



NATIONAL ASSOCIATION OF  
Community Health Centers®



# REVENUE CYCLE 360°

This program has been recommended for 14.6 CPE credits in the “Specialized Knowledge” Category and 12.25 CEUs.

**Delivery Method:** Group Live

**Prerequisites and or Pre-Work:** None

**Program Level:** Basic



**NACHC Trainings  
are green!**

Participants will be provided a link to all presentation materials prior to the training.

## 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](http://www.nasbaregistry.org). (Sponsor #108392)

The National Association of Community Health Centers (NACHC) is pleased to offer the Revenue Cycle 360° training. This two-day training provides key health center staff with in-depth guidance on the unique and complex revenue cycle for Federally Qualified Health Centers (FQHCs), including developing effective billing departments, analyzing and maximizing patient revenue and collections, and accurate reporting of 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.

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**St. Louis, Missouri • June 5 - 6, 2024**

### Pricing Information

- **Early Bird Registration Fee:** \$875 if registration received by May 22, 2024
- **Regular Registration Fee:** \$975 if received after May 22, 2024
- **Registration Cut-off Date:** May 22, 2024  
Registration is based on a 150-participant capacity. Registration will close when capacity is reached the online cutoff date of May 22, 2024, whichever comes first.

To register online for this seminar, visit: [www.nachc.org](http://www.nachc.org) and click Trainings & Events. For questions and comments, contact [trainings@nachc.org](mailto:trainings@nachc.org) or call (301) 347-0400.

### Housing Information

- **Hotel Information:** Embassy Suites by Hilton St. Louis Downtown  
610 North 7th Street St. Louis, MO 63101
- **Group Rate:** \$179/night
- **Reservation Cutoff Date:** May 5, 2024
- **Instructions:** Book your room online [here](#).

NACHC has negotiated a discounted rate of \$179/night, which will be honored until these days or until the block has sold out, whichever occurs first.

**Tip:** We encourage you to register and pay (by credit card) for this 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.

# Revenue Cycle 360°

## Day One: Wednesday, June 5, 2024 in Central Time (CT)

9:00 am –10:30 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.

**Gervean Williams**, MS, MIT, Director, Finance Training and Technical Assistance, NACHC

**Catherine Gilpin**, CPA, Managing Director, FORVIS

1.8 CPE/ 1.5 CEU

10:30 am–10:45 am

### **Break**

10:45 am–12:30 pm

### **Sliding Fee and Charge Setting**

This session will review the requirements and different methodologies in operationalizing a sliding fee program for health centers.

**Gervean Williams**, MS, MIT, Director, Finance Training and Technical Assistance, NACHC

**Catherine Gilpin**, CPA, Managing Director, FORVIS

2.0 CPE/ 1.75 CEU

12:30 pm - 1:30 pm

### **Lunch**

1:30 pm - 3:00 pm

### **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 guide- lines, 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.

**Shellie Sulzberger**, LPN, CPC, ICDCT-CM, Principal, Coding & Compliance Initiatives, Inc.

1.8 CPE/ 1.5 CEU

3:00 pm–3:15 pm

### **Break**

3:15 pm–4:45 pm

### **Attributes of Better Performing Revenue Cycle Department**

This session will review the types of reimbursement health centers encounter and the 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.

**Ray Jorgensen**, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.8 CPE/ 1.5 CEU

# Revenue Cycle 360°

## Day Two: Thursday, June 6, 2024 in Central Time (CT)

9:00 am–11:00 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.

**Patrick Sulzberger**, CPA, Principal, Coding & Compliance Initiatives, Inc.

2.4 CPE/2.0 CEU

11:00 am–11:15 am

### **Break**

11:15 am–12:30 pm

### **Accounts Receivables Reporting and Analysis**

This session will review the types of reimbursement health centers encounter and the 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.

**Ray Jorgensen**, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.5 CPE/1.25 CEU

12:30 pm–1:30 pm

### **Break for Lunch**

1:30 pm–3:00 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 to maximize cash collections and effectively manage accounts receivables. This session will include case studies.

**Ray Jorgensen**, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.8 CPE/ 1.5 CEU

3:00 pm–3:15 pm

### **Break**

3:15 pm–4:30 pm

### **Health Center Enrollment/Credentialing... Avoidable Negligence**

Does your health center comply with HRSA Compliance Manual Chapter 5 (e.g., vetting providers BEFORE they see patients?). Is CAQH a definitive source or provide attestation? Why is the Medicare/Medicaid provider exclusion list important? What's the difference between Locum Tenens and "Incident to" billing? Why can't we bill new providers under another employed provider's NPI? Attend this session to get answers to these questions and more. Too many health centers are unaware of the liabilities, and lost income, resulting from not optimally, accurately, and/or completely enrolling providers with targeted health plans. The money lost is real as is the potential illegal activity resulting from being misinformed.

**Ray Jorgensen**, President, Ray Jorgensen Consulting and Partner at PMG Credentialing

1.5 CPE/ 1.25 CEU

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# 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	\$875 per person (if received by May 22, 2024)	\$ _____
Regular Registration	\$975 per person (if received after May 22, 2024)	_____

### 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 your form after May 16, 2024 or fax after May 22, 2024.**



## Revenue Cycle 360°

June 5 - 6, 2024

In-Person

### Three Ways To Register:



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://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 16, 2024.**



#### FAX

Send registration form with credit card information to  
(301) 347-0457. **Fax Registration  
by May 22, 2024.**

**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 22, 2024.

- Cancellations received on/before May 22, 2024, will be assessed a \$100 processing fee.
- Cancellations received after May 22, 2024 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 and Technical Assistance Department at [trainings@nachc.org](mailto:trainings@nachc.org).