Blue Horizon
Eating Disorder Services, LLC

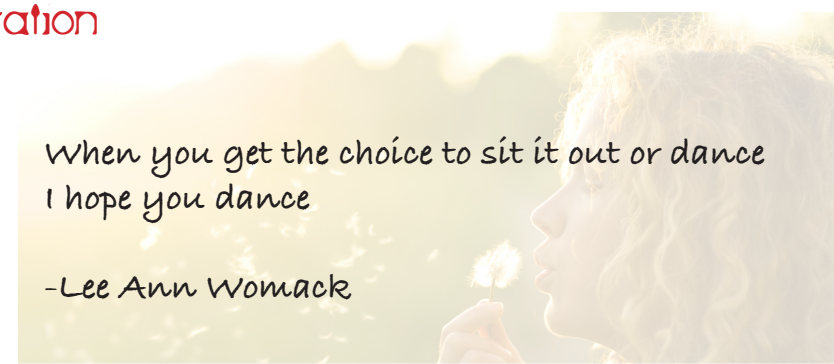
1155 Louisiana Ave. Suite 210 • Winter Park, FL 32789
P: 407-719-6294 • F: 407-629-5585
www.bluehorizoned.com

ON THE HORIZON

MAY - JUNE 2011

Welcome to the Blue Horizon Eating Disorder Services Newsletter! We will continue publishing this letter bi-monthly to keep our clients and colleagues up-to-date as to what is On the Horizon in our practice.

Note of Inspiration



UPCOMING EVENTS

Tuesday May 17, 2011 Family & Friends Workshop 7:00-8:30 p.m.
Tuesday June 14, 2011 Effects of Advertising and the Media 7:00-8:30p.m.
Tuesday June 21, 2011 Family & Friends Workshop 7:00-8:30p.m.

SPOTLIGHT

Karen Beerbower, MS, RD, LD, CEDRD and Elisha Contner, MS, LMFT, CEDS participated in the 2011 IAEDP Symposium in Phoenix, AZ with a Blue Horizon booth! They attended a number of seminars and have since shared all that they learned with the Blue Horizon team.

Holly Pudwill, MS, RD, LD attended the Stages of Growth and Transformation in the Treatment of Eating Disorders Seminar presented by Renfrew Center Foundation in March.

Karen Beerbower, MS, RD, LD, CEDRD and Elisha Contner, MS, LMFT, CEDS presented an in-service to various staff members at Arnold Palmer Hospital in April on caring for eating disorder clients in the acute care setting. Blue Horizon is excited to share information with practitioners working with eating disorders at all levels of care.

Meghan Moran, MS, RD, LD attended the Academy of Eating Disorders 2011 International Conference in April.

Karen Beerbower, MS, RD, LD, CEDRD will be a guest on WDBO discussing Disordered Eating and Plastic Surgery May 4th.

INSURANCE CORNER

Tips for navigating the insurance companies –

Appeals and Denials

In our last newsletter, we provided strategies for handling and navigating the insurance companies. This month we want to discuss what steps are needed when a denial is issued. When a denial is initiated by the Care Manager at the insurance company, this does not mean that we, as the provider, terminate here. We first want to request the denial in writing, as well as the reason. Be sure to ask the insurance company what evidence-based criteria were used to make this decision. Be sure to document, document, document all calls, faxes sent, etc. . . refer to the American Psychiatric Association (APA) treatment guidelines to prepare for the next few steps, as this information may be vital to getting a denial overturned.

The next step is to request a peer-to-peer review, which is usually a review between a medical director and/or senior person at the insurance company with the medical director/representative and/or senior person at the provider level. There have been cases where the denial is overturned at this level and the medical director/representative at the insurance company outlines what he or she would like to see happen going forward (i.e., request for additional lab work, etc.). There are several benefits related to conducting the peer-to-peer review, one being that often this senior individual at the insurance company has more knowledge and understanding of the clinical information than the initial Care Manager. If a denial is issued at this level, then we continue to move forward until we have exhausted our resources.

An appeal can be requested. During the appeal, we submit a letter to the insurance company outlining our evidence-based care plan for this patient, as well as any medical record documentation that might help our case. During the appeals process, which can take weeks or months to complete, it is recommended that the individual remain in treatment for several reasons: it is crucial to the patient's well-being to maintain progress and recovery; if the patient is discharged from treatment during the appeals process, the insurance company may assume that this individual no longer needs this level of care and the discharge is used to justify the insurance denial. Please note that the insurance companies carefully monitor patient attendance while in any treatment program, such as intensive outpatient (IOP). If a patient is missing days of IOP for vacation, etc., the insurance company may deem that this individual no longer needs this level of care. For this reason, Blue Horizon, requires that all absences are approved by the treatment team.

For additional information, please visit the NEDA website.

Submitted by Elisha M. Contner, MS, LMFT, CEDS

TOWN HALL

We are continuing to make improvements to our Intensive Outpatient Program. We have recently introduced a new class looking at the difference between healthy foods and healthy eating. We are also welcoming Kimberly Pearson from Pearson's catering. Kimberly will be assisting us in our dining experientials as part of the Intensive Outpatient Program.

Submitted by Karen Beerbower, MS, RD, LD/N CEDRD

About Blue Horizon Eating Disorder Services

Blue Horizon is exclusively committed to the professional treatment of those suffering with eating disorders and moving them towards full recovery. Blue Horizon is dedicated to the treatment of patients with an Intensive Outpatient Program as well as case management services to coordinate care options. Professional in-service training and community workshops bring cutting edge research to caregivers of those suffering with the illness. Please visit bluehorizoned.com for more information or call (407) 719-6294.