

---

---

# HNS Network News



## *Physician News*

Quarter 1, 2010

---

---

**This section includes the following 3 articles:**

- 2010 “Free CE from HNS” Seminar
- Where does my HNS admin fee go...and what does it do for me?
- There’s a Guy at the Door With a Badge

### **2010 “Free CE from HNS” Seminar April 16, 17, & 18**

HNS is excited to announce our 2010 free CE Seminar, to be held April 16-18, 2010. Our seminars are designed to provide you with relevant continuing education courses, to assist in meeting your CE requirements, and to provide an opportunity for you to visit with friends and colleagues from across the state.

In addition to our 12 hours of NC BOE approved FREE CE, we are excited to bring you a very special Provider Workshop on Friday, April 16. Like you, HNS is very concerned about post payment chiropractic audits and the potential impact these audits can have on your practice. And, like you, we want to see an end to these audits... how can we make this happen? By understanding WHY these audits are occurring, and by working to assure that all chiropractic health care records support the need for the services and codes billed to the payors, we can end the inappropriate billings that result in repayments to the payors. Once this occurs, we should see a significant decline in the number of chiropractic post payment audits. We are committed to providing you with the tools and information you need to have excellent patient records, which support the services you bill to the payors. Towards that end, HNS is presenting a special workshop for our providers and their staff members. This workshop is titled:

#### **“The GOOD, the BAD and the UGLY” (Everything you ever wanted to know about Post Payment Audits, but were afraid to ask...)**

**The UGLY** - The focus of this workshop will be a review of an actual chiropractic health care record that was one of several records audited as part of a 2009 chiropractic post payment audit by a major health care plan. The record that we will review **did not meet documentation/medical necessity requirements** for CPT codes 97140

(manual therapy) and 97124 (massage therapy) and resulted in a large repayment to the payor.

**The BAD** - We will also review a “typical” chiropractic health care record and identify problem areas found in the record. This will include a thorough review of the DO’s and DON’T’s of documentation, coding and billing.

**The GOOD** - We will also review a “GOOD” chiropractic health care record that includes **appropriate documentation and coding** and **clearly establishes medical necessity for all services provided** (including 97140 and 97124).

This workshop will cover how the audit process works... what the key audit triggers are... what the payors look for during audits. There will also be time for your questions about post payment audits. This special **workshop is open to all network providers and their staff members**. Space is limited, so **please register early!**

## 2010 HNS speakers for CE credit

(The following programs have been approved by the NC BOE)

12 hours of CE

**Dr. Art Croft – “Whiplash and Brain Injury”**

Dr. Croft has long been considered the foremost chiropractic authority on whiplash injury in the United States and will be back again in 2010 to present Module 4, “**Whiplash Injury**”. This program is the conclusion of his four module program leading to certification in **Whiplash and Brain Injury Traumatology**.

12 hours of CE (includes both of the following six hour programs which meet the NEW NC BOE CE requirements)

**6 Hours - Dr. Stephen Savoie – “Record Keeping and Risk Management”**

Dr. Savoie is a featured NCMIC speaker, a practicing physician, and a leading speaker on documentation and compliance. Dr. Savoie will present a six hour program titled “**Risk Management and Record Keeping.**”

**6 hours - Anna Allen, RN, MSN, CLNC - “Ethics & Professional Boundaries”** Ms.

Allen is a featured NCMIC speaker, Professional Relations Representative, and Continuing Education Instructor. Ms. Allen will present a six hour CE credit lecture titled “**Ethics & Professional Boundaries.**”

The 2010 **Free CE from HNS** seminar promises to be our best seminar yet. Please join us for this exciting event! Space is limited for each speaker, so please register as soon as possible to assure that you are able to attend the program of your choice.

On behalf of the HNS staff and our board of directors, we look forward to seeing you in April.

Best regards,

*Parker Binder*

F. Parker Binder  
Executive Director

# 2010 HNS Seminar Fact Sheet

**Where:** Four Seasons/Koury Convention Center in Greensboro, NC

**When:** April 16 - 18, 2010

## Speakers:

### Friday, April 16th – HNS Provider Workshop

**“The GOOD, the BAD and the UGLY”**– *Everything you ever wanted to know about post payment audits, but were afraid to ask.*

This workshop is open to our providers AND their staff members.

**Date & Time:** Friday, April 16: 1pm – 5pm

### Saturday and Sunday, April 17 & 18

(The following programs have been approved by the NC BOE)

#### Program 1: 12 hours

##### **Dr. Stephen Savoie (6 hours)**

Dr. Savoie is a featured NCMIC speaker, a practicing physician, and a leading speaker on documentation and compliance. Dr. Savoie will present a six hour program titled **“Risk Management and Record Keeping.”**

##### **Ms. Anna Allen RN, MSN, CLNC (6 hours)**

Ms. Allen is a featured NCMIC speaker, Professional Relations Representative, and Continuing Education Instructor. Ms. Allen will present a six hour CE credit lecture titled **“Ethics & Professional Boundaries.”**

**Date & Time:** Saturday, April 17: 8am – 12 noon, 1pm – 5pm  
Sunday, April 18: 8am – 12 noon

**(PLEASE ARRIVE IN TIME TO SIGN-IN PRIOR TO 8AM SEMINAR!)**

#### Program 2: 12 hours

##### **Dr. Art Croft (12 hours)**

Dr. Croft has long been considered the foremost chiropractic authority on whiplash injury in the United States and will be back again in 2010 to present Module 4 on **“Whiplash Injury.”** This program is the conclusion of his four module program leading to Certification in **Whiplash and Brain Injury Traumatology.**

**Date & Time:** Saturday, April 17: 8am – 12 noon, 1pm – 5pm  
Sunday, April 18: 8am – 12 noon

**(PLEASE ARRIVE IN TIME TO SIGN-IN PRIOR TO 8AM SEMINAR!)**

## Reporting of Credits to NC BOCE

Within three weeks of the 2010 HNS Seminar, HNS will provide the NC BOCE with the appropriate number of CE hours obtained by each provider at our seminar. We will also provide a letter to each physician that includes the number of hours reported to the NC BOCE.

## Free Lunch on Saturday provided by HNS

FREE lunch will be provided by HNS from 12 noon to 1pm for all registered HNS providers. (You don't have to worry about rushing to find a restaurant and making it back for the 1pm afternoon session.)

## HNS Cocktail Reception (Saturday, April 17, 5pm)

After your CE class on Saturday, please join us for our **Saturday Night Cocktail Reception**... just a few steps away from the seminar classrooms. You can expect delicious food, icy cocktails and other beverages, and an opportunity to spend the evening with friends and colleagues from across the state. All FREE of charge.

## How to Register for the HNS Seminar

Registration for the seminar must be done via the secure portion of our website: [www.healthnetworksolutions.net](http://www.healthnetworksolutions.net). Please log in to the Provider Section (Green "Provider Login" button) and scroll over **NC CE Seminar** and click on **Registration**.

## Hotel Reservations

The Sheraton Four Seasons is the largest hotel and convention center between Washington DC and Atlanta, offering excellent restaurants and bars. The hotel adjoins the Four Seasons Mall, one of the largest enclosed malls in the Southeast.

We have reserved a block of rooms at the hotel for both Friday and Saturday nights at a discounted price of **\$130.00 per night**, plus tax. These rooms will be available at the discounted price for HNS providers and held until **March 16, 2010**. After that date, the hotel will continue to take reservations at their regular rates, provided rooms are available. Please contact them directly prior to the March 16 deadline to reserve your room.

To reserve your room, call the Sheraton at Four Seasons at 1-800-242-6556, extension #1. In order to receive the special group-discount rate, mention that you are an HNS Provider attending the CE Seminar.

As always, if you need ANY assistance with registering for our seminar, please call your HNS Provider Representative at (877) 426-2411. She will be happy to assist.

**Space is limited for EACH speaker so please  
REGISTER EARLY!!!**

# “Where does my HNS admin fee go... and what does it do for me?”

This is one of the many questions and issues discussed at the HNS Regional Advisory Board meetings. Our Regional Advisory Board members have indicated that many of our network providers are not well informed about HNS' efforts to increase our value to you and to improve chiropractic in North Carolina and they have strongly urged HNS to provide you with the same information that has been shared with our advisory board members throughout the year, so that you might gain a better understanding of our efforts and how the *HNS admin fee supports those efforts*. (HNS previously sent this information last week via a letter to each network provider.)

During the past 5 years, more than 150 of your colleagues have graciously served on our Regional Advisory Boards. These boards included a diverse group of NC physicians, from former NCCA leaders, to physicians who have been in practice for many years, as well as providers who have only been in practice a short time. These board members have provided invaluable assistance to the HNS management team.

So as we begin the New Year, we would like to take this opportunity to bring you up-to-date regarding HNS' initiatives to improve chiropractic and to provide you with the best in network management services. We hope you will take a moment to read this information and hope that it will give you a better perspective of your network.

## **FIGHTING FOR LEGISLATION IMPORTANT TO CHIROPRACTIC:**

- In 2009, HNS employed Mr. Mike Mann as a **full time lobbyist** to fight the proposed legislation to increase chiropractic copayments for NC State Employee Health Plan members, as well as the proposed legislation that would allow Physical Therapists direct access to manipulation and to the exclusive rights to the terms “physical therapy” and “physiotherapy”.
- To provide needed funding to continue to fight for legislation important to chiropractic, in 2009 HNS shareholders contributed a combined total of **\$40,000** to NC Chiropractic PAC's.

## **TO SUPPORT OUR STATE ASSOCIATION:**

- In June of 2009, HNS contributed **\$10,000** to the NCCA capital building fund.
- In July of 2009, HNS proposed a joint business cooperative with the NCCA that would provide up to **\$200,000 per year to the NCCA** to support efforts critical to chiropractic, increase member benefits, strengthen our state association, create much needed chiropractic unity in North Carolina, and included built in incentives that **would ultimately further reduce the HNS admin fee**. The NCCA did not respond to our proposal, so HNS tabled this proposal for the time being.
- HNS offered to sponsor a joint **2010 NCCA - HNS CE Convention**. HNS offered to pay the costs of this joint convention with the NCCA keeping ALL revenues generated from this convention; however, the NCCA declined our offer.

- In September of 2009, **HNS sponsored a NCCA District meeting**, providing dinner and a program on post payment audits and utilization and will be sponsoring additional NCCA District meetings in 2010.

### **IMPROVING CHIROPRACTIC REIMBURSEMENT:**

- In 2009, HNS successfully negotiated a much needed increase in the BCBS fee schedule which resulted in a **30% increase** for key chiropractic services.
- In 2009, HNS **eliminated the CIGNA global fee**, resulting in the return to a fee-for-service schedule
- HNS **reduced the HNS admin fees by 30%** and established the *Excellence in Action* program which returns a portion of the HNS admin fee, resulting in a net admin fee of 7.5% for qualifying providers.

### **TO UNIFY AND STRENGTHEN CHIROPRACTIC IN NC:**

- HNS has contacted the NCCA and offered to sponsor a **“Chiropractic Unity in North Carolina”** meeting; bringing together leaders of the **NCCA, NC BOE, HNS**, as well as other chiropractic leaders in our state, to unify and strengthen chiropractic in North Carolina.
- **HNS Regional Advisory Boards.** Each year, HNS forms new Advisory Boards in the following cities: Charlotte, Raleigh, Greensboro, Wilmington and Asheville. Meetings are held 3-4 times per year to bring colleagues together to provide a forum to discuss issues important to chiropractic and our network providers.

### **BENEFITS FOR OUR NETWORK PROVIDERS:**

- **Post Payment Audit Assistance Program.** HNS provides assistance to any network provider throughout the entire post payment audit process, including an immediate initial review of the health care records requested by the payor, to assist in identifying potential problem areas before the records are released to the payor. We work closely with both the provider and the payor throughout the audit process in an effort to assure a fair determination is made by the payor.
- **New Forms to Assist with Proper Documentation.** Developed to assist with improving documentation and compliance, HNS has designed a series of new forms, largely for those providers who do not have documentation software programs. **These new forms will be available on our website on January 30th, 2010** and include a *Daily Visit Form, Treatment Plan Form, New Patient Intake Form, numerous chiropractic exam forms, Radiology Report Form as well as a CVA Risk Evaluation Form.*
- **Electronic Solutions.** To provide you with state-of-the-art electronic solutions, HNS has made significant investments in new technologies including:

**Electronic Funds Transfers (EFT).** To help improve your cash flow, in mid 2010, HNS will provide EFTs, depositing funds directly to your bank account.

**Automatic Payment Posting.** This year, HNS will also provide you with the capability of electronic EOB/payment posting, for payments from HNS contracted payors, directly to your patient accounts. This new service will eliminate the need for manual posting of HNS

payor EOB's and will save your staff valuable posting time.

**Free Electronic Claims Filing.** *HNSConnect*, our state-of-the-art, free, electronic claims filing system, with payor-specific edits, allows our providers to electronically file claims to HNS. Our electronic claim filing system has resulted in the **prompt payment of 99% of all clean claims submitted** (within 10 days) and has also resulted in the **correct adjudication of 96% of all claims submitted to HNS payors.**

- **Free CE Seminars.** Each year, HNS provides **12 hours of Free Continuing Education** at our annual CE Seminar, including free lunch on Saturday and a free cocktail reception on Saturday evening.
- **Free Online CE.** HNS provides **4 hours of free online CE** on Documentation, Coding and Compliance. This allows our providers to obtain free CE online and can be used as a training tool for your staff members.
- **Provider Workshops.** To provide additional education on relevant topics, HNS holds **free annual provider workshops**. Our 2010 provider workshop is open to all network providers and their staff members and will include *a review of an actual health care record that was part of a 2009 chiropractic post payment audit by a NC health care plan.*
- **Utilization Management.** HNS performs annual utilization reviews which compare the utilization patterns of each network provider to those of his peers. Our utilization management program allows providers to establish their own practice patterns and this valuable program helps identify potential problem areas, before they come to the attention of the payors. HNS provides "physician to physician" counseling to assist providers with improving utilization patterns.
- **HNS Practice Protection Manual.** To assist our providers with protecting their practices, HNS developed and distributed our ***HNS Practice Protection Manual***, which includes payor corporate medical policies, NC BOE practice guides and documentation and coding policies.
- **HNS Provider Reps.** To provide prompt assistance with any HNS payor issues, HNS employs a team of Provider Representatives and has assigned a specific Provider Rep to each network provider, to provide personal assistance any time you need it.

We do realize that NO admin fee is ever popular... and while other IPA's charge similar fees...these organizations *provide no additional benefits to their network physicians*. HNS has worked to create a win/win scenario, such that our providers realize significant value from being part of our network.

We hope this information provides you with a better understanding of how your HNS admin fees are used and we welcome comments or suggestions from all of our network providers about how we can improve our network.

We would also like to extend our sincere thanks to all of the network physicians who have served on our HNS Advisory Boards. We are extremely grateful for their time and effort.

If you are interested in serving on one of our Regional Advisory Boards, please let us know by contacting your HNS Provider Rep or by contacting Mrs. Parker Binder at [pbinder@healthnetworksolutions.net](mailto:pbinder@healthnetworksolutions.net).

On behalf of all of us at HNS, we wish you a happy and prosperous New Year.

# There's a Guy at the Door With a Badge -

*(The following article was published by the law firm of Poyner and Spruill, LLP (HNS' counsel for health care issues) - updated 12/29/09 and reprinted with permission)*

Written by Kenneth L. Burgess

Hearing these words is every health care provider's worst nightmare. But, with the increasing use of state and federal police powers to investigate allegations of fraud and abuse, the odds of hearing them at some point are growing.

Most providers have no idea what to do if a state or federal official shows up at their facility with an official search warrant and asks for documents. Obviously, the first step is to contact your attorney for advice. But what if you can't reach your attorney?

We've developed a few guidelines to help providers who find themselves in that position and need to know what to do while they are contacting or waiting to hear back from counsel. These apply to any situation in which state or federal officials show up at your facility, armed with search warrants issued by an administrative agency (such as the State Attorney General, the FBI, the Office of Inspector General, etc.) or a state or federal court.

- Do not interfere with the search.
- Get the name of the lead agent, the agency for which he or she works, and his or her address and telephone number.
- Request a copy of the search warrant. Note the areas the agents can search and the items they can seize. If the agents begin to search places or seize items not identified in the search warrant, bring it to the lead agent's attention. Fax a copy of the warrant to your attorney.
- Identify attorney-client and other privileged information. The agents are permitted to seize this information but should keep it segregated.
- Request permission to have a few employees accompany agents to monitor the search. Tell these employees not to make any substantive statements to the agents. Have employees take notes on the following: (a) the areas searched; (b) the documents or items seized; (c) the questions asked by agents; and (d) the names of employees interviewed by agents.
- The agents may detain all persons on the premises while the warrant is being executed. Ask permission to send non-essential employees home. If permission is granted, advise employees to take home only personal possessions and not to take any company documents or files with them, including electronic files. Advise employees who do leave that they will be contacted regarding when to return to work or that they should contact a designated individual at a certain time and date to find out when to return to work.
- Develop an employee announcement to advise employees that the premises are being searched pursuant to a search warrant, the company is cooperating with officials executing the warrant, and employees are not to interfere with the search.

- Explain rights to employees. (a) Employees have the right not to be interviewed by the government. It is the individual's choice whether or not he or she agrees to be interviewed. If employees agree to be interviewed, they can have counsel to represent them at the interviews. (b) Advise employees that they may be contacted at home by government agents and that the same rights to be interviewed or to decline apply there as well. Also advise employees that even if they choose not to be interviewed, they could still be subpoenaed to testify before a grand jury. (c) The company should not instruct employees to decline to be interviewed. That choice belongs fully to each employee. (d) The company should determine whether it is willing to pay for representation of its employees. If so, it should inform employees. (e) Have employees inform the company if they have been contacted by a government agent, been interviewed, or received a grand jury subpoena. (f) Provide a name and telephone number of a company representative employees can contact if they have questions.
- Get a "receipt" for items seized from the officials conducting the search.

***"Despite the codes of ethics, the ethics programs,  
and the special departments... Corporations don't make the ultimate  
decisions about ethics. Ethical choices are made by individuals."***

**~M. Euel Wade, Jr.**

**To stay *In the Know...*  
check out the "What's New" section  
of our website at:**

**[www.HealthNetworkSolutions.net](http://www.HealthNetworkSolutions.net)**