

# Healthcare Collections Management



## Online Web-Based Training Program

This is a 6 month program. Work online at your own pace with no scheduled classes to attend. This course is preapproved for 18 continuing education units with AIHC.

## Sponsored by the American Institute of Healthcare Compliance (AIHC)

AIHC is a nonprofit 501(c)(3) organization and an internationally recognized leader in healthcare compliance training and certification. Our mission is to provide education, certification, and continuing education to healthcare administrators at a reasonable cost through our classroom and web-based training programs. Our goal is to improve the competency of medical facility management in an increasingly complex regulatory environment. We seek to promote the increased quality of administrative healthcare systems in the United States by building an international network of credentialed healthcare professionals.

## Online, eLearn Training: The Basics

eLearn training courses are online instructor assisted programs. There are no scheduled classes to attend, so you can work at your own pace. You are able to access your course information 24 hours a day, 7 days a week, by logging into the AIHC website. Your course instructor will be available to communicate by phone and e-mail to assist you throughout your training program.

## Course Prerequisites

This course is recommended for individuals working in the Patient Financial Services Office, Accounts Receivables Management, or Medical Billing and Collections Office of a health care organization

## Earn Continuing Education Units (CEUs)



### 18 CEUs

This program has been approved for 18 continuing education units by the American Institute of Healthcare Compliance for AIHC Certified Professionals. These continuing education units may be applied towards the Core, HIPAA, and Ethics Category CEU Renewal Requirements for the following AIHC credentials: CHCM, CHA, CIFHA, and OHCC.



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## Included in the Course Tuition

- An Online Course Manager is assigned to each professional enrolling in the program to provide professional guidance, technical website support, and assistance throughout the learning experience.
- Training materials and access to the online course page are provided for up to six (6) months. If you choose to attempt the optional certification exam, you must do so within 3 months after completing the online course.
- Homework, quizzes, and downloadable information can all be accessed through the online course page.
- AIHC Membership is provided for one (1) year *for first time members only*.
- One attempt at the online certification exam is included in the course tuition, provided the exam is taken within three (3) months of completing the program.

## Computer Requirements and Time Limits

To successfully complete this course, you will need high-speed internet access, email, Microsoft Word, Microsoft Excel, and Adobe Reader. You must complete this course within six (6) months of your enrollment date. Your course enrollment begins when the AIHC Office receives your course tuition payment.

## Course Learning Objectives

### Improving and Developing Systems, Policies, & Procedures

- Accountabilities of a Revenue Cycle Manager
- Evaluating Current Methods of Collection
- Calculating Accounts Receivable Performance
- Financial Counseling
- Developing the Initial Collection Action

### Claims and Compliance: Claims Review & Compliance to Medicare Guidelines

Billing Edits, Audits and Reviews Conducted by the Centers for Medicare & Medicaid Services (CMS)

### Understanding Insurance: Overview of Healthcare Coverage

- Insurance Terms and Coverage
- How Health Insurance Plan Deductibles Work
- Compliance and Collecting Co-Pays
- Silent Preferred Provider Organizations (PPOs)
- Billing and the Health Insurance Portability & Accountability Act (HIPAA)

### Billing & Compliance

- Developing an Effective Billing Compliance Program
- Embezzlement – Compliance and Risk Concern
- Training & Education in Coding and Billing Compliance



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## *Course Learning Objectives, continued*

### **Billing & Compliance, continued**

- Medical Necessity
- The False Claims Act
- Anti-Kickback Statute (AKS)
- Physician Self-Referral Law (Stark Law)
- Criminal Health Care Fraud Statute
- Medicare Fraud and Abuse Penalties
- Compliance and Claims Processing

### **Collecting Patient Balances**

- HIPAA
- Patient Collection Statutes & Compliance
- Developing Collection Management Follow-Up
- Developing the Secondary Collection Action
- Developing the Final Collection Action
- Utilizing a Collection Agency

### **Policies for Exceptional Cases**

- Professional Courtesy
- Financial Hardship – Developing Your Own Sliding Scale
- Develop an Objective Standard to Determine Hardship
- Medicare, the Beneficiary Notices Initiate and “MOON”

### **Patient and Consumer Protection Laws**

- The Physician-Patient Relationship is a Legal and Ethical Issue
- When is a Patient-Physician Relationship Established – Avoid Patient Abandonment
- Sending Patients to a Professional Collection Agency
- Terminating Patients for Financial Reasons
- EMTALA – Responsibilities of Hospitals and Physicians to Patients Seeking Treatment for Emergency Conditions
- Divorce, Minors, Children, Adolescents and Collections
- FDCPA – The Fair Debt Collection Practices Act
- Debts and Collecting on a Deceased Patient’s Account
- Rules and Regulations Related to Medical Identity Theft



## Optional Certification Exam

Experienced Revenue Cycle Managers and Medical Collectors will have the *option* to certify as a Certified Healthcare Collections Manager (CHCM<sup>SM</sup>) after successful completion of the Healthcare Collections Management Training Program. The online exam can be taken remotely from the comfort of your home or office. Attempts at the exam are only available by appointment with a professional AIHC proctor. **Remember:** The certification exam is *optional*, but the cost of one exam attempt is *included* in your course tuition provided you take the exam within three (3) months of completing the program.

## Maintaining Your CHCM Credential

Once you are certified, you need to maintain your credential by earning six (6) CEUs annually.

## Course Tuition

**Registering for This Course as an Individual:** The course tuition for one (1) person is \$425.

**Groups of 1-4 People:** \$425 Each

**Groups of 5-20 People:** \$375 Each

## How to Register for this Course

### Register Online as an Individual:

**Non-Members:** [Click Here](#) to register online.

**AIHC Members:** Locate this course in the [AIHC Member Store](#) to register online.

### Register Online as a Group of 1-4 People:

**Non-Members:** [Click Here](#) to register online for groups of 1-4 people.

**AIHC Members:** Locate this course in the [AIHC Member Store](#) to register online.

### Register Online as a Group of 5-20 People:

**Non-Members:** [Click Here](#) to register online for groups of 5-20 people.

**AIHC Members:** Locate this course in the [AIHC Member Store](#) to register online.

Please [Contact Us](#) when registering groups of more than 20 people!

**Register Via Mail or Fax:** Scroll down for a hard copy enrollment form. Mail or fax your completed form to the AIHC Office to submit your registration and payment information.

## Payment Options

We accept registration payment via credit card or corporate check. You are able to submit your payment information online, by mail, or via fax



## Refund Policy

Refunds are not available. However, you may opt to request a credit voucher. For our eLearn courses, you have five (5) business days from your date of payment to notify us that you would like to request a credit voucher. If you have accessed the online course information, no credit voucher is available. View the [AIHC Refund Policy](#) for more details.






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## Healthcare Collections Management Online Training Program

Hard Copy Registration Form *(Please submit one form per person)*

<b>Enrollment Date:</b>	<b>Tuition (Check the Appropriate Box):</b> <i>Please submit a separate form for each enrollee, even when registering a group of people.</i>
<b>Name &amp; Credentials:</b>	<b>Registering as an Individual</b> <input type="checkbox"/> Course Tuition: \$425.00
<b>Home Address:</b>	<b>Group of 1-4 People</b> <input type="checkbox"/> Course Tuition: \$425.00 per Person
<b>Employer Name &amp; Address:</b>	<b>Group of 5-20 People</b> <input type="checkbox"/> Course Tuition: \$375.00 per Person
<b>Current Job Position:</b>	<b>I intend to take the online certification exam after completing this program:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Primary Email Address:</b> <small>(For website administration and registration confirmation)</small>	<b>Highest Level of Education:</b> <input type="checkbox"/> High School <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Associate Degree <input type="checkbox"/> Masters Degree or Higher <input type="checkbox"/> Diploma Program
<b>Alternate Email Address:</b>	<b>Work Phone Number:</b>  <b>Alternate or Cell Phone Number:</b>
<b>Credit Card Payment Information:</b>	
   <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover	
Amount Approved on this Credit Card: \$ _____	
Card Number: _____	
Security Code: _____	Expiration Date: _____
Billing Address for this Card: _____	
Name As It Appears on this Card: _____	
Authorized Signature & Date: _____	
<b>Paying by corporate check? Amount Due: \$ _____</b> <b>Please Make Checks Payable to: AIHC</b>  <b>AIHC Mailing Address: 5000 Gateway Drive, Suite 202, Medina, Ohio 44256</b> <b>AIHC Fax Number: (330) 952-0716</b>	
<b>How did you hear about us?</b> <input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Co-Worker <input type="checkbox"/> AIHC Website <input type="checkbox"/> Social Media <input type="checkbox"/> Other: _____	



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