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Disability Digest

PLEASE WELCOME RICK CALLAWAY

Please join us in welcoming Rick Callaway as the new supervisor to the Statewide Consultative Examination Unit! Rick has been a state employee since 1990, and has worked throughout the state in areas including Spokane, Olympia and now Seattle. Rick began his career with the DDS in 1998 and has gone from being an

adjudicator, to a scheduler and now a supervisor. Rick takes pride in his work and the service our agency provides to the public.

Rick is very involved in the community, supporting many private agencies that provide assistance to the people we serve. Rick is located in

Seattle, but will be assisting folks throughout the state.



DSM-V UPDATE

We have received several questions about the effects of the American Psychiatric Association's recent publication of the revised Diagnostic and Statistical Manual of Mental Disorders, DSM-V, on our disability case adjudication. SSA has advised us that there are no changes to the way that psychiatric or psychological Consultative Exam Vendors are to conduct evaluations or write reports due to the revised diagnostic criteria in the DSM-V. In other words, it's business as usual.

FULL NAMES OF DDS STAFF ON CE REPORTS

We removed full names from all DDS correspondence letters and replaced them with only the adjudicator's first name and first initial of the last name, followed by logon initials (I.e. Sam P/OLYSTP). We realize if you are an Electronic Records Express (ERE) Provider, the adjudicator's full name is listed on the ERE Website. While we work to resolve this concern, please only include the DDS staff's first name and first initial of the last name.

The safety of the adjudicators and their right to privacy are important to us.

LATE CE REPORTS

As you are aware, your Personal Service Contract requires that all CE reports be submitted within fourteen (14) calendar days of the examination. To help ensure this deadline is being met, we have recently changed our business process for late report follow-ups.

- If your report has not been received within 14 days, you will receive a reminder letter indicating which report(s) are late.
- If we do not receive a response to the reminder letter, you will receive an “Inactivation Letter.” This letter describes in detail what reports have not been received. A PR staff member will contact you directly to help establish a deadline.
- If the new deadline is not met, we will cancel the CE authorization and reschedule the exam with another provider.

We will work with you on submitting timely reports, however if late report submission continues, PR will reduce the amount of exams that are scheduled with you or terminate your contract.



CE REPORT CONTENT REMINDERS

As part of our oversight, we are required to review and provide feedback to doctors to assure that reports meet the criteria set by Social Security disability regulations. We have identified a few trends that would be beneficial to share with all.

- The examination authorization/invoice form should be reviewed for specific instructions so that the requested information is included.

- Follow the appropriate specialty evaluation and report guideline(s) during the exam to assure that all sections and subsections are addressed and provided in reports; include claimant responses when applicable.

- Provide detailed information when possible as consultative examiners are our “eyes and ears.”

- Refrain from evaluating other impairments that are not of your specialty.

- The diagnosis you provide should be supported with a

discussion of the specific examination findings and observations that led you to the diagnosis.

- A Medical Source Statement should give a clear description or indication of an individual’s remaining functional abilities to perform work-related activities.

Should you have any questions or concerns, please contact your PR Specialist.

*Thank you for all of
your hard work!*



CLAIMANT COMPLAINT PROCESS

It is our policy to notify panel examiners when a complaint is registered regarding an examination. Once we receive a complaint in writing, an acknowledgment letter is sent to the originator of the complaint with a copy of both the complaint and acknowledgment letter forwarded to the involved panel examiner. If the consultative examination (CE) report is accessible, we will also review it for any remarks that may pertain to the complaint. In our notification letter of a complaint, we will inform the panel examiner if a response is necessary. If a request for feedback is requested, it is our expectation that it will be received in a timely manner so that we can work with you to resolve the situation. Please contact Professional Relations if you have any questions or need further clarification.

CONTRACT REQUIREMENTS

The Professional Relations staff manages Personal Service Contracts and is responsible for contract monitoring. To ensure that contracts are in compliance, monitoring practices are performed on an annual basis.

However, at any time, we may contact you to provide evidence of licensure, insurance, etc. Recently, we contacted several panel examiners to provide evidence of

insurance coverage as outlined in the contract. Many did not have the required documentation on hand. These requirements are mandatory to maintain both Professional Liability Insurance (a.k.a. malpractice) and General Liability Insurance (a.k.a. slip and fall).

Please take the time to review your contract. If you do not comply with the requirements of the contract, we may

reschedule and/or cancel pending consultative examinations with you until we receive the necessary information.

If you have questions pertaining to your contractual agreement with us, please contact Uyen Kashani at Uyen.Kashani@ssa.gov or 360.664.7437.

ENSURING YOUR SAFETY

We want to ensure safety and prevent threats against our CE examiners.

The DDDS schedules exams for potentially violent claimants only as a last resort. If the DDDS becomes aware that a claimant has the potential to become violent and a CE is required, we will notify you of the claimant's potential for violence prior to scheduling the exam. This gives you the opportunity to refuse the exam or make special arrangements to performing the exam (e.g. changing the date or time of exam,

ensuring extra staff are present, etc.).

You also have the right to refuse to examine a DDDS claimant who is intoxicated, threatening, belligerent, or whom you determine cannot be examined.

If a DDDS claimant makes a threat against himself/herself or to others during an exam, please take action consistent with sound and accepted medical practice, which may include notifying local authorities. You should also immediately contact the DDDS by telephone to report any of this type

of behavior. DDDS does need to be aware of why an exam was refused. A written report of the incident is due to the DDDS within 24 hours of the occurrence.

Please remember you are not obligated to see any of our claimants if you feel your health and safety will be at risk.



KUDOS!

We would like to recognize the following doctors for going the extra mile:

Sara Clark, MD
 Lezlie Pickett, PhD
 Tobias Ryan, PsyD
 Derek Leinenback, MD
 Anthony Bottone, MD
 Mary Air, MD
 Landon Poppleton, PhD
 Melinda Losee, PhD
 John Severinghaus, PhD
 Brendon Scholtz, PhD
 Paul Seville, MD





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Reminders

- Please notify us within 24 hours if a claimant fails to show for his/her appointment.
- If any reschedules need to occur from either your end or the claimant's end, please remember to have this done through the CE schedulers. They need to be the driving force behind these changes due to other potential issues such as arranging transportation or interpreters. This also insures the correct voucher is created and used so that there aren't any future payment issues.
- If an addendum or written clarification is needed, it is expected this will be provided within 48 hours of the request, whether that request was in writing or through conversation.

Please visit us on the web! [HTTP://DSHS.WA.GOV/DDS/PROVIDERS.SHTML](http://DSHS.WA.GOV/DDS/PROVIDERS.SHTML)