



Utilization Review: The Managed Care Interface

| By Ken Weiner, MD, FAED, Medical Director at EDC-Denver

*U*tilization review (UR) is a critical function for maximizing patient reimbursement and third-party payer relations. At EDC-Denver, the process begins with an extensive patient assessment conducted by an experienced master's level or Ph.D. clinician. Careful consideration is given to the least restrictive level of care that is appropriate to ensure a successful treatment outcome. Objectivity is maintained by the multiple levels of care provided, i.e., multidisciplinary outpatient services, evening intensive outpatient program (3 nights a week for 4 hours a night)



and/or a hybrid partial hospitalization program (7 days a week for 11 hours a day). A pre-certification review explaining the patient's eating disorder symptoms as well as co-morbid conditions sets the template for a collaborative working relationship with the individual's health insurance company.

Insurance benefits are carefully reviewed and the patient and his/her family are educated as to what to expect with regards to out-of-pocket expenses. At EDC-Denver, all treatment is individualized and there is no minimum or fixed length of stay. Patients and families are not required to make a large pre-payment on admission to PHP or IOP; co-insurance payments are made on a weekly basis.

While in the PHP program, a patient is seen by their primary therapist twice weekly for individual therapy. A powerful working relationship is established, which is embellished by weekly multi-disciplinary

treatment staffings to coordinate care. Patients participate in their staffings to empower them to have a voice in their recovery process. In these treatment meetings, short- and long-term treatment goals are jointly established. Utilization review with the patient's insurance company is provided by the clinician on the treatment team who knows the patient most intimately (i.e., their primary therapist). The combination of multidisciplinary clinical excellence, a medical model to diagnose and treat co-morbid conditions, short-term treatment goals, well established discharge criteria and aftercare planning maximizes the opportunity for a successful UR collaboration.

During the past five years, EDC-Denver has established contracts or single case agreements with most major insurance companies. This allows treatment to be paid at in-network rates, thereby reducing the patient's deductibles and co-pays. The hybrid partial hospitalization program model provides all the services of a residential or inpatient program without the supervised overnight stay. Most insurance companies extend patients benefits with 2 days for 1 for EDC-Denver's partial hospital program as it relates to inpatient-one inpatient or residential day of treatment is converted to two partial hospitalization days. This gives patients additional time for weight restoration, when necessary, and to utilize the structure and support of the program to begin experiencing successful recovery. EDC-Denver's average length of stay for partial hospitalization is 45 days.

EDC-Denver has also won the respect of health insurance companies by its efforts to collaborate on,

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Utilization Review

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but not capitulate treatment decisions. Perhaps the single most powerful component of the utilization review process at EDC-Denver is the medical experience at the center. Ken Weiner, MD, FAED, medical director, and Rick Bishop, MD, are both full-time, board certified psychiatrists with over 45 years of joint experience treating eating disorders. On those occasions where a doctor to doctor review is indicated, the expertise, experience and familiarity with the case facilitates a collaborative exchange that maximizes patient care and outcome.

It is the intent of EDC-Denver to treat to outcome. Effective and collaborative relationships with insurance companies and the utilization review process help EDC-Denver staff to realize this goal.

The Eating Disorder Center of Denver has received the PacifiCare Behavioral Health Honors for Outcomes quarterly award in recognition for achieving exemplary clinical outcomes. The award is based on patient responses to a questionnaire before and after treatment, adjusted case mix analyses, and the availability and consistency of the provider's data. PacifiCare's Honors for Outcomes program is currently available in California, Colorado, New Mexico, Oklahoma, Oregon, Texas and Washington.

Established with the mission of helping patients with eating disorders make healthy long lasting change and experience the success of recovery, EDC-Denver is very proud to be listed on PacifiCare's Honors for Outcomes provider honor roll.

Honors
for outcomes
Quality you can measure

PacifiCare[®]
Behavioral Health
Caring is good. Doing something is better.™

EDC-Denver has facility contracts in place with the insurance companies listed. In addition, single case agreements are completed with most insurance companies to cover the intensive levels of care.

- Anthem-BC/BS
- Cigna
- EAP International
- Great West Life
- Kaiser Permanente
- Mines and Associates
- PacifiCare PPO
- Sloan's Lake
- Student Health/Mega Life
- United Behavioral Health
- WellPoint

For more information regarding material presented in this newsletter or to refer patients, please call EDC-Denver at: **866-771-0861**

Legislation in Washington: Eating Disorders Coalition for Research, Policy & Action

Everyone knows the story: the parents of a girl with an eating disorder have difficulty working with their insurance company to pay for the treatment that could save her life. The story is repeated every day, in dozens of frustrating phone calls made by parents, partners, and sufferers themselves. A Washington-based advocacy group is working to improve the situation on a national level.

The Eating Disorders Coalition for Research, Policy & Action represents therapists, researchers, prevention programs, and the individuals who suffer from anorexia, bulimia, and other eating disorders. From a small office one block from the U.S. Capitol, the Coalition staff and volunteers promote awareness among the policymakers in Washington.

"People think that we host a lobby day or two every year, but that's the icing on the cake for us," says Marc Lerro, the group's executive director. "Ninety percent of our work is talking with people in government agencies, national nonprofits, and the media. We act as a clearinghouse in the nation's capitol.

"The advantage of being a coalition is that the Coalition can cover research, treatment, and prevention issues. People in Washington don't have to shop around when they want to talk to someone about eating disorders. They come to us, and we're here, in their own backyard."

The Coalition includes member organizations such as the Eating Disorder Center of Denver, the Academy for Eating Disorders, and the National Eating Disorders Association. The Coalition began in 2000, founded by David Herzog, M.D, of Harvard University, and Jeanine Cogan, Ph.D, a psychologist who suffered from an eating disorder earlier in her life.

In 2004 and 2005, the Eating Disorder Center of Denver and other Coalition members worked together to draft an Eating Disorders Dream Bill, which will be introduced in Congress in early 2007. The Coalition has

also been instrumental in getting obesity bills in Congress to include eating disorders as well, changing the focus from weight loss to healthy weights and healthy behaviors.

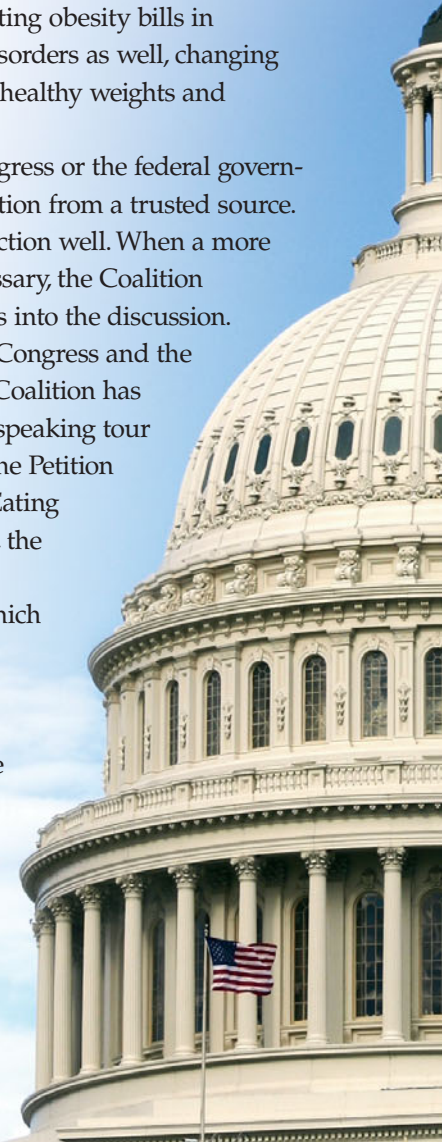
Lerro says people in Congress or the federal government just need basic information from a trusted source. The Coalition serves that function well. When a more detailed conversation is necessary, the Coalition staff brings coalition members into the discussion.

In addition to providing Congress and the media with information, the Coalition has conducted a national college speaking tour and collected signatures for the Petition for Equality for People with Eating Disorders. In September 2006, the Coalition unveiled the Eating Disorders Memorial Quilt, which will serve as a backdrop for future eating disorder events around Washington.

Despite the headlines, the staff and volunteers at the Coalition remain optimistic about the future for people with eating disorders.

Special thanks to Marc Lerro for submitting this article.

For more information, visit www.eatingdisorderscoalition.org



EDC-Denver Goes to Washington

| By Patricia Riley, Vice President of Marketing at EDC-Denver

It was a rainy day in the nation's Capitol, when 80 family members, patients, clinicians and staff from eating disorder facilities throughout the country gathered on September 14, 2006, to participate in the Eating Disorders Coalition Lobby Day. The Coalition had organized Lobby Day for its members to meet with their Congressmen/women to advocate legislation that would impact the treatment, research and prevention of eating disorders.

Representing Colorado, EDC-Denver staff, Dr. Susan Coppage Evans, Dr. Ken Weiner, Ms. Patricia Riley and Ms. Melanie Schimmer, were joined by Ms. Leah Jappe from the University of Colorado at Denver and the Moores, a concerned family from Steamboat Springs. They met with legislative assistants from the offices of U.S.

Representatives Diana DeGette and John Salazar and U.S. Senator Wayne Allard to provide the facts on the seriousness

of eating disorders and to request their support and sponsorship of the following bills:

- S. 1325, HR 5698 - The Improved Nutrition and Physical Activity Act ("IMPACT Act"): This bill amends the Public Health Service Act to expand an existing grant program for training for health profession students to include the treatment of overweight, obesity and eating disorders.
- HR 49 - The Eating Disorders Awareness, Education, and Prevention Act of 2005: This bipartisan bill raises awareness of and creates educational programs to prevent eating disorders.
- The Eating Disorders Dream Bill of 2007: This comprehensive bill, which will go before Congress in 2007, will provide for federal action for the research, treatment and prevention of eating disorders.

"As the Colorado contingency, we were excited to meet with the healthcare-legislative assistants and discuss the health needs of people with eating disorders," said Susan Coppage Evans, D.Min. "The legislative assistants were interested in what we had to say; several of them shared stories of their own family and friends affected by eating disorders."

"The legislators were very interested in our home towns and were especially eager to represent their constituents' interests and needs. Our participation in Lobby Day was time well spent," added Ken Weiner, MD.

And so it was. When the EDC-Denver staff returned to Denver, the health aide to Representative DeGette called EDC-Denver staff to say that as a response to our visit, Rep. DeGette agreed to co-sponsor HR 5698, the House of Representative's version of the IMPACT Act!

Tips for Utilization Review

- It's best to schedule a time to call the case manager and have a direct conversation rather than leave a voicemail. A voice-to-voice conversation affords the opportunity to more effectively advocate for the appropriate level of care (LOC).
- Convey the progress in a UR by providing:
 - Factual information
 - Weight
 - Mood and psychiatric symptoms
 - Medical status-being monitored 2x/week
 - Medication (if no change, indicate so)
 - Diagnosis (if no change, indicate so)
 - Meal participation (percentage consumed, boosts, emotions, difficulty)
 - Family participation (i.e., what happened in the last treatment and when the next treatment is scheduled)
 - Report behavior and thoughts (i.e., purge, laxatives, exercising, restricting, reckless, impulsive, compulsive)
 - Information on the patient's insight and awareness of their eating disorder
 - What is the level of difficulty with eating disorder behaviors
 - Other diagnoses the patient is working on
 - Build rapport and a good working relationship with the case manager
 - Speak to the level of care necessary and how the interventions of that level of care are necessary for the patient at the time of review
 - Resistance
 - Motivation
 - Successes



Programs at EDC-Denver

Partial Hospitalization Program (PHP):

Available to individual patients who are 16 years and older. Patients attend seven days a week, 11-hour days with shortened weekend schedules. This highly structured program includes: Medical and Psychiatric evaluation and follow-up, Individual therapy, Family/Couples Therapy, Group Therapy, Psycho-educational groups and Nutrition therapy including three meals and two snacks per day. **Housing is available.**

Evening Intensive Outpatient Program (EIOP):

An integrated program meeting three times per week comprising: 13 hours per week of therapy including psycho-educational groups, group therapy, multi-family group DBT and three meals. Also included are a weekly individual session, nutritional monitoring/consultation and psychiatric oversight. These groups are presented on a 12-week rotation and are open for patients to join at any time. Sessions are held for this program Monday, Wednesday, & Friday: 5-9 PM.

Outpatient Services provide an effective alternative for individuals whose symptoms do not require a more intensive setting. Patients can also participate in one or more of our Outpatient Services to enhance work with outside treatment providers. Our services include: Individual and family/couples therapy; group therapy including DBT and aftercare; Psychiatric evaluation, therapy and medication monitoring; gastric bypass evaluations; and nutritional counseling.

Support Groups:

Aftercare Outpatient Process Group – Monday 5:30-7:00 PM

An open recovery group consisting of individuals in recovery who have completed an intense eating disorders program at EDC-D or other national programs. \$50 per group

DBT Skills Training – Monday 5:00-6:15 PM

Didactic and experiential education in four different skill areas: core mindfulness, interpersonal effectiveness, emotion regulation, and distress tolerance. \$75 per group

Body Image 101 – Tuesday 5:30-7:00 PM

12-week ongoing group utilizing cognitive behavioral and experiential techniques to mend the relationship between a woman and her body. \$50 per group

Minding the Body – Monday 6:30-8:00 PM

12-week ongoing group for individuals establishing positive lifestyles while maintaining weight loss. \$75 per group.

Dance/Movement Therapy – Monday 6:30-8:00 PM

Ongoing open group that uses movement and the relationship with our bodies to help clients experience and express their true selves. \$50 per group.

Art Therapy – Thursday 6:30-8:00 PM

Ongoing weekly group which utilizes art and creativity by incorporating various types of art media to facilitate a connection with others and the self. The group will emphasize mindfulness, self-discovery and the actions needed to maintain a recovery focus.

Or toll free: 1-866-771-0861
303-771-0861

to our intensive programs or to schedule an outpatient appointment:
Free Assessment
Please Contact Us For A

National Eating Disorder
Awareness Week
February 25—March 3, 2007

EDC-Denver is in the process of updating its database. Please keep a watch for a postcard in the next few weeks. Your feedback is necessary if you'd like to remain on the EDC-Denver mailing list.



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