

Clinical Appeals Specialist

Training Camp

Tampa, Florida • February 23-24, 2022

\$100 Early Registration Discount Expires Friday 12/31/21 at 12pm ET



This program is recommended for individuals working in the Patient Financial Services Office, Revenue Cycle Management, Accounts Receivables or Medical Billing and Collections for a health care organization, medical billing or insurance company to Certify as an Outpatient Clinical Appeals Specialist and put COCASSM after your name.

About This Live Event

Access to Immediate Resources Upon Registration: Upon registration you are given ready access to downloadable information such as a list of acronyms and abbreviations related to appeals, hyperlinks to government manuals and an appeals checklist Excel to review prior to attending the in-person training.

- Prerequisites:** Two (2) or more years of either medical coding or billing experience or position as a healthcare administrator
- Advanced Prep:** None – review pre-camp page information only
- Program Level:** Basic
- Delivery Method:** Group Live

Your 2 Fabulous Appeal Expert Instructors



Ronda K. Ash, MHLW, CPC, CPMA, CHC, CIFHA

Ronda is a member of AIHC and president and CEO of RKAsh Consulting Associates, Inc., a national healthcare consulting firm. Ronda's work involves appeals, CMS appeals, third-party reimbursement, operations, merger and acquisition coding, and documentation reviews, as well as assisting clients in general compliance issues throughout the United States. Additionally, Ronda provides expert reports and testimony for healthcare-related litigation engagements and has a Master's in Health Care Law.



Makema Massey, BSHIM, RHIT, CCS, COCASSM, CPC, CPC-I, CPMA

Makema is a member of AIHC, is an experienced medical coder, appeals specialist, educator, auditor, and health information management subject matter expert. Makema has worked across multiple health informatics disciplines in both large and small medical coding companies, hospitals, health insurance payers, higher-level educational facilities, and consultant. She is a graduate with honors from Western Governors University with a Bachelor's degree in Health Information Management.

Earn Continuing Education Units (CEUs) & CPEs for Accountants



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: CHASM, CHBSSM, CHCMSM, CIFHASM, CMDPSM, CORCMSM, ICDCT-CMSM and OHCCSM.



Participants will earn **12 CPE credits** **Field of Study:** Specialized Knowledge
The American Institute of Healthcare Compliance is registered with the National Associate of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the



acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org.

Training Camp Learning Objectives

Class size is limited to provide an optimal learning experience. The agenda is subject to updates.

Day 1: Wednesday Feb 23rd

Check-in at 8:00 am, Lecture Starts 8:30 am. Lunch is provided. Lecture ends 4:00 pm

**You must attend both days to earn full CPEs or CEUs*

Introduction to Denials, Appeals and Revenue Cycle Management

- Issues, Denials, Rejections & Top Errors
- Time Management - Get Organized
- Management to Measure Improvement: Evaluating Current Methods of Collections, Net Days in AR
- Managing the Process Through Extenuating Circumstances

Clean Claims Lead to Prompt Payments

- Avoiding Unnecessary Denials
- When the Claim is NOT Clean – Managing the Internal Scrubbers and Edit Process
- Filing a Clean Claim? Expect to be Paid Promptly!
- Asking for Interest Payment According to the Prompt Pay Law
- Answers to Prompt Pay Questions

Understanding Medicare's Claims Review Program (MCRP)

- Fight Back – Appeal Unreasonable Denials
- Define “Improper Payment”
- The Purpose and CMS Management of the Medicare Claims Review Program (MCRP)
- Categories of Denials, Regulations & Guidance

Audit before the Appeal

- What's HIPAA Got to Do with It?
- Analyzing the Denied Claim for Potential to Appeal
- Review Authentication Compliance for the Billing Situation
- Analyze & Audit Claims Data
- Audit the Documentation According to Coding Guidelines
- Outpatient E&M Encounters

Medical Necessity Denials Management

- Definitions of Medical Necessity
- Researching Carrier's Medical Policies
- Understanding Documentation Requirements to Support Medical Necessity
- Medical Necessity Standards & Guidelines
- How to Challenge “Authority” When the Payer's Policy is Wrong



Day 2: Thursday Feb 24th

Check-in at 8:00 am, Lecture Starts 8:30 am. Lunch is provided. Lecture ends 4:00 pm

Appealing Medicare Denials

- Before Filing an Appeal
- Filing a Medicare Appeal? Terms & Definitions You Should Know
- Best Practices – Basic Checklist for Filing an Appeal
- Filing a Medicare Fee-For-Service (FFS) Appeal
- Understand All 5 Levels of the Medicare Appeals Program Process for Part B Outpatient Claims

Appealing ERISA Denials

- Understand ERISA Appeal Processes
- Filing an Appeal
- Following the Basic ERISA Rules
- Minimum Standards for Appeal
- Drafting the Appeal Letter

Appeal Consequences, Investigations & Probes

- Learn Why It Is Critical to Create an Effective Denial Analysis and Appeals Program to Avoid Unnecessary Probes and Investigations
- Rules & Regulations Related to Fraud & Abuse and the OIG Risk Spectrum
- When Billing Mistakes Happen – What to Know to Make an Informed Decision About Appeal Rights
- Taking Action When the Payer is Making the Mistake
- Handling Carrier Special Investigation Unit (SIU) Situations
- Medicare Appeal Considerations

Creating an Appeal Program

- Organize Denials by Category and Payer
- Appropriately Prepare Copies of All Applicable Records Related to the Appeal
- Research and Use the Appropriate Forms Required by the Insurance Company for the Level of Appeal Being Made
- Draft the Cover Letter (State Your Argument)
- Managing High-Volume of Denials

Option to Certify Online (After Camp at no add'l cost) – adding “COCASSM” after your name

Those attending camp have the *option* to obtain the Certified Outpatient Clinical Appeals Specialist (COCASSM) credential. Examination fee is included in your camp tuition. There are no additional costs as long as you take the exam within 3 months after camp. The online exam can be taken from the comfort of your home or office and is only available by appointment with a professional AIHC proctor.



About the Certification Exam:

- The exam is 100 questions, open note three (3) hour proctored exam taken online.
- Passing score is 80% (you have 1 attempt within 3 months or pay for additional attempts or extension)
- There are Four (4) Domains:
 - Appeals & Revenue Cycle Management, MCRP;
 - Auditing Before Appeal and Understanding Medical Necessity;
 - Medicare & ERISA Appeals Processes; and
 - How to Create an Effective Appeals Program to Avoid Unnecessary Investigations and Probes; Abbreviations and Terms Related to Clinical Appeals.
- Certification is approved by the Certification Exam Board

Maintaining Your Credential

- Once you are certified, you need to maintain your credential by earning six (6) CEUs annually. AIHC offers free and low-cost CEU programs for our credentialed members.

Registration Deadline: **February 1, 2022**

*We can accept registrations up to **February 15th, 2022**, however, we cannot guarantee the discounted sleeping room rate at the Embassy Suites where the event is taking place. **Register Online** – [Click here](#) to **Enroll & Pay!**

Register Early! \$100 Early Registration Discount Expires *Friday 12/31/21 at 12pm ET*

- **Non-Members Pay \$725 AIHC Members Pay Only \$595**

Tuition After 12/31/2021

- **Non-Members Pay \$825 AIHC Members Pay Only \$695**
- *Not a Member? [Join today](#), then register for camp at the member discount price*

Great Value – this is what is included in your camp tuition:

- The camp includes *two days of expert classroom training* to review key course concepts.
- *Lunch* is provided both days of the training camp.
- *Training materials* and access to the online course page are provided.
- *Quizzes and downloadable information* can be accessed through the online course page after camp ends.
- AIHC Membership is provided for one (1) year *for first time members only*.
- One attempt at the online COCASSM *Certification Exam* is included in the course tuition provided the exam is taken within three (3) months of the last day of the training camp. **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 months of the last day of the training camp.



Training Camp Location: Embassy Suites by Hilton

Embassy Suites by Hilton Tampa Airport/Westshore 555 N. Westshore Boulevard, Tampa, FL 33609
Phone: 813-875-1555

Stay at the Meeting Venue - Special Event Room Rate: Only \$179 per Night (Before Tax)

- Sharing your sleeping room with another? Each additional guest per room will result in a \$10 additional charge added to the room rate per night.
- *Sleeping Room Reservation Deadline for the \$179 Rate: **February 1, 2022***
- We can accept registrations up to **February 15th, 2022**, however, we cannot guarantee the discounted sleeping room rate at the venue where the event is taking place. Regular hotel rates may apply.

Make Your Guest Room Reservations Directly with the Hotel Venue

Reserve your sleeping room online: [AIHC Special Booking Link at the \\$179 price](#) or Call the hotel 813-875-1555-
Inform the hotel that you are attending the **American Institute of Healthcare Compliance Training Camp** to obtain our discounted room rate of \$179 per night by February 1, 2022.

Hotel Parking Fee: If you are driving or renting a car at the airport, we obtained a 50% discount for hotel parking which is \$12/day.

Complimentary for those staying at the Embassy Suites

- Complimentary Cooked-to-Order Breakfast Buffet served daily in the Atrium from 6:30am-9:30am Monday-Friday and 7:30am-10:30am on Saturday and Sunday
- Complimentary Evening Reception daily from 5:30-7:00pm in the Atrium serving cocktails and light snacks
- In-Room Wi-Fi
- Business Center
- Fitness Room and Pool
- Complimentary Transportation to and from Tampa International Airport and scheduled local destinations (Value of \$20 roundtrip Taxi Ride) – but check with hotel (*shuttle is currently not running due to COVID*)

Walking Distance to Embassy Suites Venue

Embassy Suites Westshore is in walking distance from multiple restaurants and the Westshore Plaza Shopping Mall. Hotel Shuttle can be taken to the International Mall and other locations.

Fly into Tampa International Airport [TPA]

The training camp is located by Tampa International Airport and the hotel offers a complimentary airport shuttle service. Call the hotel at 813-875-1555 before you come to see if the COVID shuttle restrictions have been lifted.



How to Register for this Camp

Register Online – [Click here](#) to Enroll & Pay!

We accept online registration payment via credit card.



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.




Refund & Financial Policies - View the Refund Policy and Payment Plan Options Posted on the Home Page of our Website under Financial Policies www.aihc-assn.org



Hardcopy Registration Form for Clinical Appeals Specialist Training Camp

February 23-24, 2022 in Tampa, Florida

Final Registration Deadline: Feb 15th, 2022 (Feb 1st is final sleeping room rate deadline)

Enrollment Date:	Tuition (Check the Appropriate Box): <input type="checkbox"/> Non-Members Pay: \$825
Name & Credentials:	Are You Already an AIHC Member? <input type="checkbox"/> AIHC Member Tuition: \$695.00
Home Address:	I intend to take the online certification exam after completing this program: <input type="checkbox"/> Yes <input type="checkbox"/> No
Employer Name & Address:	Current Job Position:
<i>(For website administration and registration confirmation)</i> Primary Email Address:	Work Phone Number:
Alternate Email Address:	Alternate or Cell Phone Number:
Credit Card Payment Information:	
   <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover	
Amount Approved on this Credit Card: <input type="checkbox"/> \$825 Non Member Price <input type="checkbox"/> \$695 AIHC Member Price	
Card Number: _____	
Security Code: _____	Expiration Date: _____
Billing Address for this Card: _____	
Name As It Appears on this Card: _____	
Authorized Signature & Date: _____	
Paying by corporate check? <input type="checkbox"/> \$825 Non Member Price <input type="checkbox"/> \$695 AIHC Member Price Please Make Checks Payable to: AIHC AIHC Mailing Address: 5000 Gateway Drive – Suite 202, Medina, Ohio 44256 AIHC Fax Number: (330) 952-0716 How did you hear about us? <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:	

