

LeadingAge™ Minnesota

2016

BILLING



UNIVERSITY

A two-day intensive learning experience for care center business office staff

August 10-11

University of Minnesota Continuing
Education and Conference Center
1890 Buford Avenue, St. Paul, MN
612.624.3245

Sponsored by

LeadingAge™ MN
Savings & Solutions Center

Audience:

- Care center business office staff who are new to their positions.
- Experienced care center business office staff who want to update their knowledge in the ever changing financial environment.

Purpose:

This educational program is specifically designed to improve the financial health of Minnesota's care centers by equipping business office staff with the knowledge, skills and resources necessary to capture appropriate reimbursement and revenue for services and care provided. The "university" in the program's title refers to the core curriculum that is offered each year, with updated information to reflect what's going on within the long-term care provider community.

DAY 1 - WEDNESDAY, AUGUST 10, 2016

8:30 a.m. **Registration and Continental Breakfast**

9 a.m. **Welcome and Introductions**

The Care Center Business Office: An Operational Overview

- Briefly discuss what Minnesota's payment reform means to long-term care providers.
- Discuss the role and responsibilities of business office staff in helping to capture the appropriate reimbursement and revenue for services provided.
- Identify key operational approaches and systems that need to be in place to help you manage payment from multiple sources.
- Receive updated information on key trends influencing LTC reimbursement in the near and longer term.

Presenters: JEFF KING, CFO, Three Links, Northfield; and JEFF BOSTIC, Director of Data and Financial Policy, LeadingAge Minnesota, St. Paul

9:45 a.m.

Minnesota's Managed Care Options for Seniors and Your Care Center

- Understand the differences between Minnesota Senior Care (MSC), Minnesota Senior Care Plus (MSC+) and Minnesota Senior Health Options (MSHO) and what LTC services they pay for – or don't.
- Know who can enroll in the MSHO program.
- Appreciate how timely and accurate filing of paperwork to the county impacts payment.
- Describe potential changes coming to the managed care programs.
- Learn about spend down requirements and various ways of implementing them working with different payers including DHS and health plans.

Presenter: SUE KVENDRU, MSHO Project Manager, Minnesota Department of Human Services, St. Paul

10:45 a.m. **Break**

11 a.m.

Minnesota's Managed Care Options for Seniors and Your Care Center (cont'd)

11:45 a.m. **Lunch**

12:45 p.m.

Medicare Reimbursement

- Hear the latest updates from Medicare and National Government Services (NGS) including information that impacts Skilled Nursing Facilities.
- Discuss the provider enrollment revalidation process in light of the cycle two currently taking place.
- Examine the Medical Review Process and Appeals so you can understand the process and types of reviews conducted by NGS.
- Refresh your knowledge about billing guidelines for Benefits Exhaust and No Pay Claims.
- Identify important resources available through NGS and CMS that you can access to help improve your operations, train staff and capture appropriate revenue for services provided.

Presenter: KIM THOMAS, CPC, Provider Outreach and Education Consultant, National Government Services, Indianapolis, Ind.

2 p.m. **Break**

2:15 p.m.

Medicare Reimbursement (cont'd)

3:15 p.m. **Adjourn for the day**



DAY 2 - THURSDAY, AUGUST 11, 2016

8 a.m. **Check in for the day and continental breakfast**

8:30 a.m.

Reminders and Updates from the Minnesota Department of Human Services

- Rate changes: when and why they happen and what to do to ensure your facility doesn't lose out on revenue due to a change in your Medicaid rates.
- Medical Assistance in the nursing facility: verifying eligibility and working with the counties.
- Review of long-term care insurance policies: how to track coverage and ensure your facility receives payment for residents covered by such policies.
- Understanding bed hold.
- How and why to access the DHS Nursing Facility Provider Portal.
- Private rooms and payment under Medicaid; a review of facility and recipient eligibility and the authorization process.

Presenters: KIM BRENNE, Audit Director; and GREG LEAHY, State Program Administrator, Nursing Facility Rates and Policy, Minnesota Department of Human Services, St. Paul

10:15 a.m. **Break**

10:30 a.m.

Successfully Billing Tricky Claims

- Refresh your knowledge on how to handle Special Bills – including Demand Bills, Benefits Exhausted Claims, Shadow Bills, 210 Bills and No Three Day Stay Bills.
- Consider Medicare Secondary Payer (MSP) claims and what you need to know to reduce mistakes.
- Review Part A therapy claims/rehabilitation RUGS and why timely filing is so important.
- Describe what you need to do to submit correct Part B therapy claims.
- Discuss consolidated billing and what can cause challenges for care center billing office staff.

Presenter: CINDY YOUNGBLOM, Accounts Receivable Consultant, Three Links, Northfield

Noon

Lunch

1 p.m.

Legal Strategies for Managing Your Accounts Receivables

- Learn how to manage accounts receivable and reduce bad debt.
- Review accurate information upon admission to identify financial responsibility.
- Discuss the “last resort” options for non-payment including discharge and transfer.
- Understand current trends in care center non-payment issues.

Presenter: APRIL BOXETH, Attorney, Voigt, Rodè and Boxeth, St. Paul

2:15 p.m. **Break**

2:30 p.m.

Best Practices in the Business Office To Help Reduce Your Accounts Receivables

- Recognize the importance of securing accurate information upon admission to the care center – all insurance cards, updated Power of Attorney (POA), valid phone numbers and address.
- Learn what financial matters should be discussed with the POA related to resident/financial paperwork.
- Improve how you handle the remit advice – reviewing for payment, denials, rejections, coinsurance, deductibles and co-pays.
- Understand the difference between a denied claim and a rejected claim.
- Know how to manage the timely filing of all insurance.
- Take home practical tips and ideas for improving your collections process.

Presenter: LAURA J. MACK, Accounts Receivable Consultant, Three Links, Northfield

3:30 p.m. **Adjourn**



REGISTRATION INFORMATION

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This in-depth educational program is designed to be attended in its entirety and for both days. The registration fee includes a comprehensive course manual, lunches and refreshment breaks.

FEES

LeadingAge Minnesota Members - **\$280** per person

Prospective Members - **\$320** per person

CEUs

Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators for clock hours. Participants may also request a general certificate of attendance after attending the conference.

ACCOMMODATIONS

A block of sleeping rooms has been reserved at the Radisson in Roseville (651.636.4567) in the LeadingAge Minnesota name. To receive the special rate of \$109 per night, be sure to mention the group name and reserve rooms at your earliest convenience. Room block expires Monday, August 1, 2016.

LOCATION

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REGISTRATION INFORMATION

HOW TO REGISTER:

LeadingAge Minnesota Members:

Register online at www.LeadinAgeMN.org/calendarschedule.aspx

You will need your member Username and Password. If you do not know your password, you may reset it on the login page by clicking "Forgot your Password?"

Prospective Members: Please contact Brenda Keo at 651.603.3559.

How to Know If You Are Registered

Confirmation of program registration is sent by e-mail within three (3) working days upon receipt and will include a paid statement or an invoice for unpaid registration. A second confirmation e-mail will be sent with detailed information about the program. Contact Brenda Keo bkeo@leadingagemn.org if your registration has not been confirmed within three (3) working days.

Registration cut-off date and cancellation notice: August 5, 2016. LeadingAge Minnesota reserves the right to cancel this program.

FOR FURTHER INFORMATION;

Questions about the program: Heidi Simpson hsimpson@leadingagemn.org

Registration questions: Brenda Keo bkeo@leadingagemn.org

Local calls: 651.645.4545 • Toll free: 800.462.5368



BILLING UNIVERSITY

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