



HOMETOWN HEALTH
S.H.I.P.
SMALL HOSPITAL IMPROVEMENT PROGRAM

**REV UP Your Revenue Cycle
to Survive the Effects of ACA**

**SHIP Program FY15
Sept. 2015 – August 2016**



How do you plan to Offset the Negative Impact of ACA ?

The negative financial impact of the Affordable Care Act with cuts to your bottom line in excess of 6-11%:

- Hospitals losing DSH funding due to ACA
- Recovery Audit contractors gearing up for Phase II of RAC's
- All hospitals affected by payment bundling in lab, imaging and outpatient surgical procedures.
- Critical Access Hospitals – Bad debt reimbursement reduced from 100% to 65% in FY 2015
- PPS hospitals receiving penalties and adjustments for:
 - Value-based purchasing adjustment – 2%
 - Readmissions – up to 3%
 - Hospital-Acquired Conditions/infections – 1%

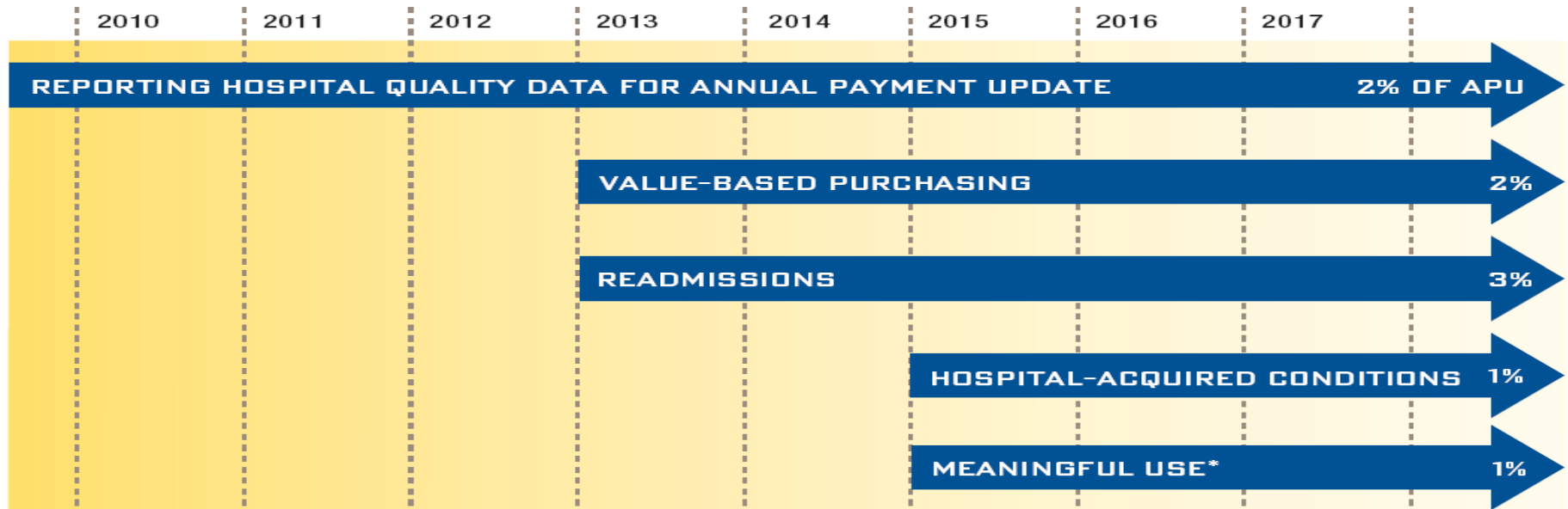


ACA has potential of 11% in Cuts to Medicare Reimbursement over 5 years

ACA – Billions in Cuts, Increased Complexity, new rules
= Need for Education and New Policy to Comply

THERE'S MORE IN STORE

CMS' QUALITY-BASED PAYMENT INITIATIVES WILL PUT MORE THAN 7% OF PAYMENT AT RISK



*Medicare payments are reduced 1% starting in 2015 with an increasing percentage point each year thereafter up to 5% in 2018.

+ SEQUESTRATION 2%



How long can your hospital sustain losses without revamping your revenue cycle?

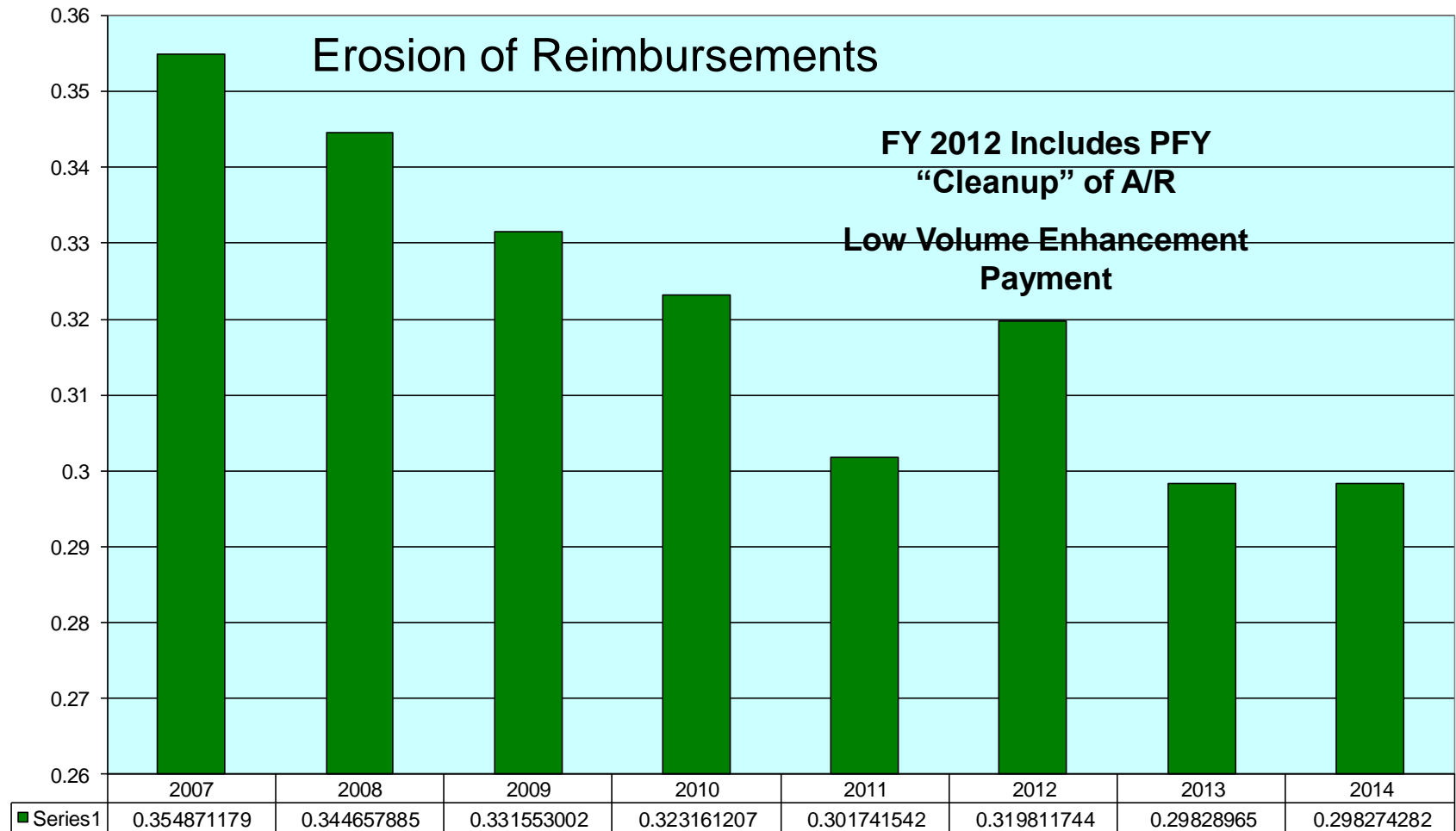
There is really no reason for your hospital's bottom line to remain in the **RED** –
Follow proven best practices and solutions to bring your hospital's bottom line into the **BLACK** – even in the face of these massive cuts!

➤ See Spreadsheet of Profit and Losses



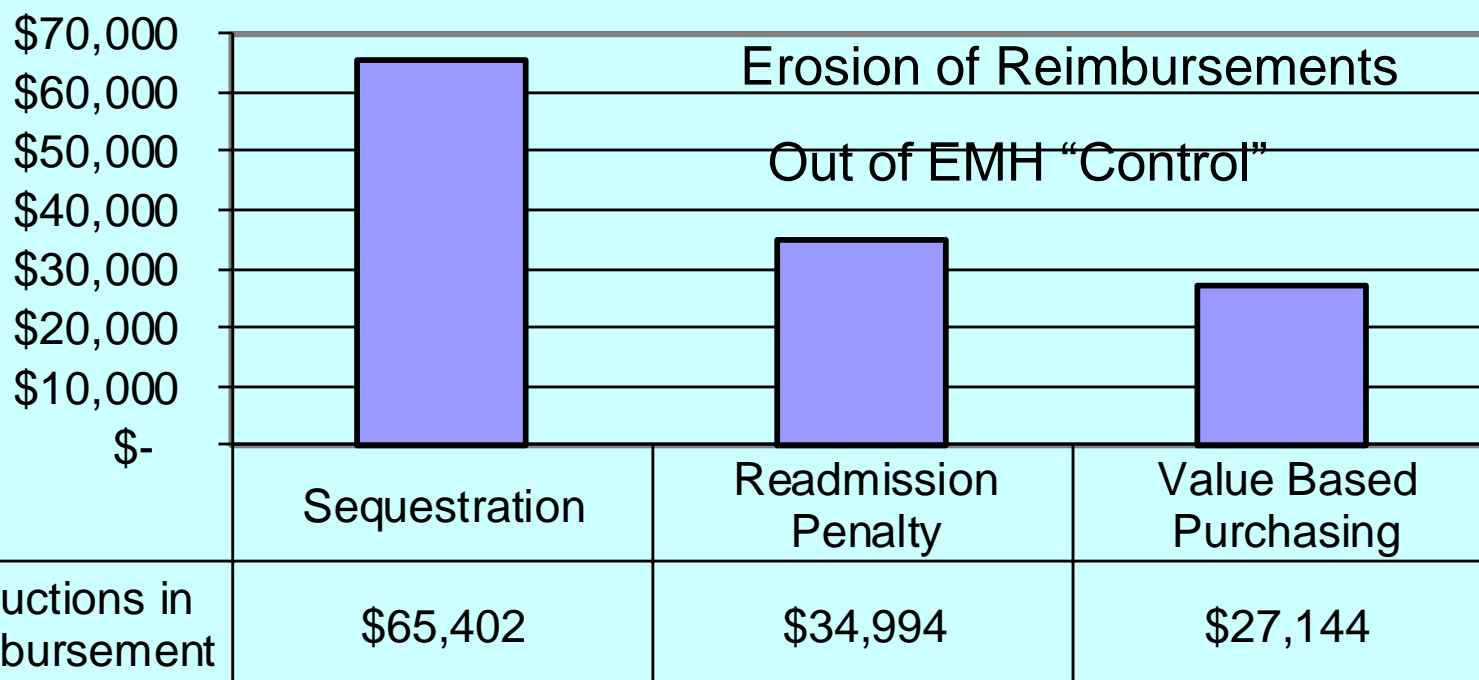
Elbert Memorial Hospital

Cash per Dollar of Patient Service Revenue Excluding Other Operating and Non-Operating Income





Elbert Memorial Hospital Take Backs and Reductions in Reimbursements 12 month (annualized)





The program includes hands-on expertise from these industry experts:

- **Dale Gibson, Medicare Expert,**
- **Becky Tarr, Case Management/RACS Expert,**
- **Phoebe Irvine, Revenue Cycle/PFS expert,**
- **Linda Fausett, A/R Billing Expert,**
- **Charolett Engram, Managed Care and Physician Practice Expert,**
- **Ken Wolfgang, Chargemaster expert,**
- **Ray Leadbetter, CFO and Reimbursement expert,**
- **Annie Lee Sallee, HomeTown's ICD-10 Instructor and Revenue Cycle Specialist,**
- **Abbigail Couey, Patient Access Instructor and Above & Beyond Patient Experience Program Director.**
- **Michelle Madison, Managed Care and Legal Healthcare Experts of Morris, Manning & Martin**



PROGRAM DESCRIPTION:

The 2015-16 HomeTown Health REV UP YOUR REVENUE CYCLE Program is a collaboration of industry experts offering hands on training:

- 1) ACA compliant policy & standard operating procedures for each area of the Revenue Cycle,**
- 2) Monthly educational webinars to support policy**
- 3) 10 Training Courses to support implementation of NEW Revenue Cycle/ACA standard operating procedures,**
- 4) 2-day Revenue Integrity Boot Camp**
- 5) ICD-10 project support and continued access to ICD-10 education through August 2016**



SOP's - MONTHLY STANDARDS

ACA compliant Policy, Standard Operating Procedures (SOP) Training and Implementation of Standards:

- Each month the REV UP Program participants will receive “best practice” policy and procedure to comply with the Affordable Care Act in advance of the monthly webinar listed below.
- Training Standards will be incorporated into current HTHU certifications to ensure that education promotes standards.



SOP's - MONTHLY STANDARDS TOPICS:

ACA compliant Policy, Standard Operating Procedures (SOP) Training and Implementation of Standards:

- MONTH 1 - Scheduling & Registration – Abbigail Couey, HTHU, Phoebe Irvine, Medcare South
- MONTH 2 - Financial Counseling - Laurie Amdur, CFC
- MONTH 3 - Case Management/UR – Becky Tarr, RN, CPA, Medperformance
- MONTH 4 - ADMISSION/Charge Capture - Revenue Integrity Team of RN's/CNO's
Sarah Goodman, Chargemaster Care
- MONTH 5 – Documentation /Coding – Annie Lee Sallee, HTHU MBA, RHIT, CPC
Jenan Custer, RHIT, CPC, ICD-10 - HCCS
- MONTH 6 - Billing and Claims Submission - Dale Gibson, Linda Fausett, Phoebe Irvine
- MONTH 7 - Third-Party A/R Follow-up – Linda Fausett, Charolett Engram
- MONTH 8 - Payment Posting – Deborah Yarborough, PFS Director, HMC
- MONTH 9 - Denials and Appeals - Becky Tarr, RN, Medperformance
- MONTH 10 - Contract Management – Michele Madison, Attorney
- MONTH 11 – Reimbursement Analysis Team led by Ray Leadbetter, CFO



REVENUE CYCLE BOOT CAMP II

Healthcare Reimbursement Training-

With the massive reimbursement changes due to ACA, transition to ICD-10, audits, and take backs occurring in your hospitals, this boot camp will be a great opportunity to equip your team and walk away with an arsenal of tools for survival – Spring 2016!



REVENUE CYCLE BOOT CAMP:

CONTRACT MANAGEMENT MICHELE MADISON, ATTORNEY

- Reimbursement payment
- Considers trends
- Underpayments
- Performance of contracts

SCHEDULING & PATIENT ACCESS SANDY SAGE: REV INTEGRITY NURSE ABBIGAIL COUEY, INSTRUCTOR

- Scheduling, Eligibility, Ins. Verification
- Medical Necessity, ABN, MSP,
- Pre-Authorization from Payer
- Payment Determination/Collections

FINANCIAL COUNSELING LAURIE AMDUR, CFC

- Qualification for Medicaid, Charity Care, Uninsured Discount
- Procedure Pricing Strategies
- Collections & Payment Plans

DENIALS AND APPEALS KERRY ELLEDGE, QUADAX BECKY TARR, MEDPERFORMANCE

- Denials Management
- Successful Appeals Strategy
- Preventing RAC Denials
- Policy, process, procedures

REVENUE INTEGRITY



MARCH 12-13, 2015

CASE MANAGEMENT/UR BECKY TARR / PREMEDEX

- Confirms payer authorization & covered services
- Criteria to determine bed utilization
- Concurrent code assignment
- Discharge planning

PAYMENT POSTING DEB YARBOROUGH, PFS DIRECTOR

- 835 Remittance Advice
- Process to determine underpayments and contractual allowances,
- Payment reconciliation

ADMISSION/CHARGE CAPTURE SARAH GOODMAN, CHARGEMASTER CARE SANDY SAGE: RN

- Managing CDM responsibilities
- Access to charge master
- Strategies for publishing charges
- Charge Audit process

THIRD-PARTY FOLLOW-UP LINDA FAUSETT, CHAROLETT ENGRAM

- Hospital & Physician Billing Follow-up
- A/R Management
- Benchmarks - Industry Standards

DOCUMENTATION/CODING ANNIE LEE SALLE, HTHU ICD-10 JENAN CUSTER, HCCS

- Clinical Documentation Improvement (CDI)
- Final Documentation and Coding

REJECTION PROCESSING DALE GIBSON, LINDA FAUSETT KERRY ELLEDGE, QUADAX

- 837 Claims rejections, RTP's
- Managing edits and workflow
- Designing edits to avoid denials

BILLING AND CLAIMS SUBMISSION DALE GIBSON/PHOEBE IRVINE

- Medicare the Standard
- Requirements by payer
- 837 Claims Processing



Training & Accreditation

Access to HTHU for 10 New Monthly Revenue Cycle Courses:

- To support monthly topics and to incorporate new training Standards into new HTHU Revenue Cycle Expert certification.
- Hospital Revenue Cycle Process Accreditation will be offered and will be renewed annually to ensure that the hospital revenue cycle promotes industry standards





Access to Group Discounts

Leveraging the group of 40+ participating hospitals on Revenue Cycle services, technology and education.

FOR EXAMPLE:

- Chargemaster Care which includes a comprehensive CDM review with quarterly updates and 12 months of charge master support services for a total of \$18,000 paid \$4500 quarterly.
- INTERQUAL CERME SOFTWARE HOSTING AND USER GROUP – Annual books and software license – 25% discount
- Up to 30% Discounts on Hourly Consulting Fees of all experts available to SHIP Program Participants.

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JOIN TODAY!

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