

# DDS CE Oversight Report

*The Office of Disability Determination designed the DDS Annual CE Oversight Report to capture substantive data and facilitate meaningful national and regional analyses. The annual (federal fiscal year) oversight report covers the preceding 12-month period.*

*The DDS will complete the fillable form located on the MPRO SharePoint site and upload the CE/MER fee schedule within 45 days following the end of the federal fiscal year, by November 14.*

Region:	Atlanta
State DDS:	Alabama
Report Period (Fiscal Year):	2018
Current Date:	10/29/18
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title MRO Senior Supervisor

**1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year:**

- **Include a description of the types of complaints received throughout the year.**

The Alabama DDS follows an approved procedure for resolving complaints. This consists of advising the claimant in writing that we (the DDS) have received the complaint and that appropriate action is being initiated. After the correspondence is sent to the claimant, either a letter is mailed to the panelist with a copy of the written complaint or a Medical Relations Officer makes a phone call to the panelist. The specific action taken is based on the severity of the claimant's allegations. If the allegation is more than that of a minor nature, a letter requiring a mandatory, written response, addressing the complaint is mailed or faxed to the panelist. This is usually preceded by a telephone call from the MRO and on some occasions, an unannounced onsite visit to the provider's office. This is particularly true when there is a complaint concerning an unsanitary condition at the office or a condition that would require immediate remediation. A claimant survey is conducted by sending a letter to a number of claimants recently examined by the panelist to ascertain if there is an established pattern. Actions taken by the MROs range from placing the panelist in a special periodic review category, holding the scheduling of appointments until the complaint is resolved, or removing the panelist or making suggestions to the panelist as to the proper resolution of the existing problem to prevent future occurrences.

Types of complaints were rudeness or unsanitary facilities.

**2. If any fraudulent activities by CE Providers were discovered, provide a brief description of each, including the outcome.**

No fraudulent activities were discovered during this fiscal year.

**3. Identify complaints of an egregious nature, requiring either or both significant corrective action and/or public relations work per [DI 39545.375](#).**

None

**4. Provide a brief description of the DDS business process to ensure:**

- State license and federal credential checks were completed timely (checks should be made at initial agreement and at frequent intervals thereafter).
- CE provider's support staff is properly licensed and credentialed, required by State law or regulation.

Process utilized by DDS to ensure panelists are licensed and not excluded, etc.: The MRO section routinely completes license verification and OIG sanction checks quarterly for all CE panelists. The same checks are done on all new panelists. Prior to placement on the panel, the appropriate board of licensing is contacted online, by fax, or we mail a request to verify that the potential panelist is duly licensed and has no pending action concerning licensure, etc. The Board of Medical Examiners provides a quarterly report that has information on any actions taken regarding Physicians/Osteopaths licensed in the State. The Board of Medical Examiners website also provides a monthly update of recent public actions, which the MRO section monitors. In addition, an ongoing system is in place to review all panelists annually and update their information.

Process utilized to ensure CE Provider support personnel are properly licensed or certified: Staff verification information is included in our provider-credentialing packet. The appropriate professional verifies that their employees, contractors or others are properly licensed or certified in the State.

**5. Indicate how frequently throughout the year credential checks were completed. If credential checks were not completed, provide explanation.**

All CE panelists are checked at initial agreement and after that checked one time per quarter for SAMS and yearly for licensure. Surrounding state medical boards are checked monthly.

**6. Provide a brief description of the DDS business process to review CE reports from new and established CE providers to ensure the reports meet criteria.**

New CE panelists have the first 5 submitted reports checked by the MC staff. After that

check all CE panelist are divided into thirds at the beginning of the fiscal year and the system automatically submitted panelist for review. The MRO secretary then submits the exams to the MC staff and/or the QA staff for review. After review, it is returned with comments and suggestions from MC staff and/or QA staff to improve quality and information contained within the exam.

**7. Provide the total number of providers on the CE Panel and describe any differences from the previous year.**

891

**8. Indicate whether all Key and Volume provider onsite visits were completed. If not, provide explanation.**

Yes, all key and volume provider locations were visited for annual onsite visit.

**9. Provide a description of any CE/MER fee schedule changes and all exceptions (include a description of any volume medical provider discounts).**

There were some changes in the panelist fee schedule for Fiscal Year 2019. The Alabama DDS finalizes its annual fee schedule review during the last quarter of the fiscal year so the new schedule can go into effect at the beginning of the new fiscal year. Most fees on the fee schedule were noted changed this year. The two fees that were increased were done to help in assist in recruiting a sufficient number of providers to complete exams in areas where these types of exams are in short supply. The three fees increased for the upcoming FY were MSE (Mental Status exams) increased to \$150.00, MSE with one test increased to \$237.00 and lumbar spine x-rays to \$50.00. In comparison to FY18 the total examination cost is slightly higher than the current MOR (through the first two quarters of 2018), with projected total yearly spending of \$8, 351, 138.00

**10. Provide a brief description of DDS medical and professional relations officers' activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices and any other pertinent information.**

November 17, 2017      Attended General Fund Campaign even for FIREHOUSE MINISTRIES sponsored by the Firehouse shelter. The Firehouse Shelter provides a comprehensive continuum of services for Birmingham's homeless community.

December 6, 2017      Met with Manager of Navigant-Cymetrix, provider for patient services at UAB. The focus of the meeting was to establish collaboration of services for disability claimants who are current patients at UAB Medical Center. In-service training by the DDS staff is being planned for the Navigant-

Cymetrix staff.

December 13, 2017 Met with entire staff (12+) of Navigant-Cymetrix, provider of patient services at UAB. Provided general information on the disability program and the roles of the FOs and DDS. Established communication links between Navigant-Cymetrix and the DDS.

April 16, 2018 Meeting with two attorneys and one paralegal from the Friedman Law Firm , Birmingham. Provided updated information on the Social Security Disability Program and the AL DDS.

June 15, 2018 Meeting with Attorney (b) (6) from Wettermark Keith, LLC. Provided updated information on the Social Security Disability Program and the AL DDS. Prepared the agenda for an upcoming meeting with the Birmingham Bar Association.

June 26, 2018 Presentation to attorneys from the Birmingham Bar Association. 21 attorneys and attorney office staff were present at a Birmingham Bar Association meeting. (b) (6) presented information on the disability program and the DDS processing of claims.

(b) (6) completed iDIB training for the WSU.

August 29, 2018 Meeting with Attorney (b) (6) from Birmingham AIDS Outreach . Provided updated information on the Social Security Disability Program. The information provided included Federal Regulation changes in 2018. (b) (6) , (b) (6) and (b) (6) from the DDS attended the meeting.

#### 11. Upload the following documents to the SharePoint site:

- A list of all CE providers who performed CEs in the previous fiscal year to the [“DDS CE Provider List”](#) section of the ODD MPRO SharePoint site:
  - Indicate Volume and Key providers (note whether Key provider is one of top five or based on primary CE work).
  - Indicate CE panelist that you removed because of inactive license, sanction, or removal for cause and note the reason(s).
  - Indicate CE providers for whom you completed onsite reviews.
- A copy of the current CE and MER fee schedules to the [“DDS FEE Schedules”](#) section of the ODD MPRO SharePoint site”

Please attach any additional information before submitting this form.

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Region:	Atlanta
State DDS:	Alabama
Report Period (Fiscal Year):	2019
Current Date:	11/12/19
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title MRO Senior Supervisor

**1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year:**

- **Include a description of the types of complaints received throughout the year.**

The Alabama DDS follows an approved procedure for resolving complaints. This consists of advising the claimant in writing that we (the DDS) have received the complaint and that appropriate action is being initiated. After the correspondence is sent to the claimant, either a letter is mailed to the panelist with a copy of the written complaint or a Medical Relations Officer makes a phone call to the panelist. The specific action taken is based on the severity of the claimant's allegations. If the allegation is more than that of a minor nature, a letter requiring a mandatory, written response, addressing the complaint is mailed or faxed to the panelist. This is usually preceded by a telephone call from the MRO and on some occasions, an unannounced onsite visit to the provider's office. This is particularly true when there is a complaint concerning an unsanitary condition at the office or a condition that would require immediate remediation. A claimant survey is conducted by sending a letter to a number of claimants recently examined by the panelist to ascertain if there is an established pattern. Actions taken by the MROs range from placing the panelist in a special periodic review category, holding the scheduling of appointments until the complaint is resolved, or removing the panelist or making suggestions to the panelist as to the proper resolution of the existing problem to prevent future occurrences.

Types of complaints were rudeness or unsanitary facilities.

**2. If any fraudulent activities by CE Providers were discovered, provide a brief description of each, including the outcome.**

No fraudulent activities were discovered during this fiscal year.

**3. Identify complaints of an egregious nature, requiring either or both significant corrective action and/or public relations work per [DI 39545.375](#).**

None

**4. Provide a brief description of the DDS business process to ensure:**

- State license and federal credential checks were completed timely (checks should be made at initial agreement and at frequent intervals thereafter).
- CE provider's support staff is properly licensed and credentialed, required by State law or regulation.

Process utilized by DDS to ensure panelists are licensed and not excluded, etc.: The MRO section routinely completes license verification and OIG sanction checks quarterly for all CE panelists. The same checks are done on all new panelists. Prior to placement on the panel, the appropriate board of licensing is contacted online, by fax, or we mail a request to verify that the potential panelist is duly licensed and has no pending action concerning licensure, etc. The Board of Medical Examiners provides a quarterly report that has information on any actions taken regarding Physicians/Osteopaths licensed in the State. The Board of Medical Examiners website also provides a monthly update of recent public actions, which the MRO section monitors. In addition, an ongoing system is in place to review all panelists annually and update their information.

Process utilized to ensure CE Provider support personnel are properly licensed or certified: Staff verification information is included in our provider-credentialing packet. The appropriate professional verifies that their employees, contractors or others are properly licensed or certified in the State.

**5. Indicate how frequently throughout the year credential checks were completed. If credential checks were not completed, provide explanation.**

All CE panelists are checked at initial agreement and after that checked one time per quarter for SAMS and yearly for licensure. Surrounding state medical boards are checked monthly.

**6. Provide a brief description of the DDS business process to review CE reports from new and established CE providers to ensure the reports meet criteria.**

New CE panelists have the first 5 submitted reports checked by the MC staff. After that

check all CE panelist are divided into thirds at the beginning of the fiscal year and the system automatically submitted panelist for review. The MRO secretary then submits the exams to the MC staff and/or the QA staff for review. After review, it is returned with comments and suggestions from MC staff and/or QA staff to improve quality and information contained within the exam.

**7. Provide the total number of providers on the CE Panel and describe any differences from the previous year.**

The Alabama DDS continues to have a total of 891 providers, which represents neither an increase nor a decrease from the previous fiscal year.

**8. Indicate whether all Key and Volume provider onsite visits were completed. If not, provide explanation.**

Yes, all key and volume provider locations were visited for annual onsite visit.

**9. Provide a description of any CE/MER fee schedule changes and all exceptions (include a description of any volume medical provider discounts).**

For FY20 the fee schedule was reviewed as well as the fee schedules from the states around us. AL decided not to make any changes to the current fee schedule. All fees remain the same for the FY20 fee schedule.

**10. Provide a brief description of DDS medical and professional relations officers' activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices and any other pertinent information.**

December 5, 2018

UAB

Contact: (b) (6), Navigant (b) (6), (b) (6)

Meeting with the employees of UAB Navigant company. Provided information to the employees regarding the disability program. Answered specific questions related to Navigant's interaction and work with UAB patients.

Estimate: 20 individuals attended presentation

June 20, 2019

Contact: (b) (6), (b) (6)

UAB NAVIGANT Company

Meeting at DDS. (b) (6) and (b) (6) visited the DDS to discuss the DDS' work and relationship with NAVIGANT. We discussed the disability claim process including medical evidence requests to UAB. We discussed the role of UAB social workers and the NAVIGANT staff.

September 4, 2019

UAB

Contact: (b) (6), phone (b) (6) and (b) (6), Navigant

Meeting with the employees of UAB Navigant company and the UAB Social Services supervisors. Provided information to the employees regarding the disability program and information on the upcoming Recon Reinstatement on October 1<sup>st</sup>. (b) (6) from SSA presented disability program information also.

Answered specific questions related to Navigant's interaction and work with UAB patients.

Estimate: 20 individuals attended presentation

#### 11. Upload the following documents to the SharePoint site:

- A list of all CE providers who performed CEs in the previous fiscal year to the "[DDS CE Provider List](#)" section of the ODD MPRO SharePoint site:
  - Indicate Volume and Key providers (note whether Key provider is one of top five or based on primary CE work).
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Region:	Atlanta
State DDS:	Alabama
Report Period (Fiscal Year):	2020
Current Date:	11/9/2020
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title MRO Senior Supervisor

**1. Provide a brief description of the DDS's procedures used to resolve the various categories of complaints received throughout the year:**

- **Include a description of the types of complaints received throughout the year.**

The Alabama DDS follows an approved procedure for resolving complaints. This consists of advising the claimant in writing that we (the DDS) have received the complaint and that appropriate action is being initiated. After the correspondence is sent to the claimant, either a letter is mailed to the panelist with a copy of the written complaint or a Medical Relations Officer makes a phone call to the panelist. The specific action taken is based on the severity of the claimant's allegations. If the allegation is more than that of a minor nature, a letter requiring a mandatory, written response, addressing the complaint is mailed or faxed to the panelist. This is usually preceded by a telephone call from the MRO and on some occasions, an unannounced onsite visit to the provider's office. This is particularly true when there is a complaint concerning an unsanitary condition at the office or a condition that would require immediate remediation. A claimant survey is conducted by sending a letter to a number of claimants recently examined by the panelist to ascertain if there is an established pattern. Actions taken by the MROs range from placing the panelist in a special periodic review category, holding the scheduling of appointments until the complaint is resolved, or removing the panelist or making suggestions to the panelist as to the proper resolution of the existing problem to prevent future occurrences.

**2. If any fraudulent activities by CE Providers were discovered, provide a brief description of**

each, including the outcome.

No fraudulent activities were discovered during this fiscal year.

**3. Identify complaints of an egregious nature, requiring either or both significant corrective action and/or public relations work per [DI 39545.375](#).**

None

**4. Provide a brief description of the DDS business process to ensure:**

- State license and federal credential checks were completed timely (checks should be made at initial agreement and at frequent intervals thereafter).
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**6. Provide a brief description of the DDS business process to review CE reports from new and established CE providers to ensure the reports meet criteria.**

New CE panelists have the first 3 exams are automatically submitted and checked by the MC staff. The MRO staff can at any time add additional CE reviews if it is deemed necessary. The MRO secretary then submits the exams to the MC staff and/or the QA staff for review. After review, it is returned with comments and suggestions from MC staff and/or QA staff

to improve quality and information contained within the exam. Any additions or changes or missing information is then given to the CE panelist to improve the quality of the exams being provided.

**7. Provide the total number of providers on the CE Panel and describe any differences from the previous year.**

We have seen some panelist not return to seeing claimants with the COVID-19 crisis. Currently we have:

181-physical face to face panelist  
44 –face to face psychologist/psychiatrist  
47-telehealth mental providers competing exams

**8. Indicate whether all Key and Volume provider onsite visits were completed. If not, provide explanation.**

A sampling of volume and non volume onsite visits were conducted for FY20. The reason for this decline in onsite visits was due to the COVID-19 virus.

**9. Provide a description of any CE/MER fee schedule changes and all exceptions (include a description of any volume medical provider discounts).**

There were no changes made to the CE fee scheduled for FY20.

**10. Provide a brief description of DDS medical and professional relations officers' activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices and any other pertinent information.**

No outreach activities were noted secondary to COVID-19

**11. Upload the following documents to the SharePoint site:**

- A list of all CE providers who performed CEs in the previous fiscal year to the "[DDS CE Provider List](#)" section of the ODD MPRO SharePoint site:
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Report Period (Fiscal Year):	2021
Current Date:	10/20/2021
Reporter's Name, Phone number, and title:	Name (b) (6) Phone number (b) (6) Title MRO Senior Supervisor

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**2. If any fraudulent activities by CE Providers were discovered, provide a brief description of**

each, including the outcome.

No fraudulent activities were discovered during this fiscal year.

**3. Identify complaints of an egregious nature, requiring either or both significant corrective action and/or public relations work per [DI 39545.375](#).**

We did receive one complaint, outlining alleged inappropriate touching by a female claimant and a male panelist. The complaint procedure was followed as well as statements from the CE panelist were requested and received. Surveys were sent and reviewed as well as counseling with the CE panelist that an assistant was needed when examining a female claimant.

**4. Provide a brief description of the DDS business process to ensure:**

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**7. Provide the total number of providers on the CE Panel and describe any differences from the previous year.**

We have seen some panelist not return to seeing claimants with the COVID-19 crisis. Currently we have:

Total CE panelist Pre-pandemic-691 (volume providers had multiple locations and multiple dcotors at each location)

Total Panelist Currently (as of 9/30/21)- 374

Total loss since pandemic- 95

Current Mental Providers total (as of 9/30/21)- 73 throughout the state

Total loss since pandemic-13

Current Volume Providers:

Med Plus/IMS-8 active providers,

Moonlight Exams LLC-55 active providers

MDSI Inc.- 3 active providers

Atlas- 14 active providers

**8. Indicate whether all Key and Volume provider onsite visits were completed. If not, provide explanation.**

No volume providers onsite visits were completed secondary to COVID restrictions FY21

**9. Provide a description of any CE/MER fee schedule changes and all exceptions (include a description of any volume medical provider discounts).**

There were no changes made to the CE fee scheduled for FY21.

**10. Provide a brief description of DDS medical and professional relations officers' activities regarding marketing electronic records, exhibiting at medical conventions, joint actions with regional public affairs offices and any other pertinent information.**

No outreach activities were noted secondary to COVID-19

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