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NETWORKING

PREMIER EYE CARE | HEALTH NETWORK ONE | THERAPY NETWORK

QUARTER THREE | 2024

From School SLP to Flying Solo

Natalie Keadle's Path to Finding Her Mission & Passion

Natalie Keadle has always had a passion for creativity and working with people. Raised in Warner Robins, Georgia, Natalie's journey to becoming a therapist began serendipitously.

"My brother's best friend's mom, Bonnie, was a teacher. Understanding the significant need for SLPs in the public school system, she suggested that career path. Without hesitation, I said, 'Okay,' and the decision was made – from the moment I started, I loved it."

Natalie attended Valdosta State University, earning her bachelor's and master's degrees in communication sciences and disorders.

For 14 years, she worked as an SLP in the public school system, helping children with articulation, language, fluency, and vocal deficits that could

negatively impact their academic performance.

Initially, she thought she'd work exclusively with children, but an externship working with adults broadened her perspective.

"Working in skilled nursing facilities was eye-opening; being a bright light for someone in need is incredibly fulfilling."

Natalie focused on geriatric patients—those with swallowing difficulties and various neurological conditions like strokes and Parkinson's.

Working alongside physicians and other healthcare professionals, she helped diagnose and treat various speech-language, cognitive, and swallowing disorders resulting from neurological trauma.



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An example of how the Beckman's oral motor technique is used to increase lip and facial tone symmetry.

While there, she continued her education, earning certification in Beckman's Oral Motor Protocol (BOMP) and Vital Stimulation Therapy (VST).

One of her proudest moments was helping a 42-year-old patient regain her ability to swallow and eat normally.

"This patient had been on a feeding tube for two and a half years and went to eating anything she wanted."

Natalie alternated between working with older adults and children over the years, believing that God placed her in each place at a specific time for a specific purpose.

Flying Solo: Persevere Adult and Pediatric Rehab

In 2018, that calling led Natalie to open her own business, Persevere Adult and Pediatric Rehab, where she now works

primarily with children using a holistic approach to speech, language, and feeding therapy.

"Having my own business allows me the freedom to implement nontraditional techniques and strategies for more personable care."

Increasingly, Natalie has been drawn to patients with neurodiverse diagnoses like ADHD, bipolar disorder, anxiety, and depression.

Her curiosity led her to do additional training on the roles of the brain, the gut, and the nervous system in cognitive development, behavior, communication, and executive function.

"My personal experience as a neurodiverse person diagnosed with ADHD and mood disorder has allowed me to advocate for kids and adults who are experiencing the same struggles."

Q&A

What's on your nightstand?

Books that are romcoms or mysteries

What's your favorite movie?

Housesitter with Goldie Hawn and Steve Martin

What's your guilty pleasure?

Bargain shopping — thrifting and yard sales.

What's your favorite junk food?

Ice cream, Almond Joy and Kit Kats

Who do you admire most?

Grandparents that are raising their grandchildren

What's playing in your headphones?

True crime podcasts or something to do with ADHD

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

Dr. Phil or Dolly Parton



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Natalie's approach is hands-on and dynamic. Understanding that physical coordination and sensory regulation are crucial for effective communication, she integrates movement and sensory activities into sessions.

"We might work on swings, use rhythm and music, or even kick a ball while learning new sounds and words," she said. "It's all about making therapy fun and engaging."

Natalie's dedication extends beyond her patients to their families. She provides support and strategies that benefit everyone because, as she says, it takes a whole family to change.

"Many of my kids have such big emotions and outrageous behavior - it is extremely exhausting for caretakers.

"I work closely with parents, giving them tools, confidence, and resources to support their children effectively."

At Persevere Adult and Pediatric Rehab Natalie strives to provide a safe space for kids to have fun and for parents to connect and learn from each other.

"I believe in teaching kids self-awareness so they can become effective communicators and reduce inappropriate behavior."

Despite her success, Natalie remains humble and grateful for the support she's received, particularly from Health Network One.

"Sharon Chambliss was a godsend when I started my practice," Natalie says.

"She helped me navigate the complexities of billing and credentialing, and her support was invaluable."

Natalie's journey is a testament to her flexibility and passion for helping others. Her innovative approach and heartfelt dedication have made her

a beloved therapist in the Macon community.

"I love helping people feel their best and find their purpose," she says. "It's about making a difference, no matter how big or small."



Annual Provider Satisfaction Survey Coming Soon!

Share Your Feedback and Help Us Improve Our Services

It's that time of the year again! 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 input 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.

Our Annual 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.

Additionally, you can request a meeting with a member of our leadership to discuss any questions or concerns.

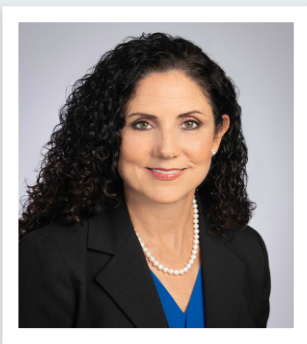
Your responses help us gauge the effectiveness of our provider relations representatives, evaluate the clarity and accessibility of our program

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.

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

Your voice matters; as always, we look forward to your thoughts.



A Message from our VP of Network Operations Karen Chewning

Hello, Health Network One Providers!

As leaders in specialty network management, Health Network One proudly offers a broad spectrum of medical disciplines through our wonderful provider network of speech, physical, and occupational therapists – dermatologists, gastroenterologists, and more—including the country’s longest-running ophthalmology network.

We believe preventive care is pivotal in maintaining health and detecting and managing conditions before they escalate into more significant health issues. This is particularly evident in eye care.

Annual comprehensive eye exams go way beyond vision assessment, detecting more than 270 systemic conditions, including diabetes, hypertension, autoimmune diseases, and even cancers. This wide-reaching diagnostic capability illustrates the critical role of preventive care in our healthcare system.

Focusing on our patients with diabetes, the impact of preventive eye care is particularly noteworthy. In two research papers that I’ve recently read; “Preventive Eye Care in People with Diabetes Is Cost-Saving to the Federal Government” and “Eye Care Is Medical Care,” showed how regular eye screenings are not only essential for early detection and management of diabetic macular edema, a common complication of diabetes that can lead to significant vision loss — screenings not

only reduce costs – but saves eyesight. If all patients with type II diabetes were to receive their recommended annual eye exams, we could see a staggering \$472 million in annual healthcare savings. Furthermore, this would enhance the quality of life for these patients by adding over 94,000 person-years of sight.

The outcome of these preventive measures is impressive in many ways. For every dollar spent on annual eye exams, there is a return of \$1.45 in related medical care costs. This substantial saving reflects the broader benefits of preventive care, which include reduced emergency room visits and hospital admissions. In 2016 alone, Americans made 1.5 million ER visits for eye-related issues, yet only 1.1% of these visits resulted in hospital admissions, highlighting the effectiveness of early intervention.

Prevention in Dermatology

Our Melanoma Recall System in dermatology exemplifies how structured follow-up can enhance patient outcomes. This system ensures that patients diagnosed with melanoma receive timely care, thereby preventing gaps in treatment and improving continuity of care. It’s a proactive approach that saves lives and aligns with our broader commitment to preventive health strategies across all fields of medicine.

We encourage all healthcare professionals within our network to advocate for and integrate these

preventive care practices into their treatment protocols. Whether conducting routine screenings, evaluating patient health, or managing chronic conditions, your early detection and intervention role is crucial. By doing so, we not only enhance patient outcomes but also contribute to a more efficient and cost-effective healthcare system.

Share Your Success Stories!

Being on the front lines of care every day, we know you’re working hard in your own practice to not only take care of patients but strategize care plans to incorporate preventative care – we’d love to hear what you’re doing.

Tell us about how your interventions have impacted a patient’s life - you could be interviewed for a profile here in Networking or featured as a patient success story we share with our health plan partners.

Thank you for your unwavering dedication to patient care and for your role in a collaborative approach that enhances the well-being of our communities. Together, we can continue to lead the way in making healthcare more effective, accessible, and efficient, ensuring the best possible outcomes for every patient we serve.

Sincerely,

Karen Chewning

VP of Network Operations

Health Network One



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: **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.

Medical Necessity Determinations

The organization uses Apollo, Milliman Care, or our Health Plan partner Clinical Guidelines (depending on the Line of Business) 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 Health Network One 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