



NAC ♦ NEWS

North American Consultants, Inc.
Newsletter ♦ Winter 2010



iPad SUCCESS! iPad SUCCESS!

Apple's introduction of the iPad® was an instant success!

In May 2010 North American Consultants supplied all salaried employees with this tool. We deployed the 67K-3G version with WI-FI. When our sales people are in your office they can use this tool to determine case status, display all needed documents, communicate with our management team instantly and show you four different info-commercials. They can also show you how easy it is to order online through our website.

If you are not familiar with this technology please ask your local sales representative for a presentation.

TIME SERVICE

North American Consultants completes over 300 assignments each month in Texas. Our average time service stands at 4 days with over 55% of our business completed within 48 hours of receipt. We have the fastest service in the industry.



Prepaying Doctor Fees

A message from the CEO
Tom D. Girolamo

Would you prepay a contractor in full to remodel your kitchen before the work started? Would you buy a car and pay in full before you have seen the product much less driven it? Do you go to a fine restaurant and prepay for your food before it is served?

Of course not!

Then why should you prepay a doctor to do an IME or a Peer Review? We understand why some doctors request this.

We at North American will not pay a doctor in advance nor will we ask our customers to do so.

We at North American take seriously our responsibility to see that our doctors are paid promptly.

We ask that our invoices be paid within 10 days and we trace at 30 days. Our doctors are paid after we are paid.

We offer an instant pay program to volume customers that affords a dramatic discount from some

select doctors who are paid instantly after the report is received.

We believe prepay for doctors is not good for all parties concerned.

RECORD RETRIEVAL SERVICE

We can get the records for you. After hours and hours of going through files, have you found that the file is just not complete? Perhaps, medical records or bills have been misplaced or never submitted to you. Or, maybe the MRI, CT or x-ray films are needed to ensure a thorough review of the case.

Please allow NAC to **SAVE YOU TIME**. We would like to remind you of our Record Retrieval Service. We are aware that you may just simply not have the time to be concerned over missing records/bills, or radiographic films. We appreciate the opportunity to provide this service to you.



When submitting your request form, under special instructions, include which provider/facility you would like the record(s) to be retrieved from. Also, please submit a HIPAA authorized form, or we can obtain one for you.

PHOTOS AND ESTIMATES



The reviewing physician's job is to take into account all information relative to a claim and render an opinion of medical necessity. In order to do a thorough review, estimates and clear photos of the vehicles involved should be included. In some cases, photos are not even taken because there was no coverage, or the owner states there was no damage.

However, it is more cost effective to take photos of the damage, or lack thereof, than to pay more for the claim later due to claimant alleging, for example, that the accident caused need for surgery when there was only a scratch on the bumper. Since the physician must base his opinion solely on what documents are provided, not including clear photos and/or estimates can significantly impact the outcome of the review.



So, please remember to send in the **police report, photos and estimates** along with all medical records and bills with your case.

The more information we can give the reviewing physician, the better overall view he/she will have of your case.

This will also guarantee a more detailed report.



What does this imply?

It is not a true peer review if not reviewed by someone licensed by the same board.

Texas Workers Compensation states that if treated by a chiropractor the file must be reviewed by a chiropractor under Texas Department of Insurance Law.

Since an orthopedic cannot be qualified in court as an expert in chiropractic, an orthopedic is prohibited from testifying about chiropractic care. Likewise, a chiropractor cannot testify to orthopedic care.

North American Consultants contracts a numerous variety of physicians, i.e. orthopedic, chiropractic, psychiatry, ob/gyn, ENT, DDS, osteopathic, DPM, neurology, etc.

We make every effort to match physician to physician on all cases.

When Is MRI Reasonable and When Do They Just Explode The Cost of Health- care?

Marco Lopez in a recent article in Dynamic Chiropractic June 17, 2010 appropriately described when MRI studies are reasonable per ACR (American College of

Lopez, Marco, D.C., CCEP, June 17, 2010, Dynamic Chiropractic, Vol. 28, No.13 pages 1, 17 & 19, "When Is An MRI Necessary? Reviewing Imaging Guidelines."

Some people have structural defects on MRI that are non-problematic; in other words, some structural abnormalities may not cause any pain or dysfunction. MRI is an expensive test; performing one adds to health care costs without necessarily improving patient care. In short, getting an MRI may not change how a practitioner helps a patient's pain. Pain by itself is insufficient to substantiate the need for an MRI, even when performed to verify specific and reproducible complaints, MRI provides meager results. ACR guidelines suggest an MRI for people with possible spinal cord injury and clinical concerns for cord compression, in those suspected of having ligamentous instability or suspected arterial injury. MRI studies are reasonable in cases where progressive neurological deficits are present or when serious underlying conditions are suspected on the basis of history and physical examination.

MRI studies obtained at other times, especially in the absence of failure of conservative care, frequently only have the effect of exploding the cost of healthcare

Dennis Teal, DC

*All of us at North American
Consultants wish you and yours
a blessed holiday season.*

