

PMI REGIONAL CONFERENCE

for Medical Office Professionals

DALLAS

June 22-23, 2017
Texas Health Presbyterian Dallas

Up to
12.5 CEUs

8 +
Presenters

16
Sessions

pmiMD.com/DLCON17

This professional development conference for medical
office staff is brought to you by:





Health care experts will present 16 sessions over two days with tips, tools and techniques designed to expand your skills and inspire you to make a difference in your office and your career.

Presenters



Keynote

David S. Nilasena, MD, MSPH, MS

Chief Medical Officer, U.S. Centers for Medicare and Medicaid Services Dallas Regional Office

Keynote Presentation

Working within Quality Payment Models and Pay-for-Performance Guidelines

Dr. Nilasena will explain the structure, eligibility, participation, performance categories, and scoring of the merit-based incentive payment system. His focus will be on “Pick your pace” for the transition year. Receive guidance on Advanced Alternative Payment Models: benefits, criteria, eligibility, qualifying APM participants, and APM scoring standard. Dr. Nilasena will go through some of the technical aspects of Quality Payment Program and address audience questions.



Pam Joslin

MM, CMC, CMIS, CMOM
Faculty, Practice Management
Institute



Libby Purser

CHI, CMC, CMIS, CMOM, CPC, CRC
National Director of Associate
Faculty Development



Maxine I. Collins

MBA, CPA, CMC, CMIS, CMOM
Faculty, Practice Management
Institute



Thomas A. Stevens

CMC, CMIS, CMOM, CCS-P, CPC
Faculty, Practice Management
Institute



Heidi Kocher

JD, MBA, CHC
Counsel, Liles Parker, PLLC



Audrey C. McLaughlin

RN



Sarah Brannon

MHA
Healthcare Consultant

View presenter bios online
at pmiMD.com/DLCON17

General Panel Sessions

Improving the Patient Experience – A Team Approach

Today, most provider practices are in pursuit of better patient care and improved outcomes. Patients that are both satisfied and engaged are most likely to achieve these better outcomes. Our panel of experts will explain the differences between satisfied and engaged patients and identify best practices to optimize both. Learn how your practice can improve outcomes, gain incentive payments, and avoid penalties under MACRA. Receive tips on measuring patient satisfaction and boosting quality measures. Involve your entire team in this effort. Everyone can play a part in positively impacting the patient experience.

Breakout Sessions

Coding/Reimbursement Track

E/M Coding & Auditing

For 2014, CMS reported that approximately 15% of E/M services were improperly paid, accounting for 9.3% of the overall Medicare fee-for-service improper payment rate. Learn how to avoid improper payment or denial of your E/M claims. Take a guided tour of a challenging E/M audit. Medical necessity of a service is the overarching criterion for payment in addition to the individual requirements of a CPT® code. Improve your understanding of both CPT rules and E/M Documentation Guidelines. Demonstrate your knowledge with “hands-on” cases designed to challenge and illustrate the importance of proper code selection and audit skills.

Modifiers - Tell It Like It Is

Don't lose revenue because of modifier misuse, non-use or just to bypass CCI edits! The proper use of modifiers is an important part of coding and billing when telling an accurate “patient story” of the encounter. Avoid fraud and abuse in the coding and billing process. One of the top 10 billing errors determined by federal, state and private payers involves the incorrect use of modifiers. Review the role of modifiers in communicating the details and know when it is appropriate to use a modifier to obtain proper payment. Don't miss this opportunity to gain more confidence when assigning modifiers.

Proper Billing for Non-Physician Provider Services

Billing for mid-level providers can be tricky. This session will explain the scope of practice for NPs, CNSs, and PAs and highlight the differences in billing patterns. Gain clarity on the difference between “incident to” and shared/split billing and on guidelines for CMS and other third-party carriers. Learn the physician supervision requirements regarding extenders. Expand your knowledge of the rules and avoid common NPP billing mistakes. Leave this session confident about being able to withstand the scrutiny of a government or other third party payment audit of the services provided by NPPs in your practice.

Coding Clinic: ICD-10-CM Challenge

It has been months since the first annual ICD-10-CM code update was released with thousands of changes to the code set. Now it is time to roll up your sleeves and gain some experience with coding scenarios that highlight the newest codes and persistent diagnostic coding challenges. Review essential guidelines for proper code selection and take the ICD-10-CM challenge! NOTE – the content in this session assumes a working knowledge of outpatient coding and reimbursement. A self-supplied 2017 ICD-10-CM code book is required to fully participate in the “hands-on” practice exercises.

Leveling E/M Services in EHR

EHRs feature tools to assign the level of service for the provider, but there are input procedures that must be followed in order to capture the correct level as substantiated by documentation. If the provider is not fluent on Documentation Guidelines, incorrect levels can easily be assigned by the EHR. How effective is your review process to ensure that claims are being billed out at the correct level that will hold up under an audit review? Address this issue before you receive a request for records for review from a carrier. Learn how to protect your practice from inadvertent improper billing.

Payer Denials & Appeals Management

Protect your practice's bottom line - put a solid plan in place to combat denials. Reduce the risk of claim rejection and/or denial due to lack of specificity or erroneous billing. Learn to institute a proper denial tracking system and implement processes that position your practice for success in navigating the appeals process. Review examples of effective appeal letters. Identify best practices and strategies that eliminate exposure for lost revenue and audits by government and private payers due to inappropriate billing.

General Panel Sessions

Wrap Up Challenge - Be the Change You Want to See

Join the discourse dedicated to helping you overcome potential barriers that may impede successful implementation of the best practices you just learned and want to adopt in your practice. Presenters will gather on stage during this final session to address audience questions, anchor key tools and techniques, and support your success beyond the conference. This “town hall” meeting is the ideal place to address challenges you may face back at the office and explore solutions with the panelists and your peers. Leave this conference armed with a plan for positive action.

Breakout Sessions

Management Track

Provider Credentialing & Payer Contracting Practicum

Gather your documents, roll up your sleeves, and get to work solving the credentialing snafus you are facing! Bring your real world challenge to the expert. Sarah Brannon will guide you through a “hands-on” walk-through of the phases of credentialing utilizing your own true-to-life credentialing situation. Bring documents for a current or future provider, gain valuable experience with your own practice information, and leave with it at the ready for future needs. Presented in easy-to-understand terms that Sarah has gathered through on-site practice administration and consulting throughout Texas, she will guide you to successfully manage this daunting and ever-important process.

Practice Fitness Test - Use Data to Enhance Your Performance

Learn the value of conducting an overall check-up of your practice and assess its operational health. This session will examine the key indicators of a successful medical practice and identify the performance areas that are most important to monitor on a routine basis. Find out how budgeting, planning, reporting, training and compliance impact your practice vitals. Use the practice fitness test and data to help you navigate the requirements of MACRA/MIPS. Discover fool proof methods for collecting and analyzing data systematically to guide your practice towards operational excellence.

Medical Scribes – Documentation & Optimization

Medical scribes can positively impact physician efficiency and retention, patient satisfaction, and the practice’s performance. Scribes free providers to perform higher-level tasks which can lead to reduced wait times and improved relationships with patients. But there are financial, privacy and risk management considerations. Evaluate the costs and benefits. Distinguish between in-house and outsourced solutions. Identify strategies for proper training and utilization. Improved documentation quality in EHRs is a big plus, but the Joint Commission has set limitations on what scribes may and may not do. Stay compliant; manage and monitor scribes in your practice.

KNOCK, KNOCK. Who’s There? Is this an Audit or an Investigation?

As a healthcare attorney, Heidi Kocher has firsthand experience guiding clients through the murky waters of audits and investigations. Often she finds that clients are ill-prepared to respond, and sometimes not even aware of “who” it is that has knocked on their door. Gain the tools and assurance you need to recognize who may appear at your office door. Learn the difference between an audit and an investigation. Distinguish between a carrier’s special investigation unit and a governing agency. Understand the best response to a request for an interview, an audit letter, a search warrant, a whistleblower claim, and more.

Managing Challenging Patients and Staff - Sharpen Your Conflict Resolution Skills

Conflict occurs in every workplace, and the medical practice is no exception. Don’t let disruptive personalities negatively impact your team or deteriorate patient satisfaction. Whether your challenges are with difficult patients or staff members, you can learn to develop and hone conflict resolution skills. Understand the value of conflict and the opportunity it presents for strengthening relationships. Identify skills for effective confrontation and practice de-escalation techniques that yield results. Don’t avoid what is difficult; be proactive and lead! Your practice will benefit from improved teamwork and increased patient satisfaction.

How to Use Social Media to Market Your Practice and Enhance Patient Relations

Social media marketing is an integral and budget friendly part of growing a sustainable practice and maintaining positive patient relations. Learn how to use the least expensive, most targeted way of reaching prospective patients. Explore each of the main social media platforms and decide which are best for your medical practice and how they should be implemented. Understand who should manage the social media in your office and how your policies and processes can enhance patient relations.

Schedule

Thursday, June 22

7:00 am – 8:00 am	Registration / Breakfast	
8:00 am – 9:00 am	Keynote: MACRA - MIPS and APMs – Dr. David Nilasena	
9:00 am – 9:20 am	Break/Exhibitors Meet and Greet	
9:20 am – 11:20 am	CODING/REIMBURSEMENT	MANAGEMENT
	E/M Coding & Auditing – Pam Joslin & Tom Stevens	Provider Credentialing & Payer Contracting Practicum – Sarah Brannon
11:30 am – 12:30 pm	Modifiers - Tell It Like It Is – Pam Joslin	Practice Fitness Test - Use Data to Enhance Your Performance – Maxine Collins
12:30 pm – 1:30 pm	Lunch	
1:30 pm – 2:55 pm	Proper Billing for Non-Physician Provider Services – Tom Stevens	Medical Scribes - Documentation & Optimization – Maxine Collins
2:55 pm – 3:15 pm	Break/Exhibitors Meet and Greet	
3:15 pm – 4:15 pm	Improving the Patient Experience - A Team Approach – Pam Joslin, Tom Stevens & Maxine Collins; Moderated by David T. Womack	

Friday, June 23

7:30 am – 8:00 am	Registration/Breakfast	
8:00 am – 9:00 am	Keynote: TBA	
9:00 am – 9:20 am	Break/Exhibitors Meet and Greet	
9:20 am – 10:50 am	CODING/REIMBURSEMENT	MANAGEMENT
	Coding Clinic: ICD-10-CM Challenge – Libby Purser	Knock, knock. Who's There? Is this an Audit or an Investigation? – Heidi Kocher
11:00 am – 12:00 pm	Leveling E/M Services in EHR – Maxine Collins	Managing Challenging Patients and Staff - Sharpen Your Conflict Resolution Skills – Pam Joslin
12:00 pm – 1:00 pm	Lunch	
1:00 pm – 2:25 pm	Payer Denials & Appeals Management – Tom Stevens	How to Use Social Media to Market Your Practice and Enhance Patient Relations – Audrey Christie McLaughlin
2:25 pm – 2:45 pm	Break/Exhibitors Meet and Greet	
2:45 pm – 3:45 pm	Be the Change You Want to See – Pam Joslin, Maxine Collins & Heidi Kocher; Moderated by David T. Womack	
3:45 pm – 4:00 pm	Closing Remarks	

*Sessions, presenters, and time slots are subject to change. Visit PMI's web site for current information.

Register

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