

Mollie A. Frawley, RN



Mollie Frawley is a Registered Nurse and a legal nurse consultant, board certified in quality assurance and utilization review with past certification as a case manager. Her career mission is to present issues in such a way that stakeholders can identify and implement the options available to them in order to provide and ensure quality health care and to benefit, both fiscally and altruistically, from their efforts.

After graduating from the Methodist-Kahler School of Nursing in Rochester, Minnesota, Ms. Frawley was a clinical nurse for 9 years, a state employee in Florida for 17 years, an independent consultant for 10 years and a workers' compensation telephonic case manager for 3 years. Ms. Frawley frequently lectured for the Florida Chiropractic Association before joining their organization in 2007.

Currently her responsibilities with the FCA include coordinating their Help Desk, assisting members on a day to day basis in obtaining the information necessary to manage their practice more effectively, preparing web content and contributing to the FCA's Journal articles. She provides continuing education classes at their five annual conventions, and coordinates the FCA's presence as exhibitors and speaker sponsors in other conferences, such as the Workers' Compensation Institute's annual educational conference.

Prior to joining the FCA, Ms. Frawley was the lead telephonic nurse case manager on litigated cases with a national workers' compensation managed care network. As an Independent Consultant, she created and presented programs regarding the health care of injured workers; consulted with clients regarding determining medical necessity and complying with Florida regulations governing workers' compensation health care and managed care arrangements; assisted in the identification of medical fraud and abuse; testified on quality and utilization management as an expert witness, performed HEDIS and other medical record reviews for managed care providers seeking or maintaining NCQA certification and volunteered with various professional committees organizations.

A diplomate of the American Board of Quality Assurance and Utilization Review Physicians (ABQAURP) since 1991, Ms. Frawley coordinated and assisted in the development of continuing medical education (CME) programs; was an instructor for three years in ABQAURP's Core Body of Knowledge pre-examination course and participated in the preparing and reviewing of test questions under the oversight of the National Board of Medical Examiners. She currently serves on their educational planning committee.

During her five years with the Florida Division of Workers' Compensation, Ms. Frawley developed and implemented a utilization review program that included the peer review of over 80 physicians within 20 months. She authored the administrative rules governing the carriers' utilization review responsibilities, provided expert testimony in cases involving questions of medical necessity determinations and Division jurisdiction, and was a designated Division speaker for 2 years. Ms. Frawley assisted in writing several other state Administrative Rules; the development of internal policies and processes, including the monitoring of carriers; the implementation of Total Quality Management in a government agency and as a member of the Workers' Compensation Fraud Task Force, assisted in the creation of a wall card of "red flags" for identifying potential fraud.

While with the Florida Department of Corrections, Ms. Frawley restructured and formalized a documented inmate grievance procedure and data based log, participated in Medical Management Reviews of the Correctional Institutions' delivery of health services and worked with InterQual on developing the Correction's Quality and Utilization Review Program. Later as an independent consultant, Ms. Frawley participated in medical audits of prison care for Florida's Corrections Medical Authority (CMA) and volunteered as a member of the CMA Quality Management Committee for over five years

Her experience with Medicaid includes investigating provider fraud and abuse, monitoring Professional Standards Review Organizations, establishing data base indices for quarterly surveillance and utilization review reports of hospital and facility services and coordinating those efforts with the Health Care Finance Administration, now known as CMS or Centers for Medicare and Medicaid Services.

Having been certified by the Florida Supreme Court as a County Mediator, she volunteered in Leon and Gadsden Counties' Small Claims Courts promoting alternative dispute resolutions for four years. Her nonprofessional activities focus on her faith, family and developing a retirement homestead in Georgia.