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From Family Tradition to Personal Passion

Faigy Hager's Journey in Occupational Therapy



Some might say Faigy Hager was born to be an occupational therapist — you might even say it's in her DNA.

You can trace it back to her parents, Ety and Brian Terebelo. Ety is an occupational therapist, and Brian founded a successful therapy agency in New Jersey more than three decades ago, Big Apple Therapy Associates, now run by Ety after her husband's passing two years ago.

For Faigy, growing up immersed in a culture of nurturing and supportive therapists, healthcare would definitely be her destiny.

Faigy got to experience the magic of OT up close and personal at home. For a while, Ety had put off full-time

OT to raise a big family of nine children, but she still made room to help a child who needed it.

"She'd only do really intense cases," said Faigy. "If a child needed her and her specialty, she'd do it for them at no charge in our home."

Those lucky kids didn't just get therapy from one talented lady - they got an entire cheering section.

"Our whole family would be home to cheer the kid on," said Faigy. "It was so cute and fun seeing the progress. The parents were so thankful that my mother would work so hard with their child. She was doing it out of the goodness of her own heart; it all really touched me."

Faigy pursued her dream by attending the New York Institute of Technology, earning a master's degree in Occupational Therapy.

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After graduation, she honed and enhanced her skills working in a specialized public school for children with autism and medical disabilities.

Recently, she's launched her own practice, My Therapy Clubhouse - www.mytherapyclubhouse.com, devoted to providing skilled DIR (floortime) and pediatric occupational therapy.

Opening her practice came with many challenges, but having a mother in the business "was a blessing," said Faigy.

She also got a boost of support from Therapy Network.

"Scaling was hard," she said. "I didn't know how many people would want OT. Many people came through the network and a lot through word of mouth. Maria (Alborzfar) helped me every step of the way, coming down to my practice and inspecting it, making sure everything was ok. I could ask her questions anytime. There was always someone to help me, and that's been amazing to me – it was night and day."

Although Faigy's all set up in her practice now, she knows one thing for sure; she doesn't know it all.

Faigy's Mantra; Never Stop Learning

"I try to drive home the importance of always taking continuing education courses; that really makes a huge difference," she said. "Learning, learning, learning – every summer or once a year, I try and take some major course for my professional development."

During certification training, she discovered something that's made the most significant impact on the way she does everything; DIRFloortime® (Floortime).

What is DIRFloortime?

DIR Floortime promotes healthy development by engaging children in interactive play tailored to their unique interests and strengths. It stands for Developmental, Individual-differences, and Relationship-based model, encapsulating its core philosophy. This method allows therapists to connect with their patients on a deeper level, fostering an environment of trust and understanding.

"It changed the way I relate to a child from my physical expression to the tone of my voice," said Faigy. "It's a way I can continue my session with an added

component of engagement that's more motivating and exciting for the child and keeps you more involved in your session."

The impact of DIR Floortime is profound. Aiding in developing essential motor, cognitive, and social skills while empowering children to explore their world. By building on individual differences, therapists guide children towards complex interactions and higher social, emotional, and intellectual capacities fostering curiosity, creativity, and self-confidence.

"Technically, we're looking to promote more engagement to bring out development," said Faigy. "What I realized is what worked for low-functioning children even helped me with high-functioning children. I could incorporate all those things, and every child would benefit from that emotional, social skill – it's made a huge difference."

Not just for the children but for Faigy herself.

"I love helping people," she said. "I love watching kids as they hit those goals, helping them function in their classrooms and in their home environment; these things can't be beat."

Q&A

What's on your nightstand?

Baby Blues, Comics,
by Rick Kirkman & Jerry Scott

What's your favorite junk food?

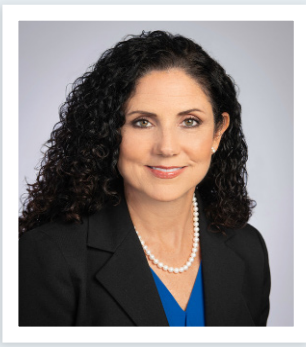
Cookies

Who do you admire most?

My Parents

What's playing in your headphones?

Beri Weber



A Message from our VP of Network Operations Karen Chewning

Hello, Health Network One Providers!

There are some exciting updates on the horizon, and I wanted to share them with you first. But first, a Compliance reminder.

Human Trafficking Training

As a healthcare professional, you make a difference in people's lives!

By understanding what signs and symptoms of abuse, neglect, and exploitation to look for, you may be able to spot potential victims of human trafficking.

All direct-service providers must complete training as part of our new Statewide Medicaid Managed Care Managed Medical Assistance contract.

You can access all training through the Provider Trainings Page.

Coming This Summer: TherapyNetwork.com – A Website Refresh!

TherapyNetwork.com will be getting a revamp this summer, and I can't wait for you to experience it.

We're transforming our website to enhance your user experience and provide a more seamless platform where you can easily access everything you need.

By simply visiting the website and selecting the network corresponding to your state, you can access information tailored to your specific location. This is particularly important because each state has unique laws and provider requirements.

Keep an eye on your inbox for the official launch date this summer.

Coming in the Fall: Our Provider Survey – We Want to Hear from You!

Now, let's talk about your valuable feedback. We genuinely care about your satisfaction, and to better serve you, we rely heavily on your input.

Last year, we received valuable feedback from many of you, and we deeply appreciate all those who took the time to share their thoughts. This year, we want to encourage even more participation because your feedback is instrumental in helping us improve our services to offer you the highest level of support.

We want to understand your needs, concerns, and experiences.

The Provider Satisfaction Survey is designed to gather your insights and opinions about your experience with us –anonymously.

We understand your time is valuable. This year's survey will give you the opportunity to provide comments and will take 6-8 minutes to complete.

Your feedback helps us gauge the effectiveness of our provider relations representatives, evaluate the clarity and accessibility of our program information, and assess the overall quality of our services. It provides invaluable insights that drive our decision-making and shape our network policies.

Ultimately, your participation in the Provider Satisfaction Survey empowers us to better serve you and other providers in the Health Network One community. Together, we can work towards the common goal of providing greater access to world-class care.

Thank you in advance for participating in the upcoming Provider Satisfaction Survey.

Your voice matters; as always, we look forward to your thoughts. If you have any questions or concerns, please don't hesitate to reach out to me directly.

Warm regards,

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

Resources

Recognizing and Responding to Human Trafficking in a HealthCare Context

Human Trafficking 101

The National Human Trafficking Hotline is available 24 hours a day, 7 days a week in more than 200 languages.

You can contact the Hotline at 1-888-373-7888.



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.

MCG Health, Formerly called Milliman Care Guidelines

The organization uses Apollo, MCG, 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, MCG, 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.

Provider Hotlines

TNGA: 855-825-7818, option 1
TNFL: 888-550-8800
TNPR: 877-614-5056

TNNJ: 855-825-7818, option 2
EMI: 800-329-1152
HN1: 800-595-9631