

CODE SAFER SMARTER FASTER

ENT

2017 CODING AND REIMBURSEMENT WORKSHOPS

OTO LARYNGOLOGY

Friday AM

**YOUR PLAYBOOK
FOR AUDITING,
RISK REDUCTION AND REVENUE**

Friday PM

**PEOPLE.
PROCESS. PAYMENT.**
The Science of Getting Paid

Saturday

**2017 MASTERING
ENT CPT CODING**

MEET YOUR INSTRUCTORS

Our lively educators deliver more than just coding and management concepts. Each is a seasoned management consultant who brings boots-on-the-ground knowledge of ENT practice operations, revenue cycle, and management. Whether you are in private practice, employed by a hospital, or in an academic setting, you'll find value in the real-life scenarios, knowledge, and tools embedded in their presentations.

Click on the images below to see detailed bios about your instructors.



CHEYENNE BRINSON
MBA, CPA

**BIO COMING
SOON**

BETTY HOVEY
CCS-P, CPC, CPMS,
CPCD, CPB, COC, CPC-I



KIM POLLOCK
RN, MBA, CPC CMDP

“

This course was EXCELLENT.

Natalie Sciarrino, MD,
Columbia, SC

”

“

Great information. I will need to come again to tweak more things that I do.

Seth Palmer, DO,
Holland, MI

”

HAVE QUESTIONS?

Find articles and other valuable learning materials on our website: www.karenezupko.com

FRIDAY MORNING 8:00AM – 12:00PM

YOUR PLAYBOOK FOR AUDITING, RISK REDUCTION, AND REVENUE

Will your Evaluation and Management (E/M) documentation pass an audit? Thinking of hiring a nurse practitioner or physician assistant (or have one already), but aren't sure about incident-to guidelines? Concerned that your EHR may be cloning your notes? These important questions all have a common theme: risk management. Given the OIG's stepped-up focus on physician audits, it's more important than ever to ensure your practice has systems in place to avoid audit risk.

In this session, we're sharing our consulting secrets! We'll explain how coding, documentation, and billing processes intersect in ways that could make you a target. Our consultant auditors will deliver the details about coding correctly and mitigating risk. You'll learn how to review your E/M notes like an auditor, conduct internal E/M code reviews, and prepare for an audit. We'll clarify when you can and cannot bill using consultation codes, address the CMS non-physician practitioner billing guidelines, and point out EHR cloning features that concern the OIG. You will leave understanding how to choose the appropriate E/M code for observation, standby and inpatient visits. And, we'll give you an excel-based, easy-to-use KZA audit tool that can be customized and implemented in your practice.

Who should attend?

- Otolaryngologists
- Nurse practitioners, Physician assistants
- Practice administrators, managers, billing managers
- Coding and billing staff
- Hospital administrators who manage ENT practices.

What's New in 2017?

- Receive and learn to use an audit tool you can customize for your practice.
- New audit cases.
- Discussion of standby, observation, and telephone call codes.
- Thorough review of the difference between Medicare's 1995 and 1997 E/M guidelines.

I always learn something from KZA seminars.

Jo Dick, Office Manager,
Hoffman Estates, IL

EXTREMELY INFORMATIVE! Thank you! The details you provided were excellent with many great examples. You were able to speak and keep me interested in all the topics.

Whitney Lumpp, Biller,
Kenosha, WI

FRIDAY MORNING 8:00AM – 12:00PM

YOUR PLAYBOOK FOR AUDITING, RISK REDUCTION, AND REVENUE

AGENDA	TIME
Check-in and Breakfast (<i>provided</i>)	7:15AM – 8:00AM
Evaluation and Management Coding and Documentation • Risks and Rewards of Using an Electronic Health Record (EHR) ○ Auto-population, cloned notes ○ Using a scribe • Overview of E/M Codes • Medicare's 1995 and 1997 E/M Guidelines • Categories of E/M Codes ○ Office, outpatient, observation, inpatient • Levels of E/M Codes ○ History, examination, medical decision making • Documentation Requirements/Choosing the Correct Code • Using Time to Select a Code • Other E/M Codes (e.g., standby, telephone calls) • E/M Cases ○ Learning to use an audit tool ○ Audit real otolaryngology E/M notes	8:00AM - 10:00AM
Break	10:00AM - 10:15AM
Evaluation and Management Coding and Documentation (<i>continued</i>) • E/M Cases ○ Learning to use an audit tool ○ Audit real otolaryngology E/M notes	10:15AM - 12:00PM
CMS Guidelines: Non-Physician Provider Billing	
Course Adjourns	12:00PM

Learning Objectives

As a result of attending this course, participants will be able to:

- Identify whether your E/M coding and documentation would pass an audit.
- Differentiate between outpatient, emergency department, observation and inpatient E/M codes.
- Comply with E/M documentation guidelines and appropriate use of EHR documentation features.
- Describe the difference between Medicare's 1995 and 1997 E/M guidelines.
- Demonstrate comprehension of Medicare's incident to billing, direct and shared/split visit guidelines.

2017 AAPC Accreditation

This program has the prior approval of AAPC for 4.0 continuing education hours. Granting of prior approval in no way constitutes endorsement by AAPC of the program content or the program sponsor.

2017 CME Credit for Physicians

This activity has been approved for 3.75 AMA PRA Category 1 Credits™

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of The Academy for Continued Healthcare Learning (ACHL) and Karen Zupko and Associates. The ACHL is accredited by the ACCME to provide continuing medical education for physicians.

FRIDAY EVENING 1:00PM -5:00PM

PEOPLE. PROCESS. PAYMENT. *The Science of Getting Paid*

Whether you are in a solo practice, a large academic institution, a multi-specialty group, or somewhere in between, opportunities abound for improving collections in otolaryngology practices. This session will dive deep into the details of a well-run, efficient revenue cycle that produces tangible results.

Chock full of real life examples and take home materials - including sample appeal letters - this course is designed for physicians, billing staff, and the leadership team that oversees the revenue cycle. You'll learn how to assemble the right team and hold them accountable, set up your workstations and systems for success, and use best practices for reducing lost revenue, managing denials and appeals, and following accounts until they are paid.

Who should attend?

- Physicians who want to ensure they are getting paid.
- Billing staff.
- Administrators, practice managers, billing managers and supervisors in charge of the revenue cycle.

What's New in 2017?

- Refining roles in the revenue cycle.
- Addressing lost revenue and credit balances.
- Best practices in A/R follow up.
- Evaluating hearing aid reimbursement.
- MIPS basics.



I love the specifics designed just for ENT!

Pamela Paden, Office Manager,
Peru, IL



Great information for new employees and an excellent refresher for seasoned staff.

Catherine Tinkey, Business Office
Administrator, Iowa City, IA



FRIDAY EVENING 1:00PM - 5:00PM

PEOPLE. PROCESS. PAYMENT. *The Science of Getting Paid*

AGENDA	TIME
Check-in and Lunch (<i>provided</i>)	12:00PM - 1:00PM
The Revenue Cycle – It's a Team Sport • Front desk, surgery scheduling, billing People • Don't forget about the role of the front desk team. • Are the billing team members aligned properly with assigned tasks? • How do we hold staff accountable? • Do we have a plan to get things done? • What are the must have tools in the billing office? Process • Is your system set up properly? • Is lost revenue hiding in adjustments? • Who's working the credit balances? • Do we know the payor rules? Break	1:00PM - 3:00PM
Process (<i>continued</i>) • Billing office best practices. • Do we have proper checks and balances? Payment • Where are the revenue opportunities hiding? • Are we effective in obtaining pre-authorizations and pre-determinations? • Is our hearing aid business set up for maximum reimbursement? • What is our plan for managing denials? • Are we successful with appeals? • What is MIPS and how does it apply to us? How Will We Measure and Know If We've Realized Improvement?	3:00PM - 3:15PM 3:15PM - 5:00PM
Course Adjourns	5:00PM

Learning Objectives

As a result of attending this course, participants will be able to:

- Set up systems that enable the revenue cycle team to be efficient and effective.
- Initiate hiring and accountability practices that result in a healthy bottom line.
- Organize the practice for time of service collections and surgery deposits.
- Establish procedures that minimize lost revenue, credit balances, and embezzlement risk.
- Implement best practices for A/R management and follow up.

2017 AAPC Accreditation

This program has the prior approval of AAPC for 4.0 continuing education hours. Granting of prior approval in no way constitutes endorsement by AAPC of the program content or the program sponsor.

SATURDAY 8:00AM-4:00PM

2017 MASTERING ENT CPT CODING

With pages of fresh new content and a workbook that combines CPT and a sprinkling of ICD-10-CM content into a unified teaching approach, you don't want to miss this workshop. Rich in surgery coding instruction and case studies, the session goes deep in the areas of otology, rhinology, laryngology, facial plastics, and head and neck. We'll also cover advanced coding topics for sleep studies, Cochlear implants, cleft lip/cleft palate repair, and skull base procedures.

In addition to surgical procedures, you'll learn how to use Medicare's new G codes and when to use modifiers 51 vs. 59. Leave understanding flexible fiberoptic laryngoscopy and the many laryngoscopy code changes for 2017, coding for ancillary services, and billing/supervision guidelines for audiologists and audiology services as well as allergy services.



*Very informative!
All new ENT coders should
attend this class.*

Jordyn McDaniel, Coder,
Richmond, IN



*Excellent explanations of
the importance of coding
comorbidities. Well-organized
workshop in a great location.*

Whitney Lump, Biller,
Kenosha, WI



Who should attend?

- Otolaryngologists
- Nurse practitioners, Physician assistants
- Practice administrators, managers, billing managers
- Coding and billing staff
- Hospital administrators who manage ENT practices

What's New in 2017?

- How to use new Medicare G codes for tracking postoperative care.
- When to use modifiers 22 vs. 52 vs. 53.
- Is it appropriate to bill 31231 and 31575 together?
- Flexible fiberoptic laryngoscopy and the many code changes for 2017.
- Using the examination under anesthesia code 92502, foreign body removal.
- Billing/supervision guidelines for audiogram, tympanogram, ENG, and hearing aids.
- Sleep studies – Attended and unattended studies, CPAP initiation/management.
- Coding for in-office CT, Cochlear implants, cleft lip/cleft palate repair, and rhinoplasty.

SATURDAY 8:00AM-4:00PM

2017 MASTERING ENT CPT CODING

AGENDA	TIME
Check-in and Breakfast <i>(provided)</i>	7:15AM – 8:00AM
Global Surgical Package • What's included, Medicare requirements for tracking postoperative care and what it means to you.	8:00AM – 9:30AM
E/M Modifiers • Why modifier 25 is on the payer "hot" list for audits. • Billing an E/M code on the same day as a procedure. • Decipher modifiers 25 vs. 57.	
Break	9:30AM – 9:45AM
Surgery Modifiers • Unravel the 51 vs. 59 vs. an X modifier confusion. • When to use modifiers 22 vs. 52 vs. 53. • Multiple procedures in a global period – What's "planned" vs. "unplanned". • Surgeon role modifiers – Solve the confusion between an assistant vs. co-surgeon.	9:45AM – 11:30AM
Surgical Procedure Coding • Otolaryngology – Cerumen removal, mastoid debridement, ventilating tube removal, tympanic membrane repair including myringoplasty and tympanoplasty procedures. • Rhinology – Nasal endoscopy, epistaxis control, turbinate procedures, septoplasty, endoscopic sinus surgery – Traditional vs. dilation procedures, nasal vestibular stenosis repair, when is it appropriate to bill 31231 and 31575 together? • Laryngology – Flexible fiberoptic laryngoscopy and the many code changes for 2017 including thyroplasty, Botox injections, videostroboscopy. • Facial plastics – Skin lesions, wound/laceration repairs, adjacent tissue transfer, soft tissue tumors. • Head and neck – FNA, endoscopies, trach tube changes, tongue biopsies. • Pediatric – Using the examination under anesthesia code 92502, foreign body removal, T&A and postop bleed, tympanostomy tubes (placement, removal).	

Learning Objectives

As a result of attending this course, participants will be able to:

- Choose E/M and surgery modifiers that optimize payment and reduce risk.
- Apply coding rules and guidelines for the billing and supervision of audiologists and services such as audiogram, tympanogram, ENG, and hearing aids.
- Verify or appropriately modify surgery procedure coding, in order to meet CPT rules and government regulations.
- Recognize the correct way to report for ancillary services such as allergy, sleep studies, and in-office CT.
- Integrate advanced coding principles in otology, laryngology, facial plastics, and head and neck surgery.

SATURDAY 8:00AM-4:00PM

2017 MASTERING ENT CPT CODING

AGENDA	TIME
Lunch (provided)	11:30AM - 12:30PM
Surgical Procedure Coding (continued)	12:30PM - 1:45PM
Break	1:45PM - 2:00PM
Ancillary Services • Audiology – Billing/supervision guidelines, audiogram, tympanogram, ENG, hearing aids, can audiologists bill E/M codes? • Allergy – Testing, immunotherapy including SLIT; Billing supervision guidelines. • Sleep studies – Attended and unattended studies, CPAP initiation/management. • In-office CT – Global vs. professional and technical component coding.	2:00PM - 4:00PM
Advanced Procedure Coding • Otology – Cochlear implant • Laryngology – Laryngectomy • Facial plastics – Cleft lip/cleft palate repair, rhinoplasty. • Head and Neck – Glossectomy, skull base procedures, radical neck dissection.	
Course Adjourns	4:00PM

2017 AAPC Accreditation

This program has the prior approval of AAPC for 6.5 continuing education hours. Granting of prior approval in no way constitutes endorsement by AAPC of the program content or the program sponsor.

2017 CME Credit for Physicians

This activity has been approved for 6.5 AMA PRA Category 1 Credits™

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of The Academy for Continued Healthcare Learning (ACHL) and Karen Zupko and Associates. The ACHL is accredited by the ACCME to provide continuing medical education for physicians.

OTO LARYNGOLOGY REGISTRATION

Space at workshops is limited. To ensure a place for you and your staff, visit www.karenzupko.com or call our registration hotline at 312-642-8310 today. To fax your registration, complete this form and fax it to 312-642-5571.

WORKSHOP SCHEDULE

LOCATION	HOTEL	DATE	ROOM	PHONE	ROOM BLOCK (cut off date)
Las Vegas, NV	The Venetian Las Vegas (code = RKARZ)	Jan. 27-28	\$209	888-283-6423	01/09/17
Orlando, FL	Wyndham Grand Orlando Bonnet Creek	Feb. 10-11	\$189	407-390-2300	01/18/17
San Antonio, TX	Hilton Palacio Del Rio	Feb. 24-25	\$189	210-222-1400	02/07/17
Oak Brook, IL	Hyatt Lodge at McDonald's Campus	May 12-13	\$149	888-421-1442	04/26/17
Nashville, TN	Loews Vanderbilt Hotel	Aug. 11-12	\$184	800-336-3335	07/19/17
Chicago, IL	Hyatt Chicago Magnificent Mile	Nov. 10-11	\$199	888-591-1234	10/18/17

2017 COURSE FEES

PACKAGE	PRICE
Friday AM – YOUR PLAYBOOK FOR AUDITING, RISK REDUCTION AND REVENUE	\$595
Friday PM – PEOPLE. PROCESS. PAYMENT.	\$395
Saturday – MASTERING CPT	\$795
Friday AM + Saturday	\$1095
Friday PM + Saturday	\$995
All Three Courses (BEST VALUE!)	\$1295

PLEASE PRINT

PRACTICE/GROUP NAME		PRIVATE PRACTICE OR EMPLOYED	
MAILING ADDRESS			
CITY	STATE	ZIP+4	
OFFICE PHONE	EXTENSION	FAX NUMBER	
E-MAIL ADDRESS			

ATTENDEE REGISTRATION

ATTENDEE NAME/JOB TITLE	FRIDAY AM	FRIDAY PM	SATURDAY	AMOUNT
1. _____ WORKSHOP LOCATION _____	☐	☐	☐	_____
2. _____ WORKSHOP LOCATION _____	☐	☐	☐	_____
3. _____ WORKSHOP LOCATION _____	☐	☐	☐	_____
4. _____ WORKSHOP LOCATION _____	☐	☐	☐	_____
TOTAL \$ FOR ALL ATTENDEES				_____

PAYMENT METHOD (Course fees are tax deductible):

☐ Check (made payable to Karen Zupko & Associates, Inc.) CREDIT CARD: ☐ Discover ☐ AMEX ☐ Visa ☐ MC

NAME ON CARD	
CARD NUMBER	EXPIRATION DATE
BILLING ZIP CODE	SECURITY CODE
SIGNATURE	
BILLING ADDRESS INFORMATION (IF DIFFERENT FROM ABOVE)	

MAIL PAYMENT TO: KarenZupko & Associates, Inc., 625 N. Michigan Ave., Suite 2225, Chicago, IL 60611

REGISTER TODAY!

ONLINE
(faster service) www.karenzupko.com

BY PHONE 312.642.8310

BY FAX 312.642.5571

BY MAIL 625 N. Michigan Ave.
Suite 2225
Chicago, IL 60611

CANCELLATION/RESCHEDULING POLICY: All cancellations and transfer requests must be received in writing. Refunds are subject to a \$50 administrative fee per registrant and will be made according to the following schedule: Cancellations received 10 days or more prior to the course receive a full refund less the administrative fee per registrant; cancellations received 0-9 days prior to the course do not receive a refund. If you must cancel your course registration with fewer than 10 days' notice, KarenZupko & Associates, Inc. will transfer your registration fees to another workshop of your choice within the same calendar year, less the following: (1) the \$50 administrative fee per registrant, (2) the cost of the workbook(s) per registrant, and (3) the meeting venue food and beverage charges per registrant, including all service charges and taxes. All monies are forfeit if you "no-show" to a course without prior written notice. KarenZupko & Associates, Inc. assumes no responsibility for costs associated with airline ticketing, price changes, or cancellations. As such, we recommend the purchase of travel insurance when making your plans.