Revenue Cycle Residency Program

NHA | NEBRASKA HOSPITALS

AAHAM
American Association of Healthcare Administrative Management
The Premier Organization for Revenue Cycle Professionals

hfma nebraska chapter
healthcare financial management association

Introduction

Dear Health Care Leaders,

Nebraska hospitals face a revenue cycle landscape that is growing in complexity. To address this challenge, we are launching the Revenue Cycle Residency Program.

The Revenue Cycle Residency Program was developed as a result of the vision and support of the Nebraska Hospital Association, Nebraska Chapter of the Healthcare Financial Management Association (HFMA), and the Nebraska Chapter of the American Association of Healthcare Administrative Management (AAHAM). The Revenue Cycle Residency Program is designed to provide the framework and educational resources to help build collaboration, succession planning, support and dialogue for hospital revenue cycle teams throughout the state of Nebraska.

This program is intended to serve as an introductory residency for newer revenue cycle leaders or those interested in working in hospital revenue cycle. The objective of this program is to provide a collaborative learning environment focused on mentoring and networking for hospital revenue cycle personnel to develop empowered statewide leaders.

The NHA thanks the members of the Revenue Cycle Residency Steering Committee, program speakers, and content contributors for their valuable input.

Sincerely,

Jeremy Nordquist
President
Nebraska Hospital Association

Program Objectives

At the end of this program, participants will be able to:

- Articulate the definition of revenue cycle management and explain how it fits into the bigger picture of rural hospitals,
- Appreciate and enhance the patient experience,
- Understand the denials management process to reduce denials, simplify collections and improve financial performance,
- Comprehend new regulations and compliance,
- Increase interdepartmental cooperation,
- Heighten staff confidence and work satisfaction,
- Measure and assess revenue cycle staff proficiency,
- Recognize staff knowledge and expertise,
- Decrease turnover,
- Describe best practices related to determining and driving revenue cycle improvement in your hospital,
- Articulate population health promotion and continuum of care activities needed in your hospital, to adapt to the changing health care reimbursement structure.

Questions? Contact Mike Feagler, Vice President of Finance, mfeagler@nebraskahospitals.org.

Revenue Cycle Steering Committee

The purpose of the Revenue Cycle Steering Committee is to provide the framework for the program. It is the goal of the steering committee to develop a comprehensive, integrated, and holistic revenue cycle plan. It is tasked with making recommendations regarding the content of the program to provide the resources necessary to revenue cycle leaders in the state.

Jenni McConville
Patient Accounts Director
Community Hospital
McCook, NE

Dayle Harlow
Chief Revenue Officer/Executive
Director Foundation
Fillmore County Hospital
Geneva, NE

Mandi Raffelson
Sr. Director of Revenue Integrity
Sidney Regional Medical Center
Sidney, NE

Kayla Rhynalds
Chief Financial Officer
Harlan County Health Systems
Alma, NE

Michael Feagler
Vice President, Finance
Nebraska Hospital Association
Lincoln, NE

Kathy Reep
Senior Manager
PYA, PC.

Martie Ross
Office Managing Principal and Director,
Center for Rural Health Advancement
PYA, PC.

Revenue Cycle Residency Program Overview

The NHA Revenue Cycle Residency Program's objective is to provide a collaborative learning environment focused on mentoring and networking for hospital revenue cycle personnel to develop empowered, statewide leaders.

This program consists of six, one-day training sessions every other month beginning in July.

Intended audience includes those that are managing, supervising or leading the following revenue cycle functions:

- Revenue cycle compliance,
- Front-end revenue cycle: scheduling, registration, POS collections,
- Back-office revenue cycle: charge capture, coding, billing, collections, denial management,
- Best practices.

Sessions Dates and Location:

Session 1 – July 18, 2023, Nebraska Hospital Association, Lincoln, NE
Session 2 – September 12, 2023, Sidney Regional Medical Center, Sidney, NE
Session 3 – November 14, 2023, Community Hospital, McCook, NE
Session 4 – January 9, 2024, Fillmore County Hospital, Geneva, NE
Session 5 – March 14, 2024, Mary Lanning Healthcare, Hastings, NE
Session 6 – May 7, 2024, Nebraska Hospital Association, Lincoln, NE

Continuing Education

Participants have an implied responsibility to use the newly acquired information to enhance their own professional development in relation to revenue cycle issues and to take this information to their facilities to apply as needed in their policies and procedures.

At the end of the course in May, the participant is required to complete a course feedback document which they can use towards HFMA or AAHAM continuing education credits.

SESSION 1

July 18, 2023 | NHA Boardroom

Orientation & How Revenue Cycle Fits into the Bigger Picture

Speakers: Martie Ross and Kathy Reep, PYA

Objectives:

- Create a flow chart of the revenue cycle identifying major processes and procedures.
- Understand the financial services team approach including the impact the revenue cycle team has on the financial success of the organization.
- Discuss how revenue cycle activities align with the hospital's mission, vision and values.
- Discuss the ability to build collaborative relationships throughout the state.

Prework / Homework: Bring to class:

- Bring your revenue cycle challenges and focus items.
- Bring your strategic initiatives related to revenue cycle.
- What would you like to achieve from this program?

Agenda:

9:00 a.m. - 9:15 a.m.	**Program Overview**
9:15 a.m. - 10:30 a.m.	**Fundamental Principles of Revenue Cycle**
10:30 a.m. - 10:45 a.m.	**Break**
10:45 a.m. - 12:00 p.m.	**Fundamental Principles of Revenue Cycle**
12:00 p.m. - 12:45 p.m.	**Lunch**
12:45 p.m. - 2:00 p.m.	**Discussion on How Revenue Cycle Aligns with Mission, Vison and Values**
2:00 p.m. - 2:15 p.m.	**Break**
2:15 p.m. - 3:30 p.m.	**Discussion Wrap Up**

Revenue Cycle Compliance & Industry Environment

Speakers: Susan Thomas and Traci Waugh, PYA

Objectives:

- Outline standard processes to assist the organization in maintaining awareness of statutory and regulatory requirements.
- Review common compliance risk areas with the revenue cycle, i.e., EMTALA, HIPAA.
- Describe best practices related to internal compliance plan, internal audits, and code of conduct.
- Understand the Affordable Care Act and its objectives.
- What is required under Price Transparency.

Agenda:

9:00 a.m. – 9:15 a.m.	**Program Overview**
9:15 a.m. – 10:30 a.m.	**Review of Statutory and Regulatory Requirements**
10:30 a.m. – 10:45 a.m.	**Break**
10:45 a.m. – 12:00 p.m.	**Review of common compliance risks and compliance plans.**
12:00 p.m. – 12:45 p.m.	**Lunch**
12:45 p.m. – 2:00 p.m.	**Understanding the ACA**
2:00 p.m. – 2:15 p.m.	**Break**
2:15 p.m. – 3:15 p.m.	**Price Transparency**
3:15 p.m. – 3:30 p.m.	**Discussion Wrap Up**

SESSION 3

November 14, 2023 | Community Hospital, McCook , NE

Front-End Revenue Cycle: Scheduling, Registration, POS Collections

Speakers: PYA Staff

Objectives:

- Describe standard processes efficiently and accurately scheduling, pre-registering, and verify insurance benefits.
- Define and understand Advanced Beneficiary Notices, prior authorizations, in/out of network providers, and medical necessity.
- Review the Good Faith Estimate under current regulations.
- Discuss financial assistance policies and the role of financial counselors.
- Discuss policies for POS collection of deductibles, coinsurance, and copays.

Agenda:

9:00 a.m. - 9:15 a.m.	**Program Overview**
9:15 a.m. - 10:30 a.m.	**Scheduling and Pre-registration**
10:30 a.m. - 10:45 a.m.	**Break**
10:45 a.m. - 12:00 p.m.	**Advanced Beneficiary Notices and Prior Authorization**
12:00 p.m. - 12:45 p.m.	**Lunch**
12:45 p.m. - 2:00 p.m.	**Financial Assistance and Good Faith Estimates**
2:00 p.m. - 2:15 p.m.	**Break**
2:15 p.m. - 3:15 p.m.	**Point of Service Collections**
3:15 p.m. - 3:30 p.m.	**Discussion Wrap Up**

SESSION 4

January 9, 2024 | Fillmore County Hospital, Geneva, NE

Back-End Revenue Cycle: Charge Capture, Coding and Billing (part 1)

Speakers: PYA Staff

Objectives:

- Understand the responsibilities for maintaining the chargemaster and needed internal controls.
- Define processes and procedures for charge entry and capture, including the correct coding initiative (CCI).
- Review CPT/HCPCS codes, modifiers, revenue codes, the UB-04 claim, and claim scrubber.
- Understand the foundations of accurate coding, including transcription, medical charts, and medical necessity.
- Understand insurance billing rules and regulations, including Medicare, Medicaid, and other commercial payers.
- Increased knowledge of managed care contracts.

Agenda:

9:00 a.m. – 9:15 a.m.	**Program Overview**
9:15 a.m. – 10:30 a.m.	**Charge Master and Charge Capture**
10:30 a.m. – 10:45 a.m.	**Break**
10:45 a.m. – 12:00 p.m.	**Billing for Services**
12:00 p.m. – 12:45 p.m.	**Lunch**
12:45 p.m. – 2:00 p.m.	**Coding**
2:00 p.m. – 2:15 p.m.	**Break**
2:15 p.m. – 3:15 p.m.	**Billing rules and regulations**
3:15 p.m. – 3:30 p.m.	**Discussion Wrap Up**

SESSION 5

March 14, 2024 | Mary Lanning Healthcare, Hastings,NE

Back-End Revenue Cycle: Collections, Denial Management and KPIs (part 2)

Speakers: PYA Staff

Objectives:

- Payment posting and credit balance policies.
- Balance billing and patient friendly billing.
- Understand the impacts of “bill hold days (DNFB)” and how to correct.
- Reconciliation of software applications.
- Review an encompassing denial management process.
- Define and review how to implement revenue cycle KPIs to assist with staff evaluation and internal audit functions.
- Understand the basics of accounting for the revenue cycle including financial statements, gross A/R versus net A/R, how to estimate allowances for contractual adjustments and bad debt, and accrual versus cash accounting.

Agenda:

9:00 a.m. – 9:15 a.m.	**Program Overview**
9:15 a.m. – 10:30 a.m.	**Payment Posting**
10:30 a.m. – 10:45 a.m.	**Break**
10:45 a.m. – 12:00 p.m.	**Denial Management Processes**
12:00 p.m. – 12:45 p.m.	**Lunch**
12:45 p.m. – 2:00 p.m.	**Revenue Cycle KPIs**
2:00 p.m. – 2:15 p.m.	**Break**
2:15 p.m. – 3:15 p.m.	**Revenue Cycle KPIs**
3:15 p.m. – 3:30 p.m.	**Discussion Wrap Up**

SESSION 6

May 7, 2024 | Nebraska Hospital Association, Lincoln, NE

Revenue Cycle Best Practices and the Foundation for the Future

Speakers: PYA Staff

Objectives:

- Take away: Summary checklist of prior sessions as a resource for hospital staff which is compiled throughout the program.
- Project: Flowchart your hospital's revenue cycle processes documenting any areas of improvement or excelling.
- Discuss what core competencies revenue cycle staff will need to have to be the best stewards of healthcare in Nebraska
- HCAHPS – general and patient satisfaction issues that affect revenue cycle.
- Review the ACO delivery system including appropriateness of care, elimination of duplicate services, and prevention of medical errors.
- Discuss implications of value-based care on rural hospitals.

Agenda:

9:00 a.m. – 9:15 a.m.	**Program Overview**
9:15 a.m. – 10:30 a.m.	**Revenue Cycle HCAHPS**
10:30 a.m. – 10:45 a.m.	**Break**
10:45 a.m. – 12:00 p.m.	**Value-based Care and ACO Delivery Systems**
12:00 p.m. – 12:45 p.m.	**Lunch**
12:45 p.m. – 2:00 p.m.	**Core Competencies for Revenue Cycle Staff**
2:00 p.m. – 2:15 p.m.	**Break**
2:15 p.m. – 3:15 p.m.	**Checklist of Prior Sessions**
3:15 p.m. – 3:30 p.m.	**Discussion Wrap Up**

General Information

Lodging
A block of rooms will be reserved under the name of the Nebraska Hospital Association for the nights relative to each session and listed below. You will be notified of the lodging information and the deadline date for reservations.

Session	Dates	Location
1	July 17-18	Lincoln
2	September 11-12	Sidney
3	November 13-14	McCook
4	January 8-9	Geneva
5	March 13-14	Hastings
6	May 6-7	Lincoln

Absence
Attendance at the NHA Revenue Cycle Residency Program sessions is essential for participants to successfully complete the program and receive a certificate of completion. Participants who miss more than one session will consequently be dismissed from the program. *Continuing Education is available only to participants who are present for all Sessions.*

Dress
Business casual dress for the sessions is acceptable.

Handling Concerns
The Revenue Cycle Residency Program is intended to be a safe, educational and productive professional development experience for all participants. Any concerns should be brought to the attention of the faculty or the Nebraska Hospital Association staff promptly. These individuals will do their best to quickly resolve a participant's concerns.

Special Needs
In accordance with the Americans with Disabilities Act, the Nebraska Hospital Association seeks to make the Revenue Cycle Residency Program accessible to all. If you have a disability that may require special accommodations or have any dietary restrictions, please e-mail your needs to tcullin@nebraskahospitals.org.

Promotional Material
By enrolling in the NHA Leadership Institute, participants grant the Nebraska Hospital Association the right to use their likeness in promotional media and in promotional materials.

Enrollment Form

2023 | NHA Revenue Cycle Residency Program

Step One: Your Information **(please print)**

Name, Title, & Credentials

Hospital/Organization

Address, City, State, Zip

Email **Phone**

Step Two: Payment Information

- ❑ **Enrollment Fee for non-Nebraska CAH facility staff is $1,500**
- ❑ **Enrollment Fee for Nebraska CAH facility staff is $1,000**

This reduced fee is made possible thanks to partial scholarships provided by the Nebraska Department of Health and Human Services Office of Rural Health FLEX grant.

Invoices will be sent upon acceptance to program.

Step Three: Register

E-mail enrollment form and personal statement to Tiffani Cullin at tcullin@nebraskahospitals.org

Registration Deadline is June 15th, 2023. Space is limited, so please register early to secure your seat.

Questions? Contact Mike Feagler at mfeagler@nebraskahospitals.org.