

## Review and IME Blog

### Subscriber Spotlight



Denise Capua Director, Physician Relations and Credentialing for Dane Street was interviewed by subscriber and active file reviewer David Sybert, MD. Dr. Sybert is board certified and a subject matter expert in anesthesiology, pain medicine and perioperative medicine. If you would like to be interviewed for the subscriber spotlight please contact [davidsybert@gmail.com](mailto:davidsybert@gmail.com).



**Tell us a little about yourself (profession, degree, prior work experience )**

My name is Denise Capua. I was born and raised 10 minutes outside Boston, Massachusetts in a small town called North Reading. I work for an IME and peer review company called Dane Street, headquartered in Boston. I have a degree in something completely unrelated to my field! Criminal Justice. Insurance is a funny thing like that, a lot of people start accidentally, and make it into a career. Prior to this position, I was a senior recruiter for Dane Street, and prior to Dane Street, I was still in insurance, but on the sales side.

**How did you get involved in recruiting at Dane Street ( Did you have a mentor? How long have you been providing this service. )**

Prior to Dane Street, I was working in sales for a surveillance company that handled insurance-related cases. I had a headhunter calling me for months, and her voicemails were not responded to. At the time, I was not looking for a career change. One day, on an

afternoon heading back from a Maine-based client meeting, the headhunter called again. This time, I accidentally answered thinking it was someone else. The rest is history! I soon started on the Network Development team here at Dane Street, and was provided training by my VP. The role came easy given my knowledge of the industry, but there was still a lot to learn on the physician side and she was my go-to. I have now been at Dane Street for 4 years and to-date, it was the best career choice I have made.

**Did you work for other companies before Dane Street? If so what have you learned about different review companies.**

I did work for another IME company in the past. It was a sales role. The company has since closed, but it taught me greatly about what sets a competitor apart from the rest. Dane Street's process is unparalleled in almost every way. From their prep work, to their QA staff, to their sales reps and relationships with their doctors, they dot every "I" when it comes to their cases and make the process easier than back then, I would have thought possible. Organization is so key in this industry and the handling of these claims. Without it, your operation will, without a doubt, fail and in the process, effect many claimant's lives along the way.

**How do you recruit providers? What attributes are most important in the reviewers that excel in your experience.**

It's interesting, a lot of people don't understand what recruiters in this type of industry do. They think of them as a normal corporate recruiter – trying to direct place, etc. A lot of the providers we use reach out to us and we do not need to seek them out at all. Others post their information on sites like Dr. Finnerty's which make it easy to post and seek out certain types of doctors. There are, though, times where we need to dig our heels in and cold call around areas seeking a doctor that is specifically what we are looking for.

The most important attributes in a reviewer are responsiveness and thoroughness. Of course, an MD/DO needs to have an active board certification, and any provider should have a clean and unrestricted license, but handling the volume that we do, we need our reviewers to be responsive and thorough in their answers. Responsive to agreeing to take a case, responsive in turning the case around in time, and responsive to the QA process if clarifications are needed on a report. We understand most providers are in active practice, and lead otherwise hectic lives, but on the back end, we have determinations needing to be made, claimants waiting on answers, and clients waiting on reports to make those educated next steps, and all that is dependent on the reviewers getting us these reports back.

**Has your subscription to Todd's blog helped you? If so how?**

It has helped! I have found many providers in a pinch after posting on this page. What's great is, sometimes the provider type I need is not within the group, or otherwise did not see the post, but the members are phenomenal assets as well in supplying recommendations on colleagues and friends that do fit the bill.

**From the recruiter side, what advice would you give to someone just starting out in providing file reviews/IME's?**

Always ask if there is training provided! A lot of doctors are new to file reviews and/or IMEs. Every company is different who is offering these types of reviews. Not every company is going to do MD/DO reviews, they won't all do disability peer reviews, SSDI, auto/work comp reviews. Never assume that they are all looking for the same content within their reports. These service types are all looking to address different components of a case. Some will address causality and treatment recommendations, other will address restrictions and limitations, some will ask you to address the claimant in a certain form within the report. So, before you complete your first case, take the 20-30 minutes, and get training from someone internal at the company you are beginning cases for. It will save you a huge headache in the end, and the best part, you won't have to do a report twice!

**For fun, tell us one thing people would be surprised to find out about you?**

I am 31 years old – and when I was 30 years old my mother told me and my sisters that we had (another) sister who was adopted as a baby, and who would be turning 50 years old that year. I found her in 13 days and within 20 days, we got the chance to meet! Today, we see one another all the time, and it is like she was a part of our family from day 1!