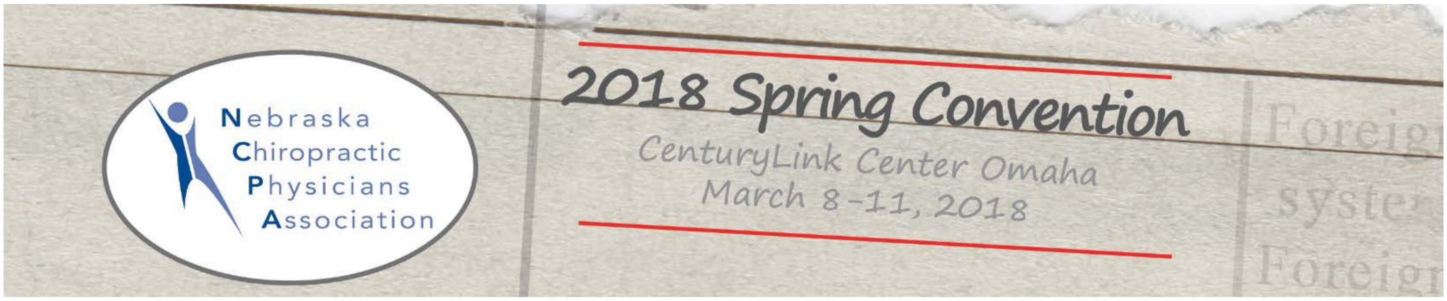

Speaker Information and Schedule for the CA Session

Date: Saturday, March 10, 2018 from 8am-5pm

Course Title: Be Brilliant with the Front Office Basics: The Key to Better Reimbursement and Lower Risk

CE Hours Provided: 8 General hours

Speaker: Kathy Mills Chang, MCS-P, CCPC, CCCA

Since 1983, Kathy Mills Chang has been providing chiropractors with hands-on training, advice and tools to improve the financial performance of their practices. Kathy is a Certified Medical Compliance Specialist (MCS-P) and is one of fewer than 100 certified in the chiropractic profession. Now celebrating her 31st year in chiropractic, Kathy is not only a well-known and sought-after speaker, but has served in national and state level chiropractic organizations, sits on diverse boards and advisory councils related to the profession, and is frequently invited to address chiropractors in important conferences and seminars around the country.

In 2007, Kathy Mills Chang, Inc. was created to help chiropractors make and keep more money. As THE chiropractic reimbursement and compliance experts, their training arm, KMC University, effectively analyzes and enhances the financial performance of chiropractic practices. Specializing in coding, documentation, insurance, patient financial procedures, Medicare and compliance, Kathy leads a team of 20 to deliver these solutions to the profession, both personally and virtually… making the implementation quick and cost-effective. You can find out more about KMC University at www.kmcuniversity.com.

Course Summary: Compliance with the front office necessities of every day practice may sound mundane or boring. Not this time! Would it surprise you to know that a few tweaks on your standard operating procedure for Medicare, coding, documentation and billing can actually make you money and lower your compliance risk? Statistic show that special attention to the basics of day-to-day procedure and excellent execution in these areas is the key to practice success. In this important, fast-paced session, appropriate for doctors and team members alike, we'll cover all the important aspects of a clean, compliant, front office process, from the front desk to the insurance department to the doctor. Kathy will keep you on the edge of your seats with interactive learning opportunities and other ways to make this topic FUN and informative! You will go home with tons of ideas and procedures to implement immediately! Don't miss it!

Course Objectives:

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

- Confidently execute the basics of front office compliance procedure for a new patient, whether cash, insurance, or Medicare

- Appreciate the most important aspects of HIPAA and how its consequences affect the every-day practice of chiropractic
- Recognize the differences between acute, chronic, and maintenance care based on patient type and therefore avoid the risks associated with missteps in this area
- Be an extra set of eyes and ears, as a CA, to know Medicare's guidance on Federal Program requirements for documentation and medical necessity
- Apply the basic rules of coding to chiropractic procedures and diagnosis
- Locate and understand the Medicare Local Coverage Determination (LCD) for your state including all the rules and guidelines
- Be aware of the federal and local financial policy guidelines of discounting and inducements and apply the rules to everyday practice

Course Outline:

Hours One and Two: Compliance Overview, Basics, Rules and Regulations

- History and Basics: Compliance rules, audits, and requirements
- What behavior got us here so far?
- Apply the necessary front office procedures of HIPAA
- Understand risk assessment and risk management and realize it's an ongoing process
- Medically Necessary vs. Clinically Appropriate Care

Hours Three and Four: Coding and Billing Compliance

- New Patient processes to lower risk
- Third party insurance basics-from commercial to PI to WC to Medicaid
- Review of statistical data that shows how risk is identified through data analysis
- Proper coding and documentation of CMT for DCs
- Proper use of Modifiers to indicate changes to the codes
- Medical review policy and the doctor of chiropractic
- Billing compliance and random auditing to meet OIG compliance guidelines
- Proper use of ABNs and advance notice with Medicare and other patients

Hour Five: Recordkeeping Mastery

- Dealing with record requests to meet compliance guidelines
- Expansion of medical necessity…starts with the phone call to the office
- Treatment plan compliance…more than just a recall for a missed appointment
- Documentation of modalities and procedures when CAs perform services: supervision vs. authentication

Hours Six and Seven: Patient Interaction and Compliance

- Basics of ethics and boundaries that are important for both DCs and CAs
- OSHA requirements for the typical chiropractic practice
- Financial compliance: fees and discounts…what's OK and what isn't
- OIG/Medicare Compliance Program Implementation