

# THE CHRONICLE

On the pulse of your CORA COMMUNITY

FALL 2017



CORA  
PHYSICAL THERAPY

Treating Everyone Right



# APPLAUSE! APPLAUSE!



## Awards and Certifications

### KT certifications earned by:

Stephanie Hoenig and Aaron Loucks

### Medicare surveys successfully completed by:

Nashville, Fuquay and Washington clinics

### Orthopedic Clinical Specialist (OCS) board certification was earned by:

Ginny Cobb (Oviedo), Rebecca Correalima (West Kendall), Alexandra Guanco (Dania Beach), Lucia Holsopple (Carrollwood), AJ Sanchez (Regional VP), Michelle Turner (Palm Bay), Christine Williams (Coral Springs), Kari Williams (Port Orange), Rob Williams (University)

### EIM's Manual Therapy Certification was earned by:

Ginny Cobb (Oviedo), Emily Elliott (QA), Alexandra Guanco (Dania Beach), Michelle Turner (Palm Bay), Christine Williams (Coral Springs), Rob Williams (University)

## Promotions

Nicole Chow-(How Regional Manager, Palm Beach), Korrine Dodd (CM, Pooler), Luis Ferrer, (Senior Vice President, Acquisitions Integration & Operations), Teneka Jenkins (Assistant Trainer, Savannah clinics), Javier Othon (Senior Vice President, Field Operations), Jennifer Varas (Regional Manager, Broward County)

## New Hires

Elizabeth Bevelacqua, PT – Peds, North Carolina  
Katie Boyer – CM, Spanish Springs  
Melissa Brummond, DPT – CM, Chapel Hill  
Ben Fields, OTR – Nashville  
Simona Fields, PT – Home Health  
Meagan Hasty, DPT – Nashville  
Erik Karpinski, DPT – Myrtle Beach  
Timothy Mertz, DPT – CM, Clayton  
Kaylee Munch, OT – Jacksonville  
Brad Scheidler, PT – CM, Northeast  
Tracy Taylor, DPT – PRN, North Carolina

## Anniversary

### One Year

Meagan Blevins – July 21  
Heath Perez – September 26

### Sixteen Years

Shannon Shneyder– October 1

### Eighteen Years

AJ Sanchez – October 9

## Retirement

**Jennifer Alson** – serving primarily home health patients in eastern NC over the past decade, Jennifer has been a PTA for 38 years and worked as a PT tech for four years prior to her licensure in 1979. Jennifer's leadership, conscientiousness and dedication to excellence have been a tremendous asset for our entire CPTA (now CORA) family and will be missed. We wish her great joy as she moves into her new phase of life!

## WORTH NOTING



**Kaitlynn Morrison** in our corporate cash posting department **got hitched** on September 2!



**Cora Deland** secured three-year **CARF accreditation**.  
**So what did the auditing team have to say about the Deland Clinic?**

- Highly experienced leadership and managers who create an open, trusting environment
- Good staff retention, cultural competence and community involvement
- FOTO and EIM plan
- Referral sources and patients' family members speak highly of CORA (patients feel welcome, heard, involved with their care plans and on the path to changed lives)

## OUR GROWING FAMILY



**Hunter Pahl**, son of **Nicholas Pahl**, North Sarasota CM, is nearing his one-year birthday.

**Aria Jean Louise Kruchesky** was born on July 31 to proud papa **Paul Kruchesky**, Washington CM (CPTA).

**Jameson David Mitchell** was born on August 1 to proud mom **Cheryl Mitchell**, Seminole SCM

**Levi Cash Manges** was born on August 3 to proud mom **Carrie Manges**, Regional Work Comp Specialist, South Carolina

**Coby Sherman** was born on August 24 to proud first-time papa **Gregory Sherman**, North Dade CM

**Gavin James Dejonge** was born on October 4 to proud mom **Kelly Dejonge**, North Tampa CM

**Bennet Childers** was born on October 7 to proud mom **Savannah Childers**, Marketing Representative, South Carolina

**Miles Eric Wozniak** was born on October 12 to proud mom **Catherine Wozniak**, Sun City CM



**Hunter Pahl**



**Cash Manges  
& Big Sister Marlee**



**Bennet Childers**

# TOP 5 PERFORMING CLINICS



A hearty congratulations to the clinics who achieved above-average outcomes for Quarter 2! These clinics accomplished all FOTO goals for effectiveness, efficiency, utilization and patient satisfaction.

- #1. University
- #2. King Haigler
- #3. Washington
- #4. Oviedo
- #5. Ormond Beach
- #6. Nashville

## GRAND OPENINGS



### North Jacksonville



Marlo Rivers, DPT, CM and Courtnie Breland, Regional Sports Medicine Coordinator cut the ribbon at North Jacksonville.



Julie Tribett, Brittany Snyder, marketing reps, and Jamie Erickson, Director of Outreach and Community Affiliations, celebrate the new CORA North Jacksonville

### Spanish Springs



Pictured left to right: Ted Arzonico, Regional Manager, Katie Boyer, PT, Clinic Manager, and Sally Darlin, Vice President of Operations and Home PT, Central FL

### Cutler Bay



Pictured left to right: Rebecca Aponte, Kevin Silveira, Jiny Bichara, Nora Caceres, Angel Sanchez, Eve Rodriguez, Cristina Ruiz, Diana Marte-Hernandez

# MARK YOUR CALENDAR



## **Oct. 28–29 – Cocoa Beach Half Marathon (Expo 9–5 Saturday; Race 7–noon Sunday)**

**CORA** will be out in force again this year to provide care for the athletes, including taping and ASTYM treatments. Come on out and show your support! For more information, contact Shantee Hill, Regional Sports Medicine Coordinator for Central Florida, at (407) 539-4964.

## **Nov. 11 – Run Hard Lexington Half Marathon**

The ActiveTracks Team is providing coverage to support the run hard program, presented by Orangetheory Fitness. Details at <https://lexingtonhalf.com/>

**Nov. 17–19 – FPTA Conference in Orlando (rescheduled)**—Keep up with the latest on PT in Florida, and earn up to 14.5 CEU credits!

## **CEU Classes**

**Oct. 21** – Gait Analysis: Comprehending Normal Gait, Recognizing Pathological Gait & Devising a Treatment Plan to Decrease Dysfunction, **CORA** Winter Park, FPTA approved for 8 hours

**Oct. 28** – Basic Ergonomics: Computer Work Stations, **CORA** East Pembroke Pines. FPTA approved for 7 hours

**Nov. 4** – Shoulder: Review of Evidence Based Testing, Treatment & Surgical Procedures, **CORA** Dania Beach, FPTA approved for 8 hours

# CORA WELCOMES NEW ACQUISITIONS



## **Spine & Sport, Savannah, GA**

Spine & Sport brings six new clinics into the **CORA** fold, along with an enthusiastic and well-qualified team including five board-certified DPT's and three dual-certified SCS and OCS.

## **Capstone Physical Therapy, Raleigh, NC**

Capstone Physical Therapy is now **CORA** Clayton, managed by Tim Mertz. The clinic boasts an endless pool, enabling us to do aquatic therapy and treat swimmers in North Carolina.

# ROCK THE RESIDENCY



Calling all newer graduates who want to advance your knowledge and skill set within an area of specialty! Orthopedic residencies are post-professional programs with a myriad of benefits: a combination of coursework and mentorship/supervision hours allows you to apply what you're learning in real-time, real-world settings. And completing a residency allows you to sit for your Orthopedic Clinical Specialist (OCS) sooner.

As a **CORA** Community member, you have access to our partnership with Evidence in Motion (EIM) and their accredited Residency Program. This goes for students as well as clinicians—those with current OCS certifications can participate by being mentors themselves. Doing so helps further hone your skills and offers fertile opportunities to focus on evidence-based practices (EBP).

To learn more, call Daphne Ardizon at 786-413-9544 or email [dardizon@corahealth.com](mailto:dardizon@corahealth.com).

# MEET CORA COLLECTIONS



Who's responsible for resolving an average of 4,274 denials a month? **CORA's** Collections team. These are the folks responsible for communicating with patients, insurance companies and clinics for fast, effective claims resolution. Glad to have them aboard!



(Front Row) Katie Saine, Jodie Miller, Dena Lee, Kim Lopez-Shearn, Cheryl Spahr (Collections Manager), Kimi Miracle, Jodi Freels, Jackie Backs. (Second Row) Kari Vorst, Gigi Greeley, Ellicia Herrera, April Rosebrook, Veronica Schmitt, Diane Brannon, Brenda Neubert, Joy Ricker, Shelley Ware, Lisa Frisby, Angie Carlson, Cindi Dervisevic, Deb Schaad. (Not Pictured) Stephanie Barnett

## MAKE YOUR MOVE



Ready for your next career challenge or a broader leadership role? One of the perks of working for **CORA** is our commitment to nurturing careers and promoting from within. Just ready for a change of scenery? Take a look at what's open [[link to https://www.coraphysicaltherapy.com/browse-careers/](https://www.coraphysicaltherapy.com/browse-careers/)], and you might find the move that's just right for you—in a new city, state or a different department, or right where you are!

**Clinic Manager** St. Lucie, Port St. Lucie, FL

**Clinic Manager** Lexington, SC

**Marketing Rep** Jacksonville, FL

**Staff PT Port** Orange, FL

**Clinic Manager** Country Walk\*, Miami, FL

**Clinic Manager** Westchester\*, Miami, FL

\*new clinic

## WORK HARD/PLAY HARD



### **Client Focus, Largo**

Our Largo clinic had a great time treating Brandon Dorr, a favorite patient.



CORA Team: Zach Gilkeson (PTA), Lakeya Kitchen (PSC, St. Petersburg), Danielle McGee (USF Student), Lorie Riley (CM, St. Petersburg)

## PATIENT LOVE



"There's nothing I can say that will really explain how grateful I am for Christine Corbitt and the rest of the **CORA** staff. Thanks for making my tragic experience feel entirely pleasant. Every time I rolled in there, I had a smile on my face because I knew I was one step closer to walking again. Glad I got to work with such amazing people who really care for their patients and believe in what they're doing. Thanks for helping me believe in myself, Christine. God bless you guys."

—Troy Beckford, Lake Worth

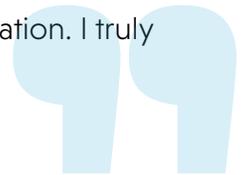
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"I am the daughter of **Luis and Ines Mercado**. When my mother was told she needed to go to therapy at **CORA**, she said absolutely not. They are the worst; I prefer not to go! I explained the situation to Lydia [at your Wesley Chapel location]. She said, "Tell her to give us a chance". My mom met Debra and loved her. Even with my mom's little English and Debra's little Spanish, they communicated and completed her therapy. Not only was Debra nice, kind, patient and knowledgeable, she held my mom accountable and was firm. She was so great that my mom changed her days of therapy for the days that Debra was there! One day, we had to re-schedule and we were told to see Kim, who was just as outstanding. When my father was sent to therapy, he chose them, as well. His balance has improved so much, with consistent daily improvement. Kim and Debra made such a big difference in my parents' recovery.

At the front desk, Lydia and Becky are just incredible. From day one, Lydia was on top of getting hard-to-get authorizations from my doctor, always going extra miles to help. Becky Chesson was just as great, exceeding my expectations and I sincerely believe that without her partnership and perseverance, we would have not been able to accomplish everything we did to improve my parents' health.

**To Management:** Congratulations on the outstanding team you have at this location. I truly hope you all know and value what an asset you have in these four ladies."

—Mercedes Mercado, Wesley Chapel (Excerpt from original email)



# ACTIVETRACKS IN ACTION

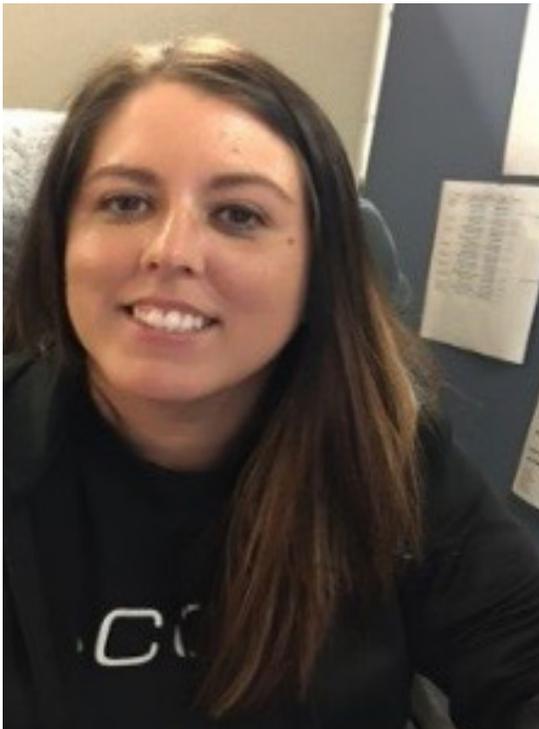


Check out these new affiliations that are bringing CORA out into the sports community:

- **Orlando Tampa Volleyball Academy (OTVA)**—we've partnered with Jewett Orthopedic Clinic in Central FL and Orthopaedic Medical Group (OMG) in Tampa Bay to bring our sports medicine program to student athletes.
- **Armada FC Youth Club**—CORA is the official sports medicine partner for one of the premier soccer clubs in Florida!
- **Jacksonville Icemen**—**ACTIVETRACKS** is providing sports medicine treatment to the new minor league ice hockey team that'll begin play at the Jacksonville Veterans Memorial Arena in the 2017–18 season.



## CORA SPOTLIGHT



To Nick, the son of a former CORA employee, Kimi Miracle at our CBO in Lima is nothing short of a, well, miracle. Nick had suffered from kidney disease since was a young child and had been on a waiting list for a new organ for three years when Kimi realized the pair was a blood-type match. Knowing that Nick's prognosis was grim, she selflessly donated her own. It's been a year since their surgeries at the Cleveland Clinic and both Nick and Kimi are doing great, forever bonded by human kindness, the CORA spirit and, yes, a miracle.

# NATIONAL PHYSICAL THERAPY MONTH



## #CORACelebrates #ChoosePT

You've shared some great stories celebrating our profession during National PT Month. Just take a look! If you haven't entered yet, there's still time ('til 11:59 p.m. Oct. 31st) to get in on the action. Then encourage friends, family, patients—everyone you know!—to vote for your entry. The one with the most votes wins a **\$500 Visa gift card**. Best of all, you're telling the world what CORA does every day to change lives for the better.

## SOCIALLY SPEAKING



### Your social lives matter!

Let's share each other's messages, like each other's posts and continue to connect online. LinkedIn, FB, Twitter logos.



### Rate us on Glassdoor.

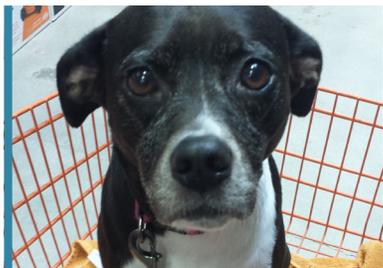
Help us continue to build our stellar team by sharing your honest review of CORA for all the world to see.



## WE ♥ OUR PETS!



**Belle & Buddha**, loved by their human, Shannon A. Shneyder



**Rylee** loved by her human, Christine Williams



**Molly & Runner** loved by their human, Summer Taylor

## TIP OF THE MONTH



### "When coding for compliance, what if I don't see an obvious, singular code choice?"

Quarter 3's Compliance Module is correct coding. It's important because payers expect us to choose the most appropriate codes, thereby avoiding improper payments. It is, in fact, our responsibility to make sure coding is done right. Most of the time, that's a simple task. Occasionally, however, the answer isn't so cut-and-dry. When the choice isn't immediately clear, code based on the intent of the treatment delivered (the chart below should help). If you have any other questions, simply ask your QA manager for further clarification.

Coding For Intent	
97110	<b>Therapeutic exercises</b> to develop strength and endurance, range of motion and flexibility
97535	<b>Self care/home management training</b> including activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instruction in use of adaptive equipment
97530	<b>Therapeutic activities using functional activities</b> (e.g., bending, lifting, carrying, reaching, catching and overhead activities) to improve functional performance in a progressive manner
97112	<b>Neuromuscular reeducation</b> of movement, balance, coordination, kinesthetic sense, posture and/or proprioception for sitting and/or standing activities
97116	<b>Gait training</b> for patients whose walking ability has been impaired and will include stairs/steps, assistive device, brace/prosthesis/orthosis, and chair transfers



### LOVE WHAT YOU READ HERE?

Want to see your news in our next quarterly issue? Send your compliments, complaints and contributions to **Jeri Boleman @ [jboleman@corahealth.com](mailto:jboleman@corahealth.com)** before December 1st.