

# PROVIDER NEWSLETTER

SERVING THOSE WHO  
**SERVED**



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This holiday season, alongside the VA Volunteer Services, Monterey employees came together to collect food and clothing items for veterans and their families. [See page 3]



# QTC

## Quality Numbers



Quality and timeliness are our top priority when giving exams to our veterans. To ensure quality performance, here are some valuable points to keep in mind:



Remind veterans to complete surveys on your behalf.



Provide examples, such as screenshots/case numbers, on issues you would like to follow up on.



To avoid missing any pending reports or addendums be sure to check your provider portal daily.



Visit the E-Learning Center in the provider portal for any updates, training, or helpful tips.



Check emails (junk/spam included) daily for any communications from QTC or Monterey.



Be proactive – to avoid scheduling interruptions, please ensure malpractice insurance or licensing is not expired. You are to handle expiring insurance or licensure accordingly.

# QTC Quality Numbers Report Card

SPECIALTY	APPOINTMENT REQUEST TO APPOINTMENT DATE [Goal < 10 Days]	AVERAGE REPORT TURNAROUND TIME [Goal < 2 Days]	AVERAGE ADDENUM RATE [Goal < 33%]
General Medicine	10.9 Days	2.7 Days [10% improvement]	39% [3% increase]
Optometry	12.5 Days	1.9 Days [21% improvement]	28% [40% increase]
Dentistry	10.9 Days	1.7 Days [no change]	25% [22% improvement]
Psychology	8.6 Days	1.4 Days [13% improvement]	19% [6% increase]
Audiology	11.4 Days	0.9 Days [18% improvement]	13% [7% improvement]



## **Annual Veterans Affairs Food & Clothing Drive**

This holiday season, alongside the VA Volunteer Services, Monterey employees came together to collect food and clothing items for veterans and their families. Each year we try to surpass our previous year's goal of items collected. This year we had a goal of 300 clothing, household, and food items. Our collection began on November 28th and ended on December 16th. In total, we collected 230 clothing items, 74 household items, 372 food items, and \$900 in gift cards. These items were gifted to both the VA Volunteer Services and Fisher House communities. We are continually grateful that we can give back to the VA community. The last couple years have been difficult for vulnerable populations, so we are happy to make a positive impact where we can.

## **Loyal Source Opportunity**

We are very excited to be partnering with Loyal Source to complete Compensation and Pension (C&P) and VA exams. This is an great opportunity for providers who are interested in administering these types of exams. Currently, this opportunity is only available to providers in the Pacific region, we hope to expand in the future. Exams have started so if you or someone you know is interested, please reach out to our Provider Relations Manager, Betsy Brewer. Betsy can be reached by phone at (937) 684 – 0407 or email at [betsy.brewer@mcix.com](mailto:betsy.brewer@mcix.com).

## **New Member To Group (NMTG)**

Feeling overwhelmed with your current exam load? New Member To Group (NMTG) is a potential opportunity to add someone to your group to help assist in completing your exams. This opportunity is volume/need based. Upon request your request will be reviewed and looked over under the guidance of QTC. If you have any additional questions regarding NMTG please do not hesitate to reach out, we are here to help.



# Reserve Health Readiness Program

## Weekend Travel Opportunities

We are seeking providers (Physicians, Nurse Practitioners, Physicians Assistants, Audiologists, and Optometrists) who can travel for weekend events (typically one day only). You will be responsible for conducting annual physicals. This is a great opportunity for you to give back to and spend the day with our reservist service members. Additionally, you will be reimbursed at a daily rate and all travel expenses will be covered.

Please note: You must be licensed in the state you are performing the exams in.

Events will be held in the following states:

Indiana  
Illinois  
Iowa  
Kansas  
Michigan  
Minnesota  
Missouri  
Nebraska  
North Dakota  
Ohio  
South Dakota  
Wisconsin



## Attention Providers: Providers Needed!\*

*\*Please note this opportunity is for select specialties.*

We are currently looking for additional General Medicine, Audiology, and Optometry providers to give exams through RHRP. Adding RHRP to your contract is a great way to enhance your healthcare offerings. The reservist will come to your office to get an exam. These exams can be “quick fillers” for slower times of the day without adding more reporting time or interfering with current schedules. Exams typically take anywhere from 10 – 30 minutes. Additionally, they do not require treatment, follow-up exams, or prescriptions. If you or a provider you know is interested in joining RHRP please do not hesitate to reach out. Our Provider Relations team has begun and will continue to reach out to providers to fill roles within our RHRP network.

## RHRP Updates:

The credentialing process for RHRP is moving forward and still on target for a launch date of March 1, 2023.

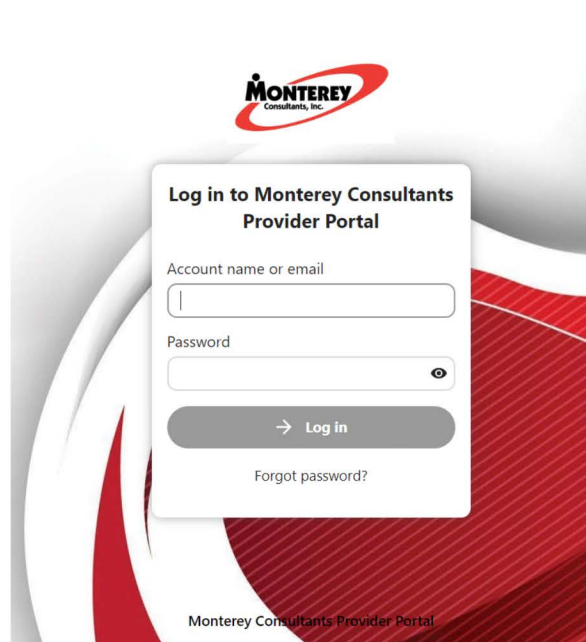
For additional information regarding **RHRP** please contact our Provider Relations Manager, Betsy Brewer. She can be reached by phone at (937) 684 - 0407 or email at [betsy.brewer@mcix.com](mailto:betsy.brewer@mcix.com).

# New! Provider Payment Portal

Beginning February 1st, Monterey will implement Electronic Payment Statements for all providers and will discontinue the mailing of card copy statements. Electronic Payment Statements will be accessible by a single contact login at [portal.mcix.com](http://portal.mcix.com). Through this portal you will have access to download and print current and previous payment statements via PDF format. If you are a part of an organization with multiple providers, only the contracted point of contact will have access to the statements through this portal.

Monterey is asking that all contracted providers provide a name and email address for the person they have assigned to access these statements. Providers can expect to receive an email with their username and temporary password in the weeks leading up to the February 1st go live date.

We believe that this new delivery method will provide faster and easier access to our network providers and will also prevent the need to contact Monterey should you have misplaced or not received your payment statement.





## PROVIDER SPOTLIGHT:

### Dr. Dustin Ly

Dr. Dustin Ly's journey through medicine started out as a love for physical medicine and working with his hands. He initially chose the field of Chiropractic. In 1993, he graduated from Life University in Georgia with his Doctor of Chiropractic. After two years of working and lecturing in the Atlanta area he decided to move to the beautiful city of Chicago. Here, he opened his first clinic with enthusiasm for pain and sport injury management. Eventually, he joined a surgical center with 12 clinics and participated in the interdisciplinary teams of medicine. After 15 years, of holding several leadership positions, he wanted to be more involved in medicine as his curiosity for knowledge got the best of him. He went back to medical school full time. After graduating from medical school, he was accepted into several residency programs and chose Boston University's Internal Medicine Residency Program. After three years of residency, he returned to the Orlando area to care for his parents. Here he opened East Lake Medical Clinic in St. Cloud, Florida with the support of the local hospital, St. Cloud Regional Medical Center.

#### WHERE DID YOU GROW UP?

I grew up in Vietnam as a byproduct of Vietnam War. My Father worked for the U.S. Government at the time as an engineer. After the fall of Vietnam, my whole family was imprisoned for "conspiracy to escape" from the government. I was 6 years of age at the time. After 40 plus attempts to escape, I eventually succeeded at age 16. I came to Orlando, Florida, following a year in a refugee camp in the Philippines. Orlando has been my home ever since.

#### WHERE DID YOU RECEIVE YOUR TRAINING AS A PHYSICIAN?

Doctor of Chiropractic at Life University, Marietta, GA.  
Doctor of Medicine at University of Health Sciences Antigua, Antigua  
Internal Medicine Residency, Boston University, Providence, RI.

#### WHO OR WHAT INSPIRED YOU TO BECOME A PHYSICIAN?

I was a Chiropractor managing neuropathic pain. I learned early that pain is not just a musculoskeletal condition. I needed to know more about diabetes management and the only way to be well rounded was to acquire more knowledge via internal medicine. It was a tough decision to return to school after years of holding leadership positions in my field. The love and support of my wife and my family made that possible. Looking back, it was still a tumultuous journey for us during the medical school years, but we made it.

## **WHAT DO YOU ENJOY MOST ABOUT WORKING WITH VETERANS?**

I was imprisoned several times due to a failed attempts to escape the communist party who took over South Vietnam. I was 6 years old when I was first caught and incarcerated. As a child growing up deeply affected by the Vietnam War, I have a great appreciation for our Veterans as a whole and especially Vietnam Veterans. Our comfortable lives within the border of America are only possible thanks to the soldiers who fought bravely abroad for our freedom. It has been a privilege to serve our service men and women. I take great pride in helping these veterans getting the support they so rightly deserve.

## **WHAT DO YOU THINK ARE THE MOST IMPORTANT QUALITIES AND SKILLS NEEDED TO BE A PHYSICIAN WHEN WORKING WITH VETERANS?**

Communication skills, respect, compassion, and bedside manners. Veterans are often prideful men and women who are seeking help or just needed their voices to be heard. Listening along with the above-mentioned skills will help comforting our Veterans.

## **HOW HAS YOUR EXPERIENCE BEEN WHILE WORKING WITH QTC AND MONTEREY?**

We had the great privilege of working with QTC prior to Monterey. QTC has been great to work with. They allow us to function independently while offering full support to our veterans. Monterey took it to another level. The communication has been super. When we have had issues, there seems to be a personal approach to solving problems and not the corporate run around. We love Monterey for this.

## **WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?**

I have a lovely wife and three young active kids. I had to cut down on some weekend shifts just to be with them. We love to travel to different cities and enjoy the amenities. Any other free time, I love working in the yard or building things with my own hands. Seeing the finished product of your own works have always been very satisfying to me.





## Meet The Team:

### Nicki Hole

Say Hello to Nicki! Nicki joined Monterey in 2018 as a provider recruiter then in 2021 she became Director of Provider Recruitment.

#### WHERE DID YOU GROW UP?

I grew up in Kettering, Ohio and still currently live here with my husband and child.

#### DESCRIBE YOUR ROLE.

As Director of Provider Recruitment, I am responsible for developing and executing overall recruitment and onboarding strategies, ensuring our providers have positive full-cycle experience.

#### HOW LONG HAVE YOU WORKED IN THIS INDUSTRY?

I have been with Monterey Consultants for 5 years. Before starting my career with Monterey, for the last 20 years, I have worked in some capacity within the health-care field. I was working at Wright State University (WSU) in the College of Nursing. During my time at WSU, I worked closely with undergraduate nursing students and local hospitals placing students in their clinical rotations and preceptorship.

#### WHAT IS YOUR FAVORITE PART OF YOUR JOB?

Working with a great team of recruiters and the entire Monterey family is where a lot of my motivation comes from – I truly enjoy getting up and going to work every day. It is also very rewarding knowing that we are helping make a difference for the veteran community with every provider we recruit. The care our providers give to our veteran population is unmatched. It is amazing to see how much of an impact they make on bettering the lives of our veterans, each day.

#### WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?

I enjoy spending time with my husband and 4-year-old daughter. I really like to stay busy by doing a variety of activities outside of the house, it's unusual if we ever have a free weekend. I also enjoy spending time with friends, traveling, going to concerts and during the fall I'll be glued to the TV on Saturday's cheering for Ohio State!

## Thank You Providers!

Happy New Year Providers! We are excited to see what this new year will bring. As always, thank you for all you do. The lives of veterans are significantly impacted by the work and service you provide. We are continually grateful to our providers who have put in countless hours ensuring quality exams and thorough documentation in service of these veterans and their families. Your hard work, dedication, and care for our veterans does not go unnoticed. Thank you for making our goal of quality exams a reality- we couldn't do it without you! Let's make 2023 a year to remember!

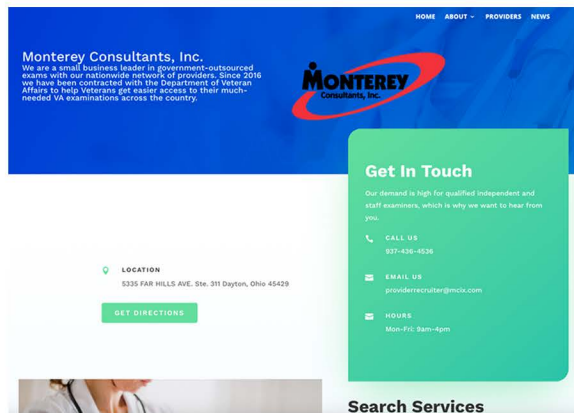


## Provider Referrals

We offer referral bonuses to our in-network providers upon the referral of an individual to our growing network. For every successful referral, you will receive \$500. Referrals will be reviewed on a volume basis, i.e., if there is a need in a particular area.  
(Referred provider must be outside of your current practice)

## Website Update

Our Provider webpage, which can be accessed within the drop-down menu located at the top right-hand side of the Monterey website, has undergone some much-needed changes. You'll notice the overall look and feel of the webpage has been updated to align with our Provider Network offerings. Things like the colors, now blue and green, and content better convey this side of the business. Be sure to check it out:  
<https://www.mcix.com/provider-network-3/>





# QTC Provider Helpful Tips

## How to explain a change in diagnosis:

In the Diagnosis section – select "Has changed and it is a..."

- This will open a sub-section that will allow you to select whether there is a progression, a new and separate diagnosis, or other.
- In the rationale text box, provide an explanation as to why the diagnosis was changed. CLEARLY state if the VA established diagnosis remains or is being replaced by the change and explain the reason for the change.
- If the change is due to a correction of a prior erroneous diagnosis, the explanation must be supported by the clinical evidence of record that refutes the previous exam(s) which diagnosed the condition.
- Review the non-editable grey boxes below your rationale to validate your response. Edits can only be made in the diagnosis section.

See examples below:

### Example 1

VA established of **Left Knee Strain** with a newly rendered diagnosis of **Degenerative Joint Disease with Instability**

**Progression:** For the VA established diagnosis of left knee strain, the diagnosis is changed and it is a **progression**. Current x-rays show degenerative changes in the knee. Additionally, there was lateral instability on exam. This represents a progression of the prior condition.

### Example 2

VA established diagnosis of **Right Foot Plantar Fasciitis** with a newly rendered diagnosis of **Right Foot Plantar Fasciitis and Morton's Neuroma**

**New and separate diagnosis:** For the VA established diagnosis of right foot plantar fasciitis, the diagnosis is changed and it is a **new and separate diagnosis**. Neuroma formation is an anatomical condition where the metatarsal heads are too close together or are forced into a position that entrap the nerve. Plantar fasciitis is a soft tissue condition where the ligament that connects the heel and metatarsal heads get stressed/stretched. The two are unrelated and separate. The plantar fasciitis is unchanged and is currently active based on exam.

### Example 3

VA established diagnosis of **Right Leg Injury, Other** with a newly rendered diagnosis of **S/P Fasciotomy with Scar Secondary to Compartment Syndrome**

**Other:** For the VA established diagnosis of right leg injury, other, the diagnosis is changed and it is an **update of prior diagnosis**. Claimant had fasciotomy at the time of the leg injury and the change to diagnosis is an update since the surgery occurred immediately after injury, and therefore not a progression.



# QTC Provider Helpful Tips

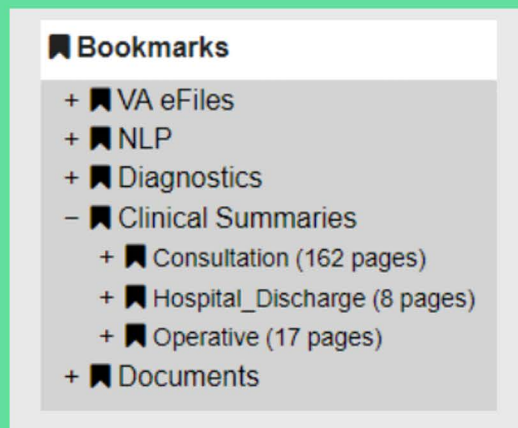
## NEW Clinical Summaries Bookmarks

Easily identify important medical records in these three document types: Consultative reports, Hospitalizations, and Operative reports. We have added a “Clinical Summaries” bookmark in NGV.

**Consultative Reports** – records containing consult reports that outline chief complaints (ex: SF 600).

**Hospitalizations** – records containing discharge information, emergency dept encounters and post-op release information.

**Operative reports** – records containing anything with surgeries/procedures both pre and post.



### ‘Other’ Medical Records

For the Evidence Review section, all medical records are received as a VA e-Folder. The last checkbox for Other should only be used when records were outside of what was provided by QTC/VA e-Folder. This includes records brought in by claimant that were not already part of the e-Folder.