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 the American Institute of Healthcare Compliance.

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 3-months access included in your tuition. Access your course information 24 hours a day, 7 days a week, by logging into our 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 the option to Certify as an Outpatient Revenue Cycle Manager and put CORCM^{SM} 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 our Certified Professionals. These continuing education units may be applied towards the Core, HIPAA, and Ethics Category CEU Renewal Requirements for the following 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

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!

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 underinsured 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 our 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^{SM} 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^{SM}) 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 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. The 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^{SM} Credential

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

Tuition Non-Member Price: $1,250
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 our 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

Outpatient Revenue Cycle Manager– Online Training Program

Please submit one form per person

Enrollment Date: **Name & Credentials:**	**I intend to take the online certification exam after completing this program:** ❑ Yes ❑ No
Home Address: **Current Job Position:**	**Employer Name & Address:**
(For website administration and registration confirmation) **Primary Email Address:** **Alternate Email Address:**	**Work Phone Number:** **Alternate or Cell Phone Number:**

Credit Card Payment Information:

[ ] **MasterCard**   [ ] **VISA**   [ ] **Discover**

Amount Approved on this Credit Card: **[ ] Non-Member Price: $1,250   [ ] Members Pay: $750**

Card Number:_____

Security Code:_____   Expiration Date:_____

Billing Address for this Card:_____

Name As It Appears on this Card:_____

Authorized Signature & Date:_____

Please Make Checks Payable to: AIHC®

[ ] Non-Member Price: $1,250   [ ] Members Pay: $750

Mailing Address: 3637 Medina Road, Suite 15, Medina, Ohio 44256

Fax Number: (330) 952-0716

How did you hear about us?

□ Mail   □ Email   □ Co-Worker   □ Our Website   □ Social Media   □ Other:_____