

*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*

LeadingAge™
Minnesota

2018 Billing University

August 8-9, 2018

**University of Minnesota
Continuing Education and
Conference Center,
Saint Paul**

2018 Billing University

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.

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.

SCHEDULE OF EVENTS

DAY 1 – Wednesday, August 8, 2018

8:30 a.m. Registration and Continental Breakfast

9 a.m. Welcome and Introductions

The Care Center Business Office: An Operational Overview

- 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.

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.
- Receive an update on the DHS 4461 Form Revision Work Group.

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 Medicare Advantage and MSHO Plans**

- Gain insights on how Managed Care plans work and their varied billing requirements.
- Identify strategies you can use to avoid common claim rejections.
- Learn how to improve communications with health plans to capture appropriate reimbursement for services provided.

Kim Conner, Principal, Pope and Conner Consulting Inc., Hudson, Wisc.

11:45 a.m. Lunch

12:45 p.m. **Medicare Reimbursement**

- Receive the latest information on the New Medicare Card Project and the likely impact on your Skilled Nursing Facility (SNF).
- Discuss the 2018 updates and initiatives from the Center for Medicare and Medicaid Services (CMS) and National Government Services (NGS).
- Obtain what you need to know about Targeted Probe and Educate (TPE).
- Become familiar with the top errors and appeals impacting SNFs in Minnesota.
- Describe the “self-service” tools and resources that are available on the NGS website that are designed to assist SNF staff.

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 9, 2018

8 a.m. Check-in for the day and Continental Breakfast

8:30 a.m. **Updates from the Minnesota Department of Human Services**

- Discuss provider requirements related to rate change notifications to residents.
- Receive an overview of the types of bad debt – the kind that may be considered allowable on the Medicaid Cost Report, and the documentation the provider is required to have and maintain when claiming Medicaid bad debt.
- Describe what nursing supplies are typically included in the nursing facility daily rate and which items are separately billable. Identify the resources available to assist providers in understanding what items go where.
- Know how to successfully submit an accurate and complete private room authorization request to DHS.
- Understand how to utilize the DHS MNITS eligibility system effectively.
- Outline the timely claims filing requirements.
- Describe the impacts Long-Term Care Insurance can have on your facility.

Kim Brenne, Audit Director; **Shelly Jacobs**, 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. **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.

Kim Conner, Principal, Pope and Conner Consulting, Inc., Hudson, Wisc.

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.

April Boxeth, Attorney/Partner, 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.

Kim Conner, Principal, Pope and Conner Consulting Inc., Hudson, Wisc.

3:15 p.m.

Adjourn



LOCATION

University of Minnesota Continuing Education Center
1890 Buford Avenue • St. Paul, MN 55108

ACCOMODATIONS

A block of sleeping rooms is reserved at the Radisson in Roseville in the LeadingAge Minnesota name at the special rate of \$109 plus tax. **Reserve rooms by July 23, 2018** and mention the LeadingAge Minnesota block. Call 800.333.3333 to book.

CONTINUING EDUCATION CREDITS

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

CONFERENCE REGISTRATION 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.

Register online at <https://store.leadingagemn.org/eventlist> with your member user name and password. Confirmation of program registration is sent by email within 3 working days and will include a paid statement or an invoice for unpaid registration. Contact Ashley Rogers arogers@leadingagemn.org for registration assistance or if your registration has not been confirmed.

CUT-OFF/CANCELLATION

Registration is limited and on a first-received basis. The registration **cut-off date/cancellation deadline is August 2, 2018**. All cancellations must be made in writing and are subject to a \$25 processing fee. No-shows will be billed the full conference or workshop fee. LeadingAge Minnesota reserves the right to cancel any the conference or program session.

FOR FURTHER INFORMATION

Ashley Rogers, Education Coordinator arogers@leadingagemn.org 651.603.3559

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