

# BILLING BASICS FOR CARE CENTERS

LeadingAge<sup>®</sup>  
Minnesota

A webinar series  
July 19-20



## Purpose

This educational webinar series is designed to improve the financial health of Minnesota's care centers by equipping new business office staff with the knowledge, skills, and resources necessary to capture appropriate reimbursement and revenue for services and care provided.



## PROGRAM SCHEDULE

Wednesday, July 19

### Module #1 – Overview of Care Center Business Office Operations

8:30 – 9:30 a.m.

- Identify the responsibilities of business office staff in helping to capture the appropriate reimbursement and revenue for services provided.
- Describe the variety of payers for care center services – who they are, the basics of what they cover, and under what parameters.
- Discuss key operational approaches and systems that need to be in place to help you manage payment from multiple sources.
- Become familiar with the eligibility criteria necessary to determine primary payor for services prior to being rendered.

*Jeff King, Vice President of Finance, Allison Kirchgatter, Accounts Receivable Consultant, Susan Reyerson, Accounts Receivable Consultant, and Cindy Youngblom, Accounts Receivable Consultant, Cassia, Edina*

### Module #2 – Working with Managed Care Plans

10 – 11 a.m.

- Identify the differences between Minnesota Senior Care Plus (MSC+) and Minnesota Senior Health Options (MSHO) and what long term care services they do and don't pay for.
- List who the MSHO program is designed to serve.
- Describe how required authorizations and accurate and timely filing of paperwork impact receiving payment.
- Discuss spend down requirements and how to implement them working with different payers including DHS and health plans.
- Take away effective strategies for working with Medicare Advantage and MSHO Plans.

*Jeff King, Allison Kirchgatter, Susan Reyerson, and Cindy Youngblom*

### Module #3 – How to Submit a Bill to DHS for Payment Through MN-ITS

11 a.m. – 1 p.m.

- Describe the process skilled nursing facilities (SNFs) need to follow to submit claims for payment to DHS using the MN-ITS system.
- Describe how to successfully submit the following types of bills to DHS: room and board, room and board with leave days, and co-insurance/third-party insurance.
- Demonstrate how to check for eligibility for Medicaid Fee-For-Service (FFS) or for a Managed Care Organization (MCO).
- Identify the types of resources DHS has to help billing office staff increase their ability to use the MN-ITS system effectively.

*Hank F. Ulrich, Provider Training and Relations, Medicaid Payments and Provider Services, Minnesota Department of Human Services, St. Paul*

Thursday, July 20

#### **Module #4 – Legal Strategies for Managing Accounts Receivables**

8:30 – 9:45 a.m.

- Explain how to manage accounts receivables and reduce bad debt.
- Implement strategies to gather accurate information up front and upon admission to identify who is responsible for payment of services.
- Discuss the last resort options for non-payment including discharge and transfer.
- Describe current trends in care center non-payment issues.

*Rob Rodè, Attorney and Partner, Voigt, Rodè, Boxeth and Coffin LLC, St. Paul*

#### **Module #5 – Effective Strategies for Capturing Accurate Reimbursement for Services Provided**

10:15 – 11:30 a.m.

- Identify potential problems and effective solutions in capturing accurate reimbursement for services provided.
- Discuss how getting essential financial information upon admission, including how to partner with social services staff, prevents future reimbursement problems.
- Explain the necessity of following up on “tricky claims” and how not doing so can negatively impact payment.
- Implement strategies and resources to help capture accurate reimbursement your organization is due for services provided.

*Speaker to be announced*

#### **Module #6 – Medicare Billing**

Noon – 1 p.m.

- Describe the process SNFs need to follow to submit claims for payment to NGS for Part A stays.
- Identify how to bill for Medicare Part B services that SNFs can provide, such as telehealth, therapy, vaccines, etc.
- Demonstrate how to determine eligibility for Medicare coverage and the forms to use to notify of lack of coverage or end of coverage.

*Kathy Mersch, Provider Outreach @ Education Consultant/Special Services Representative, National Government Services Inc. Fortville, Ind.*



## Suggested Audience

New billing office staff in care centers.

## CEUs

*Eligible for 7 clock hours*

This webinar series has been designed to meet the CEU approval criteria for the Minnesota Board of Executives for Long Term Services and Supports (MN-BELTS). Participants may also request a general certificate of attendance. CEUs are earned only for the individual registered.

## Cut-Off/Cancellation

Registration cut-off date/cancellation deadline is 5 p.m. on July 17, 2023. Cancellations must be made in writing and are subject to a \$25 processing fee. No-shows will be billed the full webinar series fee. LeadingAge Minnesota reserves the right to cancel this webinar series.

## Registration Information

LeadingAge Minnesota Members – \$195 per connection

Prospective Members – \$235 per connection

## For Further Information

Olivia Scott, Events & Education Coordinator, at

[oscott@LeadingAgeMN.org](mailto:oscott@LeadingAgeMN.org) or 651.603.3559 for assistance or if your registration has not been confirmed.

**REGISTER HERE**

