

Summary of Issues and Responses

Issues Management Committee

December 2008 through February 2009 (ADA Q3)

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For more information on the Issues Management Process visit the ADA member only Web site at: www.eatright.org/issues.

This report is prepared four times per year. If you have questions regarding this report, please send an email to IssuesMgmt@eatright.org.

Issues Management Statistics:

Number of issues total since 2000: 1137

Number of issues submitted this quarter: 29

Number of issues pending due to discussion: 1

Satisfaction Survey Data:

Survey sent to 28 members. Response Rate: 36% (10/28)

Satisfaction with Process

| | |
|-----------------|-----|
| Not Satisfied * | 10% |
| Satisfied | 40% |
| Very Satisfied | 50% |

Satisfaction with Response

| | |
|-----------------|-----|
| Not Satisfied * | 10% |
| Satisfied | 50% |
| Very Satisfied | 40% |

* Note if a "Not Satisfied" response was received the issue is sent back to the Committee for further discussion or the issue is referred back to area/group responsible for issue topic. The Committee acknowledges that not all issues can be addressed to the satisfaction of each member.

Summary of Issues and Responses

December 2008 through February 2009 : ADA Quarter 3

| Source of Issue/ Date Submitted | Issue | Summary Response |
|---|---|--|
| <p>CDR Issues</p> <p>1/17/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member concerned about a student whose blog uses the word dietitian.</p> | <p>member spoke directly with Christine Reidy, RD, Senior Director Commission on Dietetic Registration [800-877-1600 ext. 4857 creidy@eatright.org] regarding her issue and the circumstances specific to this blog and state licensure or protection acts.</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Not Satisfied</p> <p>Addressed</p> |
| <p>CDR/PD Portfolio</p> <p>1/23/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member requesting assistance in logging CPEs in the Professional Development Portfolio.</p> | <p>Member was directed to instructions on how to log activities/CPEs into the PDP Step 4 Activity Log: http://cdrnet.org/PDFs/Steps%20to%20enter%20Log%20Online%2004-08.pdf.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Encroachment Issues</p> <p>1/9/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member expressed concern about a 10 weekend long course where those who complete the course can counsel the public on nutrition.</p> | <p>The member spoke with Juliana Smith, State Government Relations Director (jsmith@eatright.org 800/877-0877) regarding her issue.</p> <p><u>Satisfaction Survey Process/Response:</u> Not Satisfied Changed to Satisfied/Not Satisfied Changed to Satisfied</p> <p>Addressed</p> |
| <p>FNCE</p> <p>2/10/2009</p> <p>Issues Mgmt Mailbox</p> | <p>Member would like to know if other locations, including Cleveland, are being considered as future sites for FNCE.</p> | <p>While the ADA would love to host FNCE in every major city in the US, not all cities can accommodate the hotel room nights and the convention center space we require. Unfortunately, only a few cities that can host a meeting the size of FNCE</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p> |

Summary of Issues and Responses

December 2008 through February 2009 : ADA Quarter 3

| Source of Issue/ Date Submitted | Issue | Summary Response |
|---|--|---|
| <p>FNCE</p> <p>12/1/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member requesting that FNCE be scheduled in the same month of each year so that FNCE doesn't fall into the same budget year for certain budget cycles.</p> | <p>ADA attempts to schedule FNCE during October or the first two weeks in November. Unfortunately, sometimes we are not able to secure affordable hotel rooms and convention center space as it is peak season for annual conferences in the association business. In the event that two meetings fall within one fiscal year for our attendees, our Finance Department has been wonderful in working out payment arrangements.</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Addressed</p> |
| <p>Leadership</p> <p>2/15/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like volunteer positions to be available to member who choose not to travel, or cannot afford the time off from work to do so. Member would like more ADA committees to meet electronically.</p> | <p>There are many levels of volunteering for the Association. While many of the national committees do require some travel there are many projects for which these committees call for non-travelling volunteers. For example, the Association Positions Committee (oversees ADA Position Papers) puts out calls for authors and reviewers. These announcements appear on the ADA Web site under ADA Member Updates.</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Addressed</p> |
| <p>Leadership</p> <p>2/2/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like to know if there was a search conducted for someone to replace the CEO and how it was conducted. If there was not a search, member would like to know why.</p> | <p>Response</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Pending</p> |
| <p>Member Benefits</p> <p>12/23/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member inquiring about opting out of receiving a paper copy of the Journal.</p> | <p>Members who don't want to receive a print version of the Journal can opt-out by emailing Karen Noldan, Director of Member Benefits and Services (knoldan@eatright.org). Ms. Noldan can alter member records to indicate "no print Journal."</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Addressed</p> |

Summary of Issues and Responses

December 2008 through February 2009 : ADA Quarter 3

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|--|--|--|
| <p>Membership</p> <p>12/1/2008</p> <p>Issues Mgmt Web Form</p> | <p>Student member requesting a new membership category of "former student plus 5 years" to give them time to become active members that would be targeted to students who graduate but don't go directly into internship</p> | <p>In 2001, the ADA Student and Active membership categories were revised, in part to address issues such as this. Since those changes, individuals who have earned a bachelor's degree from a regionally accredited college/university and have completed a CADE accredited Didactic Program in Dietetics (DPD Program) are eligible for membership in the Active category. If they enroll in a CADE accredited Dietetic Internship in the future, they would be eligible for Student category membership while they are enrolled in the Dietetic Internship. In addition, Student members transferring to the Active member category are eligible for a first-year Active member dues rate which is 50% of the Active dues rate.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Membership</p> <p>1/13/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like to know if Retired members pay less than active members.</p> | <p>ADA Bylaws state that "Any dietetics professional qualifying for the Active membership category that is no longer employed in dietetic practice or education and is at least sixty-two (62) years of age, or is retired on total (permanent) disability may apply for Retired membership". The retired dues amount is 1/2 the active member category dues (2009/2010 the retired membership dues are \$108.00).</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Membership</p> <p>12/10/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member stated that non-RDs should be ADA members.</p> | <p>In 1984, membership in the ADA and registration, RD Credential administered by the Commission on Dietetic Registration (CDR), became separate and distinct entities. In 2001, the ADA House of Delegates approved a Bylaws change allowing individuals who have earned a master's or doctoral degree with one degree (bachelor's, master's or doctoral) in one of the following areas: dietetics, food and nutrition, nutrition, community or public health nutrition, food science or foodservice systems management to be eligible for membership in the Active member category. Also, individuals who have completed a Commission on Accreditation for Dietetics Education (CADE) accredited dietetics program (bachelors degree or higher and completed a didactic program) qualify for membership in the active category. Membership in ADA provides many valuable benefits and services to all member categories.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |

| Source of Issue/ Date Submitted | Issue | Summary Response |
|--|--|---|
| <p>MNT</p> <p>1/6/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like guidance on what to charge for outpatient counseling.</p> | <p>ADA does not collect fee information from RD members due to anti-trust laws. ADA likewise advises RDs to not engage in discussion of fees which could be viewed by payers and the government as collective bargaining and price fixing.</p> <p>A few resources where fee data is available to the public regarding payment levels for RDs, such as the fee schedule for RD Medicare MNT providers. The Medicare fee schedule lists payment rates for MDs, and RDs by law are paid 85% of the rate physicians receive under Medicare. ADA's Medicare fee schedule makes the adjustment and RD rates are posted in the chart posted on the Web. Remember the MNT codes (97802-97804) are time-based codes, so the rates listed are for 1 unit of the code (individual MNT code is 15 min. and group MNT code is 30 minutes). You can review the schedule and determine rates for Texas. http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/nutrition_16014_ENU_HTML.htm</p> <p>ADA has also published a compensation survey, which describes salaries for dozens of core dietitian and dietetic technician jobs. You can review information about the publication and ordering information from ADA's web page at: http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/shop_13875_ENU_HTML.htm</p> <p>Lastly, you might want to review the Journal article that describes how to establish a rate for MNT services that you provide: Tips for contract negotiations and establishing MNT rates. Myers EF, Michael P, Duester KC. HealthCare Financing Team. J Am Diet Assoc 2001 Jun;101(6):624-6 http://www.adajournal.org/article/PIIS0002822301001560/fulltext</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Addressed</p> |

| Source of Issue/ Date Submitted | Issue | Summary Response |
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| <p>MNT</p> <p>2/25/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member requesting that the ADA would work to establish a set of criteria for the separate ICD-9s that could be used as a standard by all dietitians. The NCP standardized language via the IDNT manual only addresses a few of the ICD-9 related terms - however they are not directly matched to the ICD-9 terminology and leave the dietitian at a loss for clarification</p> | <p>Member was sent ADA resources regarding ICDN and MNT. Member talked directly with Pam Michael, Director of Coding and Coverage (pmichael@eatright.org 800/877-1600 ext 4747), to discuss in depth her complex issue.</p> <p><u>Satisfaction Survey Process/Response:</u> Not Satisfied /Not Satisfied Changed to Satisfied after clarification of issue.</p> <p>Addressed</p> |
| <p>MNT</p> <p>2/2/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member asking for ADA to continue to pursue coverage for preventive services.</p> | <p>Although the Medicare Improvements for Patients and Providers Act of 2008 allows for expansion of preventive services under Medicare, at this time, Medicare Part B only covers MNT for diabetes, gestational diabetes, chronic kidney disease (non-dialysis) and post-kidney transplants. ADA is involved in drafting a document to the Centers for Medicare & Medicaid Services to request expansion of MNT. This process, called the National Coverage Determination, may take 9-12 months. You can keep apprised of ADA's activities to expand Medicare MNT by reviewing information on ADA's Web page, either the MNT section (www.eatright.org/mnt or the Policy section http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/advocacy.html), or by subscribing to the weekly ezine On the Pulse (request that you be added to the distribution list via instructions on the Web at: http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/advocacy_947_ENU_HTML.htm.)</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p> |

| Source of Issue/ Date Submitted | Issue | Summary Response |
|--|--|---|
| <p>MNT</p> <p>1/28/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member encouraged ADA to pursue MNT coverage beyond renal disease and diabetes.</p> | <p>Members can keep apprised of ADA's activities to expand Medicare MNT by reviewing information on ADA's Web page, either the MNT section (www.eatright.org/mnt or the Policy section http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/advocacy.html), or by subscribing to the weekly ezine On the Pulse (request that you be added to the distribution list via instructions on the Web at: http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/advocacy_947_ENU_HTML.htm).</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Very Satisfied</p> <p>Addressed</p> |
| <p>MNT</p> <p>12/9/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member requesting clarification as to if there are limitations on locations where MNT is provided to receive reimbursement.</p> | <p>The Centers for Medicare & Medicaid Services (CMS) has established regulations for the Medicare Part B (outpatient) MNT benefit. These Medicare regulations apply no matter where the MNT services are provided. However, CMS has indicated that Medicare Part B MNT cannot be provided to beneficiaries if they are inpatients of a hospital or skilled nursing facility (source: CMS Claims Processing Manual, see the MNT section, page 177 posted on ADA's web page at: http://www.cms.hhs.gov/manuals/downloads/clm104c04.pdf.)</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>MNT</p> <p>1/20/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like to know when ADA will publish an updated regarding other MNT services that are reimbursed by Medicare.</p> | <p>There has been widespread discussion among RDs whether or not MNT coverage has been expanded as a result of recent Medicare Improvements for Patients and Providers Act of 2008. The answer is RDs can't bill Medicare Part B for conditions other than diabetes and kidney disease just yet. The preventive services title (Title 1), which went into effect January 2009, establishes a procedure by which Medicare may (and in ADA's view should) expand coverage of preventive services, including MNT. In order for MNT to be expanded Title 1, Medicare will initiate a number of steps to establish the new MNT policies. Therefore, RDs interested in expanding their practice should note that at this time it is not known what new services will be covered. In addition, at this time no new services can be billed to Medicare. ADA is communicating and meeting with the Medicare agencies as they work through regulatory processes for implementation of new MNT services. ADA is meeting with Medicare officials to determine the exact process that is required to expand the benefit. ADA will notify its members as new information becomes available.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |

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| <p>Policies</p> <p>12/7/2008</p> <p>Issues Mgmt Mailbox</p> | <p>Member requested that the Position Papers and Hot Topics pages be separated and strong clarification be provided.</p> | <p>The Position Paper Web site has been reviewed and it was decided that it is time to revise the Position Paper home page and the HT page. Clarification will be provided on the Web site regarding the difference between Position Papers and Hot Topics so the members are aware that HTs are not actual 'positions' of the ADA.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Resources</p> <p>12/19/2008</p> <p>Issues Mgmt Web Form</p> | <p>Three members had concerns about the Hot Topic (HT) entitled High Fructose Corn Syrup (HFCS).</p> | <p>HTs are short, concise, scientifically based answers to current questions Registered Dietitians receive. They are not comprehensive and they are not ADA positions or position statements. As well, they are not intended to drive policy at any level. They are meant to help RDs answer quick questions of patients/clients and the media with scientifically sound information. This definition is now posted on the ADA Web site. Reference/s for this recent HT included the American Medical Association; studies published in scientific journals including Critical Reviews Food Science and Nutrition; Nutrition; and the American Journal Clinical Nutrition. All studies were published within the last two years, and the HT reported current science based data.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Resources</p> <p>2/13/2009</p> <p>Issues Mgmt Mailbox</p> | <p>Member reported technical problems with the Grassroots Manager.</p> | <p>Members technical problem was resolved. Members can report Grassroots Manager issues to ADA's DC office at jteters@eatright.org.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Resources</p> <p>12/23/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member concerned about getting a refund for air travel for PPW no that the meeting will be held electronically.</p> | <p>If the individual booked their trip through the ADA Travel Store, she/he should be directed to the ADA Travel Store to cancel the ticket. In the event that the individual(s) booked their ticket by other means, direct them to Carla Lambert (312/899-4850 or clambert@eatright.org). Carla will assist them in getting the "change fee" on their ticket reimbursed by ADA.</p> <p><u>Satisfaction Survey Process/Response:</u> Satisfied/Very Satisfied</p> <p>Addressed</p> |

| Source of Issue/ Date Submitted | Issue | Summary Response |
|---|--|--|
| <p>Resources</p> <p>12/23/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member looking for an ADA definition of malnutrition.</p> | <p>ADA does not have a standard definition for malnutrition. The ADA Knowledge Center (www.eatright.org/knowledge) provided the member with several ADA resources that include a definition for malnutrition, including the International Dietetics & Nutrition Terminology -pocket guide(page 169) Malnutrition is the "inadequate intake of protein and/or energy over prolonged periods of time resulting in loss of fat stores and/or muscle wasting."</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Satisfied</p> <p>Addressed</p> |
| <p>Resources</p> <p>1/19/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like some examples of salary ranges for consultant dietitians.</p> | <p>The federal Medicare fee for service program annually publishes its rates for providers. The Medicare fee schedule lists payment rates for MDs, and RDs by law are paid 85% of the rate physicians receive under Medicare. ADA's Medicare fee schedule makes the adjustment. Remember the MNT codes (97802-97804) are time-based codes, so the rates listed are for 1 unit of the code (individual MNT code is 15 min. and group MNT code is 30 minutes). You can review the schedule and determine rates for your area. Http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/nutrition_16014_ENU_HTML.htm. ADA also has resources on how to determine your fee schedule, based on costs to provide the service. Going through this exercise would also determine what rate would be appropriate for MNT services in your part of the country. Refer to the Journal article: Tips for contract negotiations and establishing MNT rates. Myers EF, Michael P, Duester KC. HealthCare Financing Team J Am Diet Assoc 2001 Jun;101(6):624-6.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Resources</p> <p>1/29/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like to be able to contact someone who has current clinical experience in using the NCP.</p> | <p>The member was connected with Kay Howarter, MS, RD, Senior Research Manager, Evidence Analysis Library [800/877-1600 ext 4797 khowarter@eatright.org]. Questions about the NCP can be directed to Kay or to ncpslpermissions@eatright.org.</p> <p><u>Satisfaction Survey Process/Response:</u> Very Satisfied/Satisfied</p> <p>Addressed</p> |

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| <p>Stance</p> <p>1/16/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member suggested changing "registered dietitian" to "Medical Nutrition Therapist" or "Licensed Nutrition Specialist."</p> | <p>The committee directed the member to the Frequently Asked Question "Should ADA consider changing the title, Registered Dietitian, to something else?" available on the Issues Management Committee Web page: www.eatright.org/issues.</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Addressed</p> |
| <p>Stance</p> <p>12/19/2008</p> <p>Issues Mgmt Web Form</p> | <p>Member requested faculty disclosure policies for speakers who have financial relationships with commercial companies in the Journal and at FNCE.</p> | <p>All Journal Board of Editors are required to sign an annual disclosure (conflict of interest/confidentiality) form. All Journal authors are required to submit a detailed disclosure/funding/authorship form. Relevant information from these disclosures is published in the authors' biographical information. ADA speakers are required to complete a disclosure of interest form in advance of their presentation. All signed disclosure statements are available upon request in the onsite FNCE Speaker Ready Room or by contacting a member of the ADA Professional Development team at cpd@eatright.org.</p> <p><u>Satisfaction Survey Process/Response</u>: Satisfied/Satisfied</p> <p>Addressed</p> |
| <p>Standards</p> <p>2/6/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like guidelines for determining staffing ratios in inpatient and outpatient settings.</p> | <p>ADA does not have set guidelines for staffing. It really depends on many factors. Resources we have pulled together are located on the ADA Website: "Does ADA Have Guidelines for RD/DTR Staffing in Healthcare Facilities?" Http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/nutrition_15604_ENU_HTML.htm.</p> <p><u>Satisfaction Survey Process/Response</u>: no response</p> <p>Addressed</p> |

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|---|---|--|
| <p>Telemedicine</p> <p>1/29/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member inquiring about practicing via the internet across state lines.</p> | <p>ADA has several resources available to members regarding telehealth. The recent ADA Journal articles on telehealth may be of interest to you, which you can access from the “Medicare MNT” section on the Web): http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/nutrition_1_0950_ENU_HTML.htm. While the focus of the article is on telehealth, many of the concepts in the paper could apply o services provided solely through phone encounters (no face-to-face/in-person office visits). The web info includes: -Definitions -FAQ -Telehealth—Opportunities and Pitfalls by J. Craig Busey and Pam Michael published in Journal of the American Dietetic Association, 2008 (Vol. 108, Issue 8, Pages 1296-1301).</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |
| <p>Website</p> <p>1/28/2009</p> <p>Issues Mgmt Web Form</p> | <p>Member would like to see the ADA website become easier to navigate.</p> | <p>ADA recognizes that our Web site has limitations. To better serve ADA members, we are in the process of a total redesign. We hope to have the new Web site up and running by Fall 2009.</p> <p><u>Satisfaction Survey Process/Response:</u> no response</p> <p>Addressed</p> |