

HEART BEAT

The monthly newsletter from The OSCA

July 2020

2020 OSCA
VIRTUAL
CONVENTION

COMING THIS OCTOBER

Save the Date

THE 2021 OSCA CONVENTION
RETURNS NEXT YEAR!
OCTOBER 1-3
COLUMBUS, OH

INSURANCE AND BILLING UPDATES

Aetna Take Backs: Members have reached out to the OSCA office regarding take-back letters received by Aetna for dates of service rendered in 2019. Many providers have been told by Aetna representatives that the take backs were a result of updated provider contracts. This, however, is not the case.

Upon reaching out to Aetna, we have found out the following information: Aetna's claims processing system experienced an error resulting in claims being processed for an amount different than the contracted amount. This error occurred for several months without detection. Once detected, the claims were reprocessed in accordance with the existing provider contracts resulting in a discrepancy between what was paid and what should have been paid. Ohio law allows insurance companies to look back over a 2-year period and recoup fees if a claim was incorrectly processed.

Caresource Denials: OSCA had been working with Caresource on a previously identified issued related to denial of CMT and thoracic X-Ray cpt codes. We have confirmed with Caresource that this issue has been resolved and claims should be reprocessed correctly. If you are still experiencing denials, or have outstanding denials, related to these codes, please reach out to the OSCA office so that we may assist you on an individual basis.

SecureCare: The OSCA has noticed an uptick in questions recently regarding SecureCare. It is important to remember that while the OSCA is here to assist our members, we do not have a relationship with SecureCare, which does limit our ability to answer some questions you may have. The questions that we are most commonly receiving are below with the corresponding information we have.

1. Invoices from SecureCare – if you participate with SecureCare and Aetna, claims after 2/1/2020 will be subject to a fee per cpt code. The exact fee will be dependent

upon when your participation with SecureCare became effective. This fee is for utilization management services provided by SecureCare.

2. Members are receiving re-credentialing requests from SecureCare. Like other plans you may participate with, SecureCare requires periodic re-credentialing. If you intend to continue participation, you will need to complete the requested steps.

Feel free to call the OSCA office with additional questions on this topic. However, it may be necessary to reach out to SecureCare should your question require information that we do not have.



**\$5,000
ANNIVERSARY
SCHOLARSHIP**

APPLICATION
DEADLINE
8/31/20

OHIO CHIROPRACTIC
FOUNDATION

COVID-19 STATE ORDERS



The OSCA still has our [COVID-19 Resource page](#) to answer any questions you may have about navigating your practice through these times. Our office has received many questions about what is required of offices, which is changing sometimes daily.

We have addressed the most common questions, below.

Q: Are masks required in my office for my staff?

A: Yes. The order released by Governor DeWine on April 29th, 2020 requires face coverings for employees and recommends them for patients. There were a few noted exceptions to this requirement, including if the employee is alone in an enclosed space or it is not advisable for health purposes. All chiropractic offices must have a written policy for COVID opening procedures, regardless of your policy on masks.

Q: Are masks required in my office for my patients?

A: This varies by locality. Yesterday, Governor DeWine announced that 7 counties will be required to wear masks in all places that are not residential where social distancing is not sustainable for prolonged periods of time. These counties are Franklin, Cuyahoga, Hamilton, Butler, Huron, Montgomery, Trumbull. These counties are all designated Red Level 3 in the state's new Public Health Advisory Alert System.

Q: What do I do if myself, and employee, a family member, a patient, etc. tests positive for COVID-19?

A: If you encounter this situation, or have any COVID related questions or concerns, it is important that you contact your local health department. Each health department is equipped to deal with these instances on a case-by-case basis. To find your local health department, [please click here](#).

NEW OSCA WEBINAR PAGE IS LIVE!

New and Improved!



Introducing Dr. Brandy Spaulding, OSCA Executive Director



After an extensive and comprehensive search, Dr. Brandy Spaulding has been named Executive Director for the OSCA, officially starting in her role on July 1, 2020.


As a long time member of the OSCA, Dr. Spaulding began serving the board as District 12 Director in 2010. She joined the OSCA Executive Office in 2017 as the Director of Chiropractic Services and Special Assistant to the Executive Director, where she began working with insurance companies, legislators, and state departments on all matters of chiropractic. Her role was to educate legislators and department staff on the importance of proposed legislation on behalf of the OSCA. She has been serving as the point person for member inquiries including coding, billing, 3rd party pay, and scope of practice issues. Dr. Spaulding has been a speaker and educator for numerous OSCA events, educating DCs and their staff about billing and coding issues. Her experience with being a practicing chiropractor, combined with her strong relationships on the legislative and regulatory front made her the perfect fit for this position.

Dr. Spaulding has served as the Interim Executive Director since March. She led the association through the pandemic, and ensured that Ohio DCs were able to keep their doors open and were up to date on the ever-changing rules and requirements. She is excited to hit the ground running in her new position and is setting the bar high for future success!

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Rob Zirker, III is one of OSCA's greatest supporters! As a long-time Partner Affiliate member, he has consistently supported all facets of the organization - from financial



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education of members, to serving on the OSCA board, to donating to our Foundation and PAC - he truly cares about the chiropractic community! Please consider Zirker Financial Services for your insurance and investment needs.



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we are chiropractic family.
70 Years Strong!**



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