



## CLINICAL RESOURCE GROUP, INC

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### Quality Council Members for 2004

Dr. Carol Houdek, Advanced Chiropractic, North Mankato, Minnesota, is the newest member of the CRG Quality Improvement Council (QIC). She began her term in January, replacing Dr. Todd McGillick, Wellness First Chiropractic, Gaylord, Minnesota, whose term expired at year end. She joins Dr. Bob Daschner, Waseca, Dr. Jeff Maness, West Concord, and Dr. Dean Brinkman, Sleepy Eye who along with CRG's chiropractic director, Dr. Rick Printon, make up the clinical membership of the Council. We welcome Dr. Houdek to the QIC and look forward to working with her in this leadership capacity.

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We want to especially thank Dr. McGillick for his service and contribution to the QI Council. Dr. McGillick was a founding member of CRG's first QI Council. His term began in November of 2002. Dr. McGillick participated in the development of the initial network treatment guidelines and clinical quality standards.

### Quality Monitoring Standards Established

The QI Council has established Quality Monitoring Standards (QMS) for the network that will be applied as both concurrent and retrospective measures of clinical performance for each participating network provider. The QMS reflect the CRG Clinical Guidelines and the actual performance of the network as a whole in the following areas:

- Radiology utilization
- Duration and intensity of treatment
- Children and Adolescent care

The specific Quality Monitoring Standards are included as a confidential attachment to Network News. Each standard is explained in more detail as well as how the QMS will be used in the CRG quality improvement program.

### CRG Network Continues to Grow

Starting with an initial network of 39 providers, CRG is pleased to now offer health plan members 62 participating chiropractors located in 18 counties. As a voluntary network serving county based MA health plans, this level of support by providers as evidenced through participation rates, affirms the effectiveness of our administrative approach.

This level of chiropractic accessibility is unprecedented for South Country Health Alliance members who are responding enthusiastically to the convenience of greater access to care. CRG is an open network, welcoming the application of all licensed chiropractors within the nine county service area of South Country Health Alliance. These include Brown, Dodge, Freeborn, Goodhue, Kanabec, Sibley, Steele, Wabasha, and Waseca Counties.

## Doctor to Doctor by Dr. Richard Printon, Chiropractic Director

The Quality Improvement Council has established a new category under the CRG Treatment Guidelines for passive treatment of children ages 5 through 17 years of age. Joint hyper mobility should always be a concern with younger patients. Marked improvement in their condition should be evident in the daily notes and findings within 2- 4 treatments.

Treatment for this group of patients typically should not exceed a 30 day period. When progressive improvement is documented within two - four treatments, care may continue as described under the CRG treatment guidelines for up to a total of six visits within the 30 day treatment period. Remember, chiropractic treatment for wellness or preventative purposes is not a covered benefit of SCHA members.

The CRG Treatment Guidelines have been updated to reflect these latest revisions which become effective April 1, 2004. They are included under "Passive Care" in each of the following Guidelines: Cervical Pain, Thoracic Pain, and Low Back Pain. You should download the updated Guidelines or view them online from the CRG Web Site, [www.clinicalgroup.net](http://www.clinicalgroup.net). Go to Quick Links and click on Clinical Guidelines.

## Business Services Tips

**Network Credentials Updates Complete:** We want to thank each provider office for your prompt response to update your credentials files with your current chiropractic license and proof of insurance. You all did a great job in getting us your information on time.

**DME:** Do not bill CRG for DME items. Durable Medical Equipment is a non-covered/reimbursable service through CRG. Members should refer to their SCHA Member Guide for maximum benefit coverage when DME is prescribed.

**Coordination of Benefits:** Provider offices are required to submit a copy of the Explanation of Payment (EOP) along with the CMS-1500 claim form to CRG for all Coordination of Benefits claims.

Wisconsin Physicians Service Insurance Corporations EOP states that "Claim Information Forwarded to: MN Welfare Program". This is not the case for SCHA members. Please provide this information to CRG within 60 days of receipt of the EOP to ensure meeting Timely Filing requirements.

**Clean Claims:** The following information is necessary to process your claim. Claims missing this information will be rejected and returned to you to complete. To assure the timely payment of your claims when submitting CMS-1500 forms you must include:

- Date of Onset (Box 14)
- Diagnosis (Box 21)
- Members PMI # (Box 1a)
- Members ID (Box 11).

**Pregnant Patients:** Copays do not apply to pregnant women. If a SCHA patient is pregnant, indicate this in **Box 19** of the CMS 1500 form and also include the "due date". A deductible will not be taken when this information is provided.

**Member Eligibility:** You can verify member eligibility on-line at [www.mnevs.state.mn.us](http://www.mnevs.state.mn.us) or by calling 800-657-3613. You can also access EVS through the CRG web site. Go to [www.clinicalgroup.net](http://www.clinicalgroup.net), go to the Quick Links buttons on the home page and click on the button "Electronic Verification System". It is a very user friendly process and applies to all State of Minnesota Health Plans, not just those administered by CRG.

## Management Notes by Gene Helle, CRG President

**Patient Satisfaction Surveys:** CRG will conduct a patient satisfaction survey in April to obtain direct feedback from patients to measure their satisfaction level with the professional care, customer service and ease of access to chiropractic care through the CRG network. The QIC has provided leadership in the development of the survey design.

The survey will be mailed to patients who have received care within the past six months. A form will also be mailed to each provider's office so you can see what your patients will be responding to. The results of the survey will be shared with network providers and will be an important tool in defining our Quality Improvement Initiatives in 2004-5.