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

2020 Billing University

For Care Centers

August 12-13, 2020

Sponsored by

Guardian pharmacy *Minnesota*

2020 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 happening within the long-term care provider community. This year, because of COVID-19 related concerns, the conference is segmented into live webinars and is to be attended as a whole event.

Audience

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

SCHEDULE OF EVENTS

DAY 1 – Wednesday, August 12, 2020

8:30 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 and payment changes impacting LTC reimbursement in the near and longer term including the impact of the COVID-19 emergency on billing office operations, evolving changes in payment systems such as value-based reimbursement (VBR), the Patient Driven Payment Model (PDPM) and VA payment.

Jeff Bostic, Director of Data and Financial Policy, LeadingAge Minnesota, St. Paul

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

- Understand the differences between Minnesota Senior Care Plus (MSC+) and Minnesota Senior Health Options (MSHO) and what LTC services they do and don't pay for.
- 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 how to implement them working with different payers including DHS and health plans.

Sue Kvendru, MSHO Project Manager, Minnesota Department of Human Services, St. Paul

10 a.m. Break

10:15 a.m.

Medicare Advantage Update

- Hear about the latest Medicare Advantage trends.
- Discuss the environmental scan on Medicare Advantage enrollment in Minnesota.
- Describe Institutional Special Needs Plan activity in Minnesota.
- Receive an update on Supplemental Benefits being offered by Minnesota Health Plans.

Jonathan W. Lips, Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul

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 to avoid common claim rejections.

Kim Conner, Principal, Pope & Conner Consulting Inc., Hudson, Wis.

11:45 a.m. Extended Break

2:30 p.m.

Medicare Reimbursement

- Discuss the SNF Patient Driven Payment Model (PDPM) and the most current information.
- Learn about 2020 updates and initiatives from the Centers for Medicare and Medicaid Services (CMS) and National Government Services (NGS).
- Provide the latest information and resources for the Public Health Emergency (PHE) and COVID-19.

Kim Thomas, CPC, Provider Outreach and Education Consultant, National Government Services, Indianapolis, Ind.

4 p.m. Adjourn for the Day

DAY 2 – Thursday, August 13, 2020

8:30 a.m.

Updates from the Minnesota Department of Human Services – Part 1

- Know how to successfully submit an accurate and complete private room authorization request to DHS.
- Understand how to effectively utilize the DHS MNITS eligibility system.
- Outline the timely claims filing requirements.
- Learn about upcoming training opportunities for new billing staff.
- Discuss some of the ways that COVID-19 has changed the work of the business office staff.
- Receive an overview of the types of bad debt.
- Identify the responsibilities of the Resident Trust Fund management that often fall within the business office.
- Describe what nursing supplies are typically included in the nursing facility daily rate and which items are separately billable.

Kim Brenne, Audit Director; Shelly Jacobs, State Program Administrator, Principal, Aging and Greg Leahy, State Program Administrator, Nursing Facility Rates and Policy, Minnesota Department of Human Services, St. Paul

9:45 a.m. Break

10 a.m.

Updates from the Minnesota Department of Human Services – Part 2

11:15 a.m. Break

11:30 a.m.

DHS Hot Topic Coaching Room

Join us for a live Coaching Room to discuss topics from the DHS Updates sessions. Presenters Kim Brenne, Shelly Jacobs and Greg Leahy will respond to your most pressing questions.

Noon Break

1 p.m.

Legal Strategies for Managing Your Accounts Receivables

- Learn how to manage accounts receivables 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, Boxeth and Coffin, LLC, St. Paul

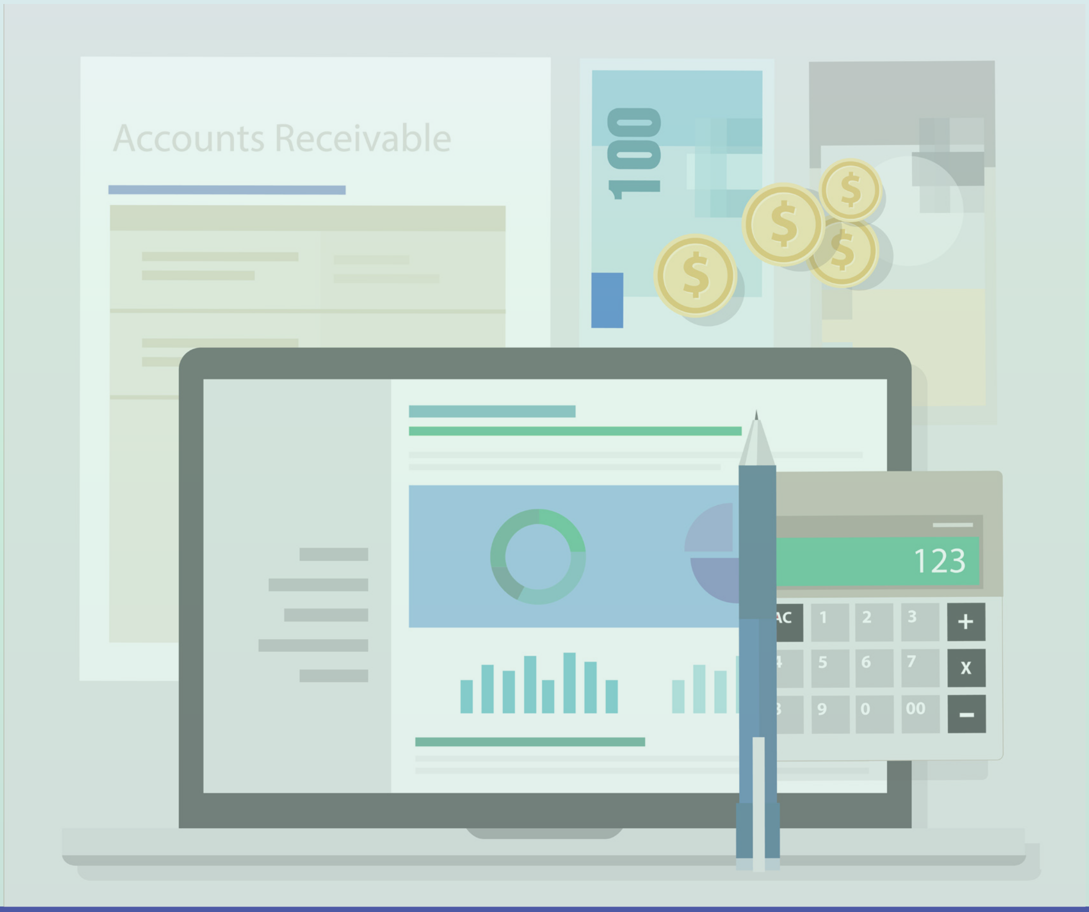
2 p.m. Break

2:15 p.m. **Accounts Receivables Best Practices and Billing Tricky Claims**

- 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.
- Understand the importance of issuing the correct Non-Coverage Notice.
- 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.
- Describe how to correctly submit MSP & Part B therapy claims.

Kim Conner, Principal, Pope & Conner Consulting Inc., Hudson, Wis.

3:15 p.m. Conference Adjourns



CONTINUING EDUCATION CREDITS

This program has been designed to meet the CEU approval criteria for the Minnesota Board of Executives for Long Term Services and Supports (MN-BELTSS). Participants may also request a general certificate of attendance. CEUs are earned by participating in the live polling questions, and only for the individual registered.

HANDOUTS

Participants will receive links to electronic handouts before the conference.

CONFERENCE REGISTRATION FEES

LeadingAge Minnesota Members – **$290 per person**
Prospective Members – **$340 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 set of handouts provided electronically.

Click **here** to register online. Contact Ashley Rogers at arogers@leadingagemn.org for assistance or if your registration has not been confirmed.

CUT-OFF/CANCELLATION

Register/cancel by August 7, 2020. Cancellations must be made in writing and are subject to a $25 processing fee. LeadingAge Minnesota reserves the right to cancel this conference or any individual sessions.

FOR FURTHER INFORMATION

Ashley Rogers, Education Coordinator arogers@leadingagemn.org 651.603.3559