



WASHINGTON  
STATE  
CHIROPRACTIC  
ASSOCIATION

### Premera Review's Practice Patterns Before Bringing Network In-House

In July, the WSCA was notified by Premera Blue Cross (PBC) that they were reviewing their systems as well as chiropractic practice patterns. After the practice pattern reviews, PBC sent letters to several chiropractors whose practice patterns fell "outside the breaking point", or exceeded the norm of 1700 of their peers. The meetings are intended to review each doctor's specific data with them and discuss the details of each of the categories being reviewed. They intend to obtain better information regarding the specific circumstances each chiropractor is experiencing in their clinic, and to educate providers on what is considered an "insurable service" and falls within the boundaries of medically necessary services.

Premera reviewed the practice patterns of these chiropractors after establishing what the average utilization was compared to other chiropractors in the network and focused on 5 questions. The five areas of inquiry are:

**Average number of visits per patient:**

**Average number of Evaluation & Management utilization:**

**Percentage of patients seen 10 plus months per year:**

**Multiple units of therapy per date of service:**

**Percentage of visits of which multiple family members are seen on the same date of service:**

When the WSCA learned of this effort by PBC, we started to receive calls from members with requests to have some representation at these interviews. The WSCA has offered the association office for a neutral location to meet, and Premera representatives have appreciated our offer. We should not be considered "representing" any particular chiropractor. However, the inclusion of the WSCA in any of these meetings must be at the request of the DC, and are subject to availability. If my schedule allows I will sit in where I can to assist in understanding the efforts of PBC as well as helping the affected chiropractor understand the data that PBC is presenting.

To date the meetings have been informational, professional and respectful, and we expect nothing different for future meetings

If you have received a letter from Premera Blue Cross requesting that you contact them regarding your practice patterns, please contact me at the WSCA office. I am working on tracking the data generically, and with confidentiality, to learn how Premera is going about these reviews as well as looking to see that all providers are being treated fairly. When these initial phase of meetings are completed, and we have collected all of the data we can, we will review the information from a "big picture" perspective and decide if there is anything further we need to do. Your cooperation is appreciated.

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