

OFFERED BY:



NATIONAL ASSOCIATION OF
Community Health Centers



DOCUMENTATION

IMPROVE
CODING

PERFORMANCE

TRAINING

EFFECTIVE
BILLING

OPERATIONAL
IMPROVEMENT
STRATEGIES

RECOMMENDATIONS

ACCOUNTS
RECEIVABLE

MAXIMIZING
PATIENT
REVENUE

OPERATIONAL

LEGAL
COMPLIANCE

TOOLS

COST-BASED
REIMBURSEMENT

PRINCIPLES

COLLECTIONS SYSTEMS

REVENUE CYCLE 360°



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

Delivery Method:

Group Internet-Based

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.nasbregistry.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 • January 13-14, 2021

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: \$520 if registration received by December 31, 2020
- Regular Registration Fee: \$600 if registration received after December 31, 2020

Registration cutoff date (Last day one can register online): January 10, 2021

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

The screenshot shows the NACHC Online Library interface. At the top right, there is a 'My Account' link circled in red. Below the navigation menu, 'Live Events' is circled in red. The main content area includes a 'Welcome, EMILY DEMENT!' message and a list of actions available from the 'My Account' page: 'View live streams you are registered for', 'View all content you own', 'View and print receipts from your past orders', and 'Edit your Information or change your password'. Below this, there are instructions on how to get started and links to 'Live Events', 'Physical Events', 'My Transcript', and 'My Orders'. A 'Live Support' button is circled in red at the bottom right.

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

The screenshot shows the NACHC event page for the 'HEALTH CENTER FINANCIAL OPERATIONS MANAGEMENT SEMINAR'. The navigation menu on the left has 'Evaluations and Certificates' circled in red. The main content area shows event details for 'Friday, February 28, 2020' and a 'Print Certificate' button circled in red. A 'Live Support' button is circled in red at the bottom right.

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 \$7,287,500 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.

Revenue Cycle 360°

Day One: January 13, 2021 Virtual LIVE in Central Standard Time (CST)

8:45 am–8:55 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. <i>Speaker: Gervean Williams, Director Health Center Financial Training, NACHC</i>
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 provide comprehensive medical, dental, and behavioral healthcare to all regardless of the 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. <i>Speaker: Gervean Williams, Director Health Center Financial Training, NACHC Catherine Gilpin, CPA, Director, BKD, LLP</i>
11:15 am–11:45 am	Break
12:15 pm–1:15pm	Attributes of Better Performing Billing Departments This session will educate key staff in the unique and complicated reimbursement systems available to FQHCs and take a deeper dive into developing effective billing departments and analyzing and maximizing patient revenue. <i>Speaker: Raymond Jorgensen, CPC, Co-Founder, PMG, Inc.</i>
1:15 pm–1:30 pm	Break
1:30 pm–2:30 pm	Accounts Receivables Reporting and Analysis This session will review all types of reimbursement typically encountered by health centers and 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. The session also includes evaluating revenue trends, understanding characteristics of receivables, diagnosing collection issues and maximizing collection efforts. <i>Speaker: Raymond Jorgensen, CPC, Co-Founder, PMG, Inc.</i>

Revenue Cycle 360°

Day Two: January 14, 2021 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 the 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: Shellie Sulzberger, LPN, CPC, ICDCT-CM, President, Coding and Compliance Initiatives, Inc.
- 10:00 am–10:15 am Break
- 10:15 am–11:15 am **Compliance Effectiveness to Drive Operations Excellence**
This session will focus on improving health center performance in 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: Patrick Sulzberger, CPA, Co-founder, Coding Compliance Initiatives (CCI), Inc.
- 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: Raymond Jorgensen, CPC, Co-Founder, PMG, Inc.
- 1:15 pm–1:30 pm Break
- 1:30 pm–2:30 pm **Optional conference call to share current events on in the field**

REGISTRATION FORM

Revenue Cycle 360°



Revenue Cycle 360°

January 13-14, 2021

Virtual Only

PARTICIPANT INFORMATION

Name _____

Title _____

Email _____

Organization _____

Address _____

City, State _____ Zip _____

Phone (_____) _____ Fax (_____) _____

*COST INFORMATION

Revenue Cycle 360°

Early Bird Registration \$520 per person
(if received by December 31, 2020) \$ _____

Regular Registration \$600 per person
(if received after December 31, 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 December 24, 2020.

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
December 30, 2020.**



FAX

Send registration form with credit card information to (301) 347-0457. **Fax Registration by January 7, 2021.**

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 6, 2021.

- Cancellations received on/before January 6, 2021 will be assessed a \$100 processing fee.
- Cancellations received after January 6, 2021 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.