OFFERED BY:

NATIONAL ASSOCIATION OF Community Health Centers

REVENUE CYCLE 360°

NATIONAL ASSOCIATION OF Community Health Centers

2020 TRAINING

Revenue Cycle 360

This program has been recommended for 8.4 CPE credits in the "Specialized Knowledge" Category and 7 CEUs.

Delivery Method:
Group Live

Prerequisites and or Pre Work: None

Program Level:
Basic

NACHC Trainings Are Green!

For more information on how to access course materials, or download presentations, visit:

conferences.nachc.org

ACCOUNTING PROFESSIONALS (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.

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

Virtual Only • May 27-28, 2020

Please note: This event will take place LIVE in Central Standard Time (CST). To obtain credits and your certificate, you MUST take part in the live version of the event.

Experience the online virtual platform, as well as NACHC's Online Resource Library, at: **conferences.nachc.org**

Login using your credentials (use the 'Forgot Password' function if unsure of your password), or reach out to our team at **trainings@nachc.org** to get login assistance.

***Pricing Information**

- Early Bird Registration Fee: $650 if registration received by May 13, 2020
- Regular Registration Fee: $750 if registration received after May 13, 2020

Registration cutoff date (Last day one can register online): May 20, 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.

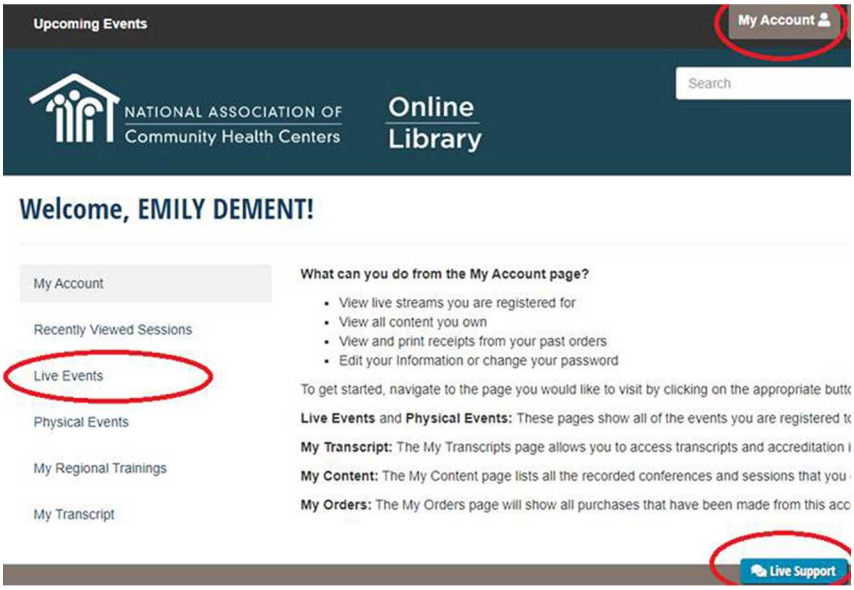
Virtual Learning Platform Information

Check out the virtual training platform, as well as NACHC's Online Resource Library, at: conferences.nachc.org

Login to the virtual training platform using the credentials you used to register for this training. Use the 'Forgot Password' function if unsure of your password, or reach out to our team at **trainings@nachc.org** to get login assistance.

On the virtual training platform, you can download certificates and take evaluations for your online virtual training experiences, as well as access virtual training recordings within 3 weeks after the training.

All materials will be available for download on the **NACHC online virtual platform** 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. You can access course materials on the event page under "Handouts".



Should you have any other questions about the virtual training platform, such as how to access credits or the recordings, how to take the training evaluation or get your virtual experience certificate, please click on the blue "Live Support" button on the bottom right hand of the screen, or reach out the virtual experience team at the contact below.

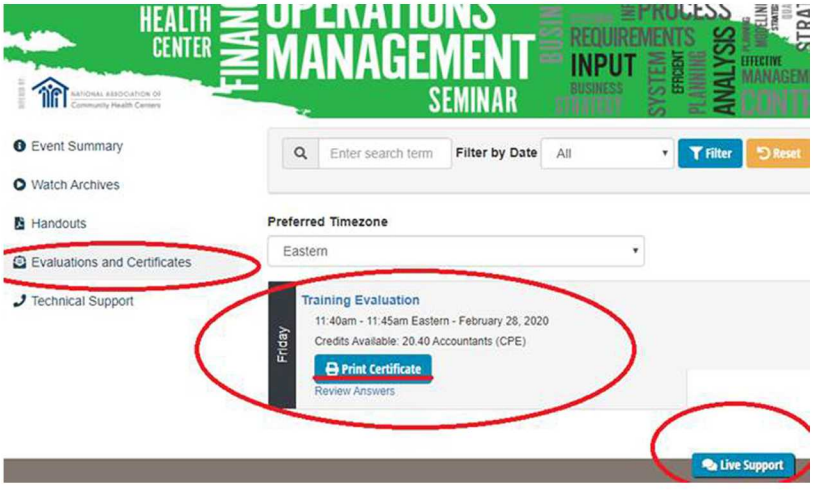
NACHC Online Support and Virtual Experience Team: **support@digitellinc.com**

Credits, Certificates, and Evaluations

Please note: This event will take place LIVE in Central Standard Time (CST). To obtain credits and your certificate, you MUST take part in the live version of the event and complete an event evaluation.

Throughout the live event, there will be randomized attention checks to ensure you are paying attention. These attention checks are required by the accrediting bodies. Please make sure you are paying attention so you can pass the required number of attention checks!

Please also ensure you are posing comments, asking questions, and engaging throughout the virtual experience so you can get the most out of it. Engagement on the virtual training platform is the best way to network, absorb the content, and learn how to apply the content to your own specific situation or questions.



After the virtual training, you must complete the training evaluation within the virtual training platform. First, go to the event page and click "Review Event" for this training. Next, go to the "Evaluations and Certificates" tab on the left side of the screen, where you will find the blue "Take Evaluation" button. After completing the evaluation survey, the blue button will change from "Take Evaluation" to "Print Certificate". Click that "Print Certificate" button to automatically get your certificate!

Should you encounter any issues, please click the "Live Support" blue button on the bottom right hand side of the screen, or reach out to the Virtual Experience Team at the contact info below to get your questions answered.

NACHC Online Support and Virtual Experience Team: **support@digitellinc.com**

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under cooperative agreement number U30CS16089, Technical Assistance to Community and Migrant Health Centers and Homeless for $6,375,000.00 with 63 percent of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

National Association of Community Health Centers

Revenue Cycle 360

Day One: May 27, 2020 Virtual LIVE in Central Standard Time (CST)

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

9:00 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–11:15 am — **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*
Catherine Gilpin, *BKD*

11:15 am–11:45 am — Break

12:15 am–1:15pm — **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.*

1:15 pm–1:30 pm — Break

1:30 pm–2:30 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 5/20/2020

National Association of Community Health Centers

Revenue Cycle 360

Day Two: May 28, 2020 Virtual LIVE in Central Standard Time (CST)

9:00 am–10:00 am	**The Importance of Documentation, Coding: Office & Medicare Billing** 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. *Speaker:* **Gary Lucas, MSHI, CPC,** *Association for Rural & Community Health Professional Coding*
10:00 am–10:55 am	Break
10:15 am–11:15 am	**Compliance Effectiveness to Drive Operations Excellence** 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. *Speaker:* **Gary Lucas, MSHI, CPC,** *Association for Rural & Community Health Professional Coding*
11:15 am–12:15 pm	Break for Lunch
12:15 pm–1:15 pm	**Key Performance Indicators and Case Study Review** 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. *Speaker:* **Ray Jorgensen,** *CEO PMG, Inc.*
1:15 pm–1:30 pm	Break
1:30 pm–2:30 pm	**Optional conference call to share what's going on in the field**

Note: Topics and presenters are subject to change as of 5/20/2020

REGISTRATION FORM

Revenue Cycle 360

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

*COST INFORMATION

Revenue Cycle 360

Early Bird Registration	$650 per person (if received by May 13, 2020)	$_____
Regular Registration	$750 per person (if received after May 13, 2020)	$_____

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 May 6, 2020.

NATIONAL ASSOCIATION OF Community Health Centers

Revenue Cycle 360

May 27-28, 2020

Virtual Only

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 May 6, 2020.

FAX
Send registration form with credit card information to (301) 347-0457. **Fax Registration by May 6, 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 May 13, 2020.

- Cancellations received on/before May 13, 2020 will be assessed a $100 processing fee.
- Cancellations received after May 13, 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.