Outpatient Revenue Cycle Manager

Revenue Cycle Management (RCM) Online Training Program

Updated to include the Impact of Artificial Intelligence (AI) on Medical Billing and RCM, requiring Human-in-the-loop requirements!

This exciting course is a 3-month web-based training program with focus on billing and collecting in compliance to rules and regulations to mitigate risk to your organization.

Work online at your own pace with no scheduled classes to attend. This course is preapproved for 12 continuing education units (CEUs) with the American Institute of Healthcare Compliance with option to certify online with an official proctor. ***We are a licensing/certification partner with CMS***.

Online, On-Demand Training - This course is online and 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-month 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 outpatient Medical Billing or Revenue Cycle 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)

12 CEUs - This program has been approved for 12 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

- *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

- *Video -* Introduction to Fraud & Abuse
- Insurance Payer SIU (Special Investigation Units)
- Fraud versus Abuse
- Training Staff in Release of Billing Information
- Insurance Payer SIU (Special Investigation Units)
- CMS & OIG – Understanding AKS vs. Stark

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- Office of the Inspector General (OIG):
  - Medicaid Fraud Control Units (MFCU)
  - Medicare Fraud Strike Force
  - OIG & Detecting Fraud
  - The OIG's Fraud Spectrum
- Medicare Fraud & Abuse: Prevent, Detect, Report

Medical Billing and Compliance

- Overview of Billing Compliance
- Compliance Tips to Avoid Billing Fraud
  - Leveraging Artificial Intelligence to Flag Suspicious Behavior
- Establish Solid Hiring Practices to Reduce Insider Fraud
- Risk Areas for Providers and Medical Offices
  - Medical Necessity, Medical Review Policies
  - Identifying high-risk areas
  - Special Fraud Alerts Posted by the OIG
- ***Video*** – CMS Proper Documentation

Consumer Protection Laws

- No Surprises Act & Balance Billing
  - ***Video*** – No Surprises Act, How It Works
  - Provider & Facility Requirements
  - Independent Dispute Resolution (IDR) Process
- Divorce, Minors, Children and Collections
  - Dependents, Billing & Right to Privacy
- Financial Termination & Patient Rights
  - Physician & Group Practice Terminations
  - When Financial Termination is Considered
- Fair Debt Collection Practices Act (FDCPA) & Federal Trade Commission (FTC)
  - ***Video*** – Consumer Protection Under the FDCPA and FTC
  - Taking Aggressive Collection Action Means Understanding the FDCPA, even when collecting your own organization's debts
  - Federal Trade Commission: Debts and Collecting on a Deceased Patient's Account
  - Tips on the Probate Process
- Fair Credit Reporting Act (FCRA), Medical Identity Theft & Red Flags Rule

Avoid Embezzlement

- Embezzlement – Should Always Be a Compliance and Risk Concern
  - ***Video*** – Avoid Embezzlement
- 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

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Collecting Unpaid Patient Balances

- ***Video*** – Compliant Patient Collections
- Avoiding Patient Balances: Setting Up for Success
  - 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 and Secondary Collection Actions
- Handling Bad Check Situations & Credit Card Charge Challenges
- Final Collection Attempts & Skip Tracing
  - Develop the Final Collection Action
  - Educate Patients About Financial Responsibility
  - The Challenge of Telephone Collections
  - Patient Collection Statutes & Compliance
  - Importance of Obtaining Current, Accurate Patient Information
  - Locating a "Missing" Patient Who Owes You Money
- Alternative Collection Options
  - Consider 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!
  - Practice Your Math!

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

- ***Video*** – Metrics
- Closely Monitor Credit Balances
  - Credit balances may become a legal issue
  - Filing Unclaimed Funds Report requirements
  - Rules for Medicare Overpayments
- Know How to Calculate the "Collection Percentage"
- Calculating the Days Sales Outstanding (DSO) or Days in Accounts Receivable (A/R)

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Course Learning Objectives, continued

Claims Management

- ***Video*** – Introduction to Claims Management Responsibility
- Factors Contributing to High A/R
- Monitor Denials, Rejections, Errors and Coding Mistakes
- Manage Claim Performance Using Basic Medical Billing Reports
    - A/R Aging Report
    - Looking at "Buckets" of Potential – Payer Mix Calculations
    - Key Performance Indicators Report
    - Top Carrier/Insurance Analysis Report
- Set Your Fee Schedule in Compliance with Federal Trade Commission (FTC) Rules
- Value-Based Reimbursement
- Don't Let Silent PPOs Steal Your Rates

HIPAA and Revenue Cycle Management

- ***Video*** – HIPAA and the Revenue Cycle Management Process
- HIPAA Enforcement Agency & Common Violations
- 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
    - OCR's Breach Portal – The Wall of Shame

The Impact of Artificial Intelligence on Medical Billing & RCM

Video – The Need for AI Oversight (you are not easily replaced by AI)

- Artificial Intelligence (AI), Machine Learning (ML) and RCM
    - The Dual-Edged Sword: The "Upcoding" Phenomenon
    - AI and impact on payers
- Meeting Human-in-the-Loop (HITL) Requirements
    - Understanding AI hallucinations and potential inaccuracies
- The provider's legal accountability to be compliant when utilizing AI
    - Regulatory and compliance risks related to AI
- RCM & AI Trends – Real World Impact

Computer Requirements are available on our website.

Time Limits

The course must be completed within three (3) months from the date of enrollment. Course extensions are available for purchase if additional time is needed. Enrollment officially begins once our office receives the course tuition payment.

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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
- Online quizzes accessed through the online training page
- AIHC® Membership for One (1) Year: This is available for first-time members only
- Certificate of Completion upon successfully passing the course

Need More Than a Certificate of Completion? *Certify!*

Optional Certification Exam – Earn the CORCM℠ Credential

A remote certification exam by appointment with a professional proctor is available for an additional $75 fee per attempt. A total of three (3) attempts at certification are permitted. You will be provided details via email regarding the option to certify upon successful course completion.

Prerequisite to Certify

To qualify to certify, you must also have health care experience working in Patient Financial Services (PFS), medical billing and/or coding, working for a medical billing company, or have certification as a healthcare auditor, healthcare compliance officer or medical outpatient documentation specialist.

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

Maintaining Your CORCM℠ Credential

If you certify, you will need to maintain your credential by earning CEUs annually and paying the annual membership renewal fee. We do offer free and low-cost CEU programs for our members. For more information visit Credential Renewal FAQs.

Non-Member Tuition is Only: $625
Members Pay $450 [Members Save $175]

***Join as a member today** and save!*

Employers – contact us at 330-241-5635, option #2 when registering multiple employees at the same time.

How to Register for This Course

Register Online – Click here to return to the Course Page, Enroll and Pay for yourself or your workforce member(s).

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We accept the following credit cards online via the secure payment portal located on the course registration page.



Need to Mail a Check or Money Order?
Scroll down, complete the hardcopy enrollment form and enclose it with your payment.

Refund & Financial Policies

View the Refund Policy that is posted on the home page of our website under Financial Policies: 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

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

Please Make Checks Payable to: AIHC®

[ ] Non-Member Price: $625 [ ] Members Pay: $450

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

Please do not send credit card information. For secure credit card payments:
Register Online – Click here to register securely for this training program.
Or request an invoice by emailing *RegistrationDepartment@aihc-assn.org, or call 330-241-5635 (option 2)*

We Accept the Following Credit Cards:

AIHC® is a 501(c)(3) Non-Profit Licensing/Certification Partner with CMS.

Thank you for choosing AIHC for your training needs.

How did you hear about us?

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

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