

**THE REVENUE INTEGRITY FORUM
PROUDLY PRESENTS**



**GETTING TO THE HEART OF REVENUE
INTEGRITY**

TUESDAY JUNE 12TH, 2018

**CHRISTINE PUTTERMAN, CHAIR
NORA BURDI AND BETSY WEISS, CO-CHAIRS**

**PINES MANOR
2085 STATE ROUTE 27, EDISON NJ 08817**

EDUCATION SERIES
Getting To The Heart of Revenue Integrity

7:30am – 8:20am Registration and Breakfast

**8:20am - 8:30am PROGRAM START TIME:
NJ Revenue Integrity Forum Introduction and Kickoff**

8:30am - 8:40am NJHA Update

8:40am - 9:00am Welcome - Induction of Officers and Announcements of Scholarship Recipients

9:00am - 10:00am Got AED? Reviving the Relationship between Pharmacy and Finance Teams

This session will give participants an overview of the Finance and Pharmacy relationships, best practices for collaboration and highlight key areas for focus to enhance the business of the pharmacy department.

Session Objectives:

- To understand the importance of the pharmacy business model and its impact on overall hospital finances
- Highlight the revenue cycle disconnect between Finance and Pharmacy
- Understanding drug reimbursements, changes, and challenges
- Highlight strategies and best practices to handle the changing environment surrounding medications

Presenter:

Craig W. Dolan, RPh, PharmD, MBA
Vice President, Advisory Services
McKesson RxO

10:00am - 10:15am Break

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10:15am - 11:15am Chain of Survival: Keeping your Rhythm regular to Common Supply Chain Issues

A successful supply chain program demands an alignment of various players working together to create a plan that works for their specific organization. This session will focus on identifying common challenges encountered in healthcare supply chain today.

Session Objectives:

- Process tips for synchronizing charge master to item master to improve revenue stream
- Assess the current challenges related to hospitals' surgical inventory services
- Demonstrate how Lean methodologies can be applied to assist with pack revisions and version updates
- Develop a process for managing vendor owned trunk stock
- Provide one improvement technique participants can take back to their facilities to promote supply chain excellence
- Discuss the process of trailer billing including Payer audits and how contract language can optimize reimbursement

Presenters:

Lisa Tonkinson
Principal
Leonard Consulting

Donna Heringes
Manager, Managed Care
Penn Medicine Princeton Health

Jane Hoffman
Contract Management Specialist
Penn Medicine Princeton Health

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11:15am - 12:15pm HeartBytes: Role of Analytics in Revenue Integrity

This presentation details how data analytics are used to optimize revenue. A case study will be presented to help attendees understand analytical techniques for optimizing revenue. Takeaways will include examples of analytical approaches institutions can use internally.

Session Objectives:

- Describe how big data can be used to assist revenue integrity initiatives
- Review one healthcare organization's journey through revenue integrity analytics
- Identify key strategies used for revenue integrity-both successes and missed opportunities
- Provide attendees with tools and ideas to obtain the same success within their revenue integrity initiatives

Presenters:

Mr. Jeff Clayton

Vice President/Principal
McBee Associates, Inc.

Mr. Mitchell Schwartz

Manager
McBee Associates, Inc.

12:15pm - 1:00pm Lunch

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1:00pm - 2:00pm

Prevent Sudden Cardiac Arrest: Post-Claim Analysis...Making Your Claim Data Work for You

This session will present best practices to achieve clean claims, correct coding, compliance, and an educated, cohesive revenue cycle-operational-clinical team. Attendees will utilize Lean principles to examine claims analysis strategies and responsibilities.

Session Objectives:

- Consider best practice strategies for compliant claims, accurate charges, reduced audits/denials, and identifying missed revenue opportunities
- Identify strategies to achieve buy-in, accountability, and partnership with key operational and clinical stakeholders to improve charging and documenting habits, and claims success
- Utilize SIPOC (Supplier, Input, Process, Output, Customer) diagramming to focus on the inputs and outputs of a claims analysis process and identify value-added activities
- Develop RACI (Responsible, Accountable, Consulted, Informed) matrix to identify the various tasks associated with a claims analysis process, determine the necessary roles (people, groups, departments), and assign responsibilities

Presenters:

Kerry Topper, RHIA
Manager of Revenue Integrity
Beebe Healthcare

Sharon B Kesterson, CPA
Director of Patient Business Services
Beebe Healthcare

Lauren Strong
Billing Manager
Beebe Healthcare

Veronica Anzalone, RN
Marketing Manager, Lean Leader
Craneware

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2:00pm - 3:00pm **Part 1 - Protect This Heart: Emerging Payer Coding & Medical Policies that Impact Hospital Reimbursement**

New payer coding and medical coverage policies results in an increase of Experimental and Investigational Denials and Non-Emergent Denials. This session will provide strategies and resources hospitals can use to overcome these high volume complex denials.

Session Objectives:

- Discern relevant clinical documentation, contract provisions, New Jersey state statutes, and court decisions that can be used to address these denials
- Provide resources to utilize in a denial management process, such as appeal letter templates, spreadsheet of relevant New Jersey Statutes and Regulations, and summary of applicable Federal legislation
- Provide successful strategies used at one facility that can be implemented by attendees at their facilities

Presenters:

Tracy Lutz, Esq
Managing Partner
Specialized Healthcare Partners

Diane Crowl-Schwarz, RN, BSN, MBA
Director, Medical Audits
AtlantiCare Regional Medical Center

3:00pm - 3:15pm **Break**

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3:15pm - 4:15pm Part 2 - Heartsavers: Breaking Down Silos to Mitigate Denials

This panel will address how better information flow and coordination between hospital departments can ultimately result in fewer denial write offs.

Session Objectives:

- How to prevent, track and respond to denials
- How to write payer contracts to protect against denials
- Discuss the importance of sharing findings with advocacy agents such as hospital associations
- Implement a multi-pronged approach to preempt complex claim issues
- Encourage collaboration between internal and external revenue cycle entities

Panelists:

Annie Akkara, MD
Physician Advisor
FairCode Associates

Irene Coyle, RN, BSN
Director, Clinical Appeals and Precertification
Temple University Hospital

Diane Crowl-Schwarz, RN, BSN, MBA
Director, Revenue Integrity
AtlantiCare Regional Medical Center

Theresa Edelstein, MPH, LNHA
Vice President, Post-Acute Care Policy & Special Initiatives
New Jersey Hospital Association

Tracy Lutz, Esq
Managing Partner
Specialized Healthcare Partners

Vickie McElarney, RN, MBA, FACHE, COC (Moderator)
Consultant
Craneware

4:15pm - 4:30pm Closing

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EDUCATION CREDITS

NEW JERSEY BOARD OF ACCOUNTANCY CONTINUING PROFESSIONAL EDUCATION CREDITS

Based on our understanding of the New Jersey State Board of Accountancy’s continuing professional education (CPE) requirements, Sponsor No. 185, this course is currently approved for 7.0 CPE credits.

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES CONTINUING EDUCATION CREDIT

The New Jersey Chapter of the Healthcare Financial Management Association is authorized to award 6.0 hours of pre-approved Category II (non-ACHE) continuing education credit for this program toward advancement, or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward Category II credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

AMERICAN ACADEMY OF PROFESSIONAL CODERS CONTINUING EDUCATION CREDIT

CEU’s are currently approved. Estimated credit hours: 6.0 (*APPROVAL PENDING*)

SUPREME COURT OF NEW JERSEY BOARD ON CONTINUING LEGAL EDUCATION

Based on our understanding of the Supreme Court of New Jersey Board on Continuing Legal Education mandatory continuing legal education program requirements, this course will qualify for 7.0 CLE credits. NJ HFMA is an approved service provider (#1098).

To register online, please visit our website at www.hfmanj.org, where online payment submission is also available, but not required. If you prefer to register by mail, please list your attendees and follow the registration instructions presented below.

NAME	ORGANIZATION	TITLE	HFMA MEMBER or NON-MEMBER	EMAIL ADDRESS

FEE:

- ADVANCE REGISTRATION – MEMBERS \$135
- ADVANCE REGISTRATION – NON-MEMBERS \$160
- ADVANCE REGISTRATION – CERTIFIED MEMBERS (HFMA, CHFP) \$100
- STUDENT REGISTRATION \$35
- ON-SITE REGISTRATION, ON “SPACE AVAILABLE” BASIS **\$25 extra**

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REGISTRATION INFORMATION:

- Registration is available online at www.hfmanj.org or by mail.
- Make checks payable to **HFMA - NJ CHAPTER**, and please mail at least **10 days prior to the event**.
- Registration must be received **three working days prior to the event**.
- **REFUNDS WILL BE GRANTED ONLY IF CANCELLATION IS RECEIVED 48 HOURS PRIOR TO THE MEETING.**
- Dress is **Business Casual**.
- Mail payment to:
 - HFMA – NJ Chapter
 - Laura Hess
 - P.O. Box 6422
 - Bridgewater, NJ08807
- Phone number for questions is **(908) 963-2505**.
- In the event of questionable weather or other emergency affecting a significant number of members, please call 1-888-NJC-HFMA or check the Chapter website no earlier than two hours prior to the start of registration for the event to confirm status of event.

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