

# UNIVERSALLY SPEAKING

NEWS FOR EMPLOYEES, PATIENTS, COMMUNITIES AND PHYSICIANS

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**Don't Miss the Little Things!**

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*"The person who says it cannot be done, should not interrupt the person doing it."*  
*Chinese Proverb*



**Cindy McDonald**  
Employee Spotlight



To better acquaint you with our organization, I'd like to introduce you to our corporate staff and offices located in downtown Oklahoma City. We began operations at our current location in early 2004. Positive growth over the past three years has resulted in an office expansion to nearly 3000 square feet.

Surprisingly, we conduct all corporate operations with a relatively small office staff of one full-time and 4 part-time employees. Of course, a staff this small requires exceptional performance of its individual members. We are very fortunate to have an administrative staff comprised of four outstanding individuals to whom many of you have spoken by telephone.

## QUARTERLY UPDATE

BY RANDY TIPTON

Summer Field, Office Manager, has been employed by Universal Healthcare for over four years. In fact, she has the distinction of being the first Universal Healthcare employee and was the subject of last quarter's "Employee Spotlight." Tara Brewer, Renessa Williams, Julie Martin, and Stevie Gaspar complete this highly competent and motivated group.

In the interest of getting to know you better, I'd like to personally invite all physicians, facility staff members, patients, and patient families to call and schedule to come by to visit with our office staff and take a quick tour of our downtown offices. We look forward to meeting you and hearing any feedback you may provide.



## EMPLOYEE SPOTLIGHT

Cindy McDonald is definitely a UHC favorite employee. Although there are many favorites, Cindy's performance as an LPN in the Mustang area has been exceptional. As Blake put it, "The Patients love her, she never misses a day of work, we have always received compliments about her from patients and families, we never hear any complaints and she is great to work with." Cindy has lived in Tuttle with her husband Don since 2006. She has three children, Amber (who is also a UHC employee), Mandi and Aaron. Cindy

has worked for UHC since July of 2005.

"Cindy is obviously one of the reasons our company has been successful in the Mustang area. Her personality and professionalism has led to many referrals in that area. She is highly regarded as one of our champions. She is an incredible asset to us," said Randy when asked to describe Cindy's highlights.

Universal thanks Cindy for everything she has done for the patients we serve. She is a big part of our success.

## Just for Laughs

A reporter interviewing a 104 year old woman asked: "What do you think is the best thing about being 104?"

She simply replied, "No Peer Pressure!"

Have your favorite joke featured in our next newsletter. Submit it via fax or email. (Jokes must be clean and tasteful, and under 50 words)

### We Recognize...

**Summer Field, Jill Tate, Tina Tidmore, Larry Tempson, Shelley Martin, Sabrina Nelson, Eoin Boyd and Crystal Cordes for their extraordinary customer service. The recent compliments we received about you are what makes UHC who we are.**

**Thank You!**

### Make it Better!

Comments, feedback, or suggestions for our next newsletter? Please forward them to us via email, fax or phone call.

We look forward to hearing your ideas!

## MY JOINTS ALREADY HURT, HOW CAN EXERCISES HELP ME?

As many already know firsthand, arthritis typically causes stiffness, pain, swelling and sometimes a loss of movement. These symptoms tend to make the sufferers avoid physical activity. A common myth is that more movement will make the pain worse.

In actuality, there are multiple benefits of physical exercise for arthritis sufferers. Slowly increasing exercise can help maintain joint movement, increase flexibility and strength, maintain weight to reduce pressure on joints and help keep bones healthy. The most obvious and sought after result is a reduction in pain.

Physical exercise for people with arthritis should include a balance of range of motion and strengthening exercises. Range of

motion exercises are important in maintaining normal joint movement. Many arthritis sufferers tend to hold their joints in one position to avoid pain. This may help in the early stages, but ultimately it leads to permanent loss of mobility and greater pain. With range of motion exercises, movements are started slowly and then progressively stretched a little farther until the desired normal or near-normal range is achieved. After achieving good range, strengthening the joint's muscles is important. Weight bearing and low load exercises are important for maintaining bone density and strength.

The benefits of physical exercise for people with arthritis are great-ask your doctor for more information.



## PHYSICIAN'S CORNER



In our last newsletter, we mentioned there are billing codes physicians can use to bill for time spent providing oversight care to home health patients. While there exists many conditions and requirements as to the use of appropriate CPT and HCPCS codes for care plan oversight, physicians should be aware they may qualify.

The CPT manual defines care plan oversight using six CPT codes, 99374 through 99380. The type of patient (home health, hospice, nursing facility) and length of time spent in oversight activities determines which code to use. CMS uses at least two HCPCS codes, G0181 and G0182. Again, length of time spent in oversight determines which code to use.

"Family Practice Management" advises physicians or non-physician practitioners to personally document the date, the time spent, and a brief description of the activities provided in the patient's record. The services should be billed to CMS with a start date of the first of the month and an end date of the month's final day.

Examples of "billable" activities include: reviewing charts, reports, and treatment plans; reviewing diagnostic studies if the review is not part of an E/M service; talking on the phone with other health care professionals who are NOT

employees of the practice and are involved in the patient's care; conducting team conferences; discussing drug treatment and interactions with a pharmacist; coordinating care if physician or non-physician practitioner time is required; making and implementing changes to the treatment plan.

Examples of "non-billable" activities are: renewing prescriptions; talking with fellow employees at the practice; traveling; preparing or submitting claims; talking to the patient's family, even if discussing treatment plan changes; holding informal consults with physicians who are not treating the patient; working on discharge services; interpreting test results at an E/M visit.

The reimbursement for care plan oversight justifies taking some time to learn the rules, document the time spent, and bill for the service. If you're already providing the oversight, you may as well be compensated for it. For more information, please consult your billing expert, or you can contact Universal Home Health. We will be happy to provide you with useful literature explaining all the details regarding this type of billing.

Information for this article taken from, "Getting Paid; How to Document and Bill Care Plan Oversight." *Family Practice Management*, May, 2005.

# HOME HEALTH HAPPENINGS

## TOPIC: HOMEBOUND STATUS SERIES II

Last issue we discussed the basic Medicare requirements of “homebound status” for the patient or family considering home health services. We hope you enjoyed the information. Let’s dive deeper into the details of homebound status.

Consider some tricky examples: Your family member is a person with paraplegia and has a urinary drain bag and has multiple wounds on his or her legs. Your family member also attends a daily group workshop (with your assistance for transportation to the workshop) that is designed to help them socialize and learn common household tasks. Unfortunately, your family member will not qualify as “homebound” because he or she is frequently leaving the home for social activities. Remember, frequently leaving home to attend social functions, other than religious events or licensed adult day care functions, negates one’s homebound status.

Your 70 year old family member is

fighting cancer and must leave home (Monday – Friday with your assistance for transportation) to receive radiation therapy. Your family member would be considered homebound because the frequency of leaving home is for medical treatments that could not possibly be performed in the home. Other examples are chemotherapy, aquatic physical therapy, and dialysis.

Your mother has just experienced a stroke, and you have decided that you would like for her to stay at your home every Thursday through Sunday. This is a tricky one, but your mother would still be homebound and be eligible to use her Medicare home health benefit. Medicare allows the patient to have more than one residence. Although this series does not cover all scenarios, we hope that it has given you an idea as to how Medicare views this complex issue.

Please feel free to give us a call with any further questions regarding homebound status.

## October is Breast Cancer Awareness Month

An estimated 182, 540 new cases of invasive breast cancer are expected to occur among both women and men in the US during 2007 (according to the American Cancer Society).



A diagnosis of breast cancer profoundly affects the individual; however anyone who has ever helped a family member cope with breast cancer will tell you that it also greatly impacts the caregiver. The caregivers often take on new roles and deal with a myriad of emotions caused by the change in their loved one’s health. There are universal issues associated with each individualized experience, including finding the sensitive balance between being helpful and intrusive.

When an elderly person is diagnosed

with breast cancer or challenged with other issues associated with aging, such as diminished cognitive functioning, the role of a caregiver may be even more complex. The caregiver must participate and share responsibility of decision making related to treatment and care following any procedure/treatment; in addition to their own needs.

Often caregivers of an elderly person are overwhelmed, overworked, and even overlooked; they too become statistics. Whether you’re a patient, survivor or caregiver it’s important to reflect on all things for which you are grateful. Use this illness as an occasion to remember what you value about life. This October be “Aware” of all the lives touched by Breast Cancer.

## Tickle your funny bone!

B.Z. Toons

by Brian Zaikowski

www.bztoons.com



## Chain Reaction!

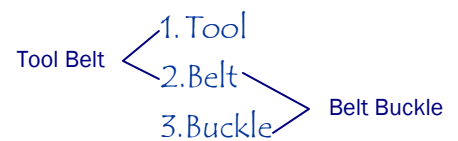
*Our Quarterly Contest.*

Solve the puzzle, win a prize.

Email or fax your answer for a chance to win a \$25.00 gift card.

**What you do?** Use the clues to guess #4. Either use the boxed clues to solve the chain reaction puzzle on the left of the clues, or guess #4 using the homophone:

Example of chain reaction:



1. Wou _ _ _ _	→	Hurt
2. Kn _ _		
3. J _ _ _		
<b>#4. _ _ _ _</b>		
5. P _ _ _		
6. Bo _ _ _ _	→	Food Container For little ones
7. Nec _		

### Additional Clue

“A homophone to a flat piece of glass usually found as part of a window.”



*"A World of Difference!"*

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Stamp  
Here

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Universally Speaking is published quarterly by Universal Healthcare, a Medicare certified home health and rehabilitation provider. Contributors for this issue (in the order of article appearance) include:

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Comments and/or suggestions should be directed to (405) 272-0700.

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### Universal Healthcare Participates in State Fair Senior Day

UHC once again sponsored the Senior Royalty/Golden Age Contest during the Senior Day celebration at the 07 Oklahoma State Fair.

Randy, Blake, Arrienne, Sheryl and Kristin spent the day at Carriage Hall either hosting the Royalty contest or providing Blood Sugar checks to 300 participants. Health and wellness information was also available at the UHC booth which was visited by over 1000 attendees. The day was once again a huge success and UHC is privileged to be allowed the opportunity to participate.

A special thanks goes out to Braggs Better Hearing, 55 Plus News, the Statesman Club and Thrifty Pharmacy for assisting in our sponsorship of this wonderful day for seniors.



Congratulations goes out to Ben Smith and Gahla Towery for being crowned the Senior Royalty King and Queen for 2007. Next year's Senior Day will take place on Sept. 17th, 2008. Don't miss it!

