

Engagement & Value



Silver Anniversary Symposium

ACMPE CEU 6.0
AAPC CEU - Applied

Holiday Inn KCI Expo Center
September 26, 2018
7:30am - 4:45pm



CO-SPONSORS



TRACK 1
DataFile Technologies

TRACK 2
AAPC of Kansas City





Track 1 - 8:15 - 9:45 am

Interoperability Does Not Equal Automation



Key Takeaways

- Understand that regardless of technology, people drive healthcare and information exchange
- Discover ways to involve all the key stakeholders of health data, in the model of healthcare delivery
- Declutter your thinking to focus on the top areas of interoperability that will bring the most benefit for your organization and your patients

In today's HIM landscape, interoperability is a common word, a theme, a conversation starter at conferences, in meetings and on social media discussions.

However, it's much like that proverbial "unicorn", many seek it but few have actually seen it. What does interoperability really mean to key healthcare stakeholders? People have always been at the heart of healthcare and people will continue to be vital to our healthcare information delivery, regardless of the technology and shifts within the industry.

Learn more about the latest news and trends with interoperability, and how you can expect it to impact your care delivery experience in the future.

Janine Akers

A dynamic and innovative leader, Janine has grown DataFile through rapid industry change and changing business models. A self-proclaimed paradigm disruptor, Janine is always looking for innovative ways to solve issues, including addressing interoperability. Her vision and excitement steer the strategic decisions of the organization and motivate our team of healthcare data experts to strive for greatness each day.

Scott Stuewe

A veteran of the EHR industry with 24 years at Cerner, Scott is an expert on interoperability and EHR systems. At DataFile, he is leading a team focused on transformation by creating new high-performance channels for health data exchange. As a visionary and expert on data liquidity, he is a sought-after contributor on the deployment and adoption of various interoperability approaches.



Track 1 - 10:30 - 12:00 Noon

Seven Steps to Improve Managed Care Agreements



Melissa Victorine, MBA, Managed Care Consultant

Melissa Victorine is an expert in intentional diplomatic managed care negotiations and the founder of INSIGHT Healthcare Consulting. She has spent over 18 years providing strategic managed care leadership to hospitals, medical groups, and professional healthcare providers. Melissa advanced her knowledge of strategic managed care negotiation and partnership development as the Director of Managed Care at Truman Medical Centers, a mission-driven safety-net academic medical center in Kansas City, Missouri. She realized her passion for cultivating partnerships with health plans to optimize contract negotiations as a means to provide essential quality medical services to the community. Prior to Truman Medical Centers, she led managed care consulting projects at Triage Consulting Group working with leading health systems including premier academic medical centers, for profit and not for profit health systems, community hospitals, and medical groups. Her clients included: UCLA Medical Center, Cedars Sinai Medical Center, HCA, Tenet Health System, Saint Joseph Hospital, and University of Oklahoma Medical Center among many others. Melissa has a MBA with a concentration in Health Care Administration from Avila University, and a BA with a double major in International Development Studies.

Do you know what covered services are listed in your contract? Who is deciding what's medical necessary for the patient's care? Can the insurance plan change the fee schedule "from time to time"?

During this collaborative session, we will highlight the key actions a provider's office can accomplish to make swift enhancements to their payer contracts. You will discover strategies for identifying the noteworthy contract provisions to make an immediate impact and ease the administrative burdens working with health insurance plans. We will explore negotiation best practices to transform your current contracts and maximize the reimbursement opportunities.

Key Takeaways

- Contract terms and conditions are negotiable
- Agreements are between two parties, manage the partnership
- Only agree to terms that can be fulfilled
- Ensure all documents noted in the agreement are provided



Track 1 - 1:00 - 2:30 pm

Six Crucial Behaviors of Patient-Facing Employees



Key Takeaways

- Skills can be taught, but behaviors are hard to change!
- We cannot hire and place staff based on their skillset. We have to look at other performance indicators and communication styles to ensure they are working in the right role in the office.
- It's difficult to focus on great patient care if you don't have your team structured properly!

Employee engagement is increasingly recognized as one of the key drivers of improvements to patient satisfaction; if we do not have the right people in the right roles and staff are not satisfied, they cannot be expected to adhere to even the best customer service training programs and sustained improvement plans.

During this interactive session, we'll discuss what core behaviors and tendencies are essential for your frontline staff and other key patient-facing employees. You'll learn hiring strategies for identifying these natural tendencies in applicants when looking to fill these powerful positions and which training method will best help you to leverage your patient-facing employees' skills to create outstanding patient experiences in your organization.

Jamie Verkamp

Jamie Verkamp is a speaker, author and consultant in the healthcare industry. She focuses her energy on educating today's leaders on understanding how technology, social media and other influencers affect patient engagement and ultimately, our model of healthcare delivery. You'll find her working with DataFile Technologies, a healthcare data solutions company located in Kansas City, MO, or on the road, speaking at more than 50 events each year.

Her passion for people and writing have manifested in numerous industry publications, including accolades for the MGMA Connexion Article of the year in 2010, for "The Real Value of Social Media in Healthcare", a composition encouraging physicians to embrace social networking, along with features in Medical Practice Digest and the American Medical Association Journal. Her book on YouTube and today's medical professional is scheduled for release later this year through Greenbranch Publishing.



Track 1 - 3:00 - 4:30 pm

Patient Right to Access & Security Risk Analysis



Kathryn Ayers Wickenhauser

As a self-proclaimed HIPAA nerd, Kathryn Ayers Wickenhauser, MBA, CHPC, CHTS loves learning about and discussing the health information management (HIM), health information technology (HIT), and compliance industries. She drives DataFile's thought-leadership efforts through social, short-form and long-form content, webinars, and more. Kathryn particularly enjoys sharing practical advice and best practices with healthcare professionals, including office managers and administrators at multiple educational events throughout the year. Prior to joining DataFile, Kathryn had first-hand experience in ambulatory practices, medical research settings and providing user training for EHR systems. Because of her varied background and physician spouse, Kathryn has unique knowledge about modern healthcare challenges.

Two compliance issues have emerged as 2018 hot topics:

- Patient Right to Access and
- Conducting a Security Risk Analysis

This session will provide an overview of Right to Access and highlight the ways it could be costing your practice, creating another encumbrance for today's overburdened providers and staff members.

Additionally, we will explore key takeaways and new information regarding the Security Risk Analysis process, highlighting why it's more important now than ever.

Key Takeaways

- Analyze your organization for misuse of Right to Access
- Execute a strategy and policy to address Right to Access requests in the future
- Implement a comprehensive Security Risk Analysis program annually for government and pay-for-performance requirements.
- Incorporate a rating scale into a new or existing Security Risk Analysis to determine an overall rating of risk in relation to a Threat Vulnerability Statement.



Track 2 8:15 - 9:45 am

TCM - It Takes a Team!



Angela Jordan, CPC, COBGC, AAPC Fellow

Angela has more than 25 years of experience in healthcare. Prior to joining SCBI, Angela held the position of Coding and Compliance manager for a large physician network, preceded by working as a Coding Auditor for the physicians of a nationwide hospital management organization.

Angela has played key roles in her client's success with EMR implementation by providing effectual physician and staff training. She assists practices with meeting meaningful use requirements and quality measures in order to optimize reimbursement from federal programs. Angela performs documentation and coding reviews to identify potential compliance risks and then provides practical solutions. Specialties such as OB/GYN, surgery, orthopedics, hospitalists and ENT, have benefited from her years of experience. Angela comes to MRS with a strong background in family practice, internal medicine, and pediatrics.

Angela is a former member of the AAPC National Advisory board. She served on the AAPCCA Board of Directors and was the 2012 chair. She is a past president of the AAPC of Kansas City chapter and remains active to this day. In addition to speaking at Regional and National AAPC conferences, Angela has written articles for coding publications and developed coding workshops.

Do you ever wonder why your Transitional Care Management (TCM) claims are denied, or what documentation requirements are needed to support billing?

In this session we will discuss

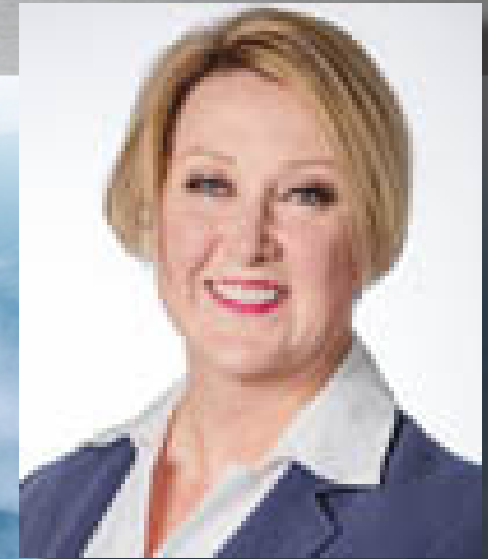
- the components of transitional care management,
- the roles of each team member, and
- use documentation examples to explain what is needed to support billing.

Key Takeaways!

- How to 'approach the field' and land that position!
- Learn from others who've achieved success along with Do's and Don'ts from the employer's perspective
- Be able to prepare a solid, professional resume that gets attention!

Track 2 - 10:30 - 12:00 Noon

Getting Your First Coding Job: Advice for New Coders from the Employer's Perspective



Many entry level applicants (both coders and those entering other areas of health-care business) share the same trepidations and hurdles: "How do I get my foot in the door?"; "How do I get a job in the business side of Healthcare without any Healthcare business experience?"; "How do I create a resume that gets noticed?". Likewise, seasoned healthcare professionals and coders wanting to change or advance their positions have similar qualms and it may have been some years since you've updated your resume or sat down for an interview.

This presentation is a down-to-earth, nuts and bolts how-to and includes vignettes from several people with different backgrounds and experiences to share; giving insight as to how they achieved their career goals. You will further get valuable insights, from the healthcare employer's perspective on what to do to get and stay on your career path. We will specifically review how to create a professional resume that will attract attention. Interviews scare you? We'll delve into interview scenarios and the thought processes behind those annoying questions. You'll gain valuable insight, information and techniques on how to successfully market your skill set and ace that interview for the position you want.

Syd encourages interactivity and questions throughout her session.

Syd Stevens, CPC, CIMC, AAPC Fellow

Syd has been Practice Administrator for Midwest Nephrology Consultants since 2000. She has over 30 years combined experience in the health care field and has worked in all facets of the health care industry – including hospital administration, managed health care, long term care, home health care, consulting, and physician office administration. Syd received her coding certification in 1999 and a second, internal medicine certification in 2008 and became an AAPC Fellow in 2017. She holds an Associate's Degree in Business.

She is a member of Wisconsin Physician Services (WPS Medicare) POE AG (Provider Outreach Education Advisory Group) representing Nephrology practices for the J5 MAC Part B Physician Services. Syd has also served as a member of the CMS Region VII workgroup & several Medical Group Managers Committees. She holds active membership in the RPA, AAPC, ASDIN, the local and national MGMA. She served as President of the AAPC of KC Chapter in 2016 and was its Membership Development Officer in 2017. As a featured speaker for both local and national coding and society meetings, Syd tries to bring humor and common sense to the ever-changing world of healthcare.



Track 2 - 1:00 - 2:30 pm

Where to Find NCCI Policies & What You'll Find



Key Takeaways

Cathy will answer the following common questions.

- What can I find in The NCCI Policy Manual for Medicare Services and how do I use it?
- What are the PTP edits and how do I use those to determine coding and modifier usage?
- What are MUEs and how do I use the information in the MUE file?
- Where can I find more information on add-on code usage?

In this presentation, Cathy will share information on where to find all of the NCCI policies on the CMS website along with all of the other information included there.

You know how to find and use resources like The NCCI Policy Manual for Medicare Service (policies that are also applied by other payers), procedure to procedure edits, medically unlikely edits, and the add-on code edits.

The National Correct Coding Initiative is about more than just bundling or unbundling.

Cathy will also let you know why these resources are imperative to correct coding and how they can answer a lot of your coding questions.

Cathy Jennings

BS, CPC, CPC-I, CEDC, CHONC

Cathy works at the The University of Kansas Health System as the Ambulatory Coding Education & Training Manager. Cathy has more than 20 years of experience in healthcare. Over the years, she has worked with a multitude of hospitals and physician groups. Cathy's breadth of experience encompasses family practice, internal medicine, laboratory/pathology, hematology/oncology, emergency medicine, and outpatient facility coding. In addition to her CPC credential, she holds coding certifications in emergency medicine and hematology/oncology. She's a compliance professional as well as a certified coding instructor through AAPC.

Cathy holds a bachelor's degree in Business Administration from the University of Kansas. She was the 2013 local chapter president for the Kansas City chapter of AAPC and has been active in the chapter for many years. Cathy is a reputable speaker for the AAPC locally as well as regionally.



Track 2 - 3:00 - 4:30 pm

Revenue Integrity for Physician Billing



Sherry Wright-Fontenot, CPC, CPCO, CPMA, CEDC, AAPC Fellow
Teresa Treon, BBA, RHIT, CPC, CPMA, AAPC Fellow

Sherry Wright-Fontenot, CPC, CPCO, CPMA, CEDC, AAPC Fellow, has over 25 years experience in healthcare coding and compliance. She is currently a Coding Compliance Coordinator with Saint Luke's Health System where her focus has been compliance audit and provider education for all specialties. Sherry has written core education for Advance Practitioners and is a regular speaker at St. Luke's College of Nursing on coding and documentation. She is active in the AAPC of KC Chapter currently the Education Chairman.

Teresa Treon, BBA, RHIT, CPC, CPMA, AAPC Fellow, Revenue Integrity Analyst, has worked in the healthcare field for more than 18 years, with a background in Coding, Reimbursement, and Revenue cycle, Management, Compliance and Revenue Integrity. In her current role as a Revenue Integrity Analyst she is responsible for Neuroscience Division at Saint –Luke's Health System

This presentation will explore one health systems approach to using Revenue Integrity Concepts on the professional side.

We will explore the Professional Revenue Cycle and how the Revenue Integrity Concepts are valuable.

Key Takeaways

- What is Revenue Integrity?
- Are there Best Practices that an organization can adopt to create a culture of integrity?
- Who are the stake holders in Revenue Integrity?
- What were the Benefits of Adopting a Revenue Integrity Program for Physician Billing?

25th Anniversary Symposium

Online Registration: <https://nwmomgma.wildapricot.org/event-2718979>

Complete this form and send with your check made payable to "Northwest Missouri MGMA", send to NWMO MGMA Central Office, Symposium Registration, 1105 NE Westwind Drive, Lee's Summit, MO 64086-6709.

If you have questions concerning your registration, please call the Central Office at 816.806.1838.

**** ONE (1) FORM PER PERSON. MAKE COPIES FOR ADDITIONAL REGISTRANTS. ****



First Name _____ Last Name _____
 Title _____ Degree/ACMPE _____
 Practice/Organization _____
 Street Address _____ Suite _____
 City _____ State _____ Zip _____
 Phone (____) _____ E-mail _____
 Mobile (____) _____ Website _____

- \$125 NWMO/GKC MGMA Members, Early Registration, on or before August 10, 2018
- \$150 NWMO/GKC MGMA and AAPC Members, Regular Rate, from August 11 to September 24, 2018
- \$100 Additional Attendee(s) from same practice
- \$200 Nonmember Registration Rate
- \$250 NWMO NEW MANAGER MEMBERS ONLY: Join NWMO w/Symposium attendance and SAVE
- \$ 75 AAPC of KC Members and Students (college level)

Pay Online at www.nwmomgma.wildapricot.org TOTAL ENCLOSED \$ _____

**** Required: Are you attending Track 1 or Track 2

Make a copy of all forms for your records and return the original to the address with check, or Fax form to 816.326.9132.

PAYMENT BY CHECK:

Return signed registration form for each person attending with your check made payable to "Northwest Missouri MGMA" to:
 Northwest Missouri MGMA Symposium Registration
 1105 NE Westwind Drive
 Lee's Summit, MO 64086

TOTAL ENCLOSED \$ _____

PAYMENT BY CREDIT CARD: FAX FORM TO: 816.326.9132 (no coversheet please)

MasterCard VISA Discover Card (We do not accept American Express)

Credit Card Number: _____

Name on Card: _____ Expiration Date: _____

Billing Address: _____

City/State/Zip: _____ Date Signed: _____

EARLY BIRD DEADLINE: August 10, 2018

Signature: _____

ANNUAL SYMPOSIUM
Wednesday, September 26, 2018
7:30 am - 4:45 pm
CEUs for each track: 6.0

CANCELLATION POLICY

Refunds made on cancellations post-marked after Friday, September 15 will be subject to a \$50 cancellation fee.

HOLIDAY INN AIRPORT HOTEL ROOM RESERVATIONS

11728 N. AMBASSADOR DRIVE
 KANSAS CITY, MO

A BLOCK OF ROOMS WILL BE HELD FOR THE NIGHT OF SEPT 25. RATE IS \$104 PER NIGHT.

RESERVATIONS MUST BE MADE BY

SEPTEMBER 7, 2017.

CALL 1-800-957-4654

NOTE BLOCK CODE. MGS

HOTEL REGISTRATION LINK: <https://www.holidayinn.com/redirect?path=hd&brandCode=HI&localeCode=en®ionCode=1&hotelCode=mkccr&PMID=99801505&GPC=mgs&viewfullsite=true>



Silver Anniversary Symposium

Northwest Missouri MGMA

ENGAGEMENT & VALUE

September 26, 2018

Holiday Inn Airport KCI Expo Center



ACMPE 6.0 CEUs

Track 1 - MANAGERS

7:30 – 8:00 am - Registration & Breakfast
Breakfast with Exhibitors

8:00 – 8:15 am - Welcome
Russell Onken, President

8:15 – 9:45 am (1.5)
"Interoperability Does Not Equal Automation"
Scott Stuewe & Janine Akers, DataFile Technologies

9:45 – 10:30 a.m. Exhibitor Visit/Dance Card

10:30 – 12:00 Noon (1.5)
"7 Steps to Improve Managed Care Agreements"
Melissa Victorine, MBA, Managed Care Consultant

12:00 – 1:00 pm - Luncheon Buffet with Dessert

1:00 - 2:30 pm (1.5)
"6 Crucial Behaviors of Patient-Facing Employees"
Jamie Verkamp, Speaker, Author, Consultant

2:30 – 3:00 p.m. Exhibitor Visit/Door Prizes

3:00 – 4:30 pm (1.5)
"Patient Rights to Access/Security Risk Analysis"
Kathryn Ayers Wickenhauser, MBA, CHPC, CHTS

4:30 – 4:45 pm - Grand Prizes/Adjournment

AAPC 6.0 CEUs

Track 2 - CODERS

7:30 – 8:00 am - Registration & Breakfast
Breakfast with Exhibitors

8:00 – 8:15 am - Welcome
Amie McDonald, President Elect

8:15 – 9:45 am (1.5)
"TCM - It Takes a Team"
Angela Jordan, CPC, COBGC, AAPC Fellow

9:45 – 10:30 am - Exhibitor Visit/Dance Card

10:30 – 12:00 Noon (1.5)
"Getting Your First Coding Job: Advice for
New Coders From the Employer's Perspective"
Syd Stevens, CPC, CIMC, AAPC Fellow

12:00 – 1:00 pm - Luncheon Buffet with Dessert

1:00 - 2:30 pm (1.5)
"Where to Find NCCI Policies & What You'll Find"
Cathy Jennings, CPC, CPC-I, CEDE, CHONC

2:30 – 3:00 pm - Exhibitor Visit/Door Prizes

3:00 – 4:30 pm (1.5)
"Revenue Integrity for Physician Billing"
*Sherry Wright-Fontenot, CPC, CPCO, CPMA, CEDC, AAPC Fellow and
Teresa Treon, BBA, RHIT, CPC, CPMA, AAPC Fellow*

4:30 – 4:45 pm - Grand Prizes/Adjournment

Silver Anniversary Symposium

Holiday Inn KCI Expo Center

11728 N. Ambassador Drive, Kansas City, MO

ACMPE CEUs 6.0
AAPC CEU - Applied

info@nwmomgma.com

www.nwmomgma.wildapricot.org

816-806-1838

REGISTER ONLINE. PAY ONLINE



TRACK
1

Speaker Co-Sponsors

TRACK
2

