

Revenue Cycle Management: Getting Paid in 2009

The current economic environment brings a host of new challenges in revenue cycle management. More and more patients have a high-deductible health plan, and many are without insurance coverage. To help you with these challenges, this three-part audio seminar series focuses on proven ways to enhance your revenue cycle.

Elizabeth Woodcock, a nationally recognized revenue cycle management expert, will provide a precise and detailed roadmap for strategies related to the pre- and post-visit issues, along with management and metrics. With a focus on performance improvement, these action-oriented initiatives will be ones you can implement immediately!

Continuing Education

The three audio seminars, including the pre- and post-test, have the prior approval of the American Academy of Professional Coders (AAPC) for 4 total credits. Granting of prior approval in no way constitutes endorsement by the AAPC of the program content or the program sponsor.

The three audio seminars also qualify for 4 American College of Medical Practice Executives (ACMPE) total Continuing Education Units (CEUs). CEU instructions will be sent with your handout materials.

- ▶ **Quick, no-hassle way to learn**
- ▶ **One registration fee trains your entire staff**
- ▶ **No travel expenses and no need to leave the office**

How Does It Work?

Be sure to provide the email address of the person who will log on to the program.

- Step 1** Register for the audio seminar. Two days prior to the audio seminar you'll receive a confirmation with instructions for dial-in. One registration fee trains your entire staff.
- Step 2** TMA will e-mail instructions and a link to the handout and resources.
- Step 3** Listen to the presentation via phone and follow along with the slide presentation. During the audio seminar you'll receive instructions on how to ask questions.



Audio Seminar Topics

Wednesday, June 10,

The Pre-Encounter

- Financial screening
- Pre-service financial arrangements
- Time-of-service collections
- Addressing financial hardship and charity care
- Insurance verification
- Eligibility deposits

Wednesday, June 17

The Post-Encounter

- Insurance and patient collections
- Filing clean, timely claims
- Preventing and managing denials
- Successfully appealing claims
- Collections cycle
- Collections letters
- Managing statements, including paper and online, and working with a collection agency

Wednesday, June 24

Metrics and Measures

- Benchmarking and reporting
- Key performance indicators
- Common mistakes
- Performing an audit — giving you the insight you need



Seminar Schedule

Dial-In/Log-In: 10:50 am

Audio seminar: 11 am-Noon

Target Audience

This program is designed for physicians and practice managers/administrators who develop medical practice projections and business plans, billing staff, and any staff interested in improving their practice's bottom line. Front office staff also may benefit because of their need to communicate with all members of the health care team and handle time-of-service collections.

Refund/Cancellation Policy

Refunds will not be issued for this audio seminar series. You may, however, request that your payment be applied to a future TMA seminar. TMA reserves the right to substitute a speaker, or to reschedule or cancel a seminar if necessary.

Questions?

If you have questions or require assistance, contact TMA Knowledge Center at (800) 880-7955, or Gay Anderson at (800) 880-1300, ext. 1421, or gay.anderson@texmed.org.

Preregistration Is Required

All Learn @ Lunch registrations must be prepaid. Registration will end on noon Friday prior to the audio seminar date. TMA will not process registrations without payment.

For those who cannot attend the live audio seminar, TMA will make available a recorded version on the TMA Web site. This recorded version can be ordered for \$89.

Your Speaker

Elizabeth Woodcock is a professional speaker, trainer, and author who has focused on medical practice operations and revenue cycle management for 17 years. She has led educational sessions for groups such as the Medical Group Management Association, American College of Obstetricians and Gynecologists, and American Medical Association, and consulted for clients as diverse as a solo orthopaedic surgeon in rural Georgia to The Mayo Clinic. In addition to her popular e-mail newsletters, she has authored or coauthored several best-selling practice management manuals and textbooks, and published dozens of articles in national health care management journals. She is a Fellow in the American College of Medical Practice Executives and a Certified Professional Coder. She holds an MBA in health care management from The Wharton School of Business of the University of Pennsylvania.

Revenue Cycle Management

Name: _____

E-mail: _____

Confirmation sent here.

Practice Name: _____

Address: _____

City: _____ State: **TX** ZIP: _____

Phone: () _____ Fax: () _____

Yes! Notify me via e-mail of upcoming TMA Seminars.

Check payable to Texas Medical Association Amount \$ _____

Charge to my credit card: Amex Discover MasterCard Visa

Card #: Exp. Date: ____

Cardholder: _____

Signature: _____

Topics & Dates

PLEASE SELECT A TOPIC:

- Pre-encounter June 10
 Post-encounter June 17
 Metrics and Measures June 24

Registration Fees

TMA members and staff

All three programs \$199
Single program \$89

Nonmembers \$129 per program

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ONLINE

www.texmed.org



CALL TOLL-FREE!

(800) 880-7955



FAX

(512) 370-1635



MAIL

Texas Medical Association
Attn: Revenue Cycle Mgt.
401 W. 15th St.
Austin, TX 78701-1680

Four Easy Ways to Register!