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NETWORKING

EYE MANAGEMENT | HEALTH NETWORK ONE | THERAPY NETWORK

QUARTER FOUR | 2023

Leaps into a More Holistic Therapy Approach Angela Gonzalez Leads, Jumping Step by Step

Angela Gonzalez has been making a difference in people's lives for more than 32 years – but it's within the last 10 that she's made all her dreams really come true.

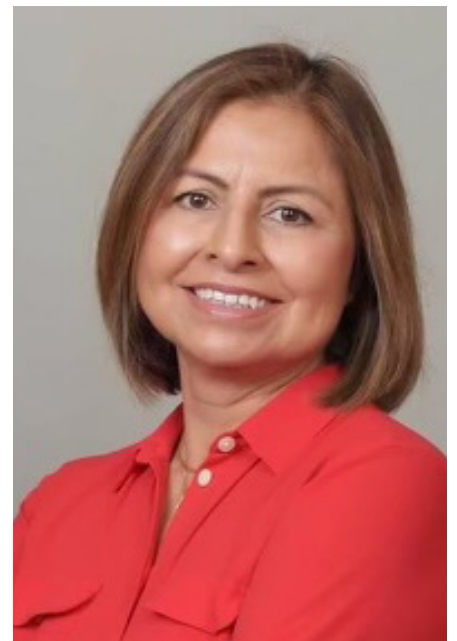
Early Inspiration and Education

Born in Colombia, Angela knew as far back as high school that she wanted to be a physical therapist.

"I felt really strongly, I felt it since I was in high school," she said. "I probably had a chance to be a doctor, but searching in high school I realized that I wanted to be part of a process with my patients. I don't just want to be a part of the solution. I want to work with the patient, in the process. I want to have an impact on their lives. I found PT was the best way, to me, to participate in those processes."

So, she went for it.

"I studied PT in Colombia and worked there for five years," she said. "Since I was a good student, I got the chance to work in different places and to teach, even though I was young."



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Leaps into a More Holistic Therapy Approach

Angela Gonzalez Leads, Jumping Step by Step

Making Big Moves

Angela ended up moving to the United States when her husband's business took him to Miami.

"I brought my career to the United States", she said. "I was accepted by the Board, took my test, passed it, and started working. Initially, I wanted to work in something different than I did in Colombia. I spent a couple of years working with adults to feed my knowledge. I worked in the ICU the NICU and a pediatrics hospital. I learned a lot working in different settings, but what I really learned is – I liked pediatrics."

Angela became an independent contractor, which enabled her to work for herself and meet like-minded people.

Creating Her Own Thing: Step by Step

"I met a couple of people that shared my philosophy, my dreams," she said. "Those two therapists are my business partners. Ten years ago we started this venture and it's been growing ever since."

Jumping Step by Step, revolutionizes the conventional approach by placing families at the heart of its practice. With a steadfast commitment to excellence, a personalized approach, and innovative strategies, this center focuses on unlocking a child's full potential. Here, the child's progress is the primary objective, and the involvement of the entire family is integral to their method.

Since the founders each have their specialty – Angela, a physical therapist; Patricia Mccubbin, an occupational therapist; and Noredys Sire,



a speech therapist, they found that working together, they could offer a more holistic approach to pediatric therapy.

Since they often work with autistic children who require more than one modality of therapy, they could collaborate as a team on each patient to be able to give each child just what they need.

Expanding to Include a Complementary Therapy – Behavior Analysis

A year ago, that commitment deepened when they added Behavior Analysis to the mix, Angela explained that it was the next step to be able to provide their patients with even more comprehensive therapy.

"There was a need for BA before we bought into BA," said Angela. "We saw it outside of the clinic, it was a stand-alone specialty." Angela explained that she had patients who were already seeing behavior analysis providers, but the missing link was being able to communicate what therapists would need from each other to best benefit the patient.

"It was hard to approach the provider to come to us and work together to see what we can do with that child.

We said let's have that here so we can create that environment, that is ideal for the child. We decided, let's introduce that new discipline and be leaders in providing that therapy in a very integrated way not just one thing on each plate."

"Integrating BA with other therapies provides a more comprehensive approach toward addressing the diverse needs of children with autism, leading to more effective outcomes," said Angela.

Pioneers in More Holistic Care

Today Angela and Jumping Step by Step are practically pioneers in this combined approach.

Health Network One has also recognized the positive impact BA has and will also be expanding our network in Florida first to include behavior analysis in 2024.



A Message from our VP of Network Operations Karen Chewning

As we bid farewell to 2023 and eagerly welcome the New Year, it's a time for both reflection and anticipation at Health Network One.

Last year was a remarkable blend of steadfast service and preparation for exciting new developments. Join us as we reflect on the past year's successes, while looking forward with enthusiasm to the new opportunities 2024 will bring.

Expanding our Services

I am excited to share with you, a valued member of our team, some exciting news. Your dedication to providing exceptional care in Physical, Occupational, and Speech Therapy has been a cornerstone of our journey.

We are now branching into Behavior Analysis (BA), an initiative that stands as a testament to our ongoing evolution and commitment to holistic healthcare solutions. This expansion is particularly significant for patients with autism, reinforcing our dedication to comprehensive patient care.

Furthermore, we're excited about future plans to further expand our scope of services to include specialties like Pain Management and Chiropractic, enhancing the range of care we provide.

Provider Satisfaction Survey

Thank you to everyone who participated in our Provider

Satisfaction Survey — especially those who requested a callback from our leadership team to address your questions and concerns.

Your anonymous feedback is vital to understanding your needs, gauging the effectiveness of our services, and shaping our network policies for better support. If you didn't get a chance to fill out the survey, but would like to discuss something further, please feel free to contact me directly.

Reflecting on 2023 – The Return of the “Big MAC” – A MAC Conference Reunion

A significant highlight of 2023 was the resurgence of the Therapy Network 4th Annual Joint Medical Advisory Committee (MAC) Conference, our first in-person gathering since the pandemic. Hosted at the Hyatt Regency Grand Reserve in Puerto Rico, this event was more than a conference; it was a reunion.

Over 50 attendees, from various states, immersed themselves in a weekend of insightful presentations, discussions on emerging trends in therapy, and valuable networking opportunities.

This conference symbolized not just our resilience but our collective commitment to advancing patient care through collaboration and knowledge sharing. As we look forward to the new year, this event stands as a reminder

of the strength and unity within our network, setting a tone of optimism and growth for the future.

Website Revamp

We're also eagerly anticipating the launch of our revamped TherapyNetwork.com website. Designed to enhance your user experience, this upgrade will offer a seamless platform to easily access all necessary information.

With the ability to select your state's network, you'll find everything tailored to your specific location, considering unique state laws and provider requirements.

Excitingly, in 2023 we enhanced our Provider Web Portal to enable medical record attachments, streamlining your experience and improving efficiency

As always: We take care of you, so you can take care of them! If you have any questions or concerns, please don't hesitate to reach out to me directly.

Warm regards,

Karen Chewning

Vice President of Network Operations
Therapy Network



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