

WHAT'S INSIDE:

Message from our VP of Network Operations

For Health Network One, 2022 was all about growth.

page 3

HN1 Launches Free Educational Initiative Hosting a Free 2 Day Test

When Health Network One began hearing about a dip in licensing exam pass rates for physical therapy assistants in Puerto Rico

page 4



NETWORKING

EYE MANAGEMENT | HEALTH NETWORK ONE | THERAPY NETWORK

QUARTER FOUR | 2022

Mixing Business with Pleasure

Amy Baez's Recipe for a More Fulfilling Career

All work and no play made Jack a dull boy —too bad Jack never met Amy.

As a solopreneur, Amy Baez is choosing to have it all. A multi-faceted career that flexes to fit in everything that's important to her — therapy, creativity, play, education, leadership, and art; in doing so, she's been shaping the lives of children for 22 years — so there's never a dull moment.

"I don't really have a typical day," said Amy. "I spend time at home working on my business — creating reports, marketing, creating videos, creating materials for sessions, and going out and seeing patients. I travel to their school, to their homes, mostly what I do, I do in their natural environment."

"It's challenging and rare in the sense that you can see more patients faster if they're coming to you, it's more cost-effective," said Amy. "That sets my business apart, having that mobile aspect."

By seeing kids at home, Amy gets parents more involved by explaining what she's doing and why while she's doing it.

"I'll have them play along with us or sit back and watch," said Amy. "While I'm working on a particular skill, like getting dressed or feeding themselves, I'm talking to the parent, educating them on why I'm doing these things. At the same time, we're using their bathroom, their bedroom, their kitchen and their own toys, making it easier for the parent to see how to

implement these aspects."

Mixing Play with Therapy — Playapy
Ten years ago, Amy realized that these teachable moments could be reachable moments.

"I spent a lot of time rebranding my business to touch more lives, not just helping the patients I see, but providing resources for people anywhere online."

+++ continues on page 2





+++ continues from page 1

Mixing Business with Pleasure

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The result is Playapy an online resource providing education, pediatric occupational therapy, and parent coaching.

Playapy is also a YouTube channel with over 10,000 subscribers and more than a million views. The channel hosts nearly 200 videos filled with information, activities, exercises, educational games, and tips.

Amy has also authored two award-winning workbooks that form PALS Handwriting Program, using a multi-sensory method to teach forming and aligning letters in a playful, effective way.

It's play. It's therapy. It's Amy's mantra — playful solutions, powerful results, leading to big changes.

"I love transformation. I'm a sucker for those before and after videos," said Amy. "I love to see a child progress through therapy and achieve their independence."

But Wait, There's More... Amy Baez, HN1 Clinical Reviewer

If running a successful practice, creating videos, and writing books aren't enough, Amy is also a clinical reviewer for Health Network One, reviewing cases, and hosting peer-to-peer reviews,

facilitating communication to get patients what they need.

"Therapists can be apprehensive like they're going to say something wrong or they need to defend their treatment plans," said Amy. "I want to help them feel more comfortable with the relationship between therapist and insurance provider. I try and make them feel at ease by letting them know that my purpose is coming to a conclusion that makes sense."

What also makes sense is having reviews with fellow therapists who speak your language.

"Knowing you have a therapist on the other end who understands

what assessments you're using to evaluate a child, what therapeutic interventions you're using, and how long it takes a child to progress and show results— that's helpful for everybody involved. We don't receive that education in school — no one walks you through how to talk to an insurance company about approving services."

"Being a provider and a reviewer has helped me have a better understanding of health management in general — how much regulation there is in order to make sure everything is fair for everybody."



Q&A

What's on your nightstand?

The Brain Audit: Why Customers Buy (And Why They Don't) by Sean D'Souza
Big Magic: Creative Living Beyond Fear by Elizabeth Gilbert

Favorite Movie?

Good Will Hunting

What's your guilty pleasure?

Watching Love is Blind.

What's your favorite junk food?

Dark chocolate peanut butter cups

Who do you admire most?

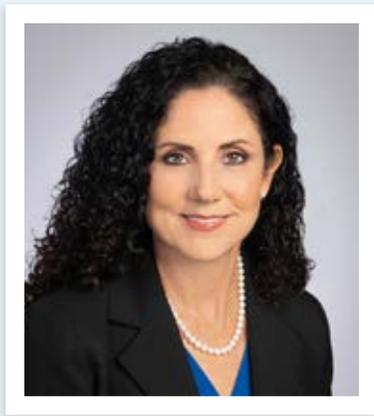
Oprah

What's playing in your headphones?

Dua Lipa and the Encanto soundtrack.

If you could have lunch with anyone, who would it be?

Michelle Obama



“Our network of fabulous specialty providers and physicians offering those members high-quality, accessible care has grown too. In just 12 months, we’ve added over 500 more talented, dedicated providers and physicians to our network.”

A Message from our VP of Network Operations Karen Chewning

Hello, Health Network One Providers!

We’re heading full-steam into 2023 — are you ready?

Before we charge ahead, we’re taking a glance in the rearview mirror to see just how far we’ve come.

For Health Network One, 2022 was all about growth.

One year ago, Health Network One and our family of physician and provider networks covered 5.1 million Commercial, Medicare, and Medicaid lives—enrolled across our 19 health plan partners.

That number has grown to 5.5 million lives in Florida, Puerto Rico, New Jersey, and Georgia — all served by our wonderful specialists in Physical, Speech, and Occupational Therapy; Gastroenterology; Urology, Podiatry, Dermatology, and Ophthalmology!

Our network of fabulous specialty providers and physicians offering those members high-quality, accessible care has grown too. In just 12 months, we’ve added over 500 more talented, dedicated providers and physicians to our network — welcome aboard!

We have some lofty goals for 2023, including:

- Developing outcome studies for each of our specialty networks —and we’d love your input. If you have any recommendations,

please feel free to reach out to our Chief Clinical Consultant Eddie Cabrera, M.D. at 305-614-0100 Ext. 4156 or email at cabrerae@healthnetworkone.com.

- Gaining NCQA accreditation for Network Operations — Health Network One has maintained accreditation in Utilization Management and Credentialing Operations for ten years. This year we’re striving to obtain the same achievement in Network Operations — we’ll keep you posted.
- Developing quality incentive programs — we’re looking at programs that will reward high-quality, high-value care that complement our current reimbursement models.

Let’s take a look inside this month’s issue:

We’re listening!

When our team in Puerto Rico began hearing from our providers and others about a dip in licensing exam pass rates for their physical therapy assistants, we understood the potential problem it posed for our PT providers. Find out how HN1 stepped in to help boost that pass rate inside...

Who’s in the spotlight?

Each month, we profile one of our

providers, giving you a little peek behind the curtain — find out what they do and why they love doing it.

This month you’ll meet Amy Baez, who has a very unique role here at HN1 — she’s not only a gifted occupational therapist, author, and one of our own network providers, but she’s a member of our Utilization Management team as a Clinical Reviewer.

Find out how Amy has crafted her own career to include all the things that are most important to her — therapy, creativity, play, education, leadership, and art. Learn how she facilitates relationships in her role as a clinical reviewer using good communication, especially during peer-to-peer reviews.

Who’s Next?

Maybe you know a network provider with an interesting story — that provider might even be you. If so, get in touch. My contact info is below. As always, I’m interested in hearing from you.

Wishing you and yours a happy and healthy New Year!

Warm regards,

Karen Chewning
VP Network Operations
(305) 614-0107 / c: (305) 510-5463
Chewningk@healthnetworkone.com



Health Network Launches Educational Initiative Hosting a FREE 2 Day Test Prep Event for Physical Therapy Assistants in Puerto Rico

When Health Network One began hearing about a dip in licensing exam pass rates for physical therapy assistants in Puerto Rico, we understood the impact it could have on our providers, their patients, and their businesses.

“Between COVID 19, and a series of natural disasters on the island, it’s no wonder the pass rate took a hit,” said Atheline Figueroa, director of marketing for Health Network One.

Physical therapy assistants play a vital role in allowing providers to serve more patients because they help providers carry out their patient’s plan of care.

“This reduction in the number of licensed physical therapy assistants in Puerto Rico represents a risk of interruption or lack of continuity in the treatment of patients who need this kind of therapy to improve their health and quality of life,” said Denisse Monserrate, Medical Director at Therapy Network of Puerto Rico.

Recognizing the problem, our team in Puerto Rico quickly pulled together our first educational initiative enlisting Scorebuilders, the largest provider of PT and PTA review courses in the United States, to help motivate and

empower our students to pass that exam.

Getting the Word Out

The test prep event would include engaging discussions, lively debates, and strategic assessment activities designed to help students tap into their critical reasoning skills for answering those challenging multiple-choice test questions.

Most of all, our comprehensive program would give students the additional confidence needed to sit for the upcoming exam.

Now that we’d put the event together, we needed to let those aspiring assistants know about it – we needed our providers assistance in helping their assistants.

“Since our own providers knew the candidates personally, we sent them out an exclusive invitation to pass onto their aids while we excitedly waited for those registrations,” said Figueroa.

And the registrations rolled in.

“The response was overwhelming,” said Figueroa. “In just one week, we had to close down the online registration because more people

responded than we thought – we had planned on 50 candidates but had to expand to make room for 60.”

The successful test prep event was held at the NUC University campus in Bayamón, Puerto Rico, in early November.

“As part of our commitment to the health of the population and physical therapy providers, we created this educational program to be part of the solution,” said Luis Mosquera, Chief Executive Officer. “Inserting ourselves into the support system makes it easier for students to learn techniques that help them prepare for their exam.”

Pass Rates in Puerto Rico isn’t the Only Sobering Statistic

According to the U.S. Bureau of Labor Statistics, the current demand for both PT and PT Aids is growing. Physical therapy is currently seeing a 21% occupational growth jump, which is 13% higher than average.

“Our team is looking at options to continue educational initiatives because we always want to work with our providers in areas that challenge them,” said Figueroa. “This is definitely one of those challenges.”



ANNUAL TRAININGS

All providers are required to complete the Provider Trainings, within thirty days of their contract effective date and annually thereafter. Your attestation will confirm that your office has received all mandatory trainings for the year.

FRAUD, WASTE & ABUSE

All providers are required to report concerns about actual, potential or perceived misconduct to our Corporate Compliance Department at: **1 (866) 321-5550**

DEMOGRAPHIC UPDATES

If your practice has any demographic changes, please be sure to contact your Provider Relations Rep, to update us with this information.



Annual Quality Improvement Documents

Annually the Quality Improvement (QI) Department develops Quality documents, which includes a QI & UM Evaluation, Program Description, and Work Plan. The development of the Quality documents satisfies Health Plan and NCQA Accrediting body requirements. The QI & UM Evaluation analyze the QI department's previous year quality indicators, key accomplishments, identify any areas needing improvement, and develop action plans to improve results. The Program Description and Work Plan establish objectives, goals, QI activities, and the QI Program Structure for the current year.

Copies of the annual QI documents are available by contacting the QI department at the address below.

2001 South Andrews Avenue Fort Lauderdale, FL 33316
Phone: 800-422-3672 Ext. 4701
Fax: 305-614-0364

Affirmative Statement about UM Decision Making

All clinical staff that makes Utilization Management (UM) decisions is required to adhere to the following principles:

- UM decision making is based only on appropriateness of care and service and existence of coverage.
- The organization does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.
- Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support or tend to support benefit denials.

Clinical Practice Guidelines

The organization uses Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines (depending on the LOB) for Medical necessity determinations. These guidelines are based on appropriateness and medical necessity standards; each guideline is current and has references from the peer-reviewed medical literature, and other authoritative resources such as CMS Medicare. For any medical necessity Recommendation of Denial, the Medical Director shall make an attempt to contact the requesting provider for peer to peer consultation. The Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines are reviewed and approved by HS1 Medical Advisory committee annually, and are available in both electronic and hard copy format. If a provider would like a copy of a specific guideline they may contact their assigned Provider Relations Representative and a copy will be provided.