

MONDAY, MARCH 30, 2015

	Breakfast (<i>on your own</i>)
7:30 – 8:30 am	Registration
8:00 – 5:00 pm	CONFERENCE VENDORS: Mon. & Tues. only (Foyers)
8:30 – 9:30 am	RHC 101: THE LEAST YOU NEED TO KNOW – <u>Jim Estes</u> (Regency BR East) <ul style="list-style-type: none"> • Participants will receive a broad outline of the basic regulatory requirements which affect RHC operations. • Participants will learn from Q&A about issues such as RHC billing, management & policies, with new staff emphasis. • Participants will increase their understanding of the often confusing and frustrating day-to-day management of the RHC.
9:30 – 10:30 am	DEVELOPING AN RHC MANUAL – <u>Robin VeltKamp</u> <ul style="list-style-type: none"> • Attendees will gain an understanding of key items surveyors require to see documentation in regards to compliance. • Attendees will gain an understanding of preparing an operating RHC manual to assist with managing the RHC • Attendees will gain an understanding of maintaining this operating RHC manual
10:30 – 11:00 am	Networking Break (Foyers)
11:00 – 12:00 pm	SURVEY & RECERTIFICATION – <u>Tom Terranova</u> <ul style="list-style-type: none"> • Participants will learn requirements for certification as an RHC • Participants will learn about the recertification process • Participants will learn what inspectors are looking for when they inspect your clinic for certification or recertification.
12:00 – 1:15 pm	Lunch (provided in Rio Grande Center & West and Garden Terrace)
1:15 – 2:15 pm	LEGISLATIVE UPDATE – <u>Bill Finerfrock</u> <ul style="list-style-type: none"> • Participant will learn about the latest legislative issues likely to affect them • Participant will learn about regulative issues likely to affect them • Participant will learn about the impact of the Patient Protection & Affordable Care Act (PPACA) on Hospitals and RHCs
2:15 – 3:15 pm	HOT TOPICS & EMERGING ISSUES – <u>Julie Quinn, Charles James, Jim Estes</u> <ul style="list-style-type: none"> • Participants will learn about CHOWS & considerations before moving your RHC • Participants will learn about recruitment & retention of physicians, PAs, & NPs • Participants will learn from questions & answers during the “Ask the Experts” segment
3:15 – 3:45 pm	Networking Break (Foyers)
3:45 – 4:45 pm	BEST PRACTICES (Clinic Administrators walk through their Annual Program Eval) <u>Gail Nickerson & Marty Bennett</u> <ul style="list-style-type: none"> • Learn how QAPI can be used as the annual evaluation of the RHC • Learn what information should be collected for the annual evaluation • Learn how to monitor the QAPI projects

TUESDAY, MARCH 31, 2015

	Breakfast (<i>on your own</i>)	
7:30 – 8:30 am	Registration (<i>for those who didn't register already on Monday</i>)	
8:00 – 5:00 pm	CONFERENCE VENDORS: Mon. & Tues. only (Foyers)	
8:30 – 9:30 am	RHC BILLING FOR INDEPENDENTS – <u>Charles James</u> <ul style="list-style-type: none"> • Learn about RHC & non-RHC services and locations • Learn mental hlth billing & bundling incident-to services • Learn about Independent vs. PB & specialists in the RHC • Learn about preventive services, Medicare as secondary payer, & RHC payments • Learn about claim form completion and revenue codes 	BEING EMOTIONALLY SOLID IN A HIGH PRESSURE ENVIRONMENT – <u>Don Alan Lucas</u> <ul style="list-style-type: none"> • Learn to maximize critical thinking & decision-making. • Learn stress & tension management techniques, increase productivity, & promote a healthy work environment. • Learn how managers & staff impact attracting & retaining patients, enhance team productivity, retaining key staff
9:30 – 10:30 am	RHC BILLING FOR PROVIDER BASED – <u>Janet Lytton</u> <ul style="list-style-type: none"> • Learn How PB RHCs bill Non-RHC Services • Learn How PB RHCs bill Preventive Services • Learn What PB RHCs Do with "Incident To" Services? 	PRACTICE MANAGEMENT ISSUES – <u>Marty Bennett</u> <ul style="list-style-type: none"> • Time mgm techniques for those with multiple job roles • Tips for team building and task delegation • Tools to assist in A/R oversight and management
10:30 – 11:00 am	Networking Break (Foyers)	
11:00 – 12:00 pm	RHC COST REPORTING – <u>Jeff Bramschreiber</u> <ul style="list-style-type: none"> • Participants will learn Medicare cost report requirements • Participants will understand the key information required to complete a cost report. • Participants will learn opportunities to improve quality of cost reporting that may result in higher reimbursement. 	UNDERSTANDING & SOLVING PEOPLE PROBLEMS – <u>Deborah Marshall</u> <ul style="list-style-type: none"> • Identify people problems that are keeping you stuck • Learn a proven 5-step process to resolve these problems • Learn why the concept of creating 'safety' is so important
12:00 – 1:15 pm	Lunch (on your own) There are multiple restaurants within walking distance on the Riverwalk.	
1:15 – 2:15 pm	ICD-10-CM – <u>Patty Harper & Robin VeltKamp</u> <ul style="list-style-type: none"> • Learn the managerial and clinical impact of ICD-10 implementation including a readiness timeline. • Learn the differences between ICD-9 & ICD-10 code sets. • Learn interactively during the presentation using coding examples and practical scenarios. 	STAGE 2 MEANINGFUL USE – <u>Nadine Robin</u> <ul style="list-style-type: none"> • Participants will learn the deadlines, phasing & participation requirements for the Meaningful Use program. • Participants will learn 2014 MU requirements for 1 & 2. • Participants will learn various methods for achievement of care transition measure.

TUESDAY *continued...*

<p>2:15 – 3:15 pm</p>	<p>DDE/FISS TRAINING (Direct Data Entry) Novitas – <u>Nichole Rains</u></p> <ul style="list-style-type: none"> • Participants will become comfortable with the functions within the Fiscal Intermediary Standard System (FISS) • Participants will learn how and when to prepare and submit claim adjustments or cancels • Participants will examine a Return to Provider (RTP) claim, and we will discuss how to fix the claim 	<p>PHYSICIAN COMP: Moving from RVU to Quality Based – <u>Charles James</u></p> <ul style="list-style-type: none"> • Participants will learn about moving away from fee-for-service payments for volume to payments for quality through review of CMS recent announcements • Participants will learn about CMS proposed timelines • Participants will learn the types of quality measures • Participants will learn about the data requirements from providers & clinics 	
<p>3:15 – 3:45 pm</p>	<p>Networking Break (Foyers)</p>		
<p>3:45 – 4:45 pm</p>	<p>Regency Ballroom East MAC DISCUSSIONS: Novitas <u>Kim Robinson</u></p>	<p>Live Oak MAC DISCUSSIONS: Noridian</p>	<p>Rio Grande Center + West MAC DISCUSSIONS: WPS <u>Aileen Sigler</u></p>
	<ul style="list-style-type: none"> • Participants will discover the top 10 billing errors, denials & rejections • Participants will learn the proper process to receive reimbursements • Participants will learn who to contact should they encounter issues 		

WEDNESDAY, APRIL 1, 2015

	<p>Breakfast (on your own)</p>	
<p>8:30 – 9:45 am</p>	<p>UNCOVERING OPPORTUNITIES for Improvement through Data Analysis – <u>Jeff Bramschreiber</u></p> <ul style="list-style-type: none"> • Participant will learn a structured approach to assessing the Operational effectiveness of RHC operations • Participant will learn how to use key industry metrics & data commonly found within your current systems • Participant will learn through case studies how an assessment can lead to closer alignment of the goals within the organization 	
<p>9:45 – 10:45 am</p>	<p>TELEHEALTH – <u>Christine Martin</u></p> <ul style="list-style-type: none"> • Participant will learn about best practices and the importance of applying best practices in a rural telehealth program • Participant will learn how to understand and identify reimbursement opportunities • Participant will learn mechanisms to monitor and assess program performance 	
<p>10:45 – 11:00 am</p>	<p>Networking Break (Foyers)</p>	
<p>11:00 – 12:00 pm</p>	<p>INFORMATION SYSTEMS SECURITY & HIPAA – <u>Sarah Badahman</u></p> <ul style="list-style-type: none"> • Learn about contingency planning • Learn about security incidents and breaches : types and identification • Learn about security incidents and breaches: remediation and reporting 	