

# Outpatient Revenue Cycle Manager

## Revenue Cycle Management Online Training Program



This is a 3-month Web-Based Training Program. Work online at your own pace with no scheduled classes to attend. This course is preapproved for 18 continuing education units with AIHC.

**Online, On-Demand Training** - This course is Online, On-Demand with no scheduled classes to attend during your 3-month access to course materials. Typically, professionals complete the course and certify within 6 to 8 weeks, however, you have a 3-month access included in your tuition. Access your course information 24 hours a day, 7 days a week, by logging into the AIHC website. A qualified, certified instructor is available upon request to address questions you may have during your training experience.

**Course Prerequisites** - This course is recommended for individuals working in an outpatient health care setting with at least 2 years of Revenue Cycle Management experience. This course is also perfect for Chief Financial Officers, Auditors, Investigators and Medical Billing Companies. Train with option to Certify as an Outpatient Revenue Cycle Manager and put CORCM<sup>SM</sup> after your name.

## 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: COCAS, CHA, CHBS, CHCM, CIFHA, and OHCC.

## What You Will Learn

### Overview of Revenue Cycle Management and Performance

- Introductory Video
- Responsibilities of a Revenue Cycle Manager
- Sample Job Description
- What is Revenue Cycle Management?
- Establish Goals through Business Planning
- Time Management – Get Organized
- The Revenue Cycle Manager is the Central Authority Figure
- Adopting the “Public Relations Method”

### Fraud & Abuse

- Introduction to Fraud & Abuse
- Insurance Payer SIU (Special Investigation Units)
- Office of the Inspector General (OIG)
  - Detecting Fraud
  - Understanding the OIG Fraud Spectrum
  - Basic Compliance Tips



The American Institute of Healthcare Compliance, Inc.

[www.aihc-assn.org](http://www.aihc-assn.org) Phone: 330 241-5635

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## **Medical Billing and Compliance**

- New Section with downloads to help you comply with the 2022 *No Surprises Billing Act*
- Overview of billing compliance
- Compliance Tips to Avoid Billing Fraud
- Establish Solid Hiring Practices
- Risk Areas for Providers and Medical Offices
- Training & Education in Coding and Billing Compliance
  - Assignments to Help Prepare for Certification

## **Consumer Protection Laws**

- Divorce, Minors, Children and Collections
  - Dependents, Billing & Right to Privacy
- Financial Termination & Patient Rights
  - Physician Group Terminations
- Fair Debt Collection Practices Act
  - Taking Aggressive Collection Action Means Understanding the FDCPA
- Collecting on a Deceased Patient's Account & the Federal Trade Commission
  - Tips on the Probate Process
- Medical Identity Theft & Red Flags Rule

## **Avoid Embezzlement**

- Embezzlement – Should Always be a Compliance and Risk Concern
  - Why Would An Employee Embezzle?
  - Recognizing Potential Embezzlement Schemes
- Ways to Deter Embezzlement Schemes
- What to Do When You Suspect Embezzlement
- Make It Harder for Embezzlement to Go Undetected
  - Anti-Embezzlement Strategy Means Tightening Internal Controls
  - Even with Tight Controls, There Is No Guarantee You Won't Be Embezzled
  - Tips to Remember

## **Collecting Unpaid Patient Balances**

- Let Patients Know What to Expect
  - Make It Easy for Patients to Pay
- Develop a Proactive Approach to Patient Deductibles
- Developing Collection Management Follow-Up
- Effective Financial Counseling is Key
- Developing the Initial; Secondary; and Final Collection Actions
  - Handling Bad Check Situations & Credit Card Charge Challenges
  - Improving Telephone Collections
  - Patient Collection Statutes & Compliance
  - Importance of Obtaining Quality Patient Information
- Locating a "Missing" Patient Who Owes You Money
- Skip Tracing
- Alternative Collection Sources: Small Claims Court
- Patient Bankruptcies
- Utilizing a Collection Agency as an Extension of Your Office
- Using Net Return is a fair method to evaluate the cost of commission!



## *Course Learning Objectives, continued*

### **Managing Difficult Collection Circumstances – Policies for Exceptional Cases**

- Terms Related to Extenuating Circumstances
- Uninsured or Self-Pay Patients
- Prompt Pay Discounts
- Avoid Patient Abandonment
- Emergency Medical Treatment & Labor Act (EMTALA)
- Professional Courtesy
- Financial Hardship
- When the patient is under-insured or has a high deductible health plan
- Charging Medicare Beneficiaries Under the Advanced Beneficiary Notice (ABN)

### **What You Measure Tends to Improve**

- Closely Monitor Credit Balances
- Credit balances may become a legal issue
- Unclaimed Funds
- Rules for Medicare Overpayments
- Know How to Calculate the “Collection Percentage”
- Calculating the Days Sales Outstanding (DSO) or Days in Accounts Receivable (A/R)

### **Claims Management**

- Factors Contributing to High A/R
- Manage Claim Performance Using Basic Medical Billing Reports
- A/R Aging Report
- Key Performance Indicators Report
- Top Carrier/Insurance Analysis Report
- Set Your Fee Schedule in Compliance to FTC Rules
- Don't Let Silent PPOs Steal Your Rates
- Looking at “Buckets” of Potential

### **HIPAA and Revenue Cycle Management**

- Revenue Cycle Managers – Know the Answer to These Basic HIPAA Questions
- Understanding RCM and Your Practices' Notice of Privacy Practices (NOPP)
- How to Comply With the Minimum Necessary Requirement
- Ensure Your Office Has Business Associate Contracts or Agreements (BAAs) In Place
- Avoid Potential HIPAA Security Breaches
- The Impact of Cyber Attacks
- Consequences of Non-Compliance
- Learning About the Wall of Shame

### **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 three (3) months of your enrollment date or purchase an extension to buy more time (up to 9 months). Your course enrollment begins when the AIHC Office receives your course tuition payment.



## Course Tuition Includes

- Access to a Qualified Online Instructor If and When You Need Help (Available upon request).
- Training Materials and Access to the Online Training Page.
- Quizzes and Downloadable Information: Accessed through the online training page.
- AIHC Membership for One (1) Year: This is available for first-time members only.
- Mock Exam: This mock exam is one exam total that covers all three of the certification exam domains.
- One (1) Certification Exam Attempt, Provided the Exam is Taken Within Three (3) Months of Completing the Course

## Optional Certification Exam – Earn the CORCM<sup>SM</sup> Credential

Experienced Healthcare Auditors, Investigators, Chief Financial Officers and Revenue Cycle Managers will have the *option* to certify as a Certified Outpatient Revenue Cycle Manager (CORCM<sup>SM</sup>) after successful completion of the course. 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.

### About the Certification Exam

- 100 questions, open note, three (3) hour proctored exam taken online
- Passing score is 80%\*
- There are three (3) Domains:
  1. Language and Responsibility of Revenue Cycle Management
  2. Billing Compliance & Embezzlement
  3. Financial Management Skills
- Certification is approved by the Certification Exam Board

**\*Policy:** 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 completing the program. Typical pass rate on 1 attempt when the exam is taken within 4 weeks after completing the course is 92%. If you do not pass the first time, you may purchase up to 2 additional attempts at certification totaling 3 attempts within 1 year from your course enrollment date.

## Maintaining Your CORCM Credential

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

## Tuition Non-Member Price: \$1,250

**AIHC Members Pay \$750 [Members Save \$500]**

*[Join as a member today and save!](#)*

## How to Register for this Course

**Register Online – [Click here](#) to return to the Course Page, Enroll and 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](http://www.aihc.assn.org)



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# HARD COPY REGISTRATION FORM

## Outpatient Revenue Cycle Manager– Online Training Program

Please submit one form per person

<b>Enrollment Date:</b>	<b>I intend to take the online certification exam after completing this program:</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Name &amp; Credentials:</b>	
<b>Home Address:</b>	<b>Employer Name &amp; Address:</b>
<b>Current Job Position:</b>	
<i>(For website administration and registration confirmation)</i> <b>Primary Email Address:</b>	<b>Work Phone Number:</b>
<b>Alternate Email Address:</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: <input type="checkbox"/> Non-Member Price: \$1,250 <input type="checkbox"/> AIHC Members Pay: \$750	
Card Number: _____	
Security Code: _____	Expiration Date: _____
Billing Address for this Card: _____	
Name As It Appears on this Card: _____	
Authorized Signature & Date: _____	
<b>Please Make Checks Payable to: AIHC</b>	
<input type="checkbox"/> Non-Member Price: \$1,250 <input type="checkbox"/> AIHC Members Pay: \$750	
<b>AIHC Mailing Address:</b> 5000 Gateway Drive, Suite 202, Medina, Ohio 44256	
<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: _____	

