

LeadingAge™ Minnesota

2017

BILLING



UNIVERSITY

A two-day intensive learning experience for new care center business office staff and current business office staff who want to enhance their core knowledge and skills.

July 11-12

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

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 - TUESDAY, JULY 11, 2017

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.

Effective Strategies for Working with Health Plans/Managed Care Companies

- Gain insights on how Managed Care plans work and their varied billing requirements.
- Hear about the latest trends in rejected claims so that you can avoid the same results.
- Identify strategies you can use to improve communications with health plans to capture appropriate reimbursement for services provided.

Presenter: **Kim Conner**, Principal, Pope & Conner Consulting Inc., Hudson, Wisc.

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

12:45 p.m.

Medicare Reimbursement

- Become familiar with new developments with Medicare and National Government Services (NGS) - including information that affects skilled nursing facilities.
- Know how to improve claim processes and decrease errors.
- Discuss what you need to know about outpatient therapy services.
- Identify important resources available through NGS and CMS that you can access to help improve your operations, train staff and save yourself a call to Medicare.

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 - WEDNESDAY, JULY 12, 2017

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

- Discuss what is included in the nursing facility daily rate.
- Learn how to identify separately billable supplies and medications.
- Walk through interpreting your rate notices from DHS and learn about upcoming changes to the rate notices.
- Review resident notification requirements related to billing practices.

*Presenters: **Kim Brenne**, Audit Director; **Alicia Harrington**, State Program Administrator Principal; 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.

Reminders and Updates from the Minnesota Department of Human Services (cont'd)

11:30 a.m. **Lunch**

12:15 p.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: **Kim Conner***

1 p.m. **Break**

1:15 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: **Kim Conner***

3:15 p.m. **Adjourn**



REGISTRATION INFORMATION

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 \$109 per night, be sure to mention the group name and reserve rooms at your earliest convenience. **The room block expires on June 23, 2017.**

LOCATION

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1890 Buford Avenue, St. Paul, MN
612.624.3245

FOR FURTHER INFORMATION;

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

Registration questions: Ashley Peterka apeterka@leadingagemn.org

Local calls: 651.645.4545 • Toll free: 800.462.5368



REGISTRATION INFORMATION

FEES

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

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

REGISTRATION INFORMATION

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, continental breakfasts, lunches and refreshment breaks.

HOW TO REGISTER:

Register online at <https://www.leadingagemn.org/education-events/> with your member username and password. For assistance, contact Ashley Peterka at apeterka@leadingagemn.org. Confirmation of program registration is sent by email within 3 working days and will include a paid statement or an invoice for unpaid registration.

CUT-OFF DATE/CANCELLATION NOTICE: July 5, 2017. All cancellations must be made in writing and are subject to a \$25 processing fee. No-shows will be billed the full registration fee. LeadingAge Minnesota reserves the right to cancel this program.



BILLING UNIVERSITY

LeadingAge Minnesota
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St. Paul, MN 55114-1900

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