

# Quality Review Tips!



## Logically Contact Information:

- Business Hours (Monday through Friday 8:00am-5:00pm ET) 1-(866)-946-9638 option 1, Access Pin 221
- After Hours, Holidays & Weekends 1-(919) 856-2300 option 1

Vacation Requests: Please send to [referralteam@bbabsence.com](mailto:referralteam@bbabsence.com)

Concerns/Comments/Requests: Please send to [referralteam@bbabsence.com](mailto:referralteam@bbabsence.com)

## **Period of review in question:**

- The time frame under consideration in the referral questions is very important to understand *before* you write your report.
- If the time frame is *Current* and much of the information is “old”, in the History portion of the report, you may summarize the older information into a more condensed paragraph which will include pertinent information and then provide more detail (for example, individual office notes, testing, etc.), for the period under consideration.
- All information for the period under consideration should be expressed in more detail vs only a high-level summary.
- Pay attention to any surgeries or procedures which may have occurred during the period under consideration as your answers will need to consider these insofar as recovery time and any associated restrictions or limitations.
- Surgeries/procedures:
  - If a surgery took place within the period in question that is not your specialty, you can document “The recovery time for the X surgery on X date may be addressed by the appropriate specialty”.
  - Subsequent to any post operative recovery period, I opine the following R/Ls due to XX diagnosis (s).
  - If the surgery *is* within your specialty, immediate post op recovery time must be addressed. In other words, provide a time frame (if any) where the claimant would have no functional capacity (no work) due to post op recovery, followed by any R/Ls after this period.

## **Other:**

AP Calls: If you made your call attempts per the Carrier Specifications (usually wait 24-48 hours), don't hold the report waiting for the AP to call you back, document after your last call attempt and send back. If the AP calls back after your report was submitted, document your call and inform Referral as soon as possible.

Please feel free to reach out to any of the Quality Review Nurses with questions on the QR Tips [Qrteam@bbabsence.com](mailto:Qrteam@bbabsence.com)

We hope this has been helpful and we welcome your feedback and questions.

Thank you,

The QR Team

