

HEARTBEAT

The monthly newsletter from The OSCA

October 2019

Insurance Updates

Anthem E/M Appeals

As communicated in previous emails from the OSCA, some insurance companies have started denying E/M codes, specifically re-exam codes. Some insurance companies have been more forthcoming than others regarding their policy on re-examination (E/M services). Discussions between OSCA and Anthem early this summer created better insight into Anthem's policy.



Their criteria for denial of re-examination was explained as the following:

- Within 60 days of another exam
- With the same or similar diagnosis
- When performed with a treatment on the same visit

The OSCA used this as an educational opportunity with Anthem to explain why, as a patient moves through the phases of condition-based or active care, a re-exam would be a reasonable and appropriate service to render, even though it would trigger a denial for being within 60 days of another exam, with the same or similar diagnosis, and/or performed on the same day as another treatment.

It was a productive conversation, and the Anthem representatives acknowledged a better understanding of how a re-exam may be used in the course of chiropractic treatment. As such, if you have performed a re-examination on a patient, experienced a denial of payment, and feel that your E/M service meets the criteria for separate reimbursement, **[click here for the members-only appeal letter template](#)** that can be customized to your office and used to request an appeal of the denied service. *(Remember, this is a sample template. You must customize it to the specific and relevant details of your office/patient case)*

You must send documentation to support your appeal. Additionally, always ensure that all services, and, in this case, re-examinations (E/M) that you perform meet the criteria necessary for the cpt code you have selected.

Once your appeal has been considered, please follow up with Dr. Spaulding at the OSCA regarding the outcome.

Humana Prior Authorization Issues

In September, Tivity Health notified providers who participate in WholeHealth Network Humana Group that their Prior Authorization requirements would change effective October 1, 2019. The update states that going forward, providers will be required to submit pre authorization requests for ALL visits on or after October 1st. We have reached out to Humana and Tivity to request clarification on the policy and to gain a better understanding of the claims analysis that led to this change. The OSCA has requested a meeting to discuss not only these findings, but to communicate our concerns that overly restrictive and cumbersome prior authorization requirements can adversely affect a patient's ability to access and utilize conservative treatment options. We will update members when more information is available.

CareSource Issues

The OSCA office has been made aware of a potential glitch in the CareSource system in regards to reimbursement denials. These denials appear to be limited to MyCare claims and CMT services. Our office has reached out to CareSource to verify the cause of the glitch has been identified, the timeline for resolution and what action, if any, our members will need to take to have denied claims correctly reprocessed for payment. We will follow up with additional information once confirmed.

Join us at the Convention!

November 1-3

**Nationwide Hotel & Convention Center
Lewis Center**

Be a Part of History!

****Use promo code HEARTBEAT75 to save \$75 off DC and staff registrations!****
offer valid through 10/20/19!

The Newly-Elected 2020 OSCA Officers

President:
Dr. Darla Lammers

In case you missed it, the OSCA has elected Dr. Darla Lammers as the first female president of the OSCA! Her term will begin on January 1st, 2020. Lets congratulate her, and the rest of the newly elected officers, who will donate their time to advancing chiropractic. Current President, Dr. Jerrold Simon will still serve on the Executive Committee as the immediate Past President.

Also be on the lookout for odd numbered OSCA district (i.e. 1, 3, 5...) elections at the end of the month. If you are interested in being a District Director, please [email Executive Director, Nicholas Strata](#) with your intent.





Vice President:
Dr. Robert Ault



Treasurer:
Dr. Michael Cafaro



Secretary:
Dr. Charita Cooper



Billing and Coding with Dr. Spaulding

November 21st in Toledo and December 3rd in Chillicothe

Join Dr. Brandy Spaulding as she embarks on another round of seminars aimed at chiropractors and their staff! Her ever-evolving seminar "The Billing and Coding Updates You Need to Know!" You will be able to ask her billing questions and she will ensure that you and your office have all the tools you need to stay compliant and bill efficiently!

You will receive 4 CEs and be treated to an OSCA-sponsored happy hour after the event! Stay after the event to attend your local district meeting to find out what's going on around the state!

[Click Here to Register for Toledo](#)

[Click Here to Register for Chillicothe](#)





**Saturday, October 12
FINDLAY, OHIO
9AM-6PM**



ONE DAY POP UP SEMINAR

**CHIROPRACTIC BUSINESS
DR. BECKY AULT D.C**

NUTRITION

**CORPORATE WELLNESS
DR. SARA WHEDON D.C**

**CREATING BALANCE IN YOUR LIFE
DAWN GALBRAITH**

**LUNCH SPONSORED BY:
KAMED
MERCHANT PREFERRED**

**CRANIAL WORKSHOP
DR. DONNA CRAFT GODIN D.C**

**ADAPTIVE ADJUSTING & INJURY PREVENTION
HANDS-ON WORKSHOP**

**SIGN UP AT
WOMENCHIROPRACTORS.ORG**

\$50 FEE FOR CONTINUING EDUCATION CREDITS

Do you have your CEs?

LICENSE RENEWAL IS MARCH 31ST, 2020!

THESE GREAT EVENTS AND MORE ARE
COMING SOON!

- NOVEMBER 23RD, 2019: COLUMBUS, OHIO
**EVALUATION, TREATMENT AND
REHABILITATION FOR COMMON SPORTS
INJURIES W. DR. JONATHAN GOSE**
- DECEMBER 7, 2019: STOW, OHIO
**EVALUATION, TREATMENT AND
REHABILITATION FOR COMMON SPORTS
INJURIES W. DR. JONATHAN GOSE**
- WEEK OF FEB. 18: AKRON, COLUMBUS, CINCINNATI
HIPAA WITH TY TY THE HIPAA GUY
- MARCH 7-8: COLUMBUS, OHIO
**PEDIATRIC CHIROPRACTIC SEMINAR WITH
DR. ELISE HEWITT**

Preferred Affiliate Member Spotlight



FiNet
a network of solutions

Credit card processing has become a commodity that merchants can get anywhere. What separates FiNet from the pack is that they are a personalized, hands-on company. With access to the largest processors in the

country, they will ensure that your business will have the opportunity to secure the processing option and ancillary products that work best for you. And they'll stand behind their product with an unprecedented level of customer service.

FiNet offers competitive rates with a free review and cost analysis. Plus they won't start tacking on the extra fees like other companies. They'll do whatever we can to save you money, including reprogramming your existing equipment whenever possible. **Contact Finet at 330-702-8415 or www.finetsolutions.com.**

CHIROPRACTIC
FEDERAL CREDIT UNION
THE FINANCIAL PARTNER OF CHIROPRACTORS

RECENT GRADUATE LOAN PROGRAM

WE BELIEVE IN *You*



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