



**BENCHMARK MEDICAL**  
BETTER HEALTHCARE THROUGH BETTER DATA

Vertebral Compression Fracture  
Registry  
**Site Implementation Guide**



# Welcome

## HOW TO USE THIS GUIDE

This guide provides facilities with information on successfully implementing the BenchMarket Medical Vertebral Compression Fracture (VCF) Registry at your facility. The guide covers four basic steps:



## LEARN MORE ABOUT THE LCD AND THE VCF REGISTRY

This guide is designed to support providers and facilities that have already made the decision to use the BenchMarket Medical VCF Registry and are already well-informed about the Noridian Healthcare Solutions, LLC, Local Coverage Determination (LCD). We recommend that users interested in sharing that information with others refer to the BenchMarket Medical VCF Registry Overview on the website at: <http://benchmarkmedical.com/Files/VCFRegistryOverview.pdf>.

## HERE TO HELP

The VCF Registry was created to help providers and facilities navigate the LCD and complex documentation requirements including the mandated patient follow up. Noridian Healthcare Solutions (NHS) makes all decisions about reimbursement based on the answers provided in the registry and the completeness of the supporting data. They may also require medical record review. However, BenchMarket Medical has designed the registry with NHS to ensure completeness of the information to reduce the likelihood of non-reimbursement due to lack of information or not meeting the requirements of the LCD. We have designed both the VCF Registry and companion materials to make it easy and stress-free so that you can continue to focus on caring for your patients.

We welcome you to contact us with any further questions or if you need additional support: [vcfregistry@benchmarkmedical.com](mailto:vcfregistry@benchmarkmedical.com)

We look forward to working with you.

# Step 1. Getting Started



## SIGNING UP

Providers and facilities submit a Registry Services Agreement, a Business Associate Agreement, and a User Registration Form. These forms are available on the BenchMarket Medical website: <http://benchmarkmedical.com/VCFRegistryResource.htm>.

Mail completed forms and a check covering the \$1000 one-time registration fee to:

BenchMarket Medical  
VCF Registry Administrator  
2815 Eastlake Ave E, Suite 300  
Seattle, WA 98102

## NAVIGATING THE VCF REGISTRY WEBSITE

Materials and resources related to the VCF Registry are available for download on the website:

**VCF Resources:** <http://benchmarkmedical.com/VCFRegistryResource.htm>

- **VCF Registry Overview:** a summary of how the VCF Registry is designed to meet NHS LCD requirements.

**For Registered Users:** <http://benchmarkmedical.com/VCFLogin.aspx>

- **VCF Registry Data Collection Form and Dictionary:** These documents guide users through the necessary data collection to meet LCD requirements.
- **VCF Registry User Guide:** This guide provides step-by-step instructions on how to access and enter data into the VCF Registry web database.
- **VCF Registry Patient Brochure and Print Instructions:** Designed to be delivered to patients during their pre-operative appointment. The brochure collects important patient contact information for follow-up surveys and offers information about how and why their information is being shared.
- **VCF Registry Pre-Operative Visit Questionnaire and Scoring Instructions:** This patient hand-out includes the Roland Morris Disability Questionnaire and the Numeric Rating Scale for collection at the pre-operative visit. The Questionnaire Scoring Instructions provides instructions to staff on how to interpret patient answers and generate a score to enter into the medical record and VCF Registry.
- **VCF Registry Follow-Up Patient Survey:** An example letter and survey that patients receive.

## Step 2. Navigating the Patient Visit



### ESSENTIAL STEPS FOR THE PRE-OPERATIVE PATIENT VISIT

To meet LCD requirements, BenchMarket Medical has designed three steps to be incorporated into the patient pre-operative clinic visit:

- 1. Provide pre-operative patients with the VCF Registry Patient Brochure**
  - Informs the patient about the VCF Registry and how their information will be used.
  - Collects patient contact information for follow-up surveys at 1, 3, and 6 months, and an optional 12 months.
- 2. Request pre-operative patients to complete the VCF Registry Pre-Operative Visit Questionnaire**
  - Collects pre-procedure pain and functional status reports directly from the patient using the Roland Morris Disability Questionnaire and the Numeric Rating Scale.
- 3. Score the VCF Registry Pre-Operative Visit Questionnaire**
  - Interprets patient report of pain and functional status into a number for registry data submission using the Questionnaire Scoring Instructions provided.

### CHECKLIST TO INCORPORATE THESE STEPS INTO THE PRE-OPERATIVE PATIENT VISIT

- When the patient checks in for their pre-operative visit, provide the VCF Registry Patient Brochure and Pre-Operative Visit Questionnaire. Request the patient to complete information on both handouts.
- Retrieve the contact information form (included within the VCF Registry Patient Brochure) and the Pre-Operative Visit Questionnaire from the patient. Remind the patient that they should keep the remainder of the brochure for their reference.
- Score the VCF Registry Pre-Operative Visit Questionnaire using instructions provided.
- Add the patient contact information and baseline functional status scores into the VCF Registry Data Collection Form.

# Step 3. Submitting Registry Data



## ESSENTIALS STEPS FOR SUBMITTING DATA TO THE VCF REGISTRY

Three easy steps to submitting accurate and timely data to the BenchMarket Medical VCF Registry:

1. **Use the VCF Registry Data Collection Form and Dictionary** to guide data collection and follow the VCF Registry User Guide for instructions on entering information into the web database.
2. **Complete and submit the patient demographic and contact information no later than 3 days after the procedure to ensure that the 1 month follow-up requirement is met.**
3. **Submit the remainder of the VCF Registry Data Collection Form** within a reasonable amount of time to ensure timely review by NHS for final payment approval. We recommend a best practice to have all data submitted within 3 days but no later than three weeks after the procedure.

## PATIENT FOLLOW-UP

Patients will be enrolled into a survey center for follow-up at three time points after the procedure, per LCD requirements: 1, 3, and 6 months. An optional 12-month time point is available for further tracking of functional outcomes. At these time points, the survey center will attempt to contact the patient to assess functional status, pain, and report of any readmissions to an acute care hospital.

**Patient follow-up is initiated after complete demographic and required contact information for a patient is submitted into the VCF Registry Database. Each provider and/or facility is responsible for timely entry of patient information into the VCF Registry database to meet survey initiation deadline dates:**

- Patient information submitted within 3 days from the procedure date will be eligible for the 1, 3, and 6 month, and (optional) 12 month follow-up.
- Patient information submitted after 3 days from the procedure date, but within 20 days will be eligible for 3 and 6 month and (optional) 12 month follow-up.
- Patient information submitted after 20 days from the procedure date, but within 75 days will be eligible for 6 month and (optional) 12 month follow-up.

The survey center will contact patients at least four times at each follow-up time point using postal mail, phone, SMS text message, and email as available. It is critical that the patient's contact information is

entered into the registry as completely as possible. Follow-up information from the survey center will be entered into the VCF Registry database and linked to the initial patient procedure data.

## Step 4. Data Submission and Reports



### DATA SUBMISSION TO NORIDIAN ADMINISTRATIVE SERVICES

BenchMarket Medical will submit both the initial patient procedure data and follow-up data to NHS on behalf of the facility. BenchMarket Medical has worked closely with NHS to establish parameters for frequency, format, and verification of data submission.

### PROVIDER AND FACILITY REPORTS

Providers and facilities have 24-hour online access to patient procedure records and aggregate reports about their patients entered into the VCF Registry. This added benefit allows providers and facilities to track patient care and drive local quality improvement activities.

- **View and print individual patient procedure records:** Within the VCF Registry database, a complete patient procedure record will include information from the VCF Data Collection form and survey follow-up. These may be viewed and/or printed at any time to inform individual patient care.
- **View procedure record completion reports:** Within the VCF Registry database, access this report to identify the volume of VCF procedures by facility or provider or to look at the current proportion of completed procedure records (i.e. how many patients have reached and completed their 30-day follow-up time point).
- **Create ad-hoc aggregate reports:** Within the VCF Registry database, generate reports that look across your facility's or provider's patient and procedure data to look at aggregate patient characteristics, types of procedures performed, and outcomes. Ad-hoc reporting uses a simple format of selecting a date range, facility or provider level, and reporting variables of interest.

The VCF Registry User Guide provides detailed instructions on how to access and generate reports.