

PROVIDER NEWSLETTER

SERVING THOSE WHO
SERVED



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CELEBRATES 25 YEARS

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MONTEREY TURNS 25!

On August 26th, 2022, Monterey Consultants, Inc. celebrated 25 years of business at their anniversary gala. The night was a spectacular one filled with fond memories, laughter. See page 1.



CHEERS MONTEREY!

We celebrated Monterey Consultants, Inc. turning 25 back in August with our very first Anniversary Gala. Our founder, Gary Muñoz, laid the foundation for Monterey back in 1997 when he applied for his Small Business Administration (SBA) 8(a) certification. Shortly after this, he received Monterey's first contract on September 1st, 1997. We remember this day as a momentous one. Cheers to you Monterey!

In 2016, Monterey partnered with QTC to establish and grow a nationwide network of medical providers to perform compensation and pension exams for America's veterans. As we prepare for the future, we plan to continue to expand upon our recent successes on the medical front. Last year alone, Monterey medical providers performed over 58,000 exams for American veterans, and our medical records team retrieved over 650,000 medical records. By doing this we helped to ensure Veterans received compensation and pension-related benefits. We also hope to expand and leverage our network of over 460 medical providers in 41 states for work with the National Guard and Reserve units, the Department of Labor, the FBI, Secret Service.

These opportunities excite Monterey, and our plan is to take these challenges head-on to deepen our dynamic plans.



GROUP PHOTO OF ATTENDEES



FROM LEFT TO RIGHT: BILL POLLARD [CEO], GARY MUÑOZ [FOUNDER], MIKE KNIPPER [PRESIDENT]

QTC

QUALITY NUMBERS

When giving exams to our veterans, quality and timeliness are of the utmost importance. To ensure quality performance here are some valuable points to keep in mind:



01

Remind veterans to complete surveys on your behalf.

02

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

03

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

04

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

05

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

06

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 < 8 Days] | AVERAGE REPORT TURNAROUND TIME [Goal < 2 Days] | AVERAGE ADDENUM RATE [Goal < 35%] |
|------------------|--|---|--------------------------------------|
| General Medicine | 8.9 Days | 3 Days [9% improvement] | 38% [no change] |
| Optometry | 11.7 Days | 2.4 Days [41% increase] | 20% [5% improvement] |
| Dentistry | 11.9 Days | 1.7 Days [no change] | 32% [19% increase] |
| Psychology | 9 Days | 1.6 Days [24% improvement] | 18% [6% increase] |
| Audiology | 10.7 Days | 1.1 Days [15% improvement] | 14% [7% improvement] |

VETERANS EVALUATION SERVICES OPPORTUNITIES

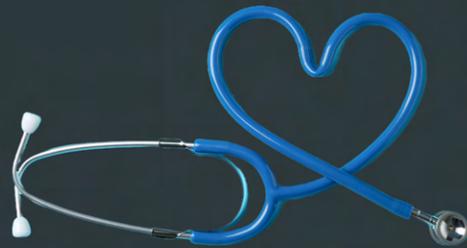
Monterey is continuing to support Veterans Evaluation Services [VES] in our efforts to grow the Medical Disability Examination [MDE]. If you are interested in giving exams, please reach out to your Provider Relations representative.

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]



We want to say THANK YOU to our providers. 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 do not go unnoticed, thank you for making our goal of quality exams a reality- we couldn't do it without you!



RESERVE HEALTH READINESS PROGRAM

WEEKEND TRAVEL OPPORTUNITIES Providers Needed!

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



Reserve Health Readiness Program [RHRP] was founded to deliver medical and dental readiness services to the United State military by the Department of Defense [DoD]. Through RHRP our service members are required to receive health assessments yearly. This organization serves the U.S. Army, Army National Guard, U.S. Navy, U.S. Marine Forces, U.S. Air Force Reserve, U.S. Coast Guard, Air National Guard. Our partnership with this organization aligns perfectly with our company values allowing us to give back to our reservist community.

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.

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.

PROVIDER SPOTLIGHT



Dr. Marco Vega joined QTC and Monterey in 2013 just one year out of residency. His work started with only a handful of claimants a week and has grown to be his full-time focus. It has truly been a journey, literally! He was traveling for QTC for several years and was able to see many parts of our country, including Alaska, which was very memorable. He currently practices in Austin, TX.

01 Where did you grow up?

I grew up in the Rio Grande Valley from very humble beginnings. I have two older sisters and we are all very close.

02 What do you enjoy doing outside of work?

Outside of work, I enjoy spending time with my family and dogs. I also enjoy going to gym and spending time outdoors. Austin is a great place to live, work, and play!

03 Where did you receive your training as a psychiatrist?

I went to medical school at The University of Texas Health Science Center in San Antonio, then went on to complete my residency at The University of Texas Medical Branch in Galveston.

04 Who or what inspired you to become a psychiatrist?

My parents have always been supportive of me, which was extremely important since I was the first one in my extended family to become a doctor.

05 What do you enjoy most about working with veterans?

Getting to hear their stories and meeting veterans of all ages. Getting to see how the perception of mental health has changed over the generations has also been encouraging.

06 What do you think are the most important qualities and skills needed to be a psychiatrist when working with veterans?

The most important thing is to genuinely listen to them and understand that they are sometimes sharing stories with you that are deeply private and personal. Often, they are sharing experiences that they have not shared with many others. That should be considered a privilege for any provider.

07 How has your experience been while working with QTC and Monterey?

My experience with QTC and Monterey has been wonderful. I feel very fortunate to have found this career path. It has been extremely fulfilling and it feels great to get to help our veterans obtain the benefits they have earned.

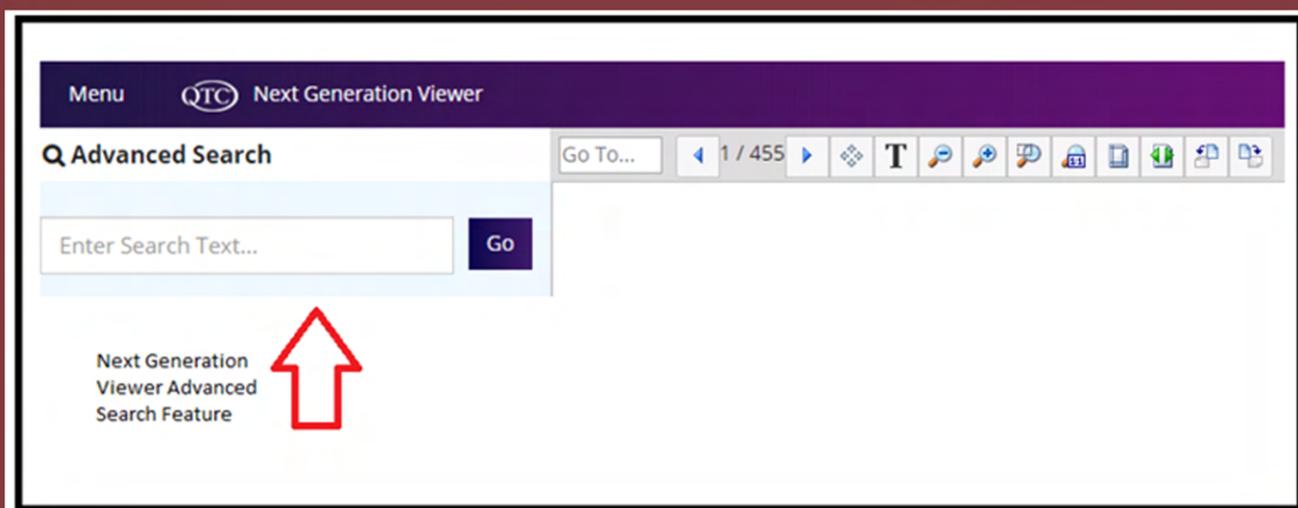
QTC PROVIDER HELPFUL TIPS

MEDICAL RECORDS: ADVANCED SEARCH

Both **Next Generation Viewer** and **Citrix** tools are available to providers when conducting Medical Record Viewing using specific search words in medical records for DME exams for QTC evaluations.

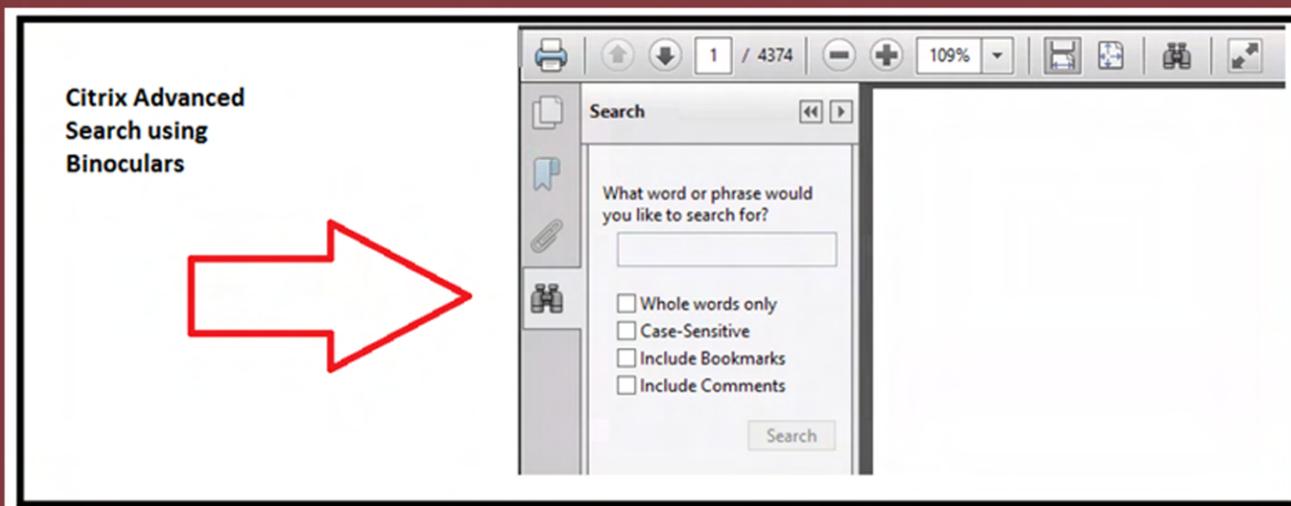
Next Generation Viewer

Click on “Menu”, select “Advanced Search”



Citrix

Click on the binocular's icon



QTC PROVIDER

HELPFUL TIPS

Advanced Search Keyword

The search word options below can be utilized when using advanced search tools to review medical records for Disability Medical Evaluations (DME).

NOTE: Some search words may reach results in a more effective manner than others.

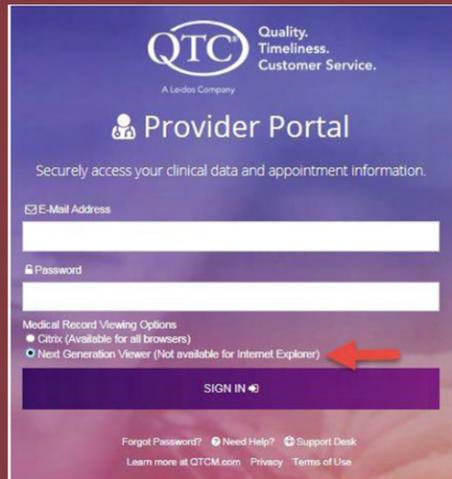
| Search finds... | Keywords |
|---|---|
| Audiogram | <ul style="list-style-type: none"> • Audiometer |
| CBC labs | <ul style="list-style-type: none"> • Hematocrit |
| DD-214 – Document with dates of service, medals/badges, and Military Occupational Specialty | <ul style="list-style-type: none"> • Certificate of Release • 214 • Form 214 • Primary Specialty |
| Enlistment/Re-Enlistment/Separation exams (Report of Medical Exam or Medical History) | <ul style="list-style-type: none"> • Clinical Evaluation • Purpose of Exam • SF-88 • SF-80 • 2808 • 2807 • Excessive Worry |
| HgbA1C labs | <ul style="list-style-type: none"> • Hemoglobin |
| In-service handwritten treatment documents | <ul style="list-style-type: none"> • Chronological • Form 600 • Health Record |
| Lay statement/Buddy Statement/Statement in Support of claim | <ul style="list-style-type: none"> • Statement in Support |
| List of current problems | <ul style="list-style-type: none"> • Problem List |
| Post-Deployment questionnaire | <ul style="list-style-type: none"> • Deploy • Health Assessment |
| Recent rating decision letters granting/denying service connection | <ul style="list-style-type: none"> • Rating Decision |
| Recent treatment records | <ul style="list-style-type: none"> • Chief Complaint • VAMC • VA Medical Center |
| Sleep study | <ul style="list-style-type: none"> • Polysom • AHI |
| Urinalysis | <ul style="list-style-type: none"> • Protein |
| X-rays, MRI, CT, Imaging, Treatment plan | <ul style="list-style-type: none"> • Impression |

QTC PROVIDER HELPFUL TIPS

MEDICAL RECORDS REVIEW ENHANCEMENT: NEXT GENERATION VIEWER (NGV)

Providers are now able to utilize the **Next Generation Viewer (NGV)** application when reviewing medical records. Citrix will also remain an option to review medical records. Please note that **NGV** is not available in Internet Explorer. The preferred browser for this application is Google Chrome. Both Firefox and Safari application support **NGV** as well.

1. Log In: Go to <https://provider.qtcm.com> and log in
 - a. Login View:



2. Open the “Received” Complete-MRs

| COMPLETE-MR | INDEXED-MR | APPOINTMENT STATUS | UPLOAD DIAGNOSTICS |
|---------------|------------|--------------------|--------------------|
| Not Available | | | Upload |
| Not Available | | | Upload |
| ✓Received | ✓Received | QA In Progress | Upload ✓ Status |
| ✓Received | ✓Received | QA In Progress | Upload ⚙ Status |
| ✓Received | ✓Received | Scribe In Progress | Upload |

QTC PROVIDER HELPFUL TIPS

MEDICAL RECORDS REVIEW ENHANCEMENT: NEXT GENERATION VIEWER (NGV) CONT.

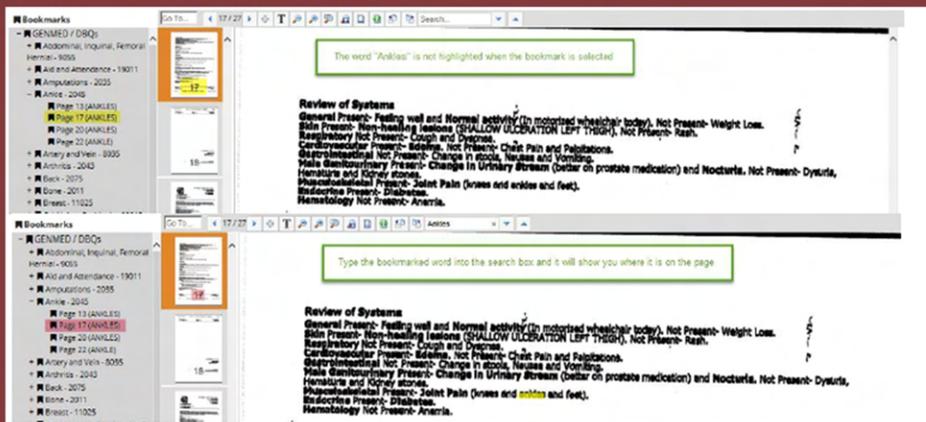
3. Review Medical Records

After clicking on “Received” under the Medical Records column the NGV will display in a separate window. Bookmarks will automatically be displayed at the top right corner of the screen.

The following Tools are available to you when reviewing medical records:

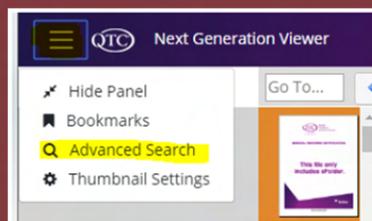
a. **Bookmarks**- This is the same functionality as in the preceding Citrix application.

- i. If you select a page from the bookmarks, the bookmarked word will not highlight on the selected page. To find the word on the page more easily, you can use the search function and it will highlight the word on the selected page.



b. **Menu Icon**- If you would like to expand your record viewing pane, click the “Menu” icon to hide the bookmarks or change the thumbnail settings.

c. **Advanced Search**- Above Bookmarks you will see a “Menu” Icon when you select it you will see “Advanced Search” as an option.

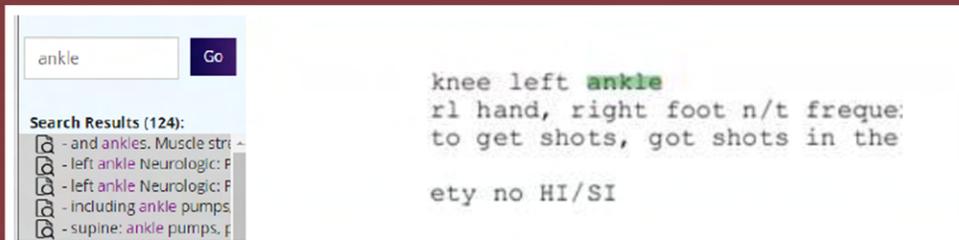


- i. In the search text field, you can search an exact word or part of another word. Then click on the “Go” button.
- ii. Under Search Results: It will display the word you are searching and display five words preceding the search word. When selecting the searched word, it automatically takes you to it in the document.

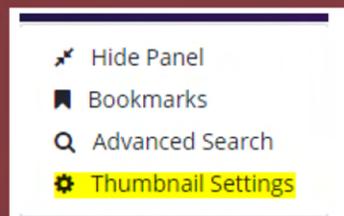
QTC PROVIDER HELPFUL TIPS

MEDICAL RECORDS REVIEW ENHANCEMENT: NEXT GENERATION VIEWER (NGV) CONT.

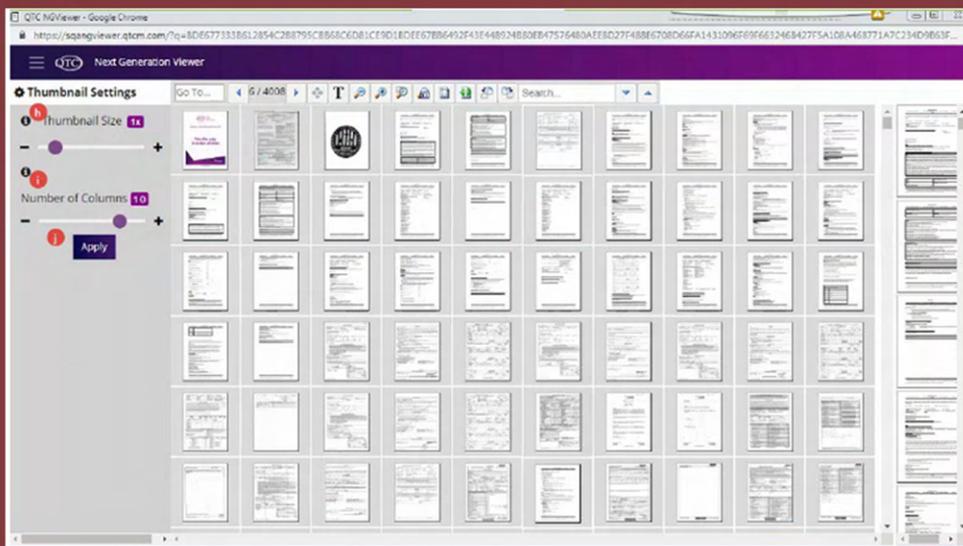
- iii. The Search word will be highlighted. Searches are now completed in seconds.
- iv. You can copy and paste the selected text from the Medical Record to the worksheet.



- d. **Thumbnails-** The thumbnails are similar to the preceding Citrix application.



- i. Thumbnail Size- Ability to zoom in on thumbnails
- ii. Number of columns - Expandable pane for viewing multiple thumbnails. Click and drag the dot for the desired number of thumbnail columns.
- iii. Apply – Press the apply button to see and implement “Thumbnail Size” and “Number of Columns” settings.

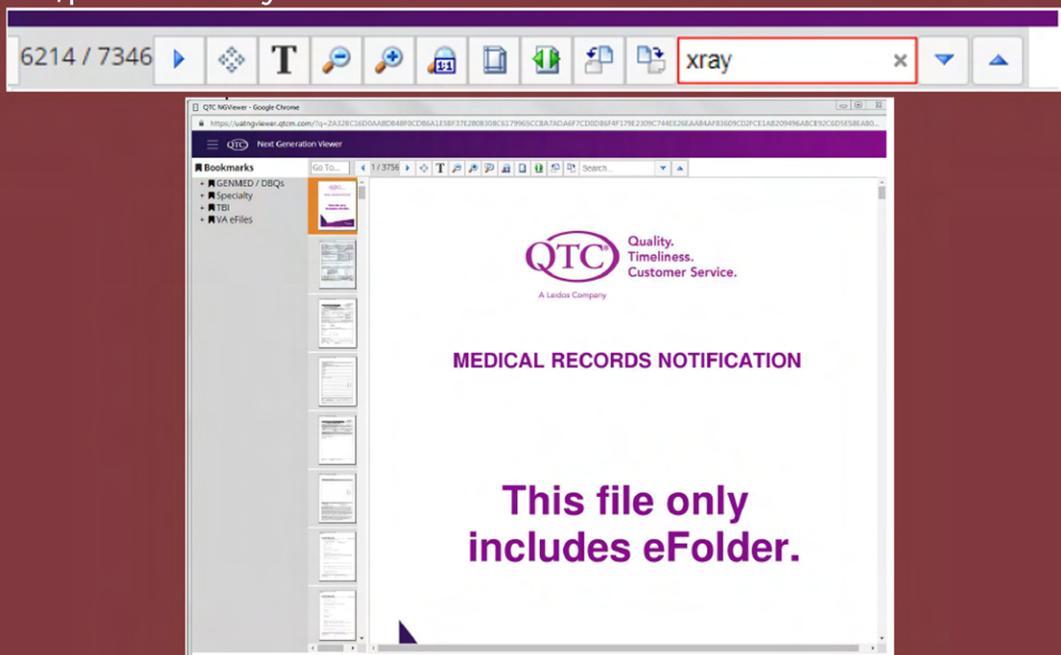


QTC PROVIDER

HELPFUL TIPS

MEDICAL RECORDS REVIEW ENHANCEMENT: NEXT GENERATION VIEWER (NGV) CONT.

- e. **Copy & Paste Functionality-** Click the “T” and you will be able to highlight and copy the text.
 - i. You cannot right-click to copy in this application; you will have to use CTRL+C to copy text.
- f. **Zoom In / Zoom Out-** You can use this to zoom in or out on pages of medical records.
- g. **Rotate Single Page-** Rotate individual pages within the medical record.
- h. **Word Search-** Use single words to search in the medical record. No quotation marks are needed for multiple word/phrase searches.
 - i. When doing searches, if the text box becomes outlined in red, the search has been completed and there are no more occurrences of the word/phrase that you have searched.



If you accidentally logged in and launched the MRV, you can either use the MRV to search records using Citrix or you can close the window to access the NGV Medical Records. To close the MRV:

- a. Click on the “x” in the top right corner of the MRV
- b. When prompted select “Leave this Page”

NOTE: If you are using Internet Explorer, the NGV will not be available, and you will need to review records through the MRV/Citrix application. This window will need to remain open to review records in Internet Explorer.