

2019 NARHC SPRING INSTITUTE AGENDA

TUESDAY, MARCH 19, 2019

5:00 – 6:00 pm **EARLY REGISTRATION** – *For those who want to beat the crowd on Wednesday*

WEDNESDAY, MARCH 20, 2019

PRE-CONFERENCE -- For Those New to the RHC World!

There is **no additional charge** to attend the Pre-Conference which is geared toward beginners. RHC veterans may wish to attend as a review. If not, please arrive by 11:30 am to register!

	Breakfast (<i>on your own</i>)	
7:30 – 8:30 am	REGISTRATION (Regency Foyer)	
7:30 – 3:30 pm	CONFERENCE EXHIBITORS – <i>first 2 days only</i> (Foyers)	
8:30 – 8:40 am	APP TUTORIAL & CONFERENCE WELCOME (Regency BR East) – <u>John Gill</u>	
8:40 – 9:35 am	RHC BEGINNING BILLING 101 – <u>Charles James Jr.</u> <ul style="list-style-type: none"> Discover this basic overview of RHC billing, reimbursement & compliance Learn basic RHC definitions, location requirements, services, & providers Understand the basics of reporting RHC claims, encounter rates, CPT, & modifier usage Distinguish Provider-based from Independent RHCs & know their basic differences Discuss the process of becoming an RHC, maintaining RHC compliance, & regulatory compliance resources 	
9:35 – 10:30 am	RHC MEDICARE COST REPORTING 101 – <u>Katie Jo Raebel</u> <ul style="list-style-type: none"> Learn the elements of the cost report by worksheet Understand how the information provided to complete your cost report affects your clinic's reimbursement Review a list of items you should look over on your own Medicare cost report 	
10:30 – 11:00 am	Networking Break (Foyers)	
11:00 – 12:00 pm	RHC COMPLIANCE 101 – <u>Elsie Crawford</u> <ul style="list-style-type: none"> Discuss requirements for certification as an RHC Experience a "virtual walk-thru" of a clinic from the inspector's perspective. From the waiting area, exam rooms, injection prep, lab, storage closet, clear to the back door. Learn what DETAILS surveyors will be looking for & what to avoid 	
12:00 – 1:00 pm	Lunch – provided (Rio Grande and Garden Terrace)	
1:00 – 2:00 pm	SHIFT YOUR CLINIC CULTURE TO CREATE A HIGH PERFORMING STAFF – <u>Jeff Harper</u> <ul style="list-style-type: none"> Identify elements of a high performing staff Define the new buzzword, Culture, as it relates to RHCs Identify concrete steps to shift the culture and why we need this for our survival 	
2:00 – 3:00 pm	EMERGENCY PREPAREDNESS IN RURAL SETTINGS – <u>Nicole Coarsey</u> <ul style="list-style-type: none"> Create scenarios that are feasible & relevant to rural areas Develop limited resources or full-scale exercises Learn how to get the most out of your exercises Develop active shooter scenarios 	
3:00 – 3:30 pm	Networking Break (Foyers)	
Break Outs...	Regency BR West	Rio Grande
3:30 – 4:30 pm	TOP 10 DOCUMENTATION CONCERNS IN THE RHC – <u>Sharon Shover</u> <ul style="list-style-type: none"> Review commonly performed RHC services missing medical documentation Review the missing administrative documentation needed for claim submission Understand how the lack of documentation affects the claim payment 	COMMINGLING: CLINIC LAYOUT & COMPLIANCE – <u>Charles James Jr.</u> <ul style="list-style-type: none"> Learn what is & what is not considered commingling Discuss parameters of "carving-out" non-RHC days from schedules Discover if & under what circumstances space sharing between RHCs & non-RHC providers is acceptable Learn how posted hours of operation affect commingling considerations Find difference between defined non-RHC services & commingling

THURSDAY, MARCH 21, 2019

	Breakfast (<i>on your own</i>)	
7:30 – 8:30 am	REGISTRATION (<i>for any who didn't register previously</i>) (Regency Foyer)	
8:00 – 3:10 pm	CONFERENCE EXHIBITORS – <i>first 2 days only</i> (Foyers)	
8:30 – 9:30 am	WASHINGTON UPDATE (Regency BR West) – <u>Bill Finerfrock</u> <ul style="list-style-type: none"> Learn what health policy changes adopted by Congress/the President recently could impact RHCs and your patients Discover what future changes might be happening that could impact your ability to provide quality healthcare Develop an understanding of the health policymaking process & how those changes might affect you & your patient 	

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Break Outs...	Regency BR West	Rio Grande
9:30 – 10:45 am	RHC ADVANCED BILLING – <u>Shannon Chambers</u> <ul style="list-style-type: none"> Understand the correct billing guidelines for office visit and procedures Learn billing for Specialists, RHC as well as Non-RHC service Examine detailed claim examples, and more 	HOW TO MAINTAIN RHC COMPLIANCE 201 – <u>Kate Hill</u> <ul style="list-style-type: none"> Understand how to organize the clinic operationally to stay in compliance Know the most common noncompliance areas, how to avoid them Comprehend the benefits of compliance
10:45 – 11:15 am	Networking Break (Foyers)	
11:15 – 12:15 pm	CHRONIC CARE MANAGEMENT – <u>Lesla Schlatman</u> <ul style="list-style-type: none"> Learn regulatory requirements for a compliant CCM program & how to implement within the RHC Learn how a CCM program impacts patient outcomes, quality initiatives & overall system measures Learn common hurdles to CCM implementation & options available to overcome these barriers 	HIPAA LESSONS FROM THE ENFORCERS & THE HEADLINES – <u>Margaret Scavotto</u> <ul style="list-style-type: none"> Learn what the HIPAA enforcers have been looking at in the past year – and what they expect from providers From Snapchat snafus to disgruntled employees, discover how HIPAA is compromised every day in unexpected ways. Study examples from headlines and from around the water cooler. Discuss best practices & practical solutions for preventing these HIPAA hazards, with emphasis on going beyond a paper policy and annual training
12:15 – 1:30 pm	Lunch (on your own)	
1:30 – 2:30 pm	POLICY & PROCEDURE MANUAL – <u>Glen Beussink</u> <ul style="list-style-type: none"> Discover the difference between RHC Regulatory Policies & routing clinic policies Discover the best approach in cross referencing clinic policies & hospital policies How to save time and labor in managing policies, printing less for distribution 	BEST PRACTICES FOR PAIN MGM & CONTROLLED SUBSTANCES – <u>Peggy Gautreau</u> <ul style="list-style-type: none"> Discover pain contracts Learn about testing Investigate what your state is doing Review the Medicare coverage of drug screening
2:30 – 3:00 pm	Networking Break (Foyers)	
3:00 – 3:10 pm	DRAWING FOR PRIZES	
3:10 – 4:00 pm	BUSINESS EMAIL COMPROMISE (Regency BR West) – <u>Edward Brennan</u> <ul style="list-style-type: none"> Learn a brief overview of the cyber- threat landscape – attackers and motivations Learn social engineering tactics and techniques used to attack organizations with Business Email compromise (BEC) Benefit from cybersecurity info & ed in helping to protect the healthcare sector from growing accidental insider threats 	
4:00 – 5:00 pm	ADVANCED COST REPORTS – <u>David James</u> <ul style="list-style-type: none"> Review General Cost Report Information & Key Components Work through FTE/Productivity, Reclassification and Adjustment Examples Identify opportunities to improve quality of cost reporting that may result in higher reimbursement 	HOW TO RUN A FRONT OFFICE & CONNECT TO OTHER DEPARTMENTS – <u>Robin VeltKamp</u> <ul style="list-style-type: none"> Understand the value front office staff brings to the clinic setting Understand the impact front office staff has on the patient flow within the clinic setting Discover the need for healthy working relationships between the front office and other departments within the clinic setting

FRIDAY, MARCH 22, 2019

	Breakfast (on your own)	
8:30 – 9:30 am	CMS RHC UPDATE (Regency BR West) – <u>Captain Corinne Axelrod</u> <ul style="list-style-type: none"> Develop a better understanding of care management services and billing Learn about the new payment for virtual communication services Explore the opportunity to provide feedback to CMS on RHC payment and policy issues 	
9:30 – 10:30 am	FINANCIAL & OPERATIONAL BENCHMARKING FOR RHCS – <u>Jeff Bramschreiber</u> <ul style="list-style-type: none"> Identify sources of data used in assessing RHC financial and operational effectiveness. Explain how RHC cost report data is used in constructing the NARHC RHC Benchmark Report. Illustrate how benchmark data can be used to identify opportunities for improvement. Demonstrate strategies for improving performance in key financial and operational areas 	
10:30 – 10:45 am	Networking Break (Regency Foyer)	
10:45 – 11:45 am	TEXAS SESSION – <u>Kim Robinson</u> <ul style="list-style-type: none"> Discover 2019 RHC and Medicare Updates and Reminders Learn RHC Top Claim Submission Errors Learn How to Utilize the Novitasphere Portal 	
1:00 – 3:00 pm	CRHCP FINAL EXAM – <i>Only for those who signed up & paid extra for the Course!</i>	

Agenda subject to change!