

Disability Digest

The newsletter for Disability Determination Services

Fall 2018

Professional Credentialing and Licensure of Support Staff



You are responsible for verifying staff and/or subcontractors who assist in the consultative examination, meet the licensure requirements, and are not barred from Medicare and Medicaid programs. Please notify your Professional Relations contact if you have a staffing change (i.e. medical assistant, psychometrist, etc.). If you have a change in staffing, please complete the attestation form at www.dshs.wa.gov/esa/disability-determination-services/disability-determination-services-medical-provider-information and submit it to the Professional Relations Department at SE.WA.S54.PR@ssa.gov or fax to (360) 586-3578.

Please note: We monitor Personal Service Contracts throughout the year to ensure contract compliance for support staff credentialing and/or for other contract requirements. We may contact you to provide documentation of insurance, licensure, verification of support staff, etc. if necessary.

Here is the most up to date staff names and contact information for each office.

Olympia office:

Professional Relations

Jennifer Elsen (Manager)	360-664-7356
Baron Wise	360-664-7463
Teresa Bracy	360-664-7365
Uyen Kashani	360-664-7437

Scheduling Unit

Susie Nakamura (Supervisor)	360-664-8031
Amy Gubbe	360-664-7532
Drew Sum	360-664-7389
KC Henry	360-664-7408
Nafeeza Richardson	360-664-7425
Theresa Casperson	360-664-7378

Federal Way

Scheduling Unit

Rick Callaway (Supervisor)	253-681-5178
Bea Quichocho	253-681-5193
Zannette Stalling	253-681-5261

Spokane

Professional Relations

Tetyce Capshaw	509-329-2503
Rhodesia Mitchell	509-329-2533

Scheduling Unit

Jodi Chapple (Lead)	509-329-2578
Sandy Ham	509-329-2537
Virginia Kuchenbecker	509-329-2517

A Consultative Examination (CE) Provider Must Protect Personally Identifiable Information (PII)

What is PII?

PII is any personal information maintained by an agency, including

- Any information used to distinguish or trace and individual's identity, e.g., name, social security number, date/place of birth, mother's maiden name, biometric records.
- Any other information that can be linked to an individual, e.g., medical records, education, financial, or employment information.

How can you safeguard PII?

- Store paper records in a secured area that is only accessible to authorized personnel. When not in use, store records in a locked container, such as a file cabinet, locking drawer, or safe, to which only authorized persons have access.
- Limit access to and use of electronic data to authorized users, (e.g. requires Unique User ID and Password).
- Prevent others from viewing PII on your computer screen.
- Consistently lock or log off your computer when you are away.
- Do not send PII by email.
- Ensure that PII is appropriately destroyed (e.g., shredding paper records, or overwriting/defacing/destroying disks) when no longer needed.
- Train and remind support staff to safeguard PII.

DIVISION OF DISABILITY DETERMINATION SERVICES AUTHORIZATION FOR SERVICE AND INVOICE	
PO BOX 9303 MSB-030 OLYMPIA, WA 98507-9303	LOCAL: (360) 567-7300 or TOLL FREE: 800-562-6694
FAX TO: 1-866-344-3313 or UPLOAD TO WEBSITE (http://feme.ssa.gov)*	
LUCY VAN PELT PHD 975 5TH STREET WOODSTOCK, WA 91234	CHARLIE BROWN 124 SNOPY LANE WOODSTOCK, WA 91234 PHONE: 121-456-7890 DOB: R03P45
	October 30, 2018 at 8:00 AM ACTIVEDIGITALLY-B = DISABILITY ADJUDICATOR GUYSAW CITY DATE: 10/30/2018 Case Number: 123456 Authorization #: ZH1001111111
	VEND: 08765432A TD 0123456789 WAYEND: SVW001123334 PT: 0000000
(SDFMARBER)	
Return this form and report within <u>15</u> days after examination. If faxing, use this form as a cover page. Report mailed applicants within 24 hours. Call 800-562-6674 for more information.	
PAYMENT WILL BE MADE ONLY FOR THE AUTHORIZED SERVICES LISTED BELOW IN ACCORDANCE WITH OUR AGENCY FEE SCHEDULE.	
REASON FOR THE EXAM / PROCEDURE / STUDY: Anxiety	DESI REQUEST
CASE FILE NO.: 123456789	PSYCHOLOGICAL DIAGNOSIS: CLINICAL REPORT
SECONDARY VENDOR SERVICES:	BILLED AMT \$174.75
SPECIFICS: Please comment on person's ability to work and if assistive device was used at exam.	
ADJUDICATION APPROVAL FOR PAYMENT	FOR STATE OFFICE USE ONLY
GUYSCHE GUYSAW	ACCOUNTING APPROVAL FOR PAYMENT
*For PIN and Payment Contact Professional Relations at 1-800-562-6674.	

How to transport PII:

- Lock PII in briefcase or satchel.
- Encrypt and Password protect data stored on portable devices (e.g., smart phones, tablets, flash memory drives) or media (CDs, DVDs).
- Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity.
- Do not leave briefcase, satchel, or portable devices in unlocked vehicle.
- Do not leave briefcase, satchel, or portable devices in plain view in a locked vehicle.
- Secure briefcase, satchel, or portable devices in trunk or other concealed storage area.

What should CE Provider do if PII loss is suspected?

- Immediately report the PII loss to the DDS. If you suspect PII loss outside of normal business hours, leave a voicemail or email your DDS contact.
- Contact local law enforcement if theft is involved.
- Apply State laws and licensing board requirements when reporting PII loss and notifying affected claimants.

What should make up the report to DDS?


- Your contact information.
- Description of suspected loss, e.g., nature of the loss, number of records, type of equipment or media.
- Approximate time and location of loss.
- Safeguards in place at time of loss.

Special Instructions on Invoice Vouchers

Our medical consultants and/or adjudicators may want additional information as part of the examination. If additional information is requested it will be listed under the special instructions (or specifics) on the voucher. Please be sure to include the results in your report.

CE Report Reminders

Professional Relations Specialists job duties include reviewing and providing feedback to our consultative examination panel to ensure that reports meet the Social Security regulations. We have identified a few trends that may assist you.

- Be sure to include all sections and subsections of the report guidelines in your report. Any pertinent comments from the claimant are also very useful.
 - The Medical Opinion (MO), formerly the Medical Source Statement, should provide a clear description of the claimants remaining functional ability and should be consistent with the objective exam findings.
 - Please refrain from commenting or evaluating any impairments not within your specialty and do not recommend any treatment. If determine additional testing is necessary, please include that information in the report.
 - Please do not reschedule appointments directly with claimants. We need to coordinate with transportation and interpreters for reschedules, as well as, dates of invoices and exams must match. Claimants also have a responsibility for attending appointments. Please redirect the claimant to contact the adjudicator if they are requesting a reschedule.
 - Please be sure to proofread your reports for correct birthdates, gender, date of report and claimant name.
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- A stylized illustration of a hand with the index finger pointing upwards. A large, multi-pointed starburst or star shape is drawn around the tip of the finger, indicating a key point or tip. The hand is rendered in a simple, cartoonish style with pink skin and black outlines. The background of the hand and starburst is white.



Psychological Testing for Individuals with Limited English Proficiency



An individual with Limited English Proficiency (LEP) is someone who has limited or no ability to read, write, speak or understand English. When conducting your evaluations, make sure you are administering the appropriate standardized testing for these individuals:

- ***Intelligence Testing:*** Administer nonverbal testing such as the Test of Nonverbal Intelligence, Leiter International Performance Scales, or Ravens Progressive Matrices.
- ***Memory Testing:*** We do not routinely order memory testing for individuals with limited English proficiency; however, there are times when one of our psychological consultants will recommend that we do. For those cases where memory testing with an interpreter is scheduled, please provide a narrative discussion of your observations during testing and a discussion of what those observations mean. Please comment on the validity of the test results and use those results and any background evidence you received to resolve discrepancies.

The Social Security Administration is committed to providing fair and equitable service to the public, regardless of an individual's inability to communicate effectively in English. The Disability Determination Services will continue to provide an interpreter for individuals requesting language assistance, or provide an interpreter when it is necessary to ensure that the individual is not disadvantaged.

If you have any questions about testing requested for an individual with limited English proficiency, please contact your PR specialist.

From the Medical Relations Manager

Jennifer Elsen
Manager, Professional Relations



It has been a while since you have received a newsletter from us! We are happy to announce that we are reviving it back up. We would love your feedback on topics or information you would like us to write about, so please feel free to reach out to us. We want the newsletter to provide useful information to you.



Electronic Records Express (ERE)

What is Electronic Records Express?

The Electronic Records Express is an initiative by Social Security and state Disability Determination Services (DDS) to offer electronic options for submitting health and school records related to disability claims. You may also choose to receive your requests from us for not only CEs but medical records requests through the website. With this option, you will receive an email indicating you have a request from us and it will prompt you to log into the website to review the documents.

When you receive a request for health or school records or other information about a person who has applied for Social Security disability benefits, you can submit your records online through Social Security's secure website. Submitting records via the Electronic Records Express website is free of charge. Data transmitted through the website is protected by employing 128-bit or higher secure socket layer (SSL) encryption, which is the industry encryption standard for providing network security.

Only authorized users can access the secure website by using their assigned user ID and password. Contact your Professional Relations Specialist to sign up.

Supporting Your Diagnoses

Diagnoses should be based on current clinical and objective evidence. Are all the diseases, impairments, and complaints described in the history adequately assessed? Do your conclusions correlate with the findings from the medical history and the clinical examination?

Medical records may provide a diagnosis given in the past. Does the claimant exhibit signs and/or symptoms to meet the criteria for that same diagnosis on the current exam? When symptom(s) report does not meet clinical criteria, consider whether the symptom presentation meets criteria for an "other specified" or "unspecified" designation. Where applicable, provide specific criteria for defining the disorder severity (e.g. mild, moderate, or severe).

A provisional diagnosis can be used when there is a strong presumption that the full criteria will ultimately be met, but not enough information is available to make a firm diagnosis. Rule out diagnoses should include a discussion as to what you are ruling out and why for clarification purposes.

