation:

Advanced Medical Consultants – Multiple Physicians
Reading, PA

Clarence Anderson
Saxonburg, PA

Thomas Andrews, Ph.D.
Waynesburg, PA

Glenn Bailey, Ph.D.
Erie, PA

Gina Brelsford, Ph.D.
Camp Hill, PA

Nicholas Brink, Ph.D.
Spring Mills, PA

Vito Dongiovanni, Psy.D.
Homer City, PA

Christos Eleftherios, Ph.D.
Reading, PA

Alvin Elinow, Ph.D.
Philadelphia, PA

Anthony Fischetto, Ph.D.
York, PA

Jonathan Gransee, Ph.D.
Lancaster, PA

Sarah Hasker, PsyD
Allentown, PA

Karl Hoffman, Ph.D.
Danville, PA

Thomas Lane, Ph.D.
Allentown, PA

Marged Lindner, Ph.D.
Philadelphia, PA

John Makosy
Ebensburg, PA

Charles Morinello, M.S.
Pittsburgh, PA

Donna Paul, SLP
Shrewsbury, PA

Stephen Perconte, Ph.D.
Monroeville, PA

Karen Rafferty Hornung, PsyD

Harrisburg, PA

Karen Saporito, Ph.D.
Philadelphia, PA

Thomas Schwartz, Ph.D.
York, Harrisburg, Philadelphia, PA

Janet Sebes, Ph.D
Allentown, PA

Glenn Thompson, Ph.D.
Meadville, PA

Joseph Wieliczko, PsyD
Quakertown, PA

Ronald Zelazowski, Ph.D.
Warren, PA

3 - Key Providers: Key providers with annual billing in excess of \$100,000 or top 10 providers by dollar volume were visited.

Horacio Buschiazzo
Philadelphia, PA

Arturo Ferreira, MD
Philadelphia, PA

Lori Hart
Philadelphia, PA

Charles Johnson, PsyD
Philadelphia, PA

Robin Lowey, Ph.D. and Associates
Philadelphia, PA

Med Plus Disability Evaluations, Inc
Scranton, PA

T. David Newman, Ph.D
Washington, PA

Nulton Diagnostic and Treatment Center (Charles Kennedy, Ph.D.)
New Kensington, PA

Ely Sapol, Ph.D
Philadelphia, PA

Daniel Schwarz
Philadelphia, PA

Vocational & Psychological Services
Martin Meyer, Ph.D. / Julie Uran, Ph.D.
Butler, PA

4 - Consultative Examination Panels

Pennsylvania DDS utilizes the services of 949 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.

Panel providers are separated by branch and will be scanned and attached to this report. Note some providers may appear on more than one branch list due to overlapping geographical boundaries.

Credentials for each provider are reviewed prior to beginning exams and 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.

5 - 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. The maximum allowable fee for medical evidence of record increased to \$26.70 in January, 2013.

There were no significant CE fee schedule changes.

A copy of the LMAC fee schedule effective 1/1/13 is attached.

6 - Medical Relations Activities

All three branches continue to participate in SOAR with Field Offices in their areas, and provide training as needed to participants. New panelists have come primarily from companies that specialize in disability examinations. We are using panelists from Advanced Medical Consultants, Tri-State Occupational Medicine and Med Plus Disability Evaluations.

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. We have been working with IOD copy service to add more facilities to ERE which has significantly reduced their processing time. A trial period where IOD allows our clerical to go online to their system and check on requests will be occurring in the near future. This will be another time saver for our clerical staff.

The Medical Services Units are continuing outreach efforts with vendors to gain acceptance of the electronically signed SSA-827. A number of large medical facilities are now accepting the form. An ongoing problem is hospitals having no signature to compare the electronic signature to and a lack of witness signature. We continue to work with vendors to add more to the list of those accepting.

Puerto Rico Social Security Disability Determination Services
Professional Relations Office
PO BOX 71301
San Juan PR 00936

Annual Consultative Examination (CE) Oversight Report for Fiscal Year 2012 – 2013

A. PR DDS procedures used to solve various categories of complaints

1. Medical Staff, Examiners and Supervisors complaints:

- a. **Delayed CE reports:** PRO contacts Medical Consultant (CEMD) by phone call, fax or electronic message. CEMD is inactivated if after follow up reports are not received. CEMD is ceased permanently if the situation persists, and his reports are cancelled. Usually, reports are received the same day.
- b. **Incomplete, incorrect, illegible CE reports, with inconsistencies or with inadequate EKG or PFS tracings:** PRO contacts CEMD by phone. If necessary, a letter is sent and new appointment is scheduled with another CEMD.
- c. **Similar or inadequate reports:** PRO takes sample of reports from new CEMDs and from experienced ones, if their reports reveal deficiencies. PRO provides feedback to CEMDs. CEMD is required to visit DDS for reorientation by one of the doctors in medical Staff, usually a consultant different from the one who provided the initial orientation. If there is no improvement consultant is inactivated permanently. PRO performs onsite visits or receives CEMD at DDS office to discuss .

2. CEMD complaints:

- a. **Difficulties with Electronic Records Express (ERE) Consultants** using ERE complain regarding authorizations not received in the Electronic System and CE reports not received in the Electronic Folder, although CEMD have Confirmation Notice. PRO provides orientation and refers unresolved issues to Systems Unit

Broken and cancelled CEs are deleted from the CEMD's list. If the CE is rescheduled, consultant cannot submit reports by ERE. PRO recommends CEMDs to print the authorization before they send a "no show" answer.

CE authorizations letters not received by date of examination - PRO authorizes CEMD by phone to proceed with the evaluation. PRO faxes or sends through ERE copies of letters to CEMD. CEMD is oriented to receive requests through ERE.

- b. **Delayed monthly payments:** PRO provides the information to the medical consultant and recommends obtaining status of their payments by phone, using their voucher number if available. PRO refers situation to Fiscal Unit when necessary.

- c. **Decreased volume of CEs:** DDS obtained more resources to attain earlier dates for the evaluations. DDS does not guarantee a specific amount of evaluations to any consultant. Experienced CEMDs, who used to receive large volume of claimants for evaluations, complain about the decrease in the appointments. PRO provides orientation to CEMD with this type of concern.

3. Claimant complaints:

- PRO requests a written statement from claimant or representative.
- PRO verifies information and requests claimant's authorization to discuss the situation with the CEMD.
- PRO notifies CEMD by letter or an onsite visit.
- If deemed necessary, PRO performs a survey with other claimants, by sending them a questionnaire requesting details of their experience with that particular CEMD.
- Depending on the nature of the complaint, and the results of the investigation, vendor can be permanently inactivated.
- If necessary, PRO schedules an independent CE with other consultant
- PRO documents CEMD's file with the results.

B. Onsite visits completed by PRO

Dr. Juan Rodríguez Hernández

Dr. Teresa Dalmau

Grupo Neumológico de Caguas

Dr. Samuel Méndez

Dr. Alberto Rodríguez Robles

Dr. Miguel Cruz López

Dra. Nylma Rosado

Dr. Eleuterio Loperena

Dr. Alfredo Piñero

Dr. German Chaves

Dr. José Gómez Alba

Dr. Jorge Lugo

Dr. Glenn Garayalde

Dr Luis Olivari, Rheumatologist Guaynabo

Dr Jesús A Maldonado, Psychiatrist. Humacao and Fajardo Offices

Dr Jorge E. Corzo Generalist Guaynabo Recruited

Dr Claudia Camuñas Neuro Hato Rey Recruited

Dr Cynthia Torres PhD Fajardo Recruited

Dr Doris Esteras, Psychiatrist Caguas Recruited

Dr Eric Ramirez, Psychiatrist Caguas Recruited

Dr José A Carro, Psychiatrist Santurce Recruited

Dr Eileen Torres, Psychologist Santurce Recruited

Dr Sherly Rodríguez PhD Santurce Recruited

Dr Nylma Ortiz Psychologist Santurce Recruited

Dr Gerardo Cubano PhD Guaynabo Recruited

Dr Roberto Irizarry PhD Humacao Recruited

Dr Ana Pinillo PhD Caguas Recruited

Dr Luzmarie Rondon PhD Ponce Recruited

Dr Gladysbel Gorbea PhD Ponce Recruited

Dr María Lebrón PhD Humacao & Caguas Recruited

Dr Mariela León PhD Ponce Recruited - Will start on 1/2013

Dr Ivelisse González, Psychiatrist, Bayamón Recruited

Dr Salomón Monserrate, Cardiologist Hato Rey. Recruited.

Clinica Rehabilitación Auditiva, Audiologists, Bayamón. In site visit.

Dr Lizannete Hernandez, Audiologist was inactive. Recruited

State Insurance Fund – To obtain their fees for medical evaluations, for comparison in the review of DDS CE fees

Hospital Hima San Pablo, Fajardo -Labs, x-rays and special studies. Visited to clarify DDS procedures and billing transactions.

Dr Ismael Mejías, General Practitioner, Ceiba. Reoriented at DDS

Dr Nelson Colon, Psychiatrist San Juan. Visited DDS to obtain feedback from his consultative reports.

Dr Arturo Medina, Internist-Cardiologist. PRO provided ERE demonstration at DDS to his secretary, (b) (6)

Dr Luis Olivari's secretary - ERE orientation at DDS

Dr Jesus Maldonado and his secretary- ERE orientation at DDS

Dr Rogelio González, Pulmonary MD. San Juan. (b) (6)

San Juan MRI	Special Studies (Treadmill, echo)	San Juan/Carolina
Dr. Leonell Freytes	Generalist	Ponce
Dr. María Zamora	Psychiatrist	Carolina
Dr. Ángel Pérez Adorno	Pneumologist	Manatí
Consolidated Radiology Complex	X rays center	Caguas
Dr. Brenda Loubriel	Pneumologist	Manatí
Dr. José Ríos Robles	Psychiatrist	Bayamon
Country Club Xrays (reactivated)	X rays center	Carolina
Dr. María Benítez	Internist	Carolina
Carolina Imaging (reactivated)	X rays center	Carolina
Dr. Harry Alverio	Psychiatrist	Carolina
Dr. José Elías González (reactivated)	Internist	Aguadilla
Laboratorio Irizarry Guash	Labs	Ponce
Dr. Emma Lou Carreras	Psychiatrist	Ponce
Dr. Ismael Mejías	Generalist	Ceiba

Dr. Monserrate Noriega	Neurologist	Bayamon
Dr. Gloria Durán	Psychologist	Aguadilla
Dr. Constance Chaim	Psychologist	Caguas/San Juan
Dr. Rafael Sanz	Physiatrist	Bayamon/Caguas
Dr. Elliott Santiago	Psychologist	Bayamon
Dr. Jodys Salgado	Physiatrist	San Juan
Dr. Juan Figueroa	Psychologist	Canovanas
Dr. Nadja Crespo	Psychologist	Carolina
Dr. María Pujols	Psychiatrist	San Sebastian
Dr. Fausto Boria	Physiatrist	Caguas
Dr. Angel Egozcue	Psychologist	Lares
Dr. Deborah Cruz Otero	Psychologist	Carolina
Dr. Luis E. Saliceti	Psychologist	Guaynabo
Dr. Margarita Maldonado	Psychologist	Ponce
Dr. Gerardo Rivera	Psychologist	Vega Baja
Dr. Josefina Zeda	Psychologist	Dorado/Arecibo
Dr. Ferdinand Arce	Psychologist	Utuaado
Dr. Roxana Román	Psychologist	San Sebastian
Dr. Arlene Rodriguez	Psychologist	San Sebastian
Carolina Breast Center	X rays	Carolina
Dr. Venus Hernández	Psychologist	First at Carolina. Later in Bayamon
Dr. Gerardo Sanz	Psychologist	Bayamon
Dr. Vanessa Berrios	Psychologist	Ponce
Dr. Isabel Padilla	Physiatrist	San Juan
Dr. Edwardo Ramos	Physiatrist	San Juan
Dr. Limary Rios	Physiatrist	Caguas
Dr. Priscilla Mieses	Physiatrist	San Juan

(b) (6)

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(b) (6) [Redacted text block]

CEMDs Inactivated:

(b) (6) [Redacted text block]

(b) (6)

[Redacted text block containing multiple lines of blacked-out information]

C. Key Providers for Fiscal Year - October 01, 2012 to September 30, 2013.

Dr. Alberto Rodríguez Robles
Edificio Medical Emporium
351 Ave. Hostos Suite 212
Mayagüez, PR 00681

Dr. Nylma Rosado Villanueva
Cond. El Señorial
1326 Calle Salud Suite 307
Ponce, PR 00717-1689

Dr. Luis A. Toro
8129 Condominio Concordia
Calle Concordia Suite 302
Ponce, PR 00717-1550

Dr. Yarelis M. Pérez
Calle Muñoz Rivera #3
Edificio Tiger Med
Caguas, PR 00725

Dr. Jorge L. Suria Colón
(b) (6)
Guaynabo, PR 00968

D. Current active CEMDs providers.

1. At present, PR DDS has agreements with 264 providers: 54 X-rays centers, 46 laboratories and 164 specialists.
2. Medical credentials
 - a. Check OIG exclusion list
 - b. Request credentials at time of interview or when facilities are inspected.
3. Licenses and Credentials from Nurses, Radiologists and Laboratory Technicians are requested at time of recruitment.
4. A data base is being created to verify CEMD licenses expiration date.
5. Credentials are updated yearly.

E. Medical Fee schedules:

CE and MER fees have not changed since 2009. MER fee is \$15.00 for Physicians, Psychologists, Hospitals and services provided by external company (HPT).

F. DDS PRO Activities:

PRO office gave emphasis to recruiting consultants, in an attempt to help decrease DDS processing time. Efforts were also directed to improve quality of CE reports. PRO demanded consultants to submit CE reports on time, on or before ten (10) working days after CE. Laboratories and radiologists are requested to submit their results in five (5) working days, to CEMD and to DDS.

Activities performed by PRO during fiscal year 2012 – 2013 included the following:

1. Organized recruitment activities in DDS for groups of consultants from different specialty areas, particularly Physiatriests, Psychiatrists and Psychologists.

2. Obtained samples of the CE reports for quality review. Discussed with Medical Staff Members CE reports and tendencies of some CEMDs whose reports do not comply with DDS quality requirements.
3. Coordinated and participated in meetings between Medical Staff members and CEMDs.
4. Provided individual orientation regarding ERE to CEMDs and or their administrative staff. Created ERE accounts to new CEMD's until this task was assigned to System Unit. Provided new password to CEMDs with blocked accounts.
5. Contacted Systems Unit regarding ERE, codification of new consultants and preparation of calendars.
6. Coordinated with CE Unit rescheduling of appointments. Notify Examiners of CE changes.
7. Organized an activity for Medical Staff members, along with Medical Staff Coordinator, to recognize their contribution to DDS.
8. Prepared bi-monthly bulletins for Medical Consultants, Laboratories and Radiologists with important reminders and updated DDS information.
9. Prepared monthly PRO individual calendars to coordinate outside visits to consultants facilities.
10. Participated in meetings with DDS Directors and PRO Supervisor.

If further information is necessary, please let us know.

(b) (6)

Professional Relations Officers
PR DDS (S43)

Medical Fees

CPTCD	LONGDESC	CURRFE	EFFDT	ACTFLG
A	AUDIOLOGICAL EVALUATION (AUDIOMETRY INCLUDED)	60	20090501	Y
ABR	AUDITORY BRAIN RESPONSE (SPECIAL FEE)	250	19980630	Y
AVAR	AUDIOLOGICAL EVALUATION WITH FUNCTIONAL TESTS PURE TONE AIR & BONE CONDUCTION. SRT (SPEECH RECEPTION THRESHOLD) AND SPEECH DISCRIMINATION TEST. IMPEDANCE. (INCLUDE CHARTS)	65	19961001	Y
C	CARDIOVASCULAR EVALUATION	60	19910111	Y
CALOR	CALORIC TEST	37	19931001	Y
CHEPD	CHEST PAIN DESCRIPTION	25	20010401	Y
D	DERMATOLOGICAL EVALUATION	60	20090501	N
EKG	E K G	35	19931001	Y
ENT	ENT EVALUATION	60	20090501	Y
FREE	EVALUATION (FREE CHARGE)	0.01	19960228	Y
FU	FOLLOW UP VISIT EVALUATION	30	19931001	Y
GI	GASTROINTESTINAL EVALUATION	60	19910111	N
GY	GYNECOLOGICAL EVALUATION	50	19961001	N
H&W	FOLLOW UP VISIT FOR HEIGHT AND WEIGHT	10	19940303	Y
HEMA	HEMATOLOGICAL EVALUATION	60	19961001	N
HOMEV	PSYCHOLOGICAL EVALUATION (HOME VISIT)	180	20091009	Y
HVI	INTERNIST (HOME VISIT AUTHORIZED)	180	20091009	Y
HVPS	PSYCHIATRIC EVALUATION (HOME VISIT AUTHORIZED)	200	20091009	Y
HVSF1	PSYCHOLOGICAL EVALUATION (HOME VISIT SPECIAL FEE 2)	90	19980109	Y
INT	INTERNIST EVALUATION	90	20090501	Y
INT-C	INTERNIST CARDIOVASCULAR EVALUATION	90	20090501	Y
INT-G	INTERNIST GASTROINTESTINAL EVALUATION	90	20090501	N
INT-P	INTERNIST PULMONARY EVALUATION	90	20090501	Y
INT-R	INTERNIST RHEUMATOLOGICAL EVALUATION	100	20090501	Y
N-OPH	NEURO-OPHTHALMOLOGICAL EVALUATION	75	19910111	Y
NEPHR	NEPHROLOGICAL EVALUATION	50	19811001	N
NEURO	NEUROLOGICAL EVALUATION	115	20090501	Y
OPHTH	OPHTHALMOLOGICAL EVALUATION	70	20050201	Y
ORTHO	ORTHOPEDICAL EVALUATION	125	20090501	Y
P	PULMONARY EVALUATION	60	19900101	Y
PCHBG	PSYCHOLOGICAL EVALUATION IQ DETERMINATION (E.I.W.A.). BENDER GESTALT INCLUSION OF SUBTEST SCORES IN CONJUNCTION WITH THE WESCHLER SCALES. DO NOT EVALUATE IF PATIENT IS UNDER EFFECTS OF HEAVY MEDICATION.	90	20090501	Y
PCHO	PSYCHOLOGICAL EVALUATION	90	20090501	Y

	IQ DETERMINATION (E.I.W.A.). INCLUSION OF SUBTEST SCORES IN CONJUNCTION WITH THE WESCHLER SCALES. DO NOT EVALUATE IF PATIENT IS UNDER EFFECTS OF HEAVY MEDICATION.			
PCHOF	PSYCHOLOGICAL FULL BATTERY EVALUATION	150	19931001	Y
PEDIA	PEDIATRIC EVALUATION	65	19900101	N
PERIP	PERIPHEROVASCULAR EVALUATION	70	20090501	Y
PHYSI	PHYSIATRIC EVALUATION	60	19910305	N
PS	PSYCHIATRIC EVALUATION	100	20090501	Y
RHEUM	RHEUMATOLOGICAL EVALUATION	60	19950623	Y
SFHW	HEIGHT AND WEIGHT (SEPECIAL FEE)	15	19970404	N
SPE T	SPECIAL EVALUATION (TWO ORTHOPEDICS EXAMS NECESSARY)	70	19970916	N
SPEEC	SPEECH EVALUATION (APHASIC OR NON-APHASIC)	50	19960901	Y
SPSF	SPEECH EVALUATION (SPECIAL FEE) (APHASIC OR NON-APHASIC)	50	19960531	N
SURGI	SURGICAL EVALUATION	60	19961001	N
U	UROLOGICAL EVALUATION	60	19961001	N
00001	ONE MOST AFFECTED MAJOR JOINT X RAY	1	19940614	Y
00002	TWO MOST AFFECTED MAYOR JOINTS X RAY	1	19940614	Y
00003	CHEST X RAY PA	26	19931001	Y
00004	CHEST X RAY PA AND LEFT LATERAL	33	19931001	Y
00005	LUMBOSACRAL SPINE (PA AND LATERAL) X RAY	32	19931001	Y
00006	CERVICAL SPINE COMPLETE (FLEXION, EXTENSION, OBLIQUE) X RAY	51	19931001	Y
00007	CERVICAL SPINE (PA & LAT) X RAY	29	19931001	Y
00008	PELVIS AP ONLY X RAY	25	19931001	Y
00009	PELVIS 3 VIEWS (FROG POSITION) X RAY	29	19931001	Y
00010	LEFT TIBIA & FIBULA X RAY	32	19931001	Y
00011	RIBS X RAYS	28	19940927	Y
00012	SKULL SERIES	38	19921001	Y
00013	DORSOLUMBAR SPINE AP LATERAL X RAYS	33	19931001	Y
00014	DORSAL (THORACIC) SPINE X RAYS	25	19931001	Y
00015	CERVICAL SPINE (FOUR VIEWS) X RAYS	42	19931001	Y
00016	LEFT WRIST X RAY	32	19931001	Y
00017	LEFT SHOULDER X RAY	36	19931001	Y
00018	LUMBOSACRAL SPINE WITH OBLIQUES VIEWS X RAY	49	19931001	Y
00019	LEFT RADIUS & ULNA X RAY	25	19931001	Y
00020	LEFT HUMERUS X RAY	36	19931001	Y
00021	LEFT KNEE X RAY	32	19931001	Y
00022	LEFT HIP (COMPLETE VIEW) X RAY	31	19931001	Y
00023	LEFT FEMUR X RAY	29	19931001	Y
00024	LEFT FOOT X RAY	32	19931001	Y

00025	LEFT FOREARM X RAY	33	19931001	Y
00026	LEFT HAND X RAY	32	19931001	Y
00027	LEFT ELBOW X RAY	33	19931001	Y
00028	LEFT CLAVICLE X RAYS	20	19931001	Y
00029	LEFT ARM X RAY	36	19931001	Y
00030	LEFT ANKLE (TWO VIEWS) X RAYS	33	19931001	Y
00031	RIGHT AND LEFT ANKLE X RAYS	66	19931001	Y
00032	RIGHT AND LEFT ARM X RAYS	72	19931001	Y
00033	RIGHT AND LEFT CLAVICLE X RAYS	40	19931001	Y
00034	RIGHT AND LEFT ELBOW (AP & LAT) X RAYS	66	19931001	Y
00035	RIGHT AND LEFT FOOT (COMPLETE) X RAY	64	19931001	Y
00036	RIGHT AND LEFT FEMUR X RAYS	58	19931001	Y
00037	RIGHT AND LEFT WRISTS X RAYS	64	19931001	Y
00038	RIGHT AND LEFT TIBIA & FIBULA X RAYS	64	19931001	Y
00039	RIGHT AND LEFT SHOULDERS X RAYS	72	19931001	Y
00040	RIGHT AND LEFT RADIUS & ULNA (AP & LAT) X RAYS	50	19931001	Y
00041	RIGHT AND LEFT KNEE (TWO VIEWS) X RAYS	64	19931001	Y
00042	RIGHT AND LEFT HUMERUS X RAYS	72	19931001	Y
00043	RIGHT AND LEFT HIP (COMPLETE VIEW) X RAYS	62	19931001	Y
00044	RIGHT AND LEFT HAND X RAYS	64	19931001	Y
00045	RIGHT AND LEFT FOREARM X RAYS	66	19931001	Y
00046	RIGHT WRIST X RAY	32	19941001	Y
00047	RIGHT TIBIA & FIBULA X RAY	32	19931001	Y
00048	RIGHT SHOULDER X RAY	36	19931001	Y
00049	RIGHT SCAPULA X RAY	17	19811030	Y
00050	RIGHT RADIUS & ULNA X RAY	25	19931001	Y
00051	RIGHT MANDIBLE X RAY	24	19921001	Y
00052	RIGHT KNEE X RAY	32	19931001	Y
00053	RIGHT HUMERUS X RAY	36	19931001	Y
00054	RIGHT HIP (COMPLETE VIEW) X RAY	31	19931001	Y
00055	RIGHT HAND X RAY	32	19931001	Y
00056	RIGHT FOREARM X RAY	33	19931001	Y
00057	RIGHT FOOT (COMPLETE) X RAY	32	19931001	Y
00058	RIGHT FEMUR X RAY	29	19931001	Y
00059	RIGHT ELBOW (AP & LAT) X RAY	33	19931001	Y
00060	RIGHT ARM X RAY	36	19931001	Y
00061	RIGHT ANKLE (TWO VIEWS) X RAY	33	19931001	Y
00062	RIGHT CLAVICLE X RAY	20	19931001	Y
00063	UPPER GI SERIES	79	19931001	Y
00064	INTRAVENOUS PYELOGRAM WITH DYE AND KUB	85	19931001	Y
00065	BARIUM ENEMA (SIMPLE)	72	19931001	Y

00066	BARIUM ENEMA (WITH AIR)	90	19931001	Y
00067	BARIUM SWALLOW	51	19931001	Y
00068	RIGHT ELBOW X RAY	33	19931001	Y
00069	THORACOLUMBAR SPINE AP/ LATERAL	33	19941031	Y
00070	RIBS X RAYS	32	19950224	Y
00071	KUB (ONE VIEW)	18	19931031	Y
00072	SINUSES X RAYS	30	19811010	Y
00073	INTERPRETATION AND REPORT OF X RAYS	15	19950221	Y
00074	RIGHT HEEL X RAY	24	19950201	Y
00075	LEFT HEEL X RAYS	24	19950201	Y
00076	RIGHT AND LEFT HEEL X RAYS	48	19950201	Y
00077	MANDIBLE (BILATERAL) X RAYS	32	19940204	Y
00078	LEFT STUMP X RAY	19	19940204	Y
00079	LEFT HEEL X RAYS	24	19941001	Y
00080	SACRUM AND COCCYX X RAY	18	19811001	Y
00081	RIGHT STUMP X RAYS	19	19940204	Y
00082	CHEST X RAY PA APICO LORDOTIC (ONE VIEW)	20	19950921	Y
00083	CHEST X RAY PA APICO LORDOTIC (TWO VIEWS)	26	19950921	Y
00084	MASTOIDS X RAYS	30	19811001	Y
00085	LEFT SCAPULA X RAY	17	19811030	Y
00086	STERNUM X RAY	20	19811001	Y
00087	FACIAL BONES	36	19980904	N
00088	COMPLETE ORBITS X RAYS	36	19990708	Y
00089	ORBITS X RAYS (RIGHT OR LEFT)	17	19990708	Y
00090	TUNNEL VIEW KNEE X RAY	32	19990804	Y
00091	LEFT MANDIBLE X RAY	24	20010205	Y
00092	SPOT VIEW OF LEFT UPPER LOBE	33	20041028	Y
00200	CBC COMPLETE	11	19931001	Y
00201	HEMATOCRIT	6	19931001	Y
00202	SERUM CREATININE	9	19931001	Y
00203	SEDIMENTATION RATE	7	19931001	Y
00204	RA-LATEX TEST	13	19931001	Y
00205	SERUM ALBUMIN	10	19930101	Y
00206	SERUM BILIRUBIN	9	19931001	Y
00207	TOTAL SERUM PROTEIN WITH A/G RATIO	14	19931001	Y
00208	LE CELL PREPARATION	19	19931001	Y
00209	SMA-12	27	19931001	Y
00210	SMA-20	30	19931001	N
00211	URINE 24 HOURS FOR PROTEIN	23	19910321	Y
00212	URIC ACID	6	19931001	Y
00213	URINALYSIS	4	19931001	Y

00214	PLATELET COUNT	8	19931001	Y
00215	PROTEIN TOTAL	10	19931001	Y
00216	FBS	6	19931001	Y
00217	ANTINUCLEAR ANTI-BODY TEST	34	19931001	Y
00218	RA-LATEX TEST QUANTITATIVE	13	19931001	Y
00219	HEMOGLOBIN AND RED BLOOD CELLS	5	19931001	Y
00220	PAP SMEAR	8	19931001	Y
00221	T-4 THYROBINDING INDEX	17	19931001	Y
00222	PSA	12	19940720	Y
00223	PTT (PARTIAL THROMBOPLASTING TEST OR THROMBOFAS)	4	19831001	Y
00224	SERUM GLUTAMIC OXALOACETIC TRANSAMINASES (AST)	10	19931001	Y
00225	SERUM GLUTAMIC PYRUVIC TRANSAMINASES (ALT)	10	19931001	Y
00226	T-3 UPTAKE (THYROBINDING INDEX)	15	19931001	Y
00227	T-7	7	19941001	Y
00228	PROTHROMBIN TIME (P T)	10	19931001	Y
00229	ACID PHOSPHATASE	22	19940720	Y
00230	ALBUMIN GLOBULINE	10	19931001	Y
00231	ALKALINE PHOSPHATASE	6	19931001	Y
00232	SERUM GLUTAMIC PYRUVIC TRANSAMINASES (SGPT)	10	19931001	Y
00233	AMYLASE	13	19931001	Y
00234	SERUM GLUTAMIC OXALOACETIC TRANSAMINASES (SGOT)	10	19931001	Y
00235	BILIRUBIN TOTAL	9	19931001	Y
00236	BUN	6	19931001	Y
00237	24 HRS CREATININE CLEARANCE AND PROTEIN EXCRETION IN THE URINE	24	19910301	Y
00238	CREATININE CLEARANCE	20	19931001	Y
00239	PHENOBARBITAL (LUMINAL) ANTICONVULSANT LEVELS	50	19931001	Y
00240	TEGRETOL ANTICONVULSANT LEVEL	50	19931001	Y
00241	ZARONTIN ANTICONVULSANT LEVELS	60	19931001	Y
00242	LUMINAL (PHENOBARBITAL) ANTICONVULSANT LEVELS	50	19931001	Y
00243	MYSOLIN ANTICONVULSANT LEVELS	50	19931001	Y
00244	ARTERIAL BLOOD GASES AT REST	75	19931001	Y
00245	ARTERIAL BLOOD GASES EXERCISE	125	19931001	Y
00246	CELONTIN ANTICONVULSANT LEVELS	60	19931001	Y
00247	KLONOPIN ANTICONVULSANT LEVELS	50	19931001	Y
00248	DEPAKENE ANTICONVULSANT LEVELS	60	19931001	Y
00249	DILANTIN ANTICONVULSANT LEVELS	50	19931001	Y
00250	DILANTIN AND PHENOBARBITAL	65	19931001	Y
00251	SERUM CALCIUM	7	19940204	Y

00252	LAMICTAL ANTICONVULSANT LEVELS	41	20040928	Y
00253	KEPPRA ANTICONVULSANT LEVELS	68	20040928	Y
00254	TRILEPTAL (TRILEPTIN, OXRATE, TIMOX, OXCARBAZEPINE)	115	20040930	Y
00256	CHOLESTEROL TOTAL	4	19811001	Y
00257	RED BLOOD CELL	1.5	19811031	Y
00258	SERUM PROTEIN ELECTROPHORESIS	20	19950726	Y
00259	RETICULOCYTES (RETIC COUNT)	3	19811031	Y
00260	SPUTUM CULTURE	15	19831001	Y
00261	PSA	30	19961016	Y
00262	NEURONTIN ANTICONVULSANT LEVELS	100	19961210	Y
00263	LIPASE	7	19811001	Y
00264	POTASSIUM, SERUM OR OTHER FLUIDS	6	19811001	Y
00265	LDH (LACTIC DEHYDROGENASE)	6	19811001	Y
00266	CPK	14	19970411	Y
00267	SERUM ALDOLASE	10	19811001	Y
00268	MAGNESIUM	8	19811001	Y
00269	TSH	17	19931101	Y
00270	INTERNATIONAL NORMALIZED RATIO	7	20080428	Y
00271	COMPREHENSIVE METABOLIC PANEL: GLUCOSE, CALCIUM, PROTEINS (ALBUMIN, TOTAL PROTEIN, ELECTROLYTES (SODIUM, POTASSIUM, CO2, CHLORIDE), KIDNEY TESTS (BUN, CREATININE), LIVER TESTS (ALP, ALT, AST, BILIRUBIN)	35	20081006	Y
00272	LIPID PANEL - TOTAL CHOLESTEROL, HDL, LDL, TRIGLYCERIDES	30	20081002	Y
00400	CHEST PAIN DESCRIPTION	25	20010401	Y
00401	VENOUS DOPPLER OF UPPER EXTREMITIES	92	19931001	Y
00402	VENOUS DOPPLER OF LOWER EXTREMITIES	92	19931001	Y
00403	DOPPLER POST EXERCISE	140	19931001	Y
00404	ARTERIAL DOPPLER OF UPPER EXTREMITIES	121	19931001	Y
00405	ARTERIAL DOPPLER OF LOWER EXTREMITIES	121	19931001	Y
00406	NCV FOUR EXTREMITIES (TWO NERVES EACH ONE)	200	19931031	Y
00407	NCV OF TWO LOWER EXTREMITIES (TWO NERVES)	100	19941031	Y
00408	NCV OF TWO UPPER/LOWER EXTREMITIES (TWO NERVES EACH ONE)	100	19941031	Y
00409	NCV OF ONE LOWER EXTREMITY (TWO NERVES)	50	19941031	Y
00410	NCV OF ONE UPPER/LOWER EXTREMITY (TWO NERVES)	50	19941031	Y
00411	CARBON MONOXIDE GAS DIFFUSION STUDY (SINGLE BREATH)	75	19950225	Y
00412	CALORIC TEST	37	19931001	Y
00414	AUDIOMETRY (INCLUDE CHARTS)	50	19961001	N
00415	EMG OF ONE EXTREMITY (UPPER/LOWER)	70	19931001	Y
00416	EKG WITH LEADS III AND AVF IN DEEP INSPIRATION	35	19931001	Y
00417	EKG	35	19931001	Y

00418	TWO DIMENTIONAL ECHOCARDIOGRAM	200	19921109	Y
00419	HOLTER TEST (24 HOURS)	200	19931001	Y
00420	EXOPHTHALMETRY	10	19931001	Y
00421	EXOPHTHALMOMETRY	10	19931001	Y
00422	EVOKED OCCIPITAL TEST FOR INTEGRITY OF AUDITORY PATHWAYS IN BRAINSTE	125	19931001	Y
00423	EMG COMPLETE	130	19931001	Y
00424	EMG OF THREE EXTREMITIES	110	19930101	Y
00425	EMG OF TWO EXTREMITIES (UPPER/LOWER)	90	19931001	Y
00426	MYOCARDIAL PERFUSION STUDY WITH STRESS TEST	618	19940301	Y
00427	TREADMILL EXERCISE TEST (TET)	185	19931001	Y
00428	PERIPHERAL VISUAL FIELDS (INCLUDE CHARTS)	25	19930101	N
00429	ELECTROENCEPHALOGRAM SLEEP AND AWAKE STUDY	65	19931001	Y
00430	VISUAL EVOKED RESPONSE	65	19941031	Y
00431	PULMONARY FUNCTION TEST	75	19931001	Y
00432	PULMONARY FUNCTION STUDY (ACTIVE TB, HEPATITIS OR HIV)	95	19931001	Y
00433	NCV OF TWO UPPER/LOWER EXTREMITIES (THREE NERVES EACH ONE)	150	19931031	Y
00434	NCV OF TWO LOWER/LOWER EXTREMITIES (ONE NERVE EACH ONE)	50	19831001	Y
00435	MUGA TEST	195	19950718	Y
00436	CT SCAN OF LUMBOSACRAL SPINE	227	19940420	N
00437	NCV OF TWO LOWER EXTREMITIES (THREE NERVES EACH ONE)	150	19941031	Y
00438	NCV MEDIAN NERVE BILATERAL	50	19931001	Y
00439	NCV MEDIAN NERVE	25	19931001	Y
00440	NCV ULNAR NERVE BILATERAL	50	19931001	Y
00441	NCV OF ONE UPPER/LOWER EXTREMITY (ONE NERVE)	25	19931001	Y
00442	NCV OF ONE UPPER/LOWER (THREE NERVES EACH ONE)	75	19931031	Y
00443	NCV THREE UPPER/LOWER EXTREMITIES (ONE NERVE EACH ONE)	75	19931031	Y
00444	NCV THREE UPPER/LOWER EXTREMITIES (TWO NERVES EACH ONE)	150	19931001	Y
00445	NCV THREE UPPER/LOWER EXTREMITIES (THREE NERVES EACH ONE)	225	19931001	Y
00446	NCV FOUR EXTREMITIES (ONE NERVE EACH ONE)	100	19931001	Y
00447	NCV OF FOUR EXTREMITIES (THREE NERVES EACH ONE)	300	19931001	Y
00448	NCV TWO UPPER/LOWER EXT. (FOUR NERVES EACH ONE)	200	19931001	Y
00449	ELECTRORETINOGRAM	200	19980211	Y
00450	COCHLEAR ECHOGRAM (EMISIONES OTOACUSTICAS)	90	19990115	Y
00451	MRI LEFT KNEE	500	19990407	N
00452	BRAIN SCANNING	125	19811001	Y
00453	NCV POST TIBIAL BILATERAL	50	20010220	Y

00454	NCV C PERONEAL BILATERAL	50	20010220	Y
00455	PERIPHERAL VISUAL FIELDS - GOLDMAN (INCLUDE CHARTS)	25	20070220	N
00456	HUMPHREY PERIMETER VTAP 30-2 (INCLUDE CHARTS)	25	20070220	N
00457	PERIPHERAL VISUAL FIELDS - GOLDMAN OR HUMPHREY PERIMETER VTAP 30-2 (INCLUDE CHARTS)	25	20070220	Y
2DECD	TWO-DIMENSIONAL ECHOCARDIOGRAM WITH CARDIAC DOPPLER	255	19940210	N
PCHOPS	PSYCHOLOGICAL EVALUATION WITH MENTAL STATUS FOR CHILDREN	100	20090501	Y
00458	TIBIA & FIBULA OBLIQUE VIEW	32	20090702	Y
00273	TOPAMAX ANTICONVULSANT LEVELS (TOPIRAMATE)	125	20100420	Y
10 DAY RPT	WHEN REPORT IS RECEIVED WITHIN 10 DAYS OF APPT DATE	10	20201231	N
00459	TEMPOROMANDIBULAR JOINT BILATERAL	35	20120229	N
00093	LEFT ORBITAL BONE	33	20120814	N
00094	LATERAL SOFT TISSUE OF NECK	20	20120917	N
MK	MUSCULAR SKELETAL EVALUATION	90	20120817	Y

ANNUAL CONSULTATIVE EXAMINATION OVERSIGHT REPORT FOR RHODE ISLAND DISABILITY DETERMINATION SERVICES

Fiscal Year 2013

The following is the annual CE Management/Oversight Report for FFY 2012. Any questions can be directed to (b) (6) at (b) (6) (or via e-mail at (b) (6)).

- 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.

A late fee adjustment of fifteen dollars is made for overdue reports. Reports are due 15 days from the appointment date. All reports that are late are subject to this deduction. Scheduling is suspended for a particular provide for chronically late reports.

- 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 *
- Sol Pittenger, Psy.D.*
- Oscar Gliberman, MD
- William Palumbo, MD
- Luz Teixeira, PHD*
- Wendy Schwartz, PHD*
- Robin Bertuglia, PHD
- Lori McKinsey, PHD
- Paul Dionisopoulos, MD

- 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
- Wendy Schwartz, Ph.D., (b) (6), Cumberland, RI 02864

The preceding list includes those CE panelists who were the highest earners for fiscal year 2013.

- CE Panels
 - There are currently 43 active CE providers. This number includes physicians, psychologists and master level mental health clinicians. There are 11 medical laboratories, x-ray facilities and hospitals. Laboratories and x-ray facilities have multiple locations. Two new consultants were added to the CE Panel. Specialties include orthopedics, rheumatology, dermatology, 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 and decreased the transportation costs.
 - 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 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 any other 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.
 - The first five reports from all new panelists are reviewed for quality. Further quality review of reports is performed on a regular basis (Quality Assurance sample) and as requested by staff for deficiencies.
- 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.
- 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 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.
 - Active CE panelist recruitment is performed through advertisement in trade newsletters, mass mailings, 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.).
 - RIDDS continues to expand the CE Panel to include licensed master's level clinicians to perform mental status consultative examinations. These exams are performed only when there is a medically determinable impairment established by and acceptable medical source (MD/PHD). Evidence that includes the medically determinable impairment is 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.
 - CE consultants submit reports electronically (either by fax or Electronic Records Express website). Currently, 19 CE providers use the Electronic Records Express website. 99% of CE reports are received electronically. CE consultants who use the transcription service, have the option are receiving transcribed reports by fax or by logging on to the transcription contractor's secure website.
 - 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 2013, 25 SOAR claims were received (Initial: XVI = 18, Concurrent = 12; Reconsideration: XVI = 7; Concurrent = 2) and 21 were disposed. The allowance

rate for Initial Title XVI claims is 71 percent. The allowance rate for Initial Title II claims is 40 percent. The allowance rate for reconsideration for Title XVI and Title II claims is 60% and 50% respectively. Average processing time is 83 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 high volume hospitals/facilities and the majority of private facilities accept the eAuthorization. Expansion of the eAuthorization for childhood filers and individuals with authority to sign on behalf of a child has been non-problematic.

RHODE ISLAND DISABILITY DETERMINATION (DDS)
CONSULTATIVE EXAMINATION FEE SCHEDULE

CARDIAC	90620	\$125
DERMATOLOGIC	90621	\$100
EKG	93000	\$35
INTERNAL MEDICINE	90622	\$125
Limited Echo	93308	\$125
NEUROLOGICAL	90623	\$125
OPHTHALMOLOGIC	92004	\$70
VISUAL FIELDS	92083	\$70.83
ORTHOPEDIC/PHYS.MED.	90624	\$125
OTOLOGIC/SPEECH	92505	\$100
OTOLOGIC/HEARING	92506	\$100
AUDIOMETRY	92557	\$49.48
PEDIATRIC	90625	\$125
PERIPHERAL VASCULAR	90628	\$125
DOPPLER	93924	\$170.93
PSYCHIATRIC	90801	\$125
PSYCHIATRIC (125 + 45) (CONDUCTED IN LANGUAGE OTHER THAN ENGLISH)	90801	\$170
PSYCHOLOGICAL	90830	\$200
PSYCHOLOGICAL (200+40) (HOME VISIT)	90830	\$240
PSYCHOLOGICAL (200 + 45) (CONDUCTED IN LANGUAGE OTHER THAN ENGLISH)	90830	\$245

NEUROPSYCHOLOGICAL	90832	\$200
I.Q. TESTING	90831	\$75
PULMONARY	90626	\$125
RHEUMATOLOGIC	90627	\$125
HEIGHT & WEIGHT	30000	\$30

RI Outpatient Fee Schedule Effective 9/1/2012 (version 1.1)

CPT CODE	DESCRIPTION	FEE
71020	Chest x-ray (AP and Lateral)	48.36
72040	X-RAY OF CERVICAL SPINE (AP AND LATERAL VIEWS)	48.36
72070	X-RAY OF THORACIC SPINE (AP AND LATERAL VIEWS)	48.36
72100	X-RAY OF LUMBOSACRAL SPINE (AP AND LATERAL VIEWS)	48.36
72170	X-RAY OF PELVIS (AP VIEW)	48.36
72220	X-RAY OF SACRUM/COCCYX (2 VIEWS)	48.36
73000	X-RAY OF RIGHT CLAVICLE	48.36
73001	X-RAY OF LEFT CLAVICLE	48.36
73020	X-RAY OF RIGHT SHOULDER (SINGLE VIEW)	48.36
73021	X-RAY OF LEFT SHOULDER (SINGLE VIEW)	48.36
73060	X-RAY OF RIGHT HUMERUS (2 VIEWS-BONE EXTENDING FROM SHOULDER TO ELBOW)	48.36
73061	X-RAY OF LEFT HUMERUS (2 VIEWS-BONE EXTENDING FROM SHOULDER TO ELBOW)	48.36
73070	X-RAY OF RIGHT ELBOW (AP AND LATERAL VIEWS)	48.36
73071	X-RAY OF LEFT ELBOW (AP AND LATERAL VIEWS)	48.36
73090	X-RAY OF RIGHT FOREARM	48.36
73091	X-RAY OF LEFT FOREARM	48.36
73100	X-RAY OF RIGHT WRIST (AP AND LATERAL VIEWS)	48.36
73101	X-RAY OF LEFT WRIST (AP AND LATERAL VIEWS)	48.36
73120	X-RAY OF RIGHT HAND (TWO VIEWS)	48.36
73121	X-RAY OF LEFT HAND (TWO VIEWS)	48.36
73520	X-RAY OF RIGHT HIP (TWO VIEWS INCLUDING AP)	48.36
73521	X-RAY OF LEFT HIP (TWO VIEWS INCLUDING AP)	48.36
73550	X-RAY OF RIGHT FEMUR	48.36
73551	X-RAY OF LEFT FEMUR	48.36
73560	X-RAY OF RIGHT KNEE (AP AND LATERAL VIEW)	48.36
73561	X-RAY OF LEFT KNEE (AP AND LATERAL VIEW)	48.36
73590	X-RAY OF RIGHT TIBIA AND FIBULA	48.36
73591	X-RAY OF LEFT TIBIA AND FIBULA	48.36
73600	X-RAY OF RIGHT ANKLE (AP AND LATERAL VIEWS)	48.36
73601	X-RAY OF LEFT ANKLE (AP AND LATERAL VIEWS)	48.36
73620	X-RAY OF RIGHT FOOT (AP AND LATERAL	48.36

	VIEWS)	
73621	X-RAY OF LEFT FOOT (AP AND LATERAL VIEWS)	48.36
80053	Comprehensive Metabolic Panel	15.44
80076	Liver profile	11.93
Includes		
85610	Prothombin Time	5.74
28565	Creatnine	7.48
81000	URINALYSIS-GLUC.,PROT.,HGB,S.G.,PH, ETC., MICROSCOPIC	4.63
82040	Serum Albumin	5.05
82310	Serum Calcium	7.53
82247	Total Bilirubin	7.33
82565	Serum Creatnine	7.48
82575	Creatnine Clearance	13.79
85025	CBC & DIFFERENTIAL	11.35
85610	Prothombin Time Activity	5.74
94010	Breathing Capacity Tests (PFTs)	59.51
94720	Monoxide diffusing capacity (Diffusion Studies)	59.51



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

October 30, 2013

(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 2013.

COMPLAINTS/SENSITIVE ISSUES

South Carolina is a decentralized state. Complaints are documented and sent to the relevant DDS regional Medical/Professional Relations Officer (MPRO) with copies forwarded to the regional Medical/Professional Relations Supervisor (MPRS) Each complaint is carefully investigated by detailing the facts of the complaints and actions taken to resolve them. All 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 39,748 CEs. Fifty complaints (.126% of total confirmed CEs) and 0 sensitive issues were addressed. All complaints were investigated and resolved.

ONSITE REVIEWS

The following onsite reviews (188) were conducted during fiscal year 2013. Nineteen 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 fully staffed with 1291 CE providers. The SC DDS CE panel is checked regularly to insure it is balanced and that all providers all being used equitably.

COLUMBIA REGION

*Katherine Kelly, PhD	June Maranville, SLP	Walt Bogart, MD
*Vasant Garde, MD	Tuomey Regional Hospital	James Bethea, MD
John Bradley, PhD	*Douglas Ritz	Steve Reeves, MD
*J P Ginsberg, PhD	Susan Tankersley, MD	Sushil Das, MD
Clarence Dollison, MD	Adrian Janit, PhD	Donald McQueen, MD
Elizabeth Beatty, OD	Stephen Schacher, MD	Christopher Jones, MD

David Johnson, OD	Pamela Carlton, PhD	Johnny Dukes, OD
Henry Link, PhD	*Harriet Steiner, MD	*Damon Daniels, MD
*Pravin Patel, MD	*Carolina Occupational Health	M Singleton, MD
Eleanya Ogburu-Ogbonnaya, MD	*Nick De Pace, PhD	Leslie Foulkes-Jamison, PhD
E McDonald Dubose, MD	Dean Jacobs, MD	Carol Benoit, DO
Eric Byrd, MD	Steven Hobbs, OD	*Kimberly Kruse, PhD
James Goodson III, MD	Carolinas Hospital System	John Taylor, PhD
Gregory King, MD	Patrick Goldsmith, PhD	Steve Dean, OD
Bennettsville SSA	Joseph Manno, MD	Sumter Eye Center
Emily Walck, OD	Kevin Turner, PhD	Retina Experts
Theodore Newman, OD	*Thomas Motycka, MD	James Way, PhD
Leroy "Tripp" Robinson, OD	*Lisa Bridgewater, PhD	Neville Bennett, MD
Matthew Haubert, OD	Marc Coe, PhD	Mary Ann Stroupe, PhD

John Bradley, PhD	June Maranville, SLP	*Horace Bledsoe, MD
Kathy Myers, SLP	Marc Harari, PhD	Morris Britt, PhD
Neesha Gourley, SLP	Kristin Mason, SLP	Jason Lee, OD
Chad Ritterspach, PhD (x2)	Siraj Abdullah, DP	John Hynes, MD
Vernell Fogle, PhD	*Barbara Hartt, PhD	Kerri Duncan, SLP
David Moon, MD	*Cherilyn Taylor, PhD	Shanita Shaw, SLP
Carol Benoit, OD	Victoria Evans, PhD	

CHARLESTON REGION

Kelly Perkins, OD	David Corcoran, OD	Grand Strand Regional Medical Center
Marcus Schafer, MD	*Cashton Spivey, PhD	*Shaun Nguyen, MD
Beaufort Pediatrics	*Douglas Ritz, PhD	*Cindy Wright, MD
Mark Siegel, MD	Trident Medical Center	Kathryn Glenn, MD

Robert Szypczak, OD (x2)	*Darlene Barnard, MD	Scott Schaffer, PhD
John Mulkeen, PhD	Tommi Stanley, Audiologist	Kelly Barrell, SLP
Dora Anguelova, MD	Crystal Franklin, OD	T Etikerentse, MD
James Turek, MD	Thaddeus Bell, MD	Daniel Bates, MD
Eva Merhi, OD	L M Padgett, OD	M Sisodia, MD
Jonathan Simmons, PhD	William Maguire, MD	R Nappi, PhD
Mario Bangco, MD	*Jomar Roberts, MD	Sally Little, SLP
Charles Jackson, PhD	Sally Asquith, SLP	Kerry Kolehma, MD
Coastal Otolaryngology	Angie Travers, SLP	Kristen Bish, Audiologist
Kelly Perkins, OD	Charles Jackson, PhD	Brooks Smith, MD
Marcus Schafer, MD	Mark McClain, PhD	Sanjay Kumar, MD
Beaufort Pediatrics	Owen Johnson, OD	Michael Blubaugh, MD
Gerald Congdon, MD	Mason Ahearn, MD	Adebola Rojuginboka, MD
Carmelita Lawton, SLP	James Turek, MD	Kelly Perkins, OD
Andrea Pangia, SLP	Marcus Schaefer, MD	James Custer, PhD

Greenville Region

Medical Center of Greenville	Brooks Smith, MD	Elizabeth Garrett, SLP
Renukah Harper, PhD	Deborah Leprowski, PhD	Cheryl, Rigdon, SLP
Robin Moody, PhD (key provider)	David Price, PhD	*Med Plus
Spurgeon Cole, PhD	Laura Maganini, SLP	Roland Knight, MD
Medical Center Clinic	Tod Morton, PhD	Donald Worley, MD
*David Holt, PhD	Mark Thayer, MD	Sally Burgess, MD
Peace Medical Center	Harold Shaw, MD	Spurgeon Cole, PhD
Alfred Moore, MD	*Robin Moody, PhD	Upstate Cardiology
Gordon Early, MD	Tony Rana, MD	*Lary Korn, MD
*James Ruffing, PhD	Ronald Thompson, PhD	Joseph Hammond, PhD

*Indicates more than one visit was made.

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 regions of the state).

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 regions of the state).

Columbia Region	Greenville Region	Charleston Region
Katherine Kelly, PhD (b) (6) Hartsville SC 29550	*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 Columbia SC	*Brooks Smith, MD (b) (6) Greenville SC 29605	Dr Douglas Ritz (b) (6) Orangeburg SC 29115
*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
*John Whitley, PhD (b) (6) Augusta GA 30909	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 Shaun Ngyuen (b) (6) Charleston SC 29492
Dr Nicole Horst (MDSI) Health First Florence SC 29501	Joseph Hammond, PhD (b) (6) Greenville SC 29601	*Dr Harriet Steinert (b) (6) Charleston SC 29407

CREDENTIALS

South Carolina checks 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 is conducted prior to adding potential providers to the panel and monthly. Any exclusions and sanctions are reported to the DDS State Medical Relations Supervisor. The DDS will exclude any provider who has been disciplined or sanctioned by the review board.

Credential inquiries are made at the time of the initial onsite visit to a prospective CE provider. 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 yearly.

FEE SCHEDULE

A version of The Medicare Fee Schedule is adopted and maintained annually by the SC Vocational Rehabilitation Department, the parent agency of the SC DDS. This year's 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.

In FY'13 we purchased 142 CEs that required a language interpreter. The majority were Spanish (127.) We also needed ASL (9), Russian (1) Korean (1) Cambodian (1) and Vietnamese (1).

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.

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 4 schools in the Dorchester County School District, the Muscular Dystrophy Association, the Disability Resource Center and to hospital staff at Greenville Memorial Hospital. Topics covered were the Social Security disability process, the DDS fiscal process and CPT codes used by the DDS.

The majority of CE and MER providers use an electronic method of submitting information to the DDS.

MPRO staff attended the following conferences in Fiscal Year 2013:

The South Carolina Health Information Managers Association. The Greenville regional office MPRO gave a presentation at this conference.
Brain Injury Alliance of South Carolina

Attendance at conferences was curtailed this year due to budget constraints.

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)

Sincerely,

(b) (6)

(b) (6) Medical Professional Relations Supervisor

On behalf of (b) (6), SC DDS Director

cc: (b) (6) DPA

(b) (6) SC DDS Administrative Services Manager

SC DDS Budget File

Attachment: 2013 Fee Schedule

(b) (6)

Annual CE Oversight Report – 2013

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. 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 – 2013

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 from DDS exams. Our agency is not aware of any providers where their only business is working with the DDS. Two onsite visits were conducted by the DDS PRO and Disability Program Administrator from the Center for Disability to verify licensure and inspect their facilities for meeting SSA's requirements for conducting exams for the DDS. We visited one top provider and one key providers in Sioux Falls.

- 1) THOMAS L. PRICE, PH.D.
PSYCHOLOGICAL SOLUTIONS OF SD
6810 S LYNCREST AVE STE 201
SIOUX FALLS SD 57108
- 2) JORGE SANCHEZ, M.D.
CHILD AND ADOLESCENT NEUROLOGY
117 W 39TH ST
SIOUX FALLS SD 57105

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
(b) (6)
Rapid City, SD 57701
- 2) **Galen Van Kley, PhD**
(b) (6)
Vermillion, SD 57069
- 3) **Thomas Price, PhD**
6810 S Lyncrest Ave, Ste. 201
Sioux Falls, SD 57108
- 4) **Jackie Gilbertson, EdD**
623 Quincy St, Ste 102
Rapid City, SD 57701
- 5) **Lynn Goehring, MA**
(b) (6)
Pierre, SD 57501

Annual CE Oversight Report – 2013

South Dakota DDS

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 was calculated that 98 providers conducted at least one CE for DDS in FY 2013.

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: <http://doh.sd.gov/boards/>. The primary link used is the South Dakota Board of Medical and Osteopathic Examiners at the following link: <http://login.sdbmoe.gov/Public/Services>. 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.

Annual CE Oversight Report – 2013

South Dakota DDS

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. DDS first applies the exception fee schedule.

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. There were some minor increases and decreases (+/-1%) in the compared to FY 2012's numbers. The highlights of the fee changes were that the copy of records fee was decreased, the psych fees increased less than a full percentage, and the physical exception fees were unchanged.

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 10-2013.**"

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.

The DDS was without a PRO for about 6 months of FFY 2013, with reduced PRO oversight for 3 additional months prior to this time due to a change in staffing within our agency. A new PRO has been promoted and is in the process of being trained into the vast responsibilities of being a DDS PRO.

- October of 2012:
 - Held the first meeting of the PRO Unit. The purpose of the PRO Unit is to work as a team to assist with brainstorming, finding efficiencies, planning, setting goals,

Annual CE Oversight Report – 2013

South Dakota DDS

implementing, and maintaining PRO activities to assure we are providing the best customer service possible. The unit consists of the PRO, Team Lead, CE Scheduler, and an IT lead to assist in prioritizing and developing PRO activities. The DDS had only started a PRO Unit at the beginning of FFY 2013 to help in better organizing the professional relations activities when staffing changes hindered much progress in this area. This will be a primary goal over this next fiscal year to refocus on as the new PRO is trained in.

- Conducted a Live Meeting presentation for Adult Services and Aging with in the Department of Social Services. This was a 30-page / 45 minute PowerPoint presentation customized to ASA and presented to 100 participants.
- November of 2012:
 - Conducted outreach to Pulmonary Function Testing providers to discuss narrative changes in the CE requests to assure the testing DDS was requesting was meeting SSA standards.
 - Updated the codes used within the claimant and vendor instruction letters to assure more accurate and updated information was included within the letters.
- December of 2012: CE and MER vendor database clean-up was completed.
- February of 2013: An onsite visit was held with the Sioux Falls VA to implement a new electronic process for completing our medical records requests. They no longer receive our requests via fax and send back via fax, mail, and electronic. They now receive requests electronically eOR and will only send electronic records back to the DDS.
- April of 2013: An examiner attended the SSI/SSDI Outreach, Access and Recovery (SOAR) training conference held in Yankton, representing the DDS's perspective.
- June of 2013: The DDS hosted three DHS Interns and provided them a two-hour presentation and tour of the workspace to gain a better understanding of SSA's disability process and DDS's operations.
- August of 2013: The DDS met with State representatives from the South Dakota Health Information Exchange to start the research on how or if the DDS can integrate into their HIE system to expedite the HIT process in South Dakota. There are technical challenges that would need to be worked on through SSA to determine the feasibility of this process.

TEXAS DISABILITY DETERMINATION SERVICES CE OVERSIGHT REPORT

October 1, 2012 – September 30, 2013

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. All follow up communications between the PRO and the provider are tracked by the Professional Relations Unit Manager. A chronology of past complaints is maintained.

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 35 key volume providers and a list of these providers is attached (Key Volume Provider FY 2013 Final). In addition, the Professional Relations Officers conducted 188 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 2014 Final).

TEXAS DISABILITY DETERMINATION SERVICES CE OVERSIGHT REPORT

October 1, 2012 – September 30, 2013

4. For CE panels:

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

The current number of CE providers is 1529.

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.

To clarify, the TX DDS does not contract with CEPs. 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 are checked 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 licenses due to expire. 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 each 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

TEXAS DISABILITY DETERMINATION SERVICES CE OVERSIGHT REPORT

October 1, 2012 – September 30, 2013

of the State of Texas at the time of enrollment. The CEP agreement, 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 2013. This is due to a number of factors. We are operating under reduced staffing due to an ongoing hiring freeze, while responding to an increased need for monitoring and corrective action. With fewer PROs, we devoted more resources to corrective action visits and communications, rather than recruitment activities. Our total number of CEPs has reduced from a previous average of 1650+ in FY2011, to 1591 in FY2012 to the current number of 1529. Therefore, support from SSA to hire losses at the TX DDS will be necessary in order to emphasize recruitment and exhibiting at seminars in FY2014.

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

**TEXAS DISABILITY DETERMINATION SERVICES
CE OVERSIGHT REPORT**

October 1, 2012 – September 30, 2013

93.47 % in September 2013. This represents a slight decrease in CE receipts from 96.1% in September 2012. 91 CEPs receive CE requests via eOR. This represents a slight decrease in CE requests received via eOR from 97 in September 2012. MER received electronically (through ERE or fax server) was 81.99%. This represents an increase from 80.5% in September of 2012.

**Department of Assistive & Rehabilitative Services
Disability Determination Services
Interoffice Memorandum**

TO: Professional Relations Officers
FROM: (b) (6)
SUBJECT: Key Volume Provider Inspections – FY 2013
DATE: October 12, 2012

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 2013 based on the criteria outlined in the above-cited references. [VERSA Management Report DB0F0S/V03 (CE Panelist Ranking Report – Year to Date) dated September 30, 2012, 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 2013. Please notify my office of the **tentative** inspection dates of the vendors in your territory by December 17, 2012, and begin developing trip itineraries for the purpose of completing this assignment. **Please note that inspections must be completed by September 30, 2013.**

FACILITY	Vendor Number	CITY	PRO	AMOUNT	INSPECTION DATE COMPLETED
MedTex Houston	(b) (6)	Houston	(b) (6)	1,028,207.04	6/12/13
C E Provider Services LLC	(b) (6)	Utah	(b) (6)	976,935.40	9/14/13
North Texas IME	(b) (6)	Irving	(b) (6)	655,916.12	9/17/13
Presidio Medical Management	(b) (6)	San Antonio	(b) (6)	588,192.19	11/15/2012
MedTex Fort Worth	(b) (6)	Fort Worth	(b) (6)	567,185.49	6/21/13
Propsynd Testing	(b) (6)	Houston	(b) (6)	556,984.17	6/11/13
Monnig, Gayle D./ Edwards, David	(b) (6)	San Antonio	(b) (6)	368,000.61	12/14/2012
MedTex Dallas	(b) (6)	Dallas	(b) (6)	358,466.07	8/28/13
Culver, William R.	(b) (6)	New Braunfels	(b) (6)	324,251.37	12/13/2012
Marathon Psychology Group	(b) (6)	Cypress	(b) (6)	323,561.36	6/11/13
Panjwani, Mahmood B.	(b) (6)	Carrollton	(b) (6)	317,988.66	8/28/13
Premier Medical Care	(b) (6)	Lewisville	(b) (6)	310,903.56	6/20/13
Franklin, Martin	(b) (6)	Kerrville	(b) (6)	297,898.15	4/22/13
Daniel, Daryl K.	(b) (6)	Houston	(b) (6)	261,728.27	6/11/13
Clark, Frankie	(b) (6)	Lufkin	(b) (6)	243,190.14	9/16/13
Sahi, Farzana	(b) (6)	Houston	(b) (6)	235,296.33	6/12/13
Dosunmu, Hameed A.	(b) (6)	San Antonio	(b) (6)	229,785.02	12/13/2012
De Ferreire, Mary E.	(b) (6)	McAllen	(b) (6)	226,472.31	8/8/13
Ortiz, Hector J.	(b) (6)	Corpus Christi	(b) (6)	224,186.85	8/7/13
Nwankwo, Stella	(b) (6)	Arlington	(b) (6)	220,612.37	6/20/13
The Ludden Group	(b) (6)	Terrell	(b) (6)	218,680.50	4/9/2013
Bolte, Brett	(b) (6)	Waco	(b) (6)	204,656.63	8/6/13
Thompson, Russel L.	(b) (6)	San Antonio	(b) (6)	202,593.71	12/14/2012
Kirkwood, Milton	(b) (6)	Houston	(b) (6)	201,221.17	6/12/13
Villanueva, Javier	(b) (6)	San Antonio	(b) (6)	199,887.74	11/15/2012
McCollum, Paul Sterling	(b) (6)	San Antonio	(b) (6)	191,717.53	12/13/2012
Gradel, Addison E.	(b) (6)	Big Spring	(b) (6)	189,503.26	04/18/2013
Davis, Kelley	(b) (6)	Dallas	(b) (6)	188,802.03	9/17/13
Rattan, Randall	(b) (6)	El Paso	(b) (6)	186,935.50	8/16/2013
Schutte, James W.	(b) (6)	El Paso	(b) (6)	185,930.07	8/15/2013
Adelberg Dubin, Bettina	(b) (6)	Austin	(b) (6)	158,943.04	9/20/13
Gerwell, Kristine J.	(b) (6)	San Antonio	(b) (6)	158,332.62	11/16/2012
Frensley, Susan	(b) (6)	Cameron	(b) (6)	155,740.35	8/6/13
Chavez, Amanda B.	(b) (6)	San Antonio	(b) (6)	155,352.73	11/16/2012
Gerwell, Edwin	(b) (6)	San Antonio	(b) (6)	152,776.65	11/16/2012

**Department of Assistive & Rehabilitative Services
Disability Determination Services
Interoffice Memorandum**

TO: Professional Relations Officers
FROM: (b) (6)
SUBJECT: Key Volume Provider Inspections – FY 2014
DATE: October 29, 2013

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 2014 based on the criteria outlined in the above-cited references. [Iron Data Management Report DB0F0S/V03 (CE Panelist Ranking Report – Year to Date) dated September 30, 2013, 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 2014. Please notify my office of the **tentative** inspection dates of the vendors in your territory by December 17, 2013, and begin developing trip itineraries for the purpose of completing this assignment. **Please note that inspections must be completed by September 30, 2014.**

FACILITY	Vendor Number	CITY	PRO	AMOUNT	INSPECTION DATE COMPLETED
CE Provider Services LLC	(b) (6)	Salt Lake City, UT		\$1,122,072.63	
MedTex Houston	(b) (6)	Houston		\$997,232.99	
North Texas IME	(b) (6)	Irving		\$612,842.51	
MedTex Fort Worth	(b) (6)	Fort Worth		\$535,441.26	
Presidio Medical Management	(b) (6)	San Antonio		\$534,730.28	
Propsyach Testing	(b) (6)	Houston		\$498,331.98	
MedTex Dallas	(b) (6)	Dallas		\$331,000.43	
Panjwani, Mahmood B.	(b) (6)	Carrollton		\$321,176.20	
Franklin, Martin	(b) (6)	Kerrville		\$310,148.25	
Monnig, GayleD./ Edward, David	(b) (6)	San Antonio		\$289,454.97	
Culver, William R.	(b) (6)	New Braunfels		\$279,543.39	
Marathon Psychology Group	(b) (6)	Houston		\$272,495.39	
Sahi, Farzana	(b) (6)	Houston		\$261,369.83	
Premier Med	(b) (6)	Lewisville		\$248,019.69	
Thompson, Russel L.	(b) (6)	San Antonio		\$238,122.06	
Gradel, Addison E.	(b) (6)	Lubbock		\$234,448.81	
Daniel, Daryl K.	(b) (6)	Houston		\$229,037.02	
Kirkwood, Milton	(b) (6)	Houston		\$225,237.34	
Nwankwo, Stella	(b) (6)	Arlington		\$219,969.08	
The Ludden Group	(b) (6)	RockWall		\$215,910.25	
Dosunmu, Hameed A.	(b) (6)	San Antonio		\$215,657.93	
Ortiz, Hector J.	(b) (6)	Corpus Christi		\$212,521.92	
Bolte, Brett	(b) (6)	Fort Worth		\$212,477.95	
Clark Psychological Consult	(b) (6)	Livingston		\$204,053.84	
Schutte, James W.	(b) (6)	El Paso		\$189,344.16	
Rattan, Randall	(b) (6)	Denton		\$183,277.19	
Fletcher, Barbara Susanne	(b) (6)	Dallas		\$179,421.00	
Davis, Kelly	(b) (6)	Dallas		\$173,518.88	
Gerwell, Kristine J.	(b) (6)	San Antonio		\$164,891.56	
Chavez, Amanda B.	(b) (6)	San Antonio		\$161,149.93	
McCollum, Paul Sterling	(b) (6)	San Antonio		\$156,700.92	
Shannon, Kelly	(b) (6)	San Antonio		\$156,077.66	
Sloan, Lawrence	(b) (6)	Denton		\$150,994.18	
Frensley, Susan	(b) (6)	Cameron		\$147,805.32	
Gerwell, Edwin L.	(b) (6)	San Antonio		\$147,209.03	
Nigalye, Narendra L.	(b) (6)	Brownwood		\$145,338.00	
De Ferreire, Mary E.	(b) (6)	McAllen		\$144,745.78	



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, 2012
to September 30, 2013

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 out 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 claimant is asked to submit any complaint in writing in order for the PRO staff to fully understand the allegation against the CE panelist and explain it as correctly as possible.

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 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 as many CE sources on a yearly basis as possible. This year, all of the providers who made \$100,00 or more were definitely visited along with some of even lesser volume CE providers. 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

Quality Med Pro (Physical)
36 PA-B Sandstone Circle
Jackson, TN 38305

Medical and Psychological Associates (Psychology)
202 Uptown Square
Murfreesboro, TN 37129

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

Medical Specialists of Knoxville (Physical)
Jeff Summers, M.D.
6612 Maynardville Hwy.
Knoxville, TN 37918

Eva Misra, M.D. (Physical)
116Glenleigh Court, Suite 2117
Knoxville, TN 37922

Barry R. Siegel, M.D. (Physical)
White Station Tower, Suite 611
5050 Poplar Avenue
Memphis, TN 38157

Corporate Services (Physical)
Bruce Davis, M.D.
Suite 700, Doctor's Pavilion
1916 Patterson Street
Nashville, TN 37203

W R Stauffer, M.D. (Physical)
(b) (6)
Brentwood, TN 37027

West TN Psychological Associates (Psychology)
6094 Apple Tree Drive, Suite 12
Memphis, TN 38115

Evaluation Specialists (Psychology)
1111 North Shore Drive
Knoxville, TN 37918

Randolph Occupational Medicine (Physical)
Bruce Randolph, M.D.
3960 Knight Arnold Road, Suite 103
Memphis, TN 38118

Psychological Services (Psychology)
Wayneworth Office Park
156-C University Parkway
Jackson, TN 38305

William Holland, M.D. (Physical)
2650 Executive Park NW
Suite 5
Cleveland, TN 37312

Laambda Healthcare (Physical)
Kamal Mohan, M.D.
6025 Walnut Grove Road, Suite 311
Memphis, TN 38120

Tri-Cities Service Group (Physical and Psychology)
3915 Bristol Hwy., Ste 401
Johnson City, TN 37601

Middle TN Occupational and Environmental (Physical)
936 Murfreesboro Rd.
Lebanon, TN 37090

Psychological Consulting Services (Psychology)
1000 West G Street, Suite 103
Elizabethton, TN 37643-4643

Diagnostic Center (Physical)
2205 McCallie Ave.
Chattanooga, TN 37404

Deborah Doineau (Psychology)
(b) (6)
Nashville, TN37212

Cookeville Services (Physical)
377-A Short Street
Cookeville, TN 38501

Psychological Diagnostic Group (Psychology)
PO Box 33
Athens, TN 37311

Knoxville Services (Physical)
320 N. Cedar Bluff Rd. Suite 330
Knoxville, TN 37922

Jackson Services (Physical and Psychology)
384-B Carriage House
Jackson, TN 38305

Chattanooga Services (Physical and Psychology)
East Gate Town Center
5600 Brainerd Rd
Suite C-22
Chattanooga, TN 37411

Wellcare (Physical)
2330 Merchants Rd.
Knoxville, TN 37912
(859) 987-0783

IV. CE Panel

There are 201 active vendors including hospitals and diagnostic centers. Of these 27 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 and the LEIE 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 the month the license will expire. 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 terminates 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 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 2013 fee schedule for the purchase of medical services on Monday, June 24, 2013.

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 2013 Medicare Physicians Fee Schedule and the 2013 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 2013 AMA Current Procedural Terminology Manual, Professional Edition.

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. Attached is a copy of our 2013 CE fee schedule.

VI. The TN DDS PRO Activities

DDS has added some new CE panelists this year. Here are the names:

Dr. Dana Grist, an optometrist in East TN, Jones Therapy Services (speech and language) and Dr. Jennifer Beeghley, psychologist, both in Middle TN.

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 unfortunate 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 current rate of extremely high rate of “no shows.”

Sadly, the PRO unit lost (b) (6) to a (b) (6). We also lost our Information Resource Support Specialist (b) (6).

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) and the Rural Health Association of Tennessee (RHAT). Due to lack of approval for funding, our agency was unable to be represented at the annual meeting of the Tennessee Health Management Association (THIMA).

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.

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.

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.. 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.

The TN DDS PRO unit takes great pride in striving constantly to find ways to improve our service to this agency and our customers. We continue to increase our volume of receipt of electronic medical records and CE reports through the persistent marketing of ERE to the medical community.

With the new staff changes, the PRO unit is looking forward to the opportunities ahead in FY 2013-2014. 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.

Utah DDS CE Oversight Report
Fiscal Year 2013
Prepared by (b) (6)
Professional Relations Officer

1. Complaint Resolution Process

Utah DDS received less serious complaints in FY 2013, that were resolved with a phone call to the person making the complaint or by writing a letter addressing the issue. Less serious complaints were handled by me and as needed I would discuss the issue with the assistant administrator and/or the chief medical consultant. To investigate the issue I would talk to the person making the complaint. If necessary, I would contact the CE provider for his/her account. A review of the CE report was always done. A review of the CE provider's file was done to see if there was a pattern of similar complaints. All complaints were documented and kept in the CE provider's file. With the complaints received I did not find it necessary to take any action against a CE provider.

If a more serious complaint is received, I would contact the assistant administrator and the chief medical consultant. The assistant administrator and I would determine if the regional office, DDS director or State Attorney General's Office should be notified of the complaint. We do not contact any other state agency regarding any complaint. While our agency did not receive any complaints in FY 2013 that would eliminate a CE provider from the panel, if the complaint was pertaining to egregious behavior we would consider eliminating the CE provider.

2. FY 2013 Onsite Reviews

I performed four onsite reviews for key providers in FY 2013. I performed 14 onsite reviews of non-key providers. I did not visit the key providers other locations as I had done so the previous fiscal year but I did ask the key provider if anything had changed within the facility that would prompt me to come out for an onsite review. I travelled to St. George and Cedar City, Utah for a few days in February 2012 to perform onsite reviews for all providers in the area, with only one source being a key provider.

1. Dr. Richard Ingebretsen, key provider (onsite review with (b) (6)), Salt Lake City location, 12/2012
Salt Lake Regional Medical Center
1050 East South Temple
Salt Lake City, Utah 84102
2. Dr. Jonathan Ririe, key provider, Orem location, 01/2013
(b) (6)
Orem, Utah 84097
3. Canyon Medical Solutions, key provider, Nephi location, 02/2013
45 North Main Street
Nephi, Utah 84648
4. Canyon Medical Solutions, key provider, St. George location, 02/2013
619 South Bluff Street
St. George, Utah 84770

3. Key Providers

Per POMS DI 39545.100, key and volume providers for Utah DDS are:

1. Canyon Medical Solutions (multiple locations):
1250 East 3900 South, #260, Salt Lake City, Utah 84124
2230 North University Parkway, #6B, Provo, Utah 84604
413 Washington Blvd, Ogden, Utah 84404
45 North Main Street, Nephi, Utah 84648
619 South Bluff Street, St. George, Utah 84770
476 West Williams Way, #A, Moab, Utah 84532
2. John Hardy, Ph.D
7601 South Redwood Road, Bldg. E, West Jordan, Utah 84084
3. Richard Ingebretsen, MD (multiple locations):
(b) (6) Salt Lake City, Utah 84102
(b) (6) Brigham City, Utah 84302
(b) (6) Price, Utah 84501
4. Tayna Colledge, Ph.D (Colledge Psych. Associates, LLC, multiple locations):
3300 Running Creek Way, Bldg. G, Ste. 250, Lehi, Utah 84043
1140 36th Street, Ste. 207, Ogden, Utah 84403
1046 East 100 South, Salt Lake City, Utah 84102
5. Jonathan Ririe, Ph.D (multiple locations):
(b) (6), Orem, Utah 84097
5691 South Redwood Road, Suite 15, Taylorsville, Utah 84123

4. CE Panel

- a. Utah DDS has approximately 120 CE providers on the panel, not including hospitals.
- b. Prior to performing CE's, a provider is required to give us a copy of his/her medical license and vita. I perform a search on the Utah Division of Occupational and Professional Licensing website (<http://www.dopl.utah.gov/>) to determine if the provider has a history of any disciplinary action. A search is also done on the HHS-OIG website (<http://exclusions.oig.hhs.gov/>).

I track all licenses on a spreadsheet. A few months prior to the expiration date, I check to see if the license has been renewed through the Utah Division of Occupational and Professional licensing website. I do a yearly check on all licenses through the HHS-OIG website to ensure compliance with POMS DI 3569.300 and track my findings on the spreadsheet as well.

- c. To ensure that a CE provider's staff is licensed when appropriate, I have the CE provider sign a copy of the License and Credentials Certification for Consultative Examination Provider and Certification of All Support Staff, found in POMS DI 39569.400. A copy of this is kept in the providers file and updated as needed.

5. Medical Fee Schedule

- a. Utah DDS has not made any adjustments in CE or MER rates in the fiscal year 2013 with the exception of adding additional fees to what we pay Colorado CE providers (to ensure that we are paying the same as Colorado DDS). We do not receive or offer any volume medical provider discounts for CE's or MER.
- b. MER fee schedule:

Utah DDS pays a flat rate of \$15.00 for copies of medical evidence. 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 from the date on the request, we reimburse \$28.00.

CE fee schedule:

MENTAL

\$20.00 Early Report Fee can be paid if there is a MSE/CI. No Early Report Fee for psychological testing only (to get the Early Report Fee for cognitive testing, you must have the MSE/CI).

Example: If a MSE/CI is done and we pay the \$20.00 Early Report Fee, and later on psychological testing is requested, we cannot pay an additional \$20.00 for the psychological testing. No early report fee will be paid for any diagnostic test.

Mental Status/Clinical Interview (90801, 99080)	\$215.00
Psychiatry Examination (MD) (90801, 99080)	\$215.00
Bayley Scales of Infant Development (90826)	\$132.00
Beck Depression Inventory (96101)	\$20.00
Bender Gestalt (96118)	\$21.80
Leiter-R (96101)	\$132.00
Million Clinical Multiaxial Inventory (96101)	\$74.00
Raven (96101)	\$94.00
Rey Complex Figure Test (96118)	\$132.00
TONI (96101)	\$54.50
Trailmaker A/B (96118)	\$20.00
Vineland (96101)	\$54.50
WISC (ages 6-16) (96101)	\$132.00
WIAT (96101)	\$102.00
Woodcock Johnson (96101)	\$103.00
Wechsler Memory Scale (96118)	\$132.00
WPPSI (ages 3-7) (96101)	\$132.00
WRAT-R (96101)	\$51.00
WAIS (ages 16+) (96101)	\$132.00

PHYSICAL

Comprehensive Examination (99203)	\$170.00 (+\$20.00 Early Report Fee)
Pediatric Examination (99203)	\$170.00 (+\$20.00 Early Report Fee)
Neurological Examination by neuro MD (99203)	\$186.00 (+\$20.00 Early Report Fee)
Limited Exam (99203)	\$96.00 (+\$20.00 Early Report Fee)
02 sat on Room Air (94760)	\$3.68 (No Early Report Fee)

EYE EXAM'S

Humphrey's 30-2 only (92083)	\$93.38 (No Early Report Fee)
Ophthalmology Comp & Humphrey's 30-2 (92004/92083)	\$198.00 (+\$20.00 Early Report Fee)
Ophthalmology Comp & Goldman's (92004/92083)	\$198.00 (+\$20.00 Early Report Fee)
MD Vision Exam only (99213)	\$78.66 (+20.00 Early Report Fee)

SPEECH EVALUATIONS

Speech Assessment/Evaluation (92506)	\$181.94 (+\$20.00 Early Report Fee)
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HEARING EXAM-No early report fees for any hearing exams or testing

OTO examination by a M.D. (99202)	\$75.90 (No Early Report Fee)
Audiogram (92557, 92555, 92553)	\$105.79 (No Early Report Fee)
Visual Reinforcement Audiometry (92579)	\$51.09 (No Early Report Fee)
HINT (92552/92556)	\$55.42 (No Early Report Fee)
VROCA, TROCA (92620)	\$91.00 (No Early Report Fee)
Cerumen removal (69210)	\$65.00 (No Early Report Fee)
Hearing aid testing (best aided testing) (92557/92591)	\$89.88 (No Early Report Fee)

- * Reading Fee \$25.00 if claimant is a no show and records were sent to CE provider for reading.
- * Early Report Fee is added if the CE report is received within 12 days after examination, for those exams eligible for Early Report Fees.

INTERPRETER FEE SCHEDULE

Flat rate of \$50.00 for any interpretation services, including sign language. For interpretation services over \$50.00, follow State of Utah contract price. CPT code 99199

COLORADO

No Early Report Fee will be paid to any Colorado Vendor. The following Colorado vendors do have additional add-ons.

Dr. Sandra Eisemann	Additional	\$68.00 for BAYLEY
	Additional	\$95.50 for TONI
	Additional	\$68.00 for WISC
	Additional	\$128.00 for WMS
	Additional	\$68.00 for WPPSI
	Additional	\$49.00 for WRATR
	Additional	\$68.00 for WAIS
Disability Exam Services		\$15.00 Transcription Fee per exam

TEST	CPT CODE	DDS CODE	USOR Rate (Total)	TC Rate	PC Rate
Sinus X-ray	70210	SINC	\$ 42.40	\$30.21	\$12.19
Chest X-ray, 2V, frontal/lateral	71020	CHE	\$ 44.52	\$28.62	\$15.90
Neck spine X-ray, 2-3 V	72040	CER	\$ 54.59	\$38.69	\$15.90
Thoracic Spine X-ray, 2V	72070	THO	\$ 48.23	\$32.33	\$15.90
Lumber Spinal X-ray, 4V, L-S	72110	LUM	\$ 81.09	\$58.30	\$22.79
X-ray of Pelvis	72190	PEL	\$ 58.30	\$42.93	\$15.37
X-ray clavicle complete, 1side, R or L	73000	CLAR/CLAL	\$ 39.22	\$27.56	\$11.66
X-ray L or R shoulder, 2V	73030	SHOL/SHOR	\$ 42.40	\$29.15	\$13.25
X-ray Both shoulders	73050	SHOB	\$ 52.47	\$37.10	\$15.37
X-ray either Humerus	73060	HUML/HUMR	\$ 42.40	\$29.68	\$12.72
X-ray either Elbow	73080	ELBL/ELBR	\$ 51.94	\$39.22	\$12.72
X-ray either Forearm	73090	ARML/ARMR	\$ 39.22	\$27.56	\$11.66
X-ray either Wrist, 2V	73100	WRIL/WRIR	\$ 42.40	\$30.21	\$12.19
X-ray either Hand, 2V	73120	HANL/HANR	\$ 39.75	\$28.09	\$11.66
X-ray either Hip, 2V	73510	HIPL/HIPR	\$ 54.59	\$39.22	\$15.37
X-ray both Hips, 2V	73520	HIPB	\$ 58.30	\$39.22	\$19.08
X-ray either Knee, 2V	73560	KNEL/KNER	\$ 41.34	\$28.62	\$12.72
X-ray both Knees, standing	73565	KNEB	\$ 45.05	\$32.33	\$12.72
X-ray lower leg (Fib)	73590	LEGL/LEGR	\$ 39.22	\$26.50	\$12.72
X-ray either Ankle, 2V	73600	ANKL/ANKR	\$ 39.75	\$28.09	\$11.66
X-ray either Foot (includes heel)	73630	FOOL/FOOR	\$ 45.05	\$32.86	\$12.19
X-ray either Thigh/Femur)	73550	FEML/FEMR	\$ 40.81	\$28.09	\$12.72
Bone age	77072	BONE	\$ 33.92	\$20.14	\$13.78
Abdomen X-ray	74000	ABD	\$ 35.51	\$22.26	\$13.25
Amino	82127	AMINO	\$ 29.06		
Antinuclear Antibodies	86038	ANA	\$ 23.40		
Calcitonin	82308	CALCI	\$ 56.11		
CBC	85025	CBC	\$ 11.08		
Carbotrol (Carbamazepine)	80156	CARBA	\$ 18.33		
Comprehensive Metabolic Panel	80053	CMP14	\$ 22.16		
Depakote	80164	DEPAK	\$ 21.93		
Dilantin (Phanytoin)	80185	DILAN	\$ 27.78		
Epstein Bar	86663	EBV	\$ 17.15		
Felbamate	80299	FELBA	\$ 23.21		
Gabapentin (Neurontin)	80299	GABAP	\$ 23.21		
Gabitril	80299	GABIT	\$ 23.21		
Hematocrit	85014	HEMA	\$ 4.96		
Clonopin (Clonozepan)	80154	CLONA	\$ 38.76		
Keppra	80299	KEPP	\$ 23.21		
Lamictal	80299	LAMIC	\$ 23.21		
Lamotrigine	80299	LAMOT	\$ 23.21		
Mysoline (Prinidone)	80188	MYSOL	\$ 23.34		

am also part of the administrative team and attend all management meetings. As I receive feedback from medical consultants about CE reports, I work closely with providers on issues. I also track our agencies monthly ERE statistics for the director. I contact treating sources as needed to see if the provider is willing to perform the CE (this requires me to verify his/her license first on DOPL & the LEI website as well as provide example CE reports for the provider). I few times a year, I create a newsletter for our CE providers as well as prepare any special bulletins for CE providers.

**Vermont Disability Determination Services
Annual Consultative Examination (CE) Oversight Report
Fiscal Year 2013**

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 13 Complaints” that addresses all complaints and documents their resolution.

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

Visits Completed in Fiscal Year 2013

Rank by Dollar Amount in 2013	Provider Group Name	Last Name	First Name	Credentials	Site Visited if Multiple Locations	Reason for Visit
1	AMCE	Terrien	Christopher	M.D.	South Burlington	(b) (6)
1	AMCE	Gluck	Charles	M.D.	South Burlington	
1	AMCE	Emerson	Luther	M.D.	Rutland	
2		Korgeski	Gregory	Ph.D.	Bellows Falls	
3		Williams	Theodore	Psy.D.	Burlington	
4		Reichardt	Dennis	Psy. D.	Newport	

Visits Completed in Fiscal Year 2013 (Continued)

Rank by Dollar Amount in 2013	Provider Group Name	Last Name	First Name	Credentials	Site Visited if Multiple Locations	Reason for Visit
5		Kellogg	Roger	M.D.		(b) (6)
7		Rickard	Kathryn	Psy.D.		

11		Hedgepeth	Ronald	Ph.D.		(b) (6)
17		Gurney	Lori	Psy. D.		

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. **AMCE Physicians' Group**, PO Box 460, Hooper, UT 84315
2. **Gregory Korgeski, Ph.D.** (b) (6) Bellows Falls, VT 05101
3. **Theodore Williams, Ph. D.** (b) (6) St. Albans, VT 05478
4. **Dennis Reichardt, Ph. D.** (b) (6) Colchester, VT 05446
5. **Roger Kellogg, M.D.** 286 Hospital Loop, Suite 5, Building C, Berlin, VT 05602

4. CE Panel:

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

Type of Provider	FY 2012	FY 2013	Notes
Hospital/Radiologists/Physical Therapists/Large Practices	27	27	No change in these providers from FY '12 to FY '13
Licensed Psychologists/Licensed Mental Health Counselors	30	29	One psychologist, who performed exams in early FY' 12, died at the beginning of FY '12,

			leading to the loss of one provider in FY '13.
Medical Doctors	30	33	Net increase in providers to 33 due to recruitment efforts
SLP*	2	2	No change in these providers from FY '12 to FY '13
Totals	89	91	

- 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. One of the first items 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 licensure, 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 before we bring them onto our CE panel.

Periodic Checks

All CE M.D.’s licenses are checked quarterly. 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 quarterly, on the Secretary of State’s Office of Professional Regulations’ eLicense Online site and the OIG site. Additionally the PRO does periodic checks of new sanctions on the OPR site.

The PRO maintains documentation of these checks on an Excel spreadsheet.

Upon discovery of licensure issues, the DDS immediately suspends or removes the CE doctor from the panel and cancels pending exams. As necessary, we would review cases with CEs by the provider and determine next steps (notifying SSA, rescheduling with a different doctor, reopening the determination, etc.)

- 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, 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 2013. There were no glaring differences. The state is planning to review their Medicaid fee schedule; however, due to the implementation of Vermont Health Connect, the healthcare exchange, the review has not yet been completed. The PRO will review against the new fees when the state adjusts them and will adjust the DDS fee schedule as needed at that time.

- b. Provide a copy of current fee schedule.**

The State of Vermont Disability Determination Services Consultative Examination Fee Schedule, effective March 28, 2011 to the present 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 '13, the PRO continued to encourage and convert providers to the use of the Electronics Records Express system.
- In September 2013, the PRO exhibited at the Vermont Information Technology Leaders (VITL) conference and explained ERE to a variety of healthcare providers. The PRO noticed rising interest among providers in submitting records electronically due to the increased use of electronic health record systems.

- The PRO worked with some large providers, who are not able to use ERE due to the lack of organizational accounts, to have them accept faxed Medical Evidence of Records faxed requests and to submit their Medical Evidence of Records via fax.

Exhibiting at Medical Conventions and Other Outreach Activities

- 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.
- In Fiscal Year 2013, the focus on eAuthorization turned to the Social Security Administration's e827 Attestation initiative. Outreach for e827 attestation started in September 2012 at the Vermont Information Technology Leaders' (VITL) conference.
- The PRO continued to work with VITL and SSA in the pursuit of VITL becoming a HIT partner.
- The Vermont DDS and the Vermont Social Security Administration Field Offices held cross-training programs during Fiscal Year 2013. The PRO visited the Burlington SSA Field Office and cross-trained with claims representatives. I was able to sit in on an initial claims interview with an immigrant who had limited language skills. It was very helpful to observe, first-hand, the initial contact our claimants have with the field office and their expertise in handling the claim. Additionally, the PRO gave a brief presentation about the CE process to both the Burlington and Rutland Field Office attendees of the DDS cross-training at the DDS.

Submitted by:



Professional Relations Officer

Vermont Disability Determination Services
Claimant Complaint Policy

- All claimants are sent the Consultative Examination Comment Form, a card stock form that is accompanied by a postage paid, addressed envelope
- PRO reviews completed forms
- 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
- Provider is called/visited as needed to address and resolve concerns
- Complaint is logged on an Excel spreadsheet 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
- All complaints are investigated. Serious complaints may result 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 Comment Form

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Long-term goal

- Yearly report to CE providers with statistical information and comments from the CE Comment Form

S52 Virgin Islands 2013 CE Oversight

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.

We have received no complaints about any provider throughout this year and for many years.

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

Dr Walter J Pedersen

Dr Byron Biscoe

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 providers below fit the definition of Key providers by bullet 3 of POMS DI 39545.100

B.1. Billings are a splinter of the \$100,000 benchmark cited as one reference gauge.

Ramona Moss, Phd

Gloria Mendez, Phd

4. For CE panels:

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

In the Virgin Islands:

Janice Victor, MD	Michael Potts, MD	Dante Galiber, MD	David Weisher, MD
Ramona Moss, Phd	Leighmin Lu, MD	Gloria Mendez, Phd	Jeffrey Chase, MD
Robert L Bucher, MD	Adam Shapiro, MD	Kendall Griffith, MD	Dante Galiber, MD
Kidane Asseffa, MD	Walter J Pedersen, MD	Scott Hartshorn, MD	Roy Flood, MD
James Nelson, MD	Ilias Nigamotov, MD	Derek Spencer, MD	
Wayne Etheridge, Phd	Clinical Laboratory	Community Laboratory	Imaging Center
St Thomas Radiology	Byron Biscoe, MD	Denese Marshall, Phd	

Puerto Rico providers for USVI:

Valeriano Alicea, MD Centro De Estudios Diagnosticos Rogelio Gonzalez, MD

- 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.

We obtain periodic updates from the Dept of Health Licensing Board, Nursing licensing board on current credentials. They also require good legal standing for

licensure. We check the CMS local website(SSS) for exclusions and reinstatements. Yearly certification and licensing requirements must be met.

- 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.*

No yearly certification and licensing is renewed for any entity unless requirements are fully met—labs, radiologist technicians, etc.

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 USVI CE fee changes are based on the daily updates to the Medicare Physician Fee schedule and Medicare Laboratory Fee Schedule for the Territory. We have no volume providers.

- b. Provide a copy of current fee schedule.*

Refer to the Medicare Physician Fee schedule for the Territory and the Medicare



USVI Part B Medicare.url

Laboratory 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.*

The medical community is small. We reach all providers by direct contact, personal visit or telephone to ask them for faxed or ERE transmission responses. Most CE/MER providers will respond by fax. Hospitals will not due to volume charts. ERE transmissions from hospitals are not an option now because records are not fully digitalized. In 2014, we hope to have the first ERE transmissions from the hospitals. Other providers prefer fax over ERE transmissions because it is more cost-effective for them. Joint actions with the RO office have not been necessary this last fiscal year owing to relatively good cooperation from the medical community.

(b) (6) PRO

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, 4 Regional Professional Relations Technicians and 7 CE schedulers. The Central Regional DDS Professional Relations officer is (b) (6). The Northern Virginia Professional 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

Claimant satisfaction survey letters 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 9/30/13, 774 claimant surveys were returned to the DDS. Of those returned surveys, 81 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	7,227	5,736	22.67	9.70	32.37
NoVA	5,263	4,287	26.31	7.12	33.43
Southwest	9,053	7,082	19.75	10.50	30.26
Tidewater	6,562	5,208	18.89	10.12	29.01
Statewide	28,105	22,313	21.91	9.36	31.27

This shows a reduction of 6894 in the number of CE’s scheduled and a reduction of 2613 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 up from 21.15 days to 21.91 days – an increase of 0.76 days. The average number of report days (the number of days from the actual exam date to the date the report is received) was increased from 7.13 days last year to 9.26 days this year. The overall time from the date the exam was scheduled to the date the report was received went up from 28.14 days last year to 31.27 days this past fiscal year – an increase of 3.13 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) 2,618 CE reports representing 223 CE Providers were reviewed by the 59 State Agency Medical/Psychological Consultants during this past year
 - (2) 96.9% (2,539) 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) 32 new provider orientations were conducted
- c) 30 routine on-site visits were conducted

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 2012 and FY 2013 are listed to show the reductions or increases for each provider.

Provider Name	FY 2012	FY 2013	Region	Notes
Advanced Medical Consultants INC/ AKA Virginia Medical Consultants Inc	\$528,624.00	\$408,711.00 + \$139,430.00 = \$422,641.00	Central/NoVA/ Southwest/Tidewater	(Christopher Newell M.D. & Associates) (Changed names midway through the year)
Richmond Health Psychology Services	\$84,280.00	\$97,241.00	Central	(Michael Fielding Ph.D.)
Penny Sprecher	\$65,879.00	\$81,164.00	Central	
Karen Russell Ph.D	\$61,438.00	\$73,784.00	Central	
Nancy Powell MD	\$57,522.00	\$66,074.00	Central	
Linda Scott Ph.D	\$42,860.00	\$53,340.00	Central	
CE Provider Services LLC	\$212,479.00	\$212,892.00	NoVA	(Andrew Wong, Asheaf Uzzaman, Yun Shim, Sadat Shamim, Ejaz Shamim, Harold Lawson, Malak Isaac, Eric Bemon)
David Leen Ph.D.	\$110,150.00	\$113,966.00	NoVA	
Therese May Ph.D	\$55,657.00	\$93,198.00	NoVA/Central	
Elizabeth Hmcir PhD	\$42,760.00	\$59,436.00	NOVA	
Neurology Associates PC	\$33,856.00	\$56,221.00	NOVA	
Med Plus Disability Evaluations Inc	\$79,241.00	\$108,924.00	Tidewater	Dr. Fox
Randy Rhoad Psy.D	\$95,232.00	\$102,557.00	Tidewater	
Hampton Roads Behavioral Health	\$82,161.00	\$73,284.00	Tidewater	
Jeffrey Goodman PhD	\$53,616.00	\$ 54, 421.00	Tidewater	
The Psychological Center PC	\$39,431.00	\$ 38, 438.00	Tidewater	(Dr. Shea)
Exam Services LLC	\$165,268.00	\$186,740.00	Southwest	William Humphries M.D.
Counseling & Psychological Services LLC	\$ 91, 685.00	\$97,471.00	Southwest	
Jeffrey Luckett PhD	\$44,579.00	\$58,731.00	Southwest	
Sung-Joon Cho	N/A	\$53,950.00	Southwest	
Wayne Sloop PhD	\$45,379.00	\$46,477.00	Southwest	

F) Current CE Providers

The Virginia DDS currently has 315 CE providers on their panel (This includes medical and Psychological acceptable CE sources

G) Description of Sanction Checks

Prior to scheduling CEs with any medical source the Professional Relations staff in each of the Regional DDS offices conducts a thorough search of the HHS OIG LEIE on the OIG website to determine if the source is currently being sanctioned (this database includes all health care providers sanctioned since 1977). If the provider is listed, the provider is notified of the fact, the provider is not enrolled as a CE provider, and no CEs are scheduled. The staff also conducts a license search on the Virginia Department of Health Professions (VDHP) website to insure the provider is currently licensed and in good standing with this official agency. All actions listed on the VDHP website are reviewed and investigated. If the provider is shown to have current actions pending, the provider is notified of the fact, the provider is not enrolled as a CE provider, and no CEs are scheduled.

A monthly review of the HHS OIG LEIE is conducted by Professional Relations staff in each regional office to monitor and maintain the integrity of the CE panel. If any CE provider is found to be included in an update, CE scheduling is suspended immediately.

The staff is also 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 CE providers have been included in the list. If any CE provider is found to be included in one of these update lists, CE scheduling is suspended immediately.

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. There is a new agreement that is signed and returned to the DDS on a bi-annual basis by our CE providers.

5) Medical Fee Schedule 10/1/2013

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.
- c)** The Medicare Fee schedule published by Novitas Solutions for services performed by a physician and ancillary testing performed in a physician's office within the District of Columbia Metro Area (DCMA). This area includes Arlington, Fairfax,

Montgomery and Prince George's counties, the City of Alexandria, and the District of Columbia.

- d) See the attachment for Virginia's current fee schedule.

6) Virginia DDS PRO ERE and Outreach Activity

October 2012

1. Participated in the fourth quarterly meeting of 2012 with the Public Guardianship Program under the auspices of Senior Connection.
2. Soar Meeting - Richmond
3. SFAC Fort Eustis Wounded Warrior
4. Community SOAR training
5. Easter Seals meeting/presentation
6. GRVVAG
7. Roanoke Tutoring Center outreach presentation
8. Bluefield Behavioral Health Meeting
9. Danville SOAR training
10. SOAR Meeting - Fairfax
11. City of Roanoke Speech presentation

November 2012

1. Marion Prison Pre-Release training
2. VA hospital presentation and meeting with CE provider
3. Tazewell Project search presentation
4. Prerelease meeting
5. TAB meeting Norfolk Public Schools
6. SFAC Fort Eustis Wounded Warrior
7. BPRO Conference – Williamsburg (DSS Workers)
8. SOAR Meeting – VA beach

December 2012

1. GRVVAG
2. SFAC Fort Eustis Wounded Warrior

January 2013

1. Participated in a SOAR meeting in Danville, Va. and in the Richmond SSA office
2. SFAC Fort Eustis Wounded Warrior program
3. SOAR Training Norfolk CSB
4. Public Guardianship Program Meeting – Richmond
5. DSS Workforce Development Center Meeting

6. Meeting with Prerelease coordinators – Richmond
7. MedExpress Meeting in Roanoke VA

February 2013

1. Commonwealth Autism Conference – Richmond
2. Tahirih Center Meeting – Fairfax
3. SOAR Training - Richmond
4. Arlington County SOAR Meeting
5. Fairfax County SOAR Meeting
6. SFAC Fort Eustis Wounded Warrior program
7. GRVAG meeting
8. Blacksburg round table all day meeting
9. SOAR meeting at BRBH
10. Hartland Rehab Meeting
11. Roanoke County Parent Resource Center
12. SOAR Meeting - Newport News

March 2013

1. Portsmouth Naval Medical Center – Wounded Warrior Program
2. Norfolk Public Schools Meeting – Norfolk
3. Transitions conference – Norfolk
4. SFAC Fort Eustis Wounded Warrior program
5. GRVAG meeting
6. Rescue Mission staff training
7. Roanoke area parent resource fair
8. Mayor's committee meeting
9. meeting with SOAR workers
10. GRVAG
11. Meeting with non-attorney representative Drew Y.
12. SOAR Meeting – VA beach

April 2013

1. SOAR Trainers meeting
2. SWVAGG meeting Abingdon Medicaid training Abingdon
3. Bland prerelease training
4. SFAC Fort Eustis Wounded Warrior

May 2013

1. SOAR Meeting Fairfax County VA
2. VAHIMA Conference – Fredericksburg
3. DMAS conference Williamsburg
4. SFAC Fort Eustis Wounded Warrior

5. SOAR training run through, SOAR conference call in PM
6. James Joyce Jr atty at law, staff training
7. Hosted SOAR community training/conference
8. VA medical center release of info staff meeting
9. Bland Prison vendor fair
10. Lynchburg Autism Support group (spoke to parents)
11. GRVAGG
12. NRVAGG
13. WISE SSA office meeting

June 2013

1. Regional Best Practices Conference to Prevent Homelessness – Richmond
2. Carilion/Healthport meeting
3. SOAR meeting
4. Transitional meeting
5. Took DDS staff to Pediatric Neurology to observe testing
6. Bristol SSA meeting
7. Meeting with Healthport director at DDS
8. Training at Frontier Health for their CE staff
9. Spoke at Care Connection Parent meeting
10. Pocahontas Prison Vendor fair

July 2013

1. Transitional Council Meeting
2. Dept. Corrections Nurses Training conference – Richmond
3. SOAR Regional Meeting – Norfolk
4. Commonwealth Autism Leadership Day Training – Roanoke
5. Commonwealth of VA Autism Leadership conference
6. Rescue Mission Training with Medical Staff
7. Parent Resource Fair
8. SFAC Fort Eustis – Wounded Warrior Project

August 2013

1. SOAR Trainer's Meeting
2. Soar Regional Meeting – Roanoke
3. Lucas Therapies – Training Presentation
4. Bedford Probation Officers Training – Pre-Release
5. Carilion Medical Records staff training/meeting
6. King Mountain Prison worker training for prerelease claims
7. Western Regional DOC medical staff training
8. SWVA Special Ed directors training in Abingdon
9. SFAC Fort Eustis – Wounded Warrior Project
10. SOAR Outreach Meeting – Newport News

September 2013

1. SFAC Fort Eustis – Wounded Warrior Project
2. Collaborations Conference Wyndam Hotel Virginia Beach

3. Participated in the quarterly meeting of the Public Guardianship Program at Senior Connections
4. GRVAGG meeting
5. Care Connect Presentation in Bristol
6. Johnston Memorial Hospital staff meeting
7. Welmont Hospital staff meeting. .
8. SSA FO Training
9. SOAR Meeting

Washington DDS CE Oversight Report FY 2013
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.

We send Claimant Questionnaires to approximately 27% of claimants. Due to issues with the format of our questionnaires with the post office, we were unable to mail any questionnaires for three months while the new one was developed. The average return this year is 9.7%. 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 355 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 2013, 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 2013)

- **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, Kennewick, Kent, Longview, Marysville, Olympia, Omak, Portland, Poulsbo**
- **Jay Toews, EDD**
- **QTC – Tacoma, Bremerton, Tukwila**
- **Thomas Genthe, PhD**
- **Eastside Psychology**
- **Valant Medical Solutions – Seattle**
- **Mark Heilbrunn, MD**

Olympia DDS (bold indicates onsite visit done FY 2013)

- **MDSI - See above**
- **AMCE – See above**
- **Integrated Medical Examiners**
19540 International Blvd. #105
SeaTac, WA 98188
- **Kathleen Mayers PHD**

(b) (6)
Elma, WA 98541

- **Mark Heilbrunn MD**
900 Sheridan Rd #105
Bremerton, WA 98310

Seattle DDS

- **MDSI** – see onsite visits above
- **Mary Lemberg MD**
10303 Meridan Ave. N #200
Seattle, WA 98133

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 510 CE providers on the panel. We have six 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's 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 of 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 2013-2014, we have already reviewed the fee schedules are not making any changes except for ancillaries were decreased by L&I. Those fees have been updated and are at the lower rate.

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 to 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 participated in SOAR trainings as a resource. We have also have done presentations to provide information regarding the DDS and the disability determination process. Lastly, in a joint effort with the Tacoma and Olympia Social Security Field Offices, 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 answering 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.

PR Activities FY 2013

October

- JBLM x2
- eServices presentation and Q&A Conference Call
- Gene Tiegen and Grant Hardan OD – Optometrist- Spokane initial recruit
- Phillip Tate PHD – Psychologist- Tacoma initial recruit
- Lisa Koch PHD – Psychologist- Spokane initial recruit
- Kathryn Johnson PHD – Psychologist- Seattle initial recruit
- SOAR Presentation – Wenatchee
- Roderick Calkins PHD – Child Psychologist- Portland initial recruit

November

- JBLM x2
- Stephanie Hanson PHD – Child Psychologist- Lakewood initial recruit
- Richard Coder PHD – Psychologist- Meeting at the DDS (b) (6)
- Linda Medeski-Niacicco – Optometrist- Vancouver initial recruit
- Limited English Proficiency Advisors meeting
- eServices presentation and Q&A

December

- JBLM x2
- Karla Rae Causeya PHD – Child Psychologist- Portland, OR initial recruit
- Meeting with QTC to discuss expansion of business relationship – DDS
- Pamela Miller PHD – Psychologist- The Dalles initial recruit over the phone
- Gary Sacks PHD – Psychologist- Portland, OR recruit over the phone

- Integrated Medical Examiners – Initial meeting to discuss their capabilities and our program.

January

- JBLM x3
- John Ellison MD – Internist- Portland, OR initial recruit
- Derek Leinenbach MD – Radiologist- multiple locations initial recruit
- Loreli Thompson PHD – Psychologist- Lacey initial recruit
- Outreach to Spokane Homeless Connect Fair – Spokane
- SOAR Outreach Conference Call – Vancouver
- Jan Lewis PHD – Psychologist- Centralia (b) (6)
- Integrated Medical Examiners – Both physical and psychological- Multiple locations initial recruit
- Siobhan Budwey PHD – Child Psychologist- Tacoma initial recruit
- Limited English Proficiency Advisors meeting

February

- JBLM x2
- SOAR meeting in Vancouver
- Jessica Connolly OD – Optometrist- Spokane initial recruit
- Presentation to Thurston County Public Health 3rd party Advocates – Olympia

March

- JBLM x3
- Brandon Elrod DO – General Practitioner- Lacey initial recruit
- Samuel Coor DO – Neurologist- Lacey initial recruit
- SOAR presentation in Seattle

- Limited English Proficiency Advisors meeting
- Sorin Rhone MD – General Practitioner- Tacoma onsite to go over report quality and other issues.

April

- JBLM x2
- SOAR presentation in Bellingham
- Cerise Vablais PHD – Psychologist- Kirkland initial recruit

May

- JBLM x3
- Limited English Proficiency Advisors meeting
- C. Donald Williams MD – Psychiatrist- Yakima initial recruit over the phone
- Washington State Health Information Management Association Conference – Spokane
- Washington Academy of Family Physicians conference – Cle Elum

June

- JBLM x2
- SOAR presentation in Mt. Vernon
- Swedish Hospital – Seattle- Outreach for ERE

July

- JBLM x2
- Limited English Proficiency Advisors meeting
- Christopher Johnson OD – Optometrist- West Richland initial recruit
- Cory Hansen OD – Optometrist- Richland initial recruit
- Linda Lee PsyD – Child Psychologist- Longview initial recruit
- Dana Cocke OD – Optometrist- Tacoma initial recruit

August

- JBLM x2
- SOAR presentation in Seattle
- Swedish Hospital – Seattle- Outreach for ERE implementation
- Emily Rea PsyD – Psychologist- Walla Walla initial recruit

September

- JBLM x2
- Limited English Proficiency Advisors meeting
- CTS training and Outreach – Interpreter provider- Yakima

DDS CE Oversight Report

The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.

The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 15.

Region:	Chicago
State DDS:	WI
Report Period (Fiscal Year):	2013
Current Date:	11/18/2013
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title Professional Relations Officer

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

- 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. All sanctions of a sensitive nature are shared with Regional Office. 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.

2. Attach a list of completed onsite reviews of CE providers.

KEY PROVIDER VISITS

1.	May 14, 2013	Onsite CE Visit – Key Provider – Multiple locations Steven Krawiec PhD, Appleton WI location (b) (6)
2.	June 25, 2013	Onsite CE Visit – Key Provider – Multiple locations Kurt Reintjes MD, Kenosha WI location (d/b/a Sagebrush LLC) (b) (6)
3.	June 25, 2013	Onsite CE Visit – Key Provider – Multiple locations Roland Manos PhD, Waukesha WI location (b) (6)
4.	July 1, 2013	Onsite CE Visit – Key Provider – Milwaukee Abdul Hafeez MD and Mohammad Fareed MD (d/b/a St. Mary's Milwaukee) (b) (6)
5.	July 2, 2013	Onsite CE Visit – Key Provider – Multiple locations Robert Schedgick PhD, Oshkosh WI location (d/b/a Educare Learning Center) (b) (6)
6	July 8, 2013	Onsite CE Visit – Key Provider Mobilex USA, Fox Point WI (b) (6)
7.	July 8, 2013	Onsite CE Visit – Key Provider – Multiple locations Mark Pushkash PhD, West Allis WI location (b) (6)

8.	July 19, 2013	Onsite CE Visit – Key Provider – Multiple locations Marcus Desmonde PsyD, Rice Lake WI location (b) (6)
9.	August 9, 2013	Onsite CE Visit – Key Provider – Multiple locations A. Neil Johnson MD, LaCrosse WI location (b) (6)

OTHER ONSITE VISITS

1.	April 18, 2013	Onsite CE visit – Key Provider – Multiple locations Kurt Reintjes MD Madison WI location (new facility) (b) (6)
2.	July 8, 2013	Onsite CE visit – Non-Key Provider Neal Pollack DO, Fox Point WI (seen in conjunction with Mobilex USA site visit) (b) (6)
3.	July 12, 2013	Onsite CE visit – New Provider Farzaneh Tondkar, MD, Janesville, WI (b) (6)
4.	July 20, 2013	Onsite CE Visit – New Provider Rana Tabassum MD, Rice Lake WI (b) (6)

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

A.Neil Johnson MD – 7 locations

Mariner Medical Clinic

109 N 28 St E

Superior WI 54880-6548

Agnesian Work & Wellness Ctr

420 E Division St

Fond du Lac WI 54935

St Clare’s Hospital

3400 Ministry Parkway

Weston WI 54476

Prevea Health Ctr

2500 S Ashland Ave

Ashwaubenon WI 54304

Cambridge Chiropractic Clinic

137 2 Ave SW

Cambridge MN 55008

St Mary’s Hospital

2251 N Shore Dr

Rhineland WI 54501

Jackson Plaza

Bentz Chiropractic

406 Jackson St

La Crosse WI 54601

Robert J Schedgick PhD – 3 locations

Educare Learning Center

1950 Venture Dr

Oshkosh WI 54902

The Park Business Center

926 Willard Dr

Green Bay WI 54304

UW Fond du Lac

Science Building

400 University Dr Ste 206

Fond du Lac WI 54935

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

Marcus Desmonde PsyD – 4 locations

Ctr for Brief Psychotherapy

716 Medical Arts Bldg

324 W Superior St

Duluth MN 55802

Memorial Medical Treatment Ctr

1635 Maple Ln

Ashland WI 54806

Wilson Street Office Building

101 N Wilson Ave

Rice Lake WI 54868

(b) (6)

Eau Claire WI 54703

Kurt Reintjes MD (d/b/a Sagebrush LLC) – 4 locations

Consultants in Neurology

3805B Spring St Ste 120

Racine WI 53405

Bre Chiropractic

621 S Gammon Rd

Madison WI 53719

Sports & Family Chiropractic Clinic

6123 Green Bay Rd Ste 140

Kenosha WI 53142

Chaussee Chiropractic

638 N Madison St

Chilton WI 53014

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

Roland Manos PhD – 2 locations
Psychiatric Consultants
229 E Wisconsin Ave 6th Fl
Milwaukee WI 53202

407 Pilot Ct Ste 400
Waukesha WI 53188

Abdul Hafeez MD/Mohammad Fareed MD (d/b/a St. Mary's Milwaukee Clinic)
Columbia St Mary's Westgate
2727 N Mayfair Rd
Milwaukee WI 53222

Mobilex USA
333 W Brown Deer Rd Ste R
Fox Point WI 53217

A. Provide the total number of CE providers on the panel.

468. Multiple locations providers were only counted once.

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.

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. 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.

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.

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

The WI DDS does not currently offer discounted rates to vendors for any reason.

We received permission to pay travel expenses for two multiple location providers.

#1

The exception has been granted to utilize Dr. Neil Johnson as a provider to perform consultative examination in the Oshkosh, WI area one day a month to perform examinations.

(b) (6)
Center for Disability
(b) (6)

From: (b) (6) DDS Madison WI
Sent: Wednesday, November 13, 2013 9:54 AM
To: (b) (6)
Subject: Fee Schedule Request

(b) (6)

The demand for physical exams and lack of CE providers in east-central Wisconsin has led to scheduling delays. Because of this, we included a recruitment notice for that area in a recent license renewal letter that was sent to all current physical medicine CE providers in the state.

Dr. A. Neil Johnson responded and indicated that he would be willing to travel to Oshkosh one day a month to perform exams. He currently performs all types of physical medicine examinations in seven locations around the state. He receives \$50/hour travel time and \$0.485 per mile up to a maximum of \$250 in travel costs per day for most of the locations where he performs exams. (He has approval for higher fees for his Rhinelander and Superior locations.)

We are requesting permission to pay Dr. Johnson \$50/hour travel time and \$0.485 per mile up to a maximum of \$250 in total travel costs per day for his Oshkosh location. This will significantly improve wait times and travel distances for claimants in addition to reducing travel fees.

Your prompt response is greatly appreciated.

Thank you,

(b) (6)
Professional Relations Officer
WI DDB

(b) (6)

#2

From: (b) (6)
Sent: Friday, June 21, 2013 11:08 AM
To: (b) (6) DDS Madison WI
Subject: RE: Fee schedule request

Good Morning, (b) (6),

The attachment contains approval for Dr. Reed's travel to Eagle River once a month to conduct mental status consultative exams. Thanks for your inquiry.

Date: June 20, 2013

To: (b) (6), Professional Relations Officer
Wisconsin DDS Management Team

From: Mark Moskop, Director
Center for Disability

Subject: Fee Schedule Request

I am authorizing **Travel Reimbursement** for Dr. Brenda Reed to travel once per month to an Eagle River, WI location to conduct mental status consultative examinations for the Wisconsin DDS. The reimbursement amount will be \$50 per hour travel time and \$0.485 per mile, up to a maximum of \$250 in total costs per day. This once a month arrangement in North Central Wisconsin will provide services to claimants in this remote location while reducing their travel distances and improving their wait times for examinations.

If you have any questions, please contact (b) (6) Disability Program Administrator for the State of Wisconsin via email or phone at (b) (6)

/s/
Mark Moskop

E. Upload fee schedules to the MPRO SharePoint site.



WI CE Fee Schedule
2014.doc

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

PRO staff routinely encourage CE providers to utilize the ERE website. Communications with CE providers regarding the advantages of using the website are done via two yearly mailings and during one-on-one communications. In addition, all new providers are given information about the website. Several CE

providers are eOR users and we are slowly expanding the fiscal functionality of the website to these providers.

PRO staff sponsored additional MER vendors for ERE services. Registering of new users is done over the telephone or by email. Primary use of the website is for submission of records; however we have seen an increase in the number of vendors who now prefer to also receive our requests via the website. We also continue to communicate with several large MER vendors in the state regarding use of the website.

CE recruitment included PRO staff exhibiting at the 2013 Wisconsin Psychological Association Conference, targeting Wisconsin Licensed Psychologists. In addition, our annual licensure renewal letters included recruitment information for specific geographical locations.

PRO staff continues to work with MER vendors throughout Wisconsin regarding the e827. While the e827 is widely accepted, occasionally contact must be made to assure a medical source that the e827 is HIPAA compliant and legally sufficient. To date, no Wisconsin MER vendors have refused to accept an electronic signature.

PRO staff continues to assist in-house staff on the use of the Medical Evidence Gathering and Analysis through the Health IT (MEGAHIT) initiative.

Other PRO staff activities:

- Exhibited ERE services at the Wisconsin Health Information Management Association annual meeting.
- Provided training for new CE providers at the UW Fox Valley Family Practice Clinic
- 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.
- Provided an overview of the SSA application process to MSW staff at the VA Medical Center in Madison WI. This presentation was coordinated with the Madison SSA FO.
- Provided training to all staff regarding SSR13-2p
- Provided new examiner training on the following topics: DAA Materiality; disclosure and privacy issues; congressional inquiries; and communicating with authorized representatives.
- In collaboration with Disability Rights of Wisconsin, created a barcoded coversheet that the WI DDS can send to third parties to assist with submission of evidence. It is anticipated that this coversheet will be used primarily by advocates who have submitted an SSA-3288 vs. an SSA-1696.

Please attach any additional information before submitting this form.

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 FY13

Charleston DDS

Source	Location(s)	Date	PRO (b) (6)
Tri State Occupational Med	Logan	5/20/13	(b) (6)
(practice primarily IME's and One of top 5 providers)	Princeton		(b) (6) (no visit, started job 4/2013)
	Charleston	6/17/13	(b) (6)
	Huntington		
Larry Legg	Summersville	8/12/13	(b) (6)
Psychological Assessment & Intervention	Princeton		(b) (6) (no visit, started job 4/2013)
(practice primarily IME's and One of top 5 providers)	Beckley	9/3/13	(b) (6)
	Charleston	6/18/13	(b) (6)
Sunny Bell	Mullens	8/30/13	(b) (6)
Sunny Bell	Beckley	9/3/13	(b) (6)
Aspire (Lester Sargent)	Chapmanville	4/15/13	(b) (6)
Mustafa Rahim	Beckley	8/30/13	(b) (6)
Surayia Hasan	Beckley	9/3/13	(b) (6)

WEST VIRGINIA CE MANAGEMENT OVERSIGHT REPORT | FY13

Clarksburg DDS

Source	Location	Date	PRO/PRA
Tri State Occupational Med			
(practice primarily IME's and one Of top 5 providers)	Elkins	9-11-13	(b) (6)
	Romney	8-26-13	
	Parkersburg	10/16/13	
	Bridgeport	10/21/13	
	Sutton	6/26/13	
T.M. Yost Ed.D.	Fairmont	7/3/13	
Sushil Sethi (primarily IME's)	Marietta, OH	10/22/13	
	St. Clairsville, OH	5/20/13	
	Fairmont	10/18/13	
Mansuetto-Coville (primarily IME's)	Wheeling	10/2/13	
Seth Tuwiner (primarily IME's)	Hagerstown, MD	9-26-13	
Psychological Consulting (Slaughter & Hood) primarily IME's	Martinsburg	7-12-13	
Morgan Psychological Services (Morgan Morgan) (primarily IME's)	Buckhannon	9-18-13	
Fremouw, Sigley & Associates (Ed Baker & T. Berry- Harris) (primarily IME's)	Morgantown	9-5-13	
Gregory Trainor & Associates (primarily IME's)	Keyser	9-25-13	

WEST VIRGINIA CE MANAGEMENT OVERSIGHT REPORT | FY13

Non-Key CE and Major MER Provider Visits FY 13

Charleston DDS

Non-Key CE Sources	Type of Visit / initial	Major MER Sources	Date/ PRO
Elizabeth Bodkin	5/20/13 (b) (6)	Princeton Comm. Hospital	9/3/13 (b) (6)
Psychological Assoc.	5/22/13 (b) (6)	Raleigh General Hospital	8/30/13 (b) (6)
Andres Rago	9/25/13 (b) (6)	Beckley ARH	8/30/13 (b) (6)
Aspire- Smithers	7/11/13 (b) (6)	Logan Reg. Med. Ctr.	5/20/13 (b) (6)
Aspire-Beckley	8/30/13 (b) (6)	Welch Comm. Hospital	9/25/13 (b) (6)
Sunny Bell-Beckley	9/3/13 (b) (6)	Boone Memorial Hospital	5/22/13 (b) (6)
Hasan/Wasylyk	9/13/13 (b) (6)	Logan Co. Schools	5/22/13 (b) (6)
Teresa Jarrell-Princeton	9/3/13 (b) (6)	DHHR Logan	5/20/13 (b) (6)
Miraflor Khorshad	8/12/13 (b) (6)	Logan Mingo M H	5/20/13 (b) (6)
Larry Legg -Clay	8/9/13 (b) (6)	Coalfield Health Care	
Tonya McFadden	9/3/13 (b) (6)	Family HealthCare	5/22/13 (b) (6)
PAIS -Chapmanville	5/20/13 (b) (6)	Summersville Reg. Hosp	8/12/13 (b) (6)
Story Consults-Williamson	5/7/13 (b) (6)	CAMC-Charleston	6/18/13 (b) (6)
Story Consults-Lousia	5/8/13 (b) (6)	St. Francis Hospital	9/13/13 (b) (6)
Summersville Reg. Hosp	8/12/13 (b) (6)	WV Health Right	9/13/13 (b) (6)
Community Care Clay	8/9/13 (b) (6)	Thomas Memorial Hosp.	4/5/13 (b) (6)
Judith Lucas-Fairlea	9/27/13 (b) (6)	Professional Ther. Svcs.	12/19/12 (b) (6)
Elizabeth Durham	10/2/13 (b) (6)	Pretera Center	9/13/13 (b) (6)
ENT Associates	9/13/13 (b) (6)	Highland Hospital	9/13/13 (b) (6)
Robert Holley	7/9/13 (b) (6)	St. Mary's Hospital	7/9/13 (b) (6)
Steinhoff Consult Serv	7/9/13 (b) (6)	Cabell Huntington Hosp	7/9/13 (b) (6)
Marenda Reynolds MA	6/19/13 (b) (6)		
Process Stategies	4/5/13 (b) (6)		
Nilima Bhirud	6/18/13 (b) (6)		
Kay Collins Ballina	6/17/13 (b) (6)		

WEST VIRGINIA CE MANAGEMENT OVERSIGHT REPORT | FY13

Clarksburg DDS

Non-Key CE Sources	Type of Visit/ Date	Major MER Sources	Date/PRO
Paul Dunn, PhD	9/26/13 (b) (6)	Davis Memorial Hospital	8-1-13 (b) (6)
Russell Biundo, MD	6-13-13 (b) (6)	Fairmont General Hospital	5/10/13 (b) (6)
Wheeling Clinic	3/14/13 (b) (6)		
Barbara Rush, PhD		Monongalia General Hosp.	9/17/13 (b) (6)
MVA Health Clinic	4/23/13 (b) (6)	Ohio Valley Medical Ctr	9/10/13 (b) (6)
City Hospital CE	9-13 (b) (6)	Camden Clark/St. Joseph's - Parkersburg	7/1/13 (b) (6)
Robert Webb, MD	8-16-13 (b) (6)	WVU Ruby Memorial	(b) (6) (monthly)
Bennett Orvik, MD		Wheeling Hospital	7/2/13 (b) (6)
James Dolly, OD	12-17-12 (b) (6)	Winchester Medical Center	10-25-12 (b) (6)
Mountain View ENT	10-25-12 (b) (6)	University Health Associates	(b) (6) (monthly)
Joseph Audia, OD		United Hospital Center	
Sharon Joseph, PhD	8-1-13 (b) (6)		
Paul Kradel	9-12-13	Clarksburg VAMC	
Morgantown Eye Associates	7-2-13 (b) (6)	Weirton Medical Center	9/5/13 (b) (6)
Brenda Tebay, MA	9/16/13 (b) (6)	Stonewall Jackson Hospital	8/20/13 (b) (6)
Anthony Golas, PhD	7/31/13 (b) (6)	Marietta Health Care	10/22/13 (b) (6)
Spaulding Psych Services	8/16/13 (b) (6) 5/10/11 (b) (6)	Braxton Memorial Hospital	5/15/13 (b) (6)
Holistic Psych (R. MacDonald Ph.D)	9-12-13 (b) (6)	Potomac Valley Hospital	9-25-13 (b) (6)
		St. Joseph's Hosp – Buckhannon	9-18-13 (b) (6)
John Damm, Ph.D.	9-17-13 (b) (6)	Broadus Hospital	9-18-13
		Grant Memorial Hospital	8-26-13 (b) (6)
Thomas Schmitt, MD New Martinsville		Hampshire Memorial Hospital	8-26-13 (b) (6)
Eastern Psychological Services	9-30-13, (b) (6)	Jefferson Memorial Hospital	8-16-13 (b) (6)
Jose Ventosa, MD	Retired 3/13	War Mem. Hospital	12-17-12 (b) (6)

WEST VIRGINIA CE MANAGEMENT OVERSIGHT REPORT | FY13

Tina Yost, MA	7/3/13 (b) (6)		City Hospital	7-12-13 (b) (6)
Thomas Schmitt, MD Wheeling			Preston Memorial Hospital	7-25-13 (b) (6)
Parkersburg Psych.	8/27/13 (b) (6)		Grafton City Hosp	7-25-13 (b) (6)
Family & Marital Counseling	6/25/13 (b) (6)		Garrett Co Hosp	7-25-13 (b) (6)
Jill Hornish, MA	6/19/13 (b) (6)		E. Panhandle Free Clinic	8-16-13 (b) (6)
			Chestnut Ridge Hosp	Monthly (b) (6)
Hillcrest Behavioral				
Weston ENT			Wetzel Co. Hospital	8/30/13 (b) (6)
Joseph Schreiber, DO	9/24/13 (b) (6)		E. Liverpool City Hosp	5/1/13 (b) (6)
Vision Care Assoc.	5/14/13 (b) (6)		Sistersville Gen. Hosp	7/19/13 (b) (6)
Ronald Frame OD			Reynolds Mem. Hosp	8/29/13 (b) (6)
Gabriel Sella, MD			Northwood	9/18/13 (b) (6)
Amos Wilkinson OD			Wheeling Health Right	2/8/13 (b) (6)
Fairmont ENT			E. Ohio Regional Hosp	6/28/13 (b) (6)
Jefferson Mem. Hosp CE	8-16-13- (b) (6)		Minnie Hamilton HC	9/17/13 (b) (6)
Hampshire Mem CE	8-26-13 (b) (6)		Healthways	10/23/13 (b) (6)
Krista Wilkins SLP	7-25-13 (b) (6)		Pleasant Valley Hosp	

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) Sunny Bell/ Assessments Inc. (Mullens, Beckley)
PO Box 35
Mullens, WV 25882
- 3) Psychological Assessments and Intervention Services, Inc. (Chapmanville, Princeton, Beckley, Charleston, and Huntington)
P. O. Box 11210
Charleston, WV 25339-1210
- 4) Larry Legg / Eastern Consultants, Inc. (Clay, Summersville)
3213 N. Court Street

WEST VIRGINIA CE MANAGEMENT OVERSIGHT REPORT | FY13

Lewisburg, WV 24901

- 5) Mustafa Rahim, MD
PO Box 964
Beckley, WV 25802
- 6) Aspire Occupational Rehabilitation-Smithers, Chapmanville, Charleston, Beckley
Lester Sargent MA
PO Box 4303
Chapmanville, WV 25508
- 7) Surayia Hasan & Irene Wasylyk, MD/ Hasan Medical, Inc.
224 Professional Park
Beckley, WV 25802
- 8) Nilima Bhirud, MD
(b) (6)
Marmet, WV 25315
- 9) Mareda Reynolds, MA
Doctors Bldg, 200 Kanawha Terrace STE 103
St. Albans, WV 25177
- 10) Serafino Maducdoc Jr, MD
(b) (6)
Oak Hill, WV 25901

Clarksburg DDS

- 1) Harold D. Slaughter Jr. M.A. & Harry Hood, M.A.(Psychological Consulting)
431 South Raleigh Street
Martinsburg, WV 25401
- 2) Fremouw, Sigley & Associates – Morgantown, Ed Baker, Ph.D. – Traci Berry – Harris Ph.D.
1244 B Pineview Drive
Morgantown, WV 26505
- 3) Tri State Occupational Medicine Inc. – Bridgeport, Elkins,
612 6th Avenue Romney, Sutton,
Huntington, WV 25701 and Parkersburg
- 4) T.M. Yost Ed.D.
(b) (6)
Fairmont, WV 26554

- 5) 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

4. For CE Panels:

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

Our vendor database shows approximately 148 active (does not include one vendor doing CEs in multiple locations) CE providers that DDS contracted during FY 2013. This number also includes hospitals and secondary providers that performed studies.

Average processing times for all reports received FY 2013 was *9.88 days, slightly higher than FY 2012 @ 9.57 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).**

No changes were made to the fee schedule. No discounts are given for volume providers.

- 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 2013, the major SSA initiatives promoted by PROs and PAS were e-827, Birth to 3 and DSM-V, 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.

WEST VIRGINIA CE MANAGEMENT OVERSIGHT REPORT | FY13

Fiscal Year 13 Outreach Events:

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	
“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	
Inter-component Meeting with FO/ODAR/DDS Semi-Annual Meeting	
ODAR – new ALJ orientation	
Romney School of Deaf and Blind	
WV Psychological Conference	
RESA VII School Psychologist Conference	

Wyoming DDS Annual Consultative Examination CE Oversight Report October 2013

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 complaint(s), 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 recollection 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 recollection 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 June 2013 the Wyoming DDS performed six (6) onsite/oversight reviews with the following CE providers and maintain records of each onsite/oversight review for each provider:
 - Mark Watt, PhD, (b) (6), WY 82070
 - Stephen Newman, PsyD, 2321 Dunn Ave Suite 6 Cheyenne, WY 82001
 - Radu Segal, MD, (b) (6), WY 82009
 - Cheyenne Children's Clinic, 2301 House Avenue #405 Cheyenne, WY 82001
 - Nick Prat, PhD, (b) (6), WY 82240
 - Grant Fleming, PhD, (b) (6), WY 82001
- The Wyoming DDS met with three of its key providers this federal fiscal year, and three non-key providers, because the Wyoming DDS wanted to perform reviews of other CE providers. During federal fiscal year 2012, the Wyoming DDS met with other key providers and did not want to perform another onsite/oversight with those providers.
- Representatives from the Wyoming DDS are scheduled to meet with Dr. Lucase Wang on October 31, 2013 to conduct a CE oversight review.
- The Wyoming DDS conducts actual onsite/oversight reviews to ensure that CE providers are meeting specific standards as established by the Social Security Administration. As indicated in section 4 of the CE Oversight Report, the Wyoming DDS specifically checks the State data base and the HHS OIG list of excluded providers each year. Please see attached spreadsheet in section 4 of CE Oversight Report. Attached are the questions asked during the onsite/oversight visit.



Wyoming DDS
Onsite Reviews of...

- The Wyoming DDS eliminates providers from its CE panel for various reasons to include: quality and timeliness of reports; complaints that have been discussed, but continue to occur, unethical/egregious issues, and if provider communicates

that he/she no longer wants to perform evaluations, relocates out of state, and/or retires. (b) (6)

[REDACTED]

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

- Top 5 Providers:
 - i. Lucase Wang, MD, 4411 Puma PO Box 371124 Denver, CO 80237;
 - ii. James Wyssmann, PhD, PO Box 6692 Sheridan, WY 82801;
 - iii. Fleming Associates – Grant Fleming, PhD, 1001 West 31st Street Cheyenne, WY 82001
 - iv. Snowy Range Consulting, Mark Watt, PhD, 526 Regency Laramie, WY 82070
 - v. North Cheyenne Family Medicine – Radu Segal, MD, 6015 Sycamore Road Cheyenne, WY 82009

4. CE Panels:

- The Wyoming DDS has a total of 83 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, the Wyoming State Board of Psychology, and the Health and Human Services OIG LEIE list. 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, Physician Assistants, and Health and Human Services OIG LEIE list are used to perform the credential checks.
- Attached is a copy of our current oversight list.



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.

Wyoming DDS Onsite Review of CE Providers

Date: _____ Reviewer: _____
Name/facility: _____ Address: _____
Other locations: _____
Phone: _____ E-mail: _____
Providers specialty: _____
Type of exams conducted: _____ Has performed exams since: _____
Key Provider: Yes No Top five ce provider: Yes No Annual billing over \$100,000: Yes No
Does Primarily Evaluations: Yes No
Do you travel to other sites to perform Ces for the DDS: Yes NO
Will see your own clients for ces: _____
Speak any other language other than English: _____ Are you Licensed: _____ Certified: _____ Board Certified: _____
Are you currently licensed within the state: Yes No Licensed number: _____

Facility/ Building location

Easily identifiable: _____ Cleanliness: _____
Safe place to travel: _____ Handicap accessible: _____
Is there public transportation to site: _____ Is there at site parking: _____
Are there public restrooms: _____ Emergency exit signs: _____
Is there a waiting room: _____ Size of waiting room: _____
Cleanness of waiting room: _____
Receptionist on duty: _____ Nurse: _____ Technician: _____
Number of examining rooms: _____
Are examination rooms private: _____
Is there appropriate furniture to perform the exam: _____

Other Comments about location/facility: _____

Physician use only

Is a weight scale used and what type:

Is there a maximum weight with the scale:

Height chart used:

Do you have all sizes for BP cuffs:

Equipment used

X-ray onsite:

PFS:

Treadmill:

Doppler:

Snellen:

Visual Fields:

EKG/ECG:

EMG:

Audiometer:

EEG:

If labs are done what kind of labs:

Are certified techs used:

If snellen/ vision fields are done is there adequate lighting:

Correct distance:

Are the studies sent out of office?

Turn around on tests results:

Does the doctor review test results before submitting report to DDS:

If a direct test/lab with no exam, does the doctor see results:

Professionalism/ Identity

What do you do to ensure that clients are treated in a professional manner when coming to your office? How do you ensure professionalism during the exam by yourself?

How do you verify claimant's identity?

Who does this?

Do you include Claimant's physical description and claim number in the CE report as required by DI 22510.015A?

How is the claimant's medical history obtained? By Whom?

Do you review medical back ground that is sent by the DDS, when and how long does this take?

How much time do they spend waiting to see the doctor/ PhD in the waiting room?

How much time does the doctor/PhD spend face to face with the claimant?

Are medical records maintained at the clinic/office kept in a secure location? Are there procedures in place that medical records/ information is not easy accessible to the public or unauthorized staff?

How do you treat confidential material once it is no longer need to complete your report for disability? How do you destroy PII?

Are staff/ employees trained on security procedures on confidentiality of claimant's, medical records, and social security numbers?

Is using electronic Outbound request, are electronic documents downloaded and stored on a personal computer? How is that computer maintained for Security/Confidentiality?

What do you tell them after the exam has been conducted? Do you tell them that they should be allowed or denied?

Do provide other services other than the ce to the claimant at the time of their evaluation?

Scheduling/Number of exams

Transmit reports is done using: Fax Mail Electronic records express(ERE)

Is there any additional education/ training that the DDS needs to provide for the provider regarding Social Security disability?

Additional comments:

Signature of Reviewer:

Date

<u>Provider</u>	<u>License Number</u>	<u>Expired Date</u>	<u>Disciplinary Action</u>	<u>Review Date DDS</u>	<u>OIG Check</u>	<u>Date of last oversight visit</u>	<u>Company Name</u>
Psychologist:							
Gerald Manwill Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Robert Bayuk Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Nohl Sandall PhD (not using)	(b) (6)	6/28/2013	(b) (6)	7/12/2013	yes	unknown	self
Dean Schroeder Ed.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Christine Winter Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Dina Tassione Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Tassione Psychological Services
Timothy Blaney Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/14/2012	Summit Psychological Services
Michael Enright Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Mark Gibson Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/22/2012	Southwest Counseling Services
Theo Riley Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Richard Norton Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/20/2012	self
Alison Ohashi Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
Mary Jo Jeffres Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	self
James Wyssmann Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/14/2012	self
Emily Rosten Ph.D (not using)	(b) (6)		(b) (6)				
Eric Silk ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	none to date	self
Scott Wylie Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Medical Psychology Associates
Pamela Fuller Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Frontier Psychological Associates
Grey Rich Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	consult only	self
Stuart Krause Ph.D/ not using	(b) (6)	6/30/2013	(b) (6)	7/12/2013	yes	unknown	Frontier Psychological Associates
Anton Ornette Tolman Ph.D/ not using	(b) (6)	6/3/2001	(b) (6)	7/12/2013	yes	unknown	Frontier Psychological Associates
Cora Klotzbach Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Frontier Psychological Associates
Denise Debarre Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Frontier Psychological Associates
Julie Jett Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Frontier Psychological Associates
Melissa Jenkins Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/15/2012	Park Ridge Behavioral health care
Susan Fisher Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Left Wellness Centers 7/11/13, in CO
Angela Ehrlick Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/15/2012	Rocky Mountain Behavioral Health
Kenneth Bell Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/15/2012	Wellness Center
Geoffrey Sherman Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	none to date	Rocky Mountain Behavioral Health
Jerry Post Ph.D	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	unknown	Park Ridge Behavioral Health care
Jamie Brass Ph.D/ not using	(b) (6)	7/26/2013	(b) (6)	7/12/2013	yes	8/22/2012	Abintra Psychological Associates
Marc McLaughlin Ph.D/ Not using	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/21/2012	self
Mark Watt Ph.D	(b) (6)	6/30/2014	(b) (6)	7/15/2013	yes	5/10/2013	Left southwest co 9/1/12, in UT
Nicolas Prat Ph.D	(b) (6)	6/30/2014	(b) (6)	7/15/2013	yes	6/17/2013	was under Fremont Counseling/ on own
Steven Newman Ph.D	(b) (6)	6/30/2014	(b) (6)	7/15/2013	yes	6/11/2013	Snowy Range Consulting
Grant Fleming Ph.D	(b) (6)	6/30/2014	(b) (6)	7/15/2013	yes	6/19/2013	self
Charles Powell Ph.D	(b) (6)	6/30/2014	(b) (6)	8/19/2013	yes	unknown	Fleming Associates
							Park Ridge Behavioral Healthcare
Psychiatrist:							
Frank Wheeler MD	(b) (6)	6/30/2014	(b) (6)	7/12/2013	yes	8/20/2013	Lander Valley Physicains

Link Board of Psychology
<http://plboards.state.wy.us/psychology/>

Link: Board of Medicine Wyoming
<http://womedboard.state.wy.us/>

Provider	License Number	Expired Date	Disciplinary Action	Review Date	OIG Check	Date of last oversight visit	Company Name
Physician							
Joel Pull MD/ No longer using	(b) (6)	6/30/2014	(b) (6)	7/16/2013	yes	unknown	Greybull Family Clinic
Marvin W Couch II	(b) (6)	6/30/2014	(b) (6)	7/16/2013	yes	unknown	
Robert Kanard MD (Consultant)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	none	Consultant
Michael Herber MD (Consultant)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	none	Consultant
Thomas Toft MD (Consultant)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	none	Consultant
Darryl Bindschadler MD (Consultant)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	none	Consultant
Rodney Anderson MD (Consultant)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	none	Consultant
Amy Kenworthy MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/20/2012	self
Brendan Fitzsimmons MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	North Big Horn Hospital
Troy Caldwell MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	North Big Horn Hospital
Jonathon Medina MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	2/4/2013	Cheyenne Family Medicine
Carlton Huitt MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	self
Kent M Kleppinger MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Laramie Pediatrics
Travis Riddell MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Jackson Pediatrics
Keri Ann Wheeler MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Jackson Pediatrics
James Little MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Jackson Pediatrics
Michael Swenson MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	none at this time	Lander Medical Clinic
Kaci Gallo MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/20/2012	Lander Medical Clinic
Terry R Donaldson MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/23/2012	Donaldson Medical Clinic
Peter Crane MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	self
David Kappenman MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Pinedale Clinic/ Sublette Co Rural Health
Mark Schueler MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/14/2012	Family Medical Center Of Johnson Co
Michael Jording MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cedar Hills Family Clinic
Louis Roussalis MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	self
Lucase Wang MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	not at this time	self
William Williams MD (no longer using)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/15/2012	Sheridan Internal Medicine
Adolfo G Bagnarello MD (no longer using)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	self
Edward Wilson DO (no longer using)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/14/2012	Coffeen clinic/ Wilson Family Practice
Nicole Caldwell MD (no longer using)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Disability Docs Inc
Ann MacGuire MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/13/2013	Self
David Cesko MD (no longer using)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cesko Family Medicine
Radu Segal MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	6/11/2013	North Cheyenne Family Medicine
Lisa Brandes MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	UWFP
John Healey MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	UWFP
Ronald Malm DO	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	5/28/2013	UWFP
Douglas Parks MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	UWFP
Kim Broomfield MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	UWFP
Ralph Heckard MD	(b) (6)	11/1/2013	(b) (6)	8/23/2013	yes	not at this time	Olympus Health Services LLC
#see cleints in Idaho Falls also	(b) (6)	6/30/2014	(b) (6)	same	yes	same	same
Ardella Kemmler MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/22/2012	Evanston Internal medical Association
Demar Hill MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Midway Clinic
Kirtikumar Patel MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Gillette Internal Medicine
James Naramore MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Family Medicine of Gillette
Thomas Simon MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/22/2012	Evanston Internal medical Association
Melinda Poyer MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/23/2012	Rock Springs Family Practice
Richard Sorenson MD (no longer using)	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	8/21/2012	Work Wise (Riverton)
Karel D Capek MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	not at this time	Midtown Medical Group
Sadie West MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Robert Prentice MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Rayba Gravatt MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Danae Stampfli MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Andrew Rose MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Robert Leland MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Carol Schiel MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Katarzyna Zarzycki MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
William Joseph Horam MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Oleg Ivanov MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Michael Eisenhauer MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Adrian Fluture MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Michel Skaf MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
John Pickrell MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Robert Novick MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Allen Wicks MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Wesley Hiser MD	(b) (6)	6/30/2014	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Physician Assistant							
Jane Cassel PA-C	(b) (6)	12/31/2013	(b) (6)	8/23/2013	yes	unknown	Wyoming Cardiopulmonary
Tracy Potter PA-C	(b) (6)	12/31/2013	(b) (6)	8/23/2013	yes	8/23/2012	Rock Springs Family Practice
Kenneth Ferbrache PA-C	(b) (6)	12/31/2013	(b) (6)	8/23/2013	yes	unknown	North Big Horn Hospital
Marrissa Pichel PA-C	(b) (6)	12/31/2013	(b) (6)	8/23/2013	yes	unknown	Cheyenne Children's Clinic
Nurse Practitioner							
Mary Freund NP	(b) (6)	12/31/2014	(b) (6)	8/23/2013	yes	unknown	North Big Horn Hospital
Trisha DeClue FNP	(b) (6)	12/31/2014	(b) (6)	8/23/2013	yes	8/20/2012	Lander Medical Clinic
Shirley Schatza NP	(b) (6)	12/31/2014	(b) (6)	8/23/2013	yes	8/20/2012	Lander Medical Clinic
Leslie Rozier PNP	(b) (6)	12/31/2014	(b) (6)	8/23/2013	yes	unknown	Pinedale Clinic/ Sublette Co Rural Health

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<u>Optometry</u>							
Kirby Treat OD	(b) (6)	4/1/2014	(b) (6)	8/21/2013	yes	unknown	Clear Image Vision Care
William Atkinson OD	(b) (6)	4/1/2014	(b) (6)	8/21/2013	yes	unknown	self
Wayne Hudson OD	(b) (6)	4/1/2014	(b) (6)	8/21/2013	yes	unknown	self
Gary Poteet OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Snowy Range Vision Center
Susan Lowe OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Snowy Range Vision Center
James A Boucher OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Snowy Range Vision Center
Todd Sholey OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Family Vision Clinic (Rock Springs)
Richard Canestrini OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Family Vision Clinic (Rock Springs)
HelEn D Kim OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Family Vision Clinic (Rock Springs)
James Hinkle OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Riverton Vision Center
Brian Ballard OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Riverton Vision Center
Christopher Frazier OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Riverton vision Center
Jill Miller OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Sheridan Eyecare Center
Sam Hoffmann OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Sheridan Eyecare Center
Timothy Fehlauer OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Sheridan Eyecare Center
Joseph C Maycock OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Gillette Optometric Clinic
Roger L Jordan OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Gillette Optometric Clinic
Joseph L Fischer OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Gillette Optometric Clinic
Ashlee M Mills-Fischer OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Gillette Optometric Clinic
Robert Mills OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Gillette Optometric Clinic
David Halsey OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Split Rock Vision Clinic (Wheatland)
Devin Davis OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	Split Rock Vision Clinic (Wheatland)
Daniel Perala OD	(b) (6)	4/1/2014	(b) (6)	8/22/2013	yes	unknown	New Concept Optical (Cheyenne)
Benjamin Marske OD	(b) (6)	3/31/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Michelle Chaney OD	(b) (6)	3/31/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Natalie Santelli OD	(b) (6)	3/31/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
<u>Ophthalmology</u>							
Ronald Gibson MD	(b) (6)	6/30/2014	(b) (6)	8/21/2013	yes	8/13/2013	Central wyoming Eye Clinic
William Ramsay MD	(b) (6)	6/30/2014	(b) (6)	8/21/2013	yes	unknown	Teton Eye Clinic
Gary Foster MD	(b) (6)	6/30/2014	(b) (6)	8/22/2013	yes	unknown	Snowy Range Vision Center
*also practices in Colo	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Randolph Johnston MD	(b) (6)	6/30/2014	(b) (6)	8/22/2013	yes	unknown	Cheyenne Eye Clinic
Shauna McKuster MD	(b) (6)	6/30/2014	(b) (6)	8/22/2013	yes	unknown	Cheyenne Eye Clinic
Anne Miller MD	(b) (6)	6/30/2014	(b) (6)	8/22/2013	yes	unknown	Cheyenne Eye Clinic
Nathan Rains MD	(b) (6)	3/31/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Kari E Olsen MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Chet Reistad MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Randall W Smith MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
William A Shachtman MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Arthur Korotkin MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Kent Crews MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Patrick Arnold MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Mattew Robinson MD	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Kent Bashford DO	(b) (6)	4/30/2015	(b) (6)	8/22/2013	yes	unknown	Eye Center Of Northern Colo
Judson C Martin MD	(b) (6)	10/1/2014	(b) (6)	8/22/2013	yes	unknown	Oregon Trial Eye Center
Thomas J Roussel MD	(b) (6)	10/1/2014	(b) (6)	8/22/2013	yes	unknown	Oregon Trial Eye Center
Shawna R Collier MD	(b) (6)	10/1/2014	(b) (6)	8/22/2013	yes	unknown	Oregon Trial Eye Center

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Brandi Crockett AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Sweetwater Audiology/ Ogden Audiology
Michael Alley AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	High country Audiology (Rock Springs/Lander)
Jan Pierson AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Audiology Center INC (Cheyenne)
Thomas Laya AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Wyo Audiology & Hearing
Ben Koperski AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Big Horn Basin Hearing INC (Cody)
Patricia Johnson AuD	(b) (6)		(b) (6)				Timberline Hearin (Riverton)
Susan Roller AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Sheridan Ear Nose & Throat
Cheryl Drost AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Wyoming Otolaryngology PC
Theresa Garcia AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	UW-div of Communication Disorders
Amy Weaver AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	UW-div of Communication Disorders
Douglas Rehder AuD	(b) (6)	2/1/2014	(b) (6)	9/20/2013	yes	Unknown	Rehder Balance & Hearing Clinic (Billings)
Tracy Hayden AuD	(b) (6)	2/1/2014	(b) (6)	9/20/2013	yes	unknown	Rehder Balance & Hearing Clinic (Billings)
Crystal Dvorak AuD	(b) (6)	2/1/2014	(b) (6)	9/20/2013	yes	unknown	Rehder Balance & Hearing Clinic (Billings)
Stephen Harward AuD	(b) (6)	5/31/2015	(b) (6)	9/20/2013	yes	unknown	Ogden Audiology Services(Ogden UT)
*also licensed in wyoming	(b) (6)	12/31/2014	(b) (6)	9/20/2013	yes	unknown	Ogden Audiology Services(Ogden UT)
Gerald Mill AuD	(b) (6)	Not current	(b) (6)	9/20/2013	yes	unknown	Audiology & hearing Aid Services (Idaho Falls)
Norman Sorensen AuD	(b) (6)	6/1/2014	(b) (6)	9/20/2013	yes	unknown	Mountain Plains Audiology (Rapid City)
Brant Christensen AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Brant Audiology LLC (Cheyenne)
Ruby Zubrod AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Brant Audiology LLC (Cheyenne)
Rebekah Hicks AuD	(b) (6)	12/31/2013	(b) (6)	9/20/2013	yes	unknown	Brant Audiology LLC (Cheyenne)

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Cindy Paylor SLP	(b) (6)		(b) (6)				
Jane Johnston SLP	(b) (6)	12/31/2013	(b) (6)	9/12/2013	yes	unknown	Local Therapy LLC
Carla Shriver SLP	(b) (6)	12/31/2013	(b) (6)	9/12/20/13	yes	unknown	The Shriver Therapy Group
Melinda sessions SLP	(b) (6)		(b) (6)				
Margaret Gerrish/ Margaret Williams SLP	(b) (6)		(b) (6)				Sage View Rehab services
Rebecca Crane SLP	(b) (6)	12/31/2013	(b) (6)	9/12/2013	yes	unknown	Own company/ St.Stephen'S school
Cynthia Anderson SLP	(b) (6)	12/31/2013	(b) (6)	9/12/2013	yes	unknown	Childhood Language Clinic
Kim Lewis SLP	(b) (6)	12/31/20/13	(b) (6)	9/12/2013	yes	unknown	Frankly Speaking (Cody)
Susan Nannenga SLP (was in Cody)	(b) (6)	12/31/2013	(b) (6)	9/12/2013	yes	unknown	Progressive Therapy Services (ND)
Donna Gilland Shippen SLP	(b) (6)		(b) (6)				Powell School Dist.
Anne Baures SLP (Sheridan)	(b) (6)	12/31/2013	(b) (6)	9/12/2013	yes	unknown	Child Development cntr/ Sch Dist./ Own
Dori Samson SLP Consultant	(b) (6)	12/31/2013	(b) (6)	9/12/2013	yes	unknown	Own company/ School Dist

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Michael Martin MD	(b) (6)	6/30/2014	(b) (6)	9/12/2013	yes	unknown	Doc Martin's Ear Nose & Throat
Scott Bateman MD	(b) (6)	6/30/2014	(b) (6)	9/12/2013	yes	unknown	Sheridan Ear, Nose, & Throat
Joseph Vigneri MD	(b) (6)	6/30/2014	(b) (6)	9/12/2013	yes	unknown	Wyoming Otholaryngology
Eugene Podrazik MD	(b) (6)	6/30/2014	(b) (6)	9/12/2013	yes	unknown	Wyoming Otholaryngology
David (cope) Norcross MD	(b) (6)	6/30/2014	(b) (6)	9/12/2013	yes	unknown	Wyoming Otholaryngology

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Cheyenne Radiology Group					
David Michael Kellam MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
James G Hubbard MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
John Wright MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Scott Hayden MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
William D Ketcham MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Daniel R Possehn DO	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Eric Hoyer MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
IMG (Cheyenne)					
Kenneth Kranz MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Kleanthis Dendrinos MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Michael Miller MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Ellen Juhl MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Michael Janssen MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Harmon H Davis (retired)	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Steven Reeb MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Stanley (Scott) Hartman MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Casper Medical Imaging					
Geoffrey Smith MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Daniel Sulser MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Michael Sloan MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Charles Bowkley MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Frederick Cubin MD (retired)	(b) (6)	6/30/2009	(b) (6)	9/20/2013	yes
Michael Flaherty MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes
Joseph McGinley MD	(b) (6)	6/30/2014	(b) (6)	9/20/2013	yes

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