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NETWORKING

EYE MANAGEMENT | HEALTH NETWORK ONE | THERAPY NETWORK

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Highlights from the Therapy Network 4th Annual Joint Medical Advisory Committee (MAC) Conference

For the first time since the pandemic, Health Network One hosted the Therapy Network 4th Annual Joint MAC Conference live at the Hyatt Regency Grand Reserve Puerto Rico in Rio Grande in June.

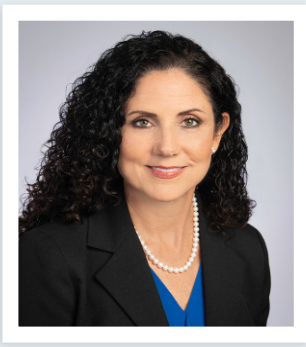
Representing our therapy disciplines from regions stretching from Florida to New Jersey and Georgia to Puerto Rico, attendees converged to share knowledge, discuss emerging trends, and enhance unity across our diverse practices. The weekend was a mix of professional insights and camaraderie.

Punctuating the conference were keynote addresses from renowned figures such as Luis Mosquera and Marty Bilowich, alongside insightful presentations by Chief Clinical Officer, Dr. Edward Cabrera, and Therapy Network CMO, Dr. Denise Monserrate about our clinical initiatives in pain management.

Physical Therapy Clinical Reviewers, Haydenise Carrion and Deanna Whoriskey led a standout session 'Telehealth and Digital Physical Therapist Practice Now and Beyond' that sparked a dialogue on the incorporation of telehealth into patient care, emphasizing its importance, especially post-pandemic. The feedback was clear: while telehealth is a valuable tool, clinical judgment remains paramount.



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A Message from our VP of Network Operations Karen Chewning

Hello, Health Network One Providers!

As always, I'm excited to share the latest news here at Health Network One – we have several significant updates, I'm going to dive right in.

We're Expanding Our Geographic Footprint

As we strive to serve a broader community, I am thrilled to announce that we are expanding our Therapy Network operations into the Carolinas and Louisiana. We are deepening our partnerships with health plans and actively engaging with MCOs in these regions.

This expansion exemplifies our commitment to better healthcare access and opens potential avenues for our providers – so, if you've been considering expanding or relocating your practice, this may be the time!

Remember, as our esteemed physician and provider community, you're the backbone of Health Network One, and we're here to support you in every venture.

We're Diversifying Our Specialties

As healthcare needs evolve, so does our portfolio – the dynamic nature of healthcare demands constant evolution. Responding to emerging needs, we're excited to introduce Pain Management to our list of specialties.

Expanding our range of specialties further aids our mission of empowering our Health Plan clients to provide their members with enhanced access to care

while growing and strengthening our provider network.

Building a Medical Advisory Committee for this field is a big part of this new endeavor. If you know colleagues in Pain Management who'd be interested in joining us, please connect them with me, my contact info is below.

A Note on Dermatology Clinical Initiatives: Our Melanoma Continuity of Care – Recall System

One of our significant clinical endeavors in Dermatology targets a crucial aspect of patient care – monitoring and ensuring timely follow-ups for skin examinations – this is especially vital for patients with a current diagnosis or a history of melanoma.

Our Melanoma Continuity of Care Recall System is designed to help these patients receive the ongoing follow-ups they need. Using this system, we'll diligently track patients who haven't been seen within a 12-month span and contact their health plan to have their case management team nudge the patient into scheduling a follow up with their provider - just another way to make sure no one falls through the cracks.

Remember: Our Provider Survey awaits your feedback!

Your insights are invaluable in refining our services. Last year, many gave input, shaping our network policies. We aim for even more voices this year. Designed for clarity and anonymity, the survey takes just 6-8 minutes. Through it, we assess our provider rep

effectiveness, program accessibility, and service quality.

Every response enhances our ability to support you and the entire Health Network One community, furthering our shared goal of exceptional care. Thank you for contributing to this vital initiative.

INSIDE: Dive into the Highlights from the Summer's MAC Conference

Therapy Network's 4th Annual Joint MAC Conference was hosted live at the Hyatt Regency Grand Reserve Puerto Rico in Rio Grande this past June - our first in-person event since the pandemic.

The Conference is designed to strengthen the bond within our community of healthcare experts across multiple states – coming together to share insights, discuss emerging industry trends, and cultivate a unified mission across our diverse practices. Discover all the exciting details in this issue.

...and as always, I'd love to hear from you! If you have any questions or concerns, please reach out to me directly.

Warm regards,

Karen Chewning

Vice President of Network Operations

(305) 614-0107 / C: (305) 510-5463

Chewningk@healthnetworkone.com

Highlights from the Therapy Network 4th Annual Joint Medical Advisory Committee (MAC) Conference

Our Speech Therapy Clinical Reviewers, Julie Cobb and Alejandra Brutton took on 'Early Identification and Treatment of Developmental Delays'. Together they emphasized the importance of early intervention and health literacy particularly post-pandemic – highlighted the need for providers to help families understand, assimilate, and act on health-related information.

Valerie Pitaluga, Speech Therapy Clinical Reviewer, hosted a session on Neurodiversity, urging providers to take a more inclusive approach stressing the importance of understanding and accepting the unique perspectives of

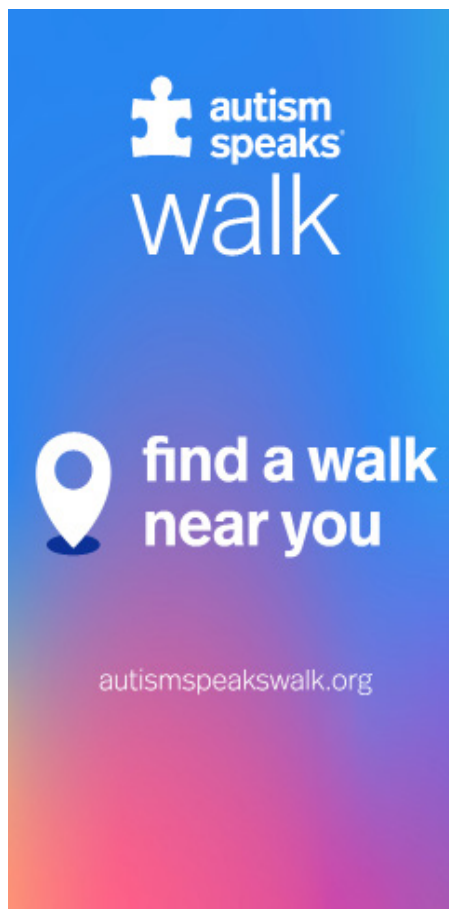
neurodivergent individuals rather than just focusing on compliance.

Beyond these enlightening sessions, the event fostered invaluable networking opportunities giving MAC members the chance to meet colleagues face-to-face, strengthening the bonds of our professional community.

But the MAC conference wasn't only about professional growth. HN1's gesture of allowing MAC members to bring their families underscored the importance of community. "The MAC Conference is a testament to our community's resilience and unity," commented HN1's CEO Luis Mosquera.

After the event, MAC conference attendees were encouraged to give us feedback which we'll use to refine future events. Two notable takeaways from the post-conference survey were the potential addition of continuing education credits and more interactive sessions, as indicated by Pamela Owens, Director of Quality Improvement.

Our MAC Conference was more than just an event; it was an experience fostering collaboration, learning, and community. "The content was very well thought out and informative... we all learned a lot from each other," said Pamela.



Join Us for the Autism Speaks Walk: Stand Together, Make an Impact!

At Health Network One, we recognize and deeply value the significant role many of our providers play in the lives of children with autism. Your daily commitment not only shapes their futures but also enriches our broader community.

We're excited to announce our sponsorship and participation in the upcoming Autism Speaks Walk this fall. This commitment is more than just a sponsorship; it signifies our unified front in advocating for and supporting people with autism and their families.

Event Spotlight:

Broward County Walk: Set for October 1, at the FLA Live Arena, 1 Panther Parkway in Sunrise. Registration kicks off at 8:00 AM, with the opening ceremony at 9:30 AM.

Tampa Walk: Scheduled for November 5, at the Raymond James Stadium, 4201 North Dale Mabry Highway, Tampa. Registration opens at 9:00 AM, with the opening ceremony at 10:00 AM.

The Autism Speaks Walk is committed to inclusivity, providing quiet zones to accommodate sensory sensitivities.

Get Involved in amplifying the message of awareness, understanding, acceptance, and support. Join the Therapy Network Team - visit our booth at the Broward and Tampa Bay Walks.



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, 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.

Provider Hotlines

TNGA: 855-825-7818, option 1 TNNJ: 855-825-7818, option 2
TNFL: 888-550-8800 EMI: 800-329-1152
TNPR: 877-614-5056 HN1: 800-595-9631