



Third Party Payers Utilization Summaries & Responses to Chart Reviews Marilyn M. Pink PT, M.B.A., Ph.D.

Note to Participants: There are interactive pop-up questions throughout this lecture. If you choose to pause the lecture and return at a later time, a natural break time would be after answering the interactive questions. (You are able to pause at any time and the presentation will "remember" where you were. It's just a more natural time to pause after the interactive questions.) For your convenience, this outline reflects where/when within the lecture the interactive questions occur.

This lecture has 56 slides and is 40 minutes in duration.

I. Utilization Summaries

- A. Typically compare your performance to network's distribution
- B. Normal distribution (parametric)
 1. Means and SD
 - i. +/- 1 SD = 67% of the population
 - ii. +/- 2 SD = 95% of the population
- C. Not normal distribution (non-parametric)
 1. Can NOT use means and SD
 2. Use medians, modes and ranges
 3. Larger sample size may change distribution to normal
 4. Quite likely not enough power to draw any conclusions
- D. Check network distributions
 1. Logical, reasonable, clinically relevant means and SD
- E. If network distribution is normal:
 1. Where do you fall?
 - i. Within 1 SD, within 2 SD, outside of 2 SD?
 2. What does the network consider "acceptable" or "normal"?
 - i. The norm in research is $p = 0.05$.
 - ii. Within 2 SD is "no significant difference."
- F. Network distribution population descriptors
 1. Independent variables
 - i. Patients with active treatment plan
 - ii. Average age of patient
 - iii. Percentage of female patients
 - iv. Percentage of patients with regional spinal complaint
 - v. Average initial pain intensity

Notes

2. Is your sample the same as the network's? Do you fall within 2 SD of the network's on these items?
 - i. If you fall outside of the 2 SD on these items, your sample and the Network's are different and your dependent variable (DOS) should NOT be compared to theirs.
- G. Dependent variables
 1. DOS per patient
 - i. All important data point
 - ii. What is the goal of the 3rd party payer with this data point?
 2. Percentage of patients with over 20 visits
 3. Percentage of patients with 1 visit
 - i. Is this clinically appropriate?
 - ii. Should these patients even be included in the network's distribution?
 - iii. Adjust your data for the network's average and see if it improves your DOS
- H. Summary
 1. Data must be normally distributed to use means and SD.
 2. 2 SD is considered normal (95% of the population) if data are parametric (normally distributed).
 3. If not normally distributed, then only use medians and modes.
 4. Many of the variables don't have the power to make conclusions.
 5. What's with patients with 1 visit?

Interactive Questions — slide 41 @ 30 minutes

- II. Responses to chart reviews
 - A. Key points
 1. Stay on-point to reviewer's inquiry
 2. Leave your feelings/experiences out of it
 3. Literature-based
 - i. Use references and bibliography
 4. Consider writing in bullet points
 - B. Case #1
 - C. Case #2

Interactive Questions — slide 54 @ 38 minutes

Bibliography

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