

First Source

News from First Rehabilitation Resources, Inc.



FIRST REHABILITATION RESOURCES, INC.
SINCE 1990



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Special 25th Anniversary Edition

An interview with Janet Dayhoff, Owner and President of FRR

-What led to you founding your own Case Management Company?

'I really just wanted to do things with a different twist... my twist. I have always been dedicated, organized and detailed, and recognized that my focus could yield results in the field.'

-How have your founding philosophies guided the Company to what it is today? 'My founding philosophies of Experience, Integrity and Excellence have continued ... most important to me is integrity, being myself a Vocational Case Manager. I have always and continue to emphasize to all of my Employees that I am most concerned with quality, professionalism, communication and customer service to all Clients... the Claimant and the Referral Source.' Have any of them changed? 'They have not changed; in fact, my expectations have intensified. I try to both demonstrate myself and reinforce to all within The Company; although I understand and support individualism and creativity, I also continue to have very high expectations supporting our founding philosophies, and have become intolerant of less.'

-What has been your proudest moment as President of FRR?

'Gosh, so many: my 1st Intern becoming Vice-President years later (Sam Kieley); Case Managers achieving National Certifications (a requirement for us); being an industry resource (love questions from callers not related to any case); the birth of our proprietarily-developed Case Management Database in 2002; loving my staff like family, and watching their families come to be and grow; and most recently, achieving URAC Accreditation (this was major, as we did it all internally by forming a Committee, with no external assistance).'

-What is most rewarding about owning FRR?

'Noticing staff professional and personal growth and development; 'winning' new Accounts, and having Clients sincerely respect FRR!' Most challenging? 'Not having time to relate to all Employees and Clients like I did when we were a smaller Company - growth necessitates a strong infrastructure/Management Team - with my daily involvement now different. Truly my most difficult moment was in the Fall of 2012, when my Employee and dear friend, Marianne LaMark went to heaven.'

-Do you have any additional goals for the next 25 years?

'Absolutely, and I am excited about them. These include more of the same, plus extras on the Horizon. Stay tuned, and get ready for our service and territory expansion. :).'

-Anything else you would like our readers to know?

'I am not a Marketer, but instead am a Rehabilitation Counselor through and through; I would much rather talk my Case Management game, than sell our services. I still love what I do!'

25 Years of FRR

Started FRR as a division of a Property & Casualty Company, First Insurance Resources, Inc. of which Janet was the Manager

1989

CCM Exam Administered for the First Time- Janet was among the first group of test takers

1992

Launched our Job Club Program

1998

Sept 11: Tragic day for the USA, but with a bright side for FRR in meeting & hiring VCM Brian Sappington.

2001

Gained our URAC Accreditation in Case Management

2014



1990

June 1: FRR Incorporated and separated, becoming First Rehabilitation Resources, Inc.

1997

Last report needing to be dictated or transcribed by Lydia

1998

Moved from Cherry Lane to our current location at Greenview Drive in Laurel

2002

Case Management Database developed

2015

Celebrated 25 Years!

WHAT WAS HAPPENING IN 1990...?

- Gas was \$1.34 per gallon
- The U.S. entered a recession
- 'Cheers' was the most popular TV show
- The first World Wide Web Page was Published
- A hole in the Ozone Layer was discovered
- 'Furby' was a popular toy
- East and West Germany Reunited
- Nelson Mandela was released from prison
- The Hubble Telescope went into Orbit
- The first in-car navigation system was sold by Pioneer
- The Sci-Fi Channel began broadcasting
- 'Pretty Woman' was released
- MC Hammer released 'U Can't Touch This'
- San Francisco defeated Denver in the Superbowl 55-10 Cincinnati defeated the Oakland A's 4-0 in the World Series
- A Stamp cost 25 cents
- The First Gulf War began when Iraq invaded Kuwait
- Law & Order debuted its first season
- Dr. Seuss published 'Oh, The Places You Will Go'
- The Leaning Tower of Pisa closed due to instability (to re-open later)



Employee Spotlight: **SAM KIELEY** *23 Years with FRR*



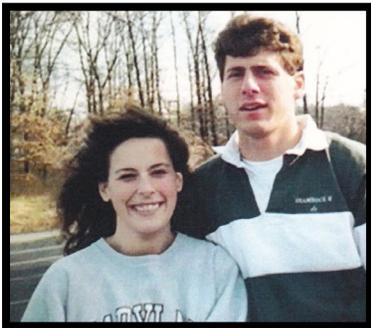
Employee Spotlight: **LYDIA RATCLIFFE** *24 Years with FRR*

Sam began her professional career with FRR as a University of Maryland graduate Intern in 1993. At that time, vocational rehabilitation was just beginning to take off in the private sector, and the vast majority of Vocational Rehabilitation Counselors (the term 'Case Manager' had barely been coined) were entering the field into state government or non-profit jobs. Sam's Practicum Advisor really had no idea what to make of things at first, and was somewhat at a loss to supervise her in this role. She quickly grew to respect FRR for the incredible field-experiences it afforded Sam, and for the support and guidance Janet offered to a very 'green' graduate Intern. Sam vividly recalls staring Janet in the eye during their first meeting over 22 years ago, exclaiming "you're really going to PAY me?" Since that day, Sam has gone on to mentor (and even hire) several other graduate Interns at FRR.

After completing her internship at FRR and obtaining a Master's degree, Sam became eligible to sit for the national certification examination to become a Rehabilitation Counselor. Months of study and nervous exam-day jitters did nothing to prepare her for entry to the lecture hall where she first noticed the Exam Proctor of the day her brand new employer! With Janet's confident smile and nod (and mints she handed to the nervous test-takers), Sam went on to achieve that certification, and a few more over the years - Certified Rehabilitation Counselor, Certified Disability Management Specialist and Certified Case Manager, to name a few.

As Sam initially thrived on the challenges of job development and enjoyed working beside Claims Professionals, Attorneys and Injured Workers, she quickly embraced the new experience and responsibilities of supervision and management. When Sam reflects over the years, she smiles describing how things have changed so much (for starters, she now has her own computer and still remembers needing to visit a nearby office suite, floppy disc in hand, to transmit a monthly email message). But she smiles even broader when describing how things have also stayed the same over the many years with FRR. A strong and stable Team; a Company philosophy which not only voices a grand mission but also delivers on it, and the same challenges and rewards which come from maximizing the employment opportunities for individuals with disabilities.

Sam, her husband (Eric) of 20 years and their middle and high-school aged daughters (Paxton and Shay) enjoy traveling with their extended family, hiking, running far distances and the sport of triathlon. Sam strongly believes all of these activities help her to be a much better Manager, both at the Office and at home!



Lydia, our Senior Administrative Associate, came to FRR as a temporary employee from Nancy Adams Personnel in August 1991 and within two months became a permanent hire.

In April 1984, Lydia earned an Associate in Applied Science Degree, with an emphasis in Paralegal studies from the Community College of the Air Force. Following 12 years of worldwide active-duty service as an Administration Specialist and Paralegal Technician, and eight years with the Air Force Reserve at Fort Meade, Maryland, she retired and was assigned to the inactive Reserve in October 1997.

Lydia's widespread Company knowledge makes her an invaluable asset. In addition to her full complement of administrative duties, she is responsible for preparing invoices for the variety of professional services offered by FRR. She is a member of the Quality Management Committee, which serves as the foundation of the commitment FRR makes to continuously improve the quality of the case management services it provides.

Lydia attributes her longevity with the Company to its relentless pursuit of excellence and dedication to the highest standards in the industry, underscored by FRR's recent achievement of Case Management Accreditation through URAC.

During her tenure of almost 24 years, FRR underwent an increase in staff from one Medical and two Vocational Case Managers to an elite group of over 45, consisting of Medical and Vocational Case Managers, Management, Account Managers and Support Staff.

Time is the measure of business and has hailed innovative advances such as an internal electronic information system through a centralized intra-net Database. Ensuing years yielded expansion of specialty services and growth throughout the Mid-Atlantic region. While services and personnel extend well beyond FRR's corporate office, durability, reliability and trust have remained constant, propelling the Company to the successful cutting-edge leader that it is today.

Lydia enjoys spending leisure time with Jeff, her husband of 25 years, who recently retired from the workforce and is appreciating life at a slower pace.

It is with great pride in her nearly one-quarter century professional affiliation with the Company that Lydia joins all employees in applauding FRR on its 25th Corporate Anniversary!



Focus on Service: Long-Term Medical Cost Projections

Case Cost Assessment (CCA)- Quick review of current and 'probable' future needs in less complicated cases; provides a 'reasonable' estimate of specific future medical costs; used for setting reserves; settlement negotiations; usually not litigated

Fewest hours to complete. Average cost is \$650

Can be based on a very limited set of records, minimal history

Medical Cost Projection (MCP)- Projects 'probable' future medical needs; may include Medicare covered and/or non-Medicare covered; used for setting reserves; settlement negotiations; usually not litigated

More hours than a CCA but fewer than an LCP. Average cost is \$1,000

Medicare Set-Aside Allocation (MSA)- An arrangement through which the parties to a Workers' Compensation settlement allocate or 'set-aside' a sum of money from the settlement to cover future anticipated Medicare covered expenses related to a claimant's compensable work injuries; projects 'probable' future medical needs related to a compensable injury; Medicare covered only; includes settlement language; must meet CMS review thresholds

Average cost is \$1,300

Life Care Plan (LCP)- A comprehensive assessment of current and future medical/therapeutic needs following a catastrophic injury or illness; projects all future medical needs and potential complications over the estimated lifespan

May require many hours to complete (40-60 hours). Average cost is \$5,000

Rated Age (RA)- Life expectancy determination (obtained from a Life Insurance Company Underwriter) which takes into account the co-morbidities (chronic illnesses, smoking/drinking history, etc.); recommended to ensure greater accuracy; required for MSA's being submitted to Centers for Medicare and Medicaid Services (CMS)

Generally require 1-2 hours for preparation. Average cost is \$700

Liability Plan- Review of medical records in liability cases to determine medical necessity and appropriateness of care

Generally requires 4-8 hours to complete dependent upon the volume of medical records and the complexity of the diagnoses. Average cost is \$400

FRR Case Managers who complete Long-Term Medical Cost Projections include:

Paige O'Connor BSN, RN, CCM, MSCC, Long Term Medical care Projections Coordinator/ Senior Nurse Case Manager

Katie Hulsey MS, CRC, CLCP, MSCC, CCM, Vocational Case Manager

Easy Referrals Via:

- www.1strehab.com/request.asp
- Phone:
 - 301-369-3401
 - 410-792-0506
 - 888-252-0368
- Facsimile:
 - 301-362-9350
- Contact Your Account Manager

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