REVENUE CYCLE 360°
The National Association of Community Health Centers (NACHC) is pleased to offer the Revenue Cycle 360 training. This two-day training provides in-depth guidance for key health center staff on the unique and complex revenue cycle for Federally Qualified Health Centers (FQHCs), including a deeper-dive into developing effective billing departments, analyzing and maximizing patient revenue and collections, and reporting on accounts receivable. In addition, this training will identify techniques and tools to improve coding and documentation to drive financial and operational performance and legal compliance.

Learning Objectives:

By the end of this two-day training, the participants will be able to:

- Establish effective billing and collections systems
- Explain the characteristics and types of patient revenue
- Formulate recommendations on how to maximize revenue through operational improvement strategies
- Describe the importance of documentation and coding for correct reimbursement and legal compliance
- Analyze the revenue cycle and comprehend the principles of cost-based reimbursement

San Diego, CA • January 22-23, 2020

Embassy Suites by Hilton San Diego Bay Downtown
601 Pacific Highway
San Diego, CA 92101
Telephone: 1-888-728-3025

Pricing Information

- Early Bird Registration Fee: $650 if registration received by January 8, 2020
- Regular and On-Site Registration Fee: $750 if registration received after January 8, 2020
*Registration Fee includes continental breakfast, lunch and snacks for morning and afternoon breaks.

Registration cutoff date (Last day one can register online): January 15, 2020

To register online for this seminar, visit: www.nachc.org and click Trainings & Events.

For questions and comments, contact the Training & T/A Department at trainings@nachc.org or call (301) 347-0400.
**Training Information**

**Who Should Attend?**

We suggest that CEOs, CFOs, COOs, Providers, Front/Back Office Managers and Billing Staff attend this regional training.

**Training Hotel Information**

**Embassy Suites by Hilton San Diego Bay Downtown**  
601 Pacific Highway  
San Diego, CA 92101  
Telephone: 1-888-728-3025

Group Rate: $199/night, single/double (plus taxes)

**Hotel Reservation Cutoff Date: December 31, 2019**

*NACHC has negotiated a discounted rate of $199 a night which will be honored until December 31, 2019 or until the block has sold out, whichever occurs first.*


**Tips:**

- We encourage you to register and pay (by credit card) for this regional training and book your hotel accommodations on the same day. A confirmed hotel reservation does not guarantee a spot in the training. If you have not received confirmation for participation in the training, you will be responsible for any hotel cancellation fees.

**Airport, Parking and Taxi Information**

The nearest airport is San Diego International-Lindbergh Field (Airport code SAN), which is approximately 3 miles away from the Embassy Suites by Hilton San Diego Bay Downtown.

The Embassy Suites by Hilton San Diego Bay Downtown does not provide shuttle service to/from the airport. Feel free to utilize taxis at baggage claim, ride share services such as Uber and Lyft, or pre-schedule a ride from Super Shuttle.

The Embassy Suites by Hilton San Diego Bay Downtown offers valet parking at $50 per day with unlimited in/out privileges. There is no self-parking option available at the Embassy Suites.

**NACHC Trainings Are Green!**

All materials for this training will be available for download on the [MyNACHC Learning Center](http://nachc.org/trainings-and-conferences/) one week prior to the event. It will be your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available in paper form. For more information on how to access course materials and download presentations, go to:


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Day One

7:30 am–8:15 am  Registration and Continental Breakfast

8:15 am–8:30 am  Welcome and Introduction to the Revenue Cycle 360 Course

8:30 am–10:00 am  FQHC Medicare PPS: What you need to know
This session will focus on Medicare FQHC PPS basics and any reimbursement changes and/or updates. Areas that will be covered include Rate setting for G-codes, billing for same day visits, and definition of new patients.
Speaker: Gervean Williams, NACHC

10:00 am–10:15 am  Break

10:15 am–12:00 pm  Sliding Fee and Charge Setting
The mission of the 330 Grantees is to expand primary health care to those who need it most. To meet the mission, CHCs provides comprehensive medical, dental, and behavioral healthcare to all regardless of ability to pay by utilizing a sliding fee scale. To comply with these requirements, CHCs must implement a sliding fee discount program, which assures that patients have access to all primary care services regardless of their ability to pay. This session will review the requirements and different methodologies in operationalizing a sliding fee program.
Speaker: Gervean Williams, NACHC

12:00 pm–1:00 pm  Lunch (provided)

1:00 pm–3:00 pm  Attributes of Better Performing Billing Departments
This session will educate key staff in the unique and complicated reimbursement systems available to FQHCs, also take a deeper dive into developing effective billing departments, analyzing and maximizing patient revenue.
Speaker: Ray Jorgensen, CEO PMG, Inc.

3:00 pm–3:15 pm  Break

3:15 pm–5:00 pm  Accounts Receivables Reporting and Analysis
Session will review all types of reimbursement typically encountered by health centers and will cover essential functions required to accurately record revenue, manage accounts receivable and provide management reports that allow optimal oversight and cash flow for all types of payers. Includes evaluating revenue trends, understanding characteristics of receivables, diagnosing collection issues and maximizing collection efforts.
Speaker: Ray Jorgensen, CEO PMG, Inc.

Note: Topics and presenters are subject to change as of 1/8/20
# Day Two

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>8:00 am–8:30 am</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>8:30 am–10:30 am</td>
<td><strong>The Importance of Documentation, Coding: Office &amp; Medicare Billing</strong>&lt;br&gt;Medical necessity, substantiated by solid documentation is essential for compliance and performance reasons. This session presents basics of 1995 evaluation and management documentation guidelines, some common FQHC coding myths, information about preventive and consultation coding, as well as other important coding must-knows. Also covered is documentation and coding for behavioral health visits and the circumstances under which common FQHC procedures are covered and billable to Medicare.&lt;br&gt;Speaker: Shellie Sulzberger, LPN, CPC, ICDCT-CM, Coding &amp; Compliance Initiatives, Inc.</td>
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<td>10:30 am–10:45 am</td>
<td>Break</td>
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<td>10:45 am–12:00 pm</td>
<td><strong>Compliance Effectiveness to Drive Operations Excellence</strong>&lt;br&gt;This session will focus on improving health center performance in the area of explaining the role of accountability for compliance, the elements of an effective strategy for maintaining compliance, and the tools for managing the implementation of a compliance program.&lt;br&gt;Speaker: Patrick Sulzberger, CHC, CPA, Coding &amp; Compliance Initiatives, Inc.</td>
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<tr>
<td>12:00 pm–1:00 pm</td>
<td>Lunch (provided)</td>
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<td>1:00 pm–3:00 pm</td>
<td><strong>Key Performance Indicators and Case Study Review</strong>&lt;br&gt;Learn about practical management and operating functions that should be undertaken before, during, after and simultaneously throughout the patient visit process in order to maximize cash collections and effectively manage accounts receivables. This session will include case studies.&lt;br&gt;Speaker: Ray Jorgensen, CEO PMG, Inc.</td>
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<tr>
<td>3:00 pm–3:15 pm</td>
<td>Break</td>
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<tr>
<td>3:15 pm–4:00 pm</td>
<td>Networking Workshop</td>
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REGISTRATION FORM
Revenue Cycle 360

PARTICIPANT INFORMATION

Name ____________________________________________

Title ___________________________________________

Email ___________________________________________

Organization ______________________________________

Address _________________________________________

City, State ____________________________ Zip _________

Phone (_____) __________________________ Fax (_____) __________________________

Dietary Needs (ex. Kosher, Vegetarian, Food Allergies, etc.) __________________________

*COST INFORMATION

Revenue Cycle 360

Early Bird Registration $650 per person
(if received by January 8th, 2020) $___________

Regular and On-Site Registration $750 per person
(if received after January 8th, 2020) $___________

*Registration Fee includes continental breakfast, lunch and snacks for morning and afternoon breaks.

PAYMENT INFORMATION (Payment MUST be received with registration form.)

☐ Check (payable to NACHC) ☐ MasterCard ☐ Visa ☐ American Express

Total amount enclosed $ _______________________

Card Number _____________________________ Expiration Date __________________________

Print name as it appears on credit card __________________________________________

Cardholder’s signature ______________________

Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC’s receipt of REGISTRATION FORM. DO NOT mail or fax your forms after January 1st, 2020.

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Three Ways To Register:

ELECTRONICALLY
Online registration is available.
Go to www.nachc.org
Click Trainings, find the date and name of the training and click “register now.”

MAIL
Mail Registration to:
NACHC Meetings/Acct. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814
Mail Registration by January 1st, 2020.

FAX
Send registration form with credit card information to (301) 347-0457. Fax Registration by January 1st, 2020.

NOTE: Registration forms will not be processed without payment.

NACHC CANCELLATION POLICY: All Cancellations must be in writing and must be received at NACHC on/before January 15, 2020.

• Cancellations received on/before January 15, 2020 will be assessed a $100 processing fee.

• Cancellations received after January 15, 2020 are not refundable.

• Cancellations after the conclusion of the training are non-refundable.

• Substitutions are encouraged.

• “No Shows” are non-refundable.

To cancel your reservation, please send a request in writing to the Training & T/A Department at trainings@nachc.org.