



**LeadingAge**<sup>®</sup>  
*Minnesota*

# **2021 Billing University *For Care Centers***

**August 10-11, 2021**

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

# 2021 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 same core curriculum that is offered each year, with updated information to reflect what's happening within the long-term care provider community. It is designed to be attended as a two-day 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 – Tuesday, August 10, 2021

8:30 a.m.

#### **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 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.
- Learn about spend down requirements and how to implement them working with different payers including DHS and health plans.
- Hear about a future RFP for MSHO/MSC+ and SNBC that will be issued in the fall of 2021 for January of 2023.
- Receive the latest information on who can become a licensed HMO in Minnesota that was the result of a change in law earlier this summer.

*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

- Learn about the 2021 updates and initiatives from the Centers for Medicare and Medicaid Services (CMS) and National Government Services (NGS).
- Receive the latest updates on COVID-19.
- Discuss the Top Claim Errors impacting skilled nursing facilities in Minnesota.

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

4 p.m.

Adjourn for the Day



## DAY 2 – Wednesday, August 11, 2021

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.
- Discuss some of the ways that COVID-19 has changed the work of the business office staff.
- Review the bad debt reporting requirements of DHS.
- Identify the responsibilities of the Resident Trust Fund management that often fall within the business office.
- Learn how to accurately report the facility resident census days to DHS.

*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**

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.
- Receive an update about Minnesota Governor Orders as they relate to terminations and garnishment.

*April Boxeth, Attorney/Partner, and Aaron Sagedahl, Attorney, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

2 p.m.

Break

2:15 p.m.

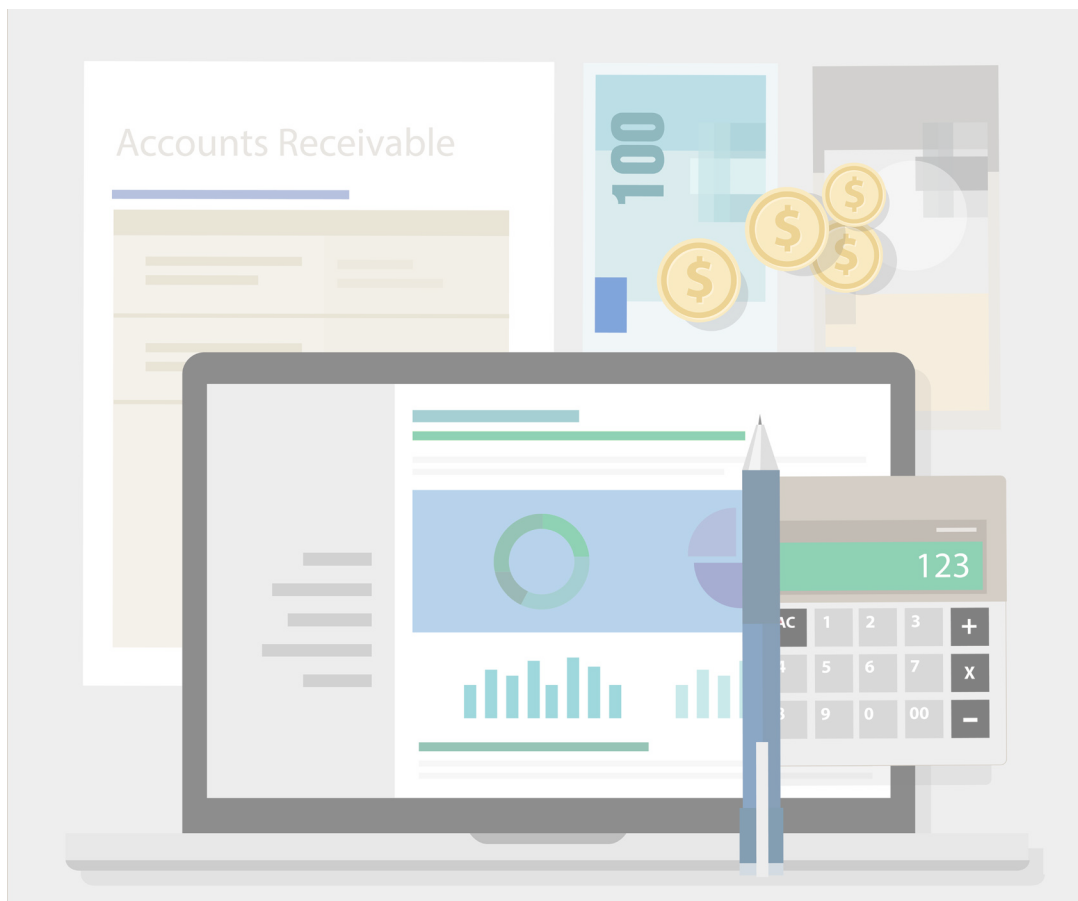
## Accounts Receivables Best Practices and Billing Tricky Claims

- 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 addresses.
- 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 the Public Health Emergency (PHE) affected SNF billing, including the three-day waiver, telehealth etc.

*Kim Conner*

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 only for the individual registered.

## 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 in the LeadingAge Minnesota Learning Center.

**REGISTER HERE**

Contact Ashley Rogers at [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) for assistance or if your registration has not been confirmed.

## CUT-OFF/CANCELLATION

Register/cancel by 1 p.m. on August 9, 2021. Cancellations must be made in writing and are subject to a \$25 processing fee. LeadingAge Minnesota reserves the right to cancel this virtual event or any individual sessions.

## FOR FURTHER INFORMATION

Ashley Rogers, Education Coordinator [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) 651.603.3559

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