

Welcome!

Welcome to our newest providers who have recently joined the network:

Hesham Abdel-Salam, PT	Ashlee Geier, PT	Maria Rodriguez, DC
Abiodun Adeyemi, PT	Bruce Goodheart, PT	Mikhail Rubinshteyn, PT
Sangeeta Ahuja, OT	Brandon Henkowicz, DC	William Schauss, PT
Frankie Amarillas, DC	Mikhail Ilyabayev, PT	Christine Schleter, DC
Malak Azab, PT	Dariusz Jarzabkowski, PT	Kimberly Smith, DC
Tory Badalamenti, PT	Keisha John, PT	Shawn Smith, DC
David Bones, PT	Irina Kataeva, PT	George Stamatinos, PT
Jennifer Brandon, DC	Aron Khoshayev, PT	Ashley Suh, PT
Mark Celestie Cagata, PT	Michael Kleinburd, PT	Richard Tantillo, DC
Denise Crawford, PT	Kesha McKenzie, OT	Sarat Vadada, PT
Indya Denson, DC	John McKillop, PT	Trairud-Jack
Aryeh Dicker, PT	Michael Morga, PT	Watanachaiyot, PT
Marshall Dornink, DC	Shanti Mudumba, PT	Mark Wnukowski, PT
Ahmed Elmansy, PT	Stanislav Orenshteyn, OT	Gloria Zapata, PT
Jennifer Esplana, PT	Janelle Pysz, LMHC	

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Palladian Joins eviCore Organization

We are excited to announce that Palladian Health has been acquired by eviCore healthcare, LLC. The Palladian Health team, that you currently work with, will continue to serve you. During the next few months, you will receive additional information regarding this change. We value our open relationship with our provider community and are happy to share this update with you.

Palladian Health - HealthCare Partners Announcement

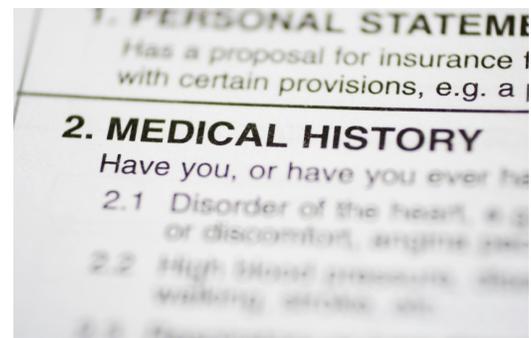
Palladian Health is pleased to announce that effective May 1st, 2018, Palladian Health has expanded our partnership with HealthCare Partners, IPA to include all members for outpatient physical and occupational therapy services. Palladian Health will provide medical necessity review, claims processing, provider credentialing, and customer service support related to outpatient physical and occupational therapy. Physical and occupational therapy initial evaluation requests will continue to be processed by HealthCare Partners, IPA.

Medical Documentation Quality Improvement Results for Chiropractors, Physical Therapists and Occupational Therapists - 2016

Medical Documentation Quality Improvement Results - 2016

As part of an ongoing Quality Improvement Project, Palladian Health performs medical records documentation auditing (MRDA) of the Palladian Health network providers. The purpose of the medical records documentation audit is to identify topics for quality improvement and afford providers an educational opportunity for improvement in documentation.

A random sample of at least ten percent (10%) for each discipline (chiropractic or physical/occupational therapy) was selected with a minimum threshold of five percent (5%) of network providers responding as acceptable for this Quality Improvement Project. Providers audited within the last three (3) years of the audit cycle were excluded from the selection process.



Chiropractic Network

For the 2016 MRDA, eighty-four (84) chiropractors were sent letters requesting the complete medical files for the purpose of the MRDA. Sixty-eight (68) responded to the request for records, which met the minimum threshold for the 2016 MRDA Quality Improvement Project.

Based upon the file reviews for the 2016 MRDA, the average file score was 73. Twenty-six (26) chiropractors met the goal of 90 or better (38%). The average score of the 2016 MRDA was 7 points higher than the previous year and the average number of providers passing with a score of 90% or better increased from 18 to 38%.

Physical and Occupational Therapy Network

For the 2016 MRDA, seventy-three (73) physical or occupational therapists were sent letters requesting the complete medical files for the purpose of the MRDA. Sixty (60) responded to the request for records, which met the minimum threshold for the 2016 MRDA Quality Improvement Project.

Based upon the file reviews for the 2016 MRDA, the average file score was 78. Twenty-nine (29) therapists met the goal of 90 or better (48%). The average score of the 2016 MRDA for physical therapists was 12 points higher than the previous year and the average number of providers passing with a score of 90% or better increased from 20 to 48%.

Discussion

The most common reason for unsatisfactory scores was related to providers sending incomplete files. Many providers submitted only the patient's medical files consisting of the initial examination and daily S.O.A.P. notes and not the entire file including patient's intake forms, financial forms and consent forms.

FAQs about Medical Record Documentation Errors

Q. Do my daily S.O.A.P. notes need to be signed?

A. Yes. All providers, whether in a solo practice or a group practice, must sign each daily note or the entry made into a patient's chart.

Q. Why do I need to have a signed Informed Consent?

A. The Informed Consent is the documentation of the known risks, benefits and alternative treatment options that are presented to the patient. Although the risks may be considered extremely small, the central point is that the risks are known, and as such, the patient needs to be advised of the risks.

Q. Do I need to send a report to the primary care provider?

A. Yes, as part of a "best practice" a provider should document the patient's evaluation and progress to the primary care provider or referring physician.



Claims Processing

Friendly reminder from our Claims Department:

Please make sure that all paper claims are legible and easy to read. Our claims staff works diligently to process all requests in a timely fashion, and ensuring that all claims have clean, dark ink and accurate information will allow us to be as efficient as possible. Thank you for your anticipated cooperation!

Please mail all paper claims to Palladian Health, PO Box 366, Lancaster NY 14086. If you are interested in submitting your claims via EDI, please call Customer Service at 877-774-7693 to get Palladian's EDI payer ID number.

When submitting a **corrected claim**, it must be done within 120 days of the date of service. The corrected claim must arrive at Palladian Health on the original red form, **CMS 1500**.

Addendum Notification

In order to ensure compliance with state and federal laws, we are forwarding to you the following regulatory updates to our contract:

- 2017 New York State Department of Health Standard Clauses for Managed Care Contracts
- Medicare and Medicaid updates for contracts

The Federal 21st Century Cures Act, requires all Medicaid Managed Care Plans to amend their participating provider contracts to include a provision that requires providers to enroll with their state Medicaid Program. This amendment will be effective April 21, 2018.



If you have no comments nor objections, then no action by you is required. The updates will take effect immediately upon receipt. If you have questions or concerns regarding these documents, please contact our Network Management Department at 888-266-9041 ext. 2744 .

Thank you for your continuing participation in our network.

Univera New Medicare Identification Cards

Univera Healthcare wants to remind you about the arrival of the new Medicare cards, which will start to be mailed in April 2018.

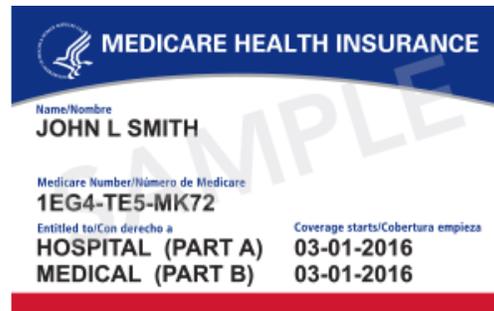
The new Medicare cards will have Medicare Beneficiary Identifiers (MBIs) instead of Social Security numbers to help protect the identities of people with Medicare coverage. Medicare benefits will not change with the new numbers.

Our members who have Medicare Advantage coverage must present their Univera Healthcare Member Card when receiving services.

What Do You Need to Do to Be Ready?

- Be sure that your practice systems and processes are ready to accept new card MBIs
- If you use a vendor to bill Medicare, notify them of the upcoming change
- Consider automatically accepting the new MBI from the remittance advice (835) transaction

Sample Card:



For more information about the new Medicare card, please visit the CMS website at <https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html>. If you're having any problems implementing the new Medicare cards, contact Provider Ombudsman Dr. Eugene Freund at NMCPProviderQuestions@cms.hh.gov.

Change of address or phone number?

In an effort to keep our provider directories up-to-date with the most current information, as required by CMS, we are reaching out to our network providers quarterly with a reminder to ensure the accuracy of information in the provider directory. Please contact us at the below numbers to update your information.

Palladian Phone #	Palladian Fax #
1-888-266-9041 x 2744	1-716-712-2791

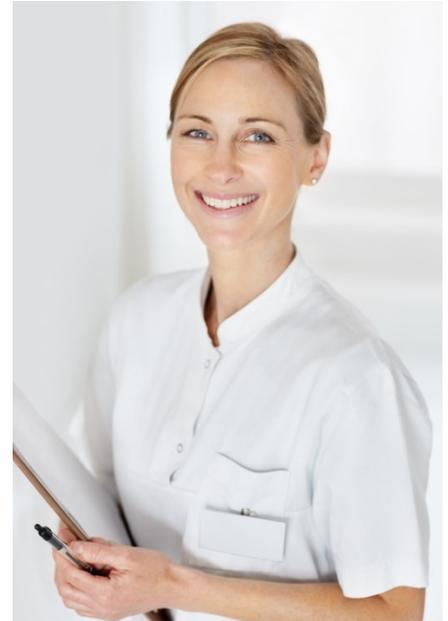
CMS Annual Training Required

The Centers for Medicare and Medicaid Services (CMS) specifies that all providers who provide services to Medicare Advantage enrollees must complete annual training and education pertaining to Fraud, Waste, and Abuse (FWA) as well as General Compliance. CMS prefers that the standardized training modules available through the CMS Medicare Learning Network (MLN) at <http://www.cms.gov/MLNProducts> be utilized.

As in previous years, Palladian will make the CMS training modules and attestation forms available for your review and attestation on our provider portal at <https://portal.palladianhealth.com/> within the next few weeks.

You must review and attest that you have completed **both** trainings and provide the education to your office staff annually. You are accountable for maintaining records of completion for a period of 10 years. These records must include the time, attendance, topic, certificates if applicable, and test scores of any tests administered to your employees.

If you are enrolled in Parts A or B of the Medicare program, you are deemed to have met the FWA training and education requirements. Proof of your enrollment in Parts A or B of the Medicare program satisfies the documentation requirements for you and your employees. You still need to complete the General Compliance training module on the Palladian portal.



We appreciate your efforts to support compliance.

Palladian Health's 2018 Holiday Schedule

Please be advised that Palladian Health will be closed on the below dates in 2018:

Remaining Palladian Health 2018 Holidays			
Memorial Day	5/28/2018	Thanksgiving Day	11/22/2018
Independence Day	7/4/2018	Day after Thanksgiving	11/23/2018
Labor Day	9/3/2018	Christmas Day	12/25/2018