

# Revenue Cycle Day

Hosted by Indian Health Service

Thursday, June 6, 2019

8:00 am – 5:00 pm

Courtyard by Marriott Sacramento Cal Expo

1782 Tribute Road

Sacramento, CA 95815

Time	Topic	Presenter
8:00 – 8:15 am	<b>Registration</b>	n/a
8:15 – 8:25 am	<b>Welcome</b>	Toni Johnson, Business Office Coordinator, California Area Indian Health Service
8:25 – 9:00 am	<b>Revenue Cycle Overview</b>	Toni Johnson, Business Office Coordinator, California Area Indian Health Service
9:00 – 9:45 am	<b>HIPAA Today</b>	Marilyn Freeman, RHIA, CHPS, CHC, Health Information Management Consultant, California Area Indian Health Service
10:00 – 10:15 am	<b>Break</b>	
10:15 – 11:00 am	<b>Patient Registration: Where it all begins...</b> <ul style="list-style-type: none"> <li>• Demographics</li> <li>• Required Forms</li> <li>• Health Coverage – Eligibility Verification</li> <li>• Referral to Patient Benefits Coordinator</li> <li>• Scripting</li> <li>• Customer Service</li> <li>• Best Practices</li> </ul>	Brandy Noonkester, RHIT, CPC, CPPM, CPC-I, Revenue Cycle Coordinator, California Rural Indian Health Board
11:00 – 11:30 am	<b>Outreach &amp; Education and Patient Benefits Coordination</b> <ul style="list-style-type: none"> <li>• Coordination of Benefits</li> <li>• Significance of Health Insurance Coverage at Little to No Cost</li> <li>• Savings Programs</li> <li>• Significance of Building Trust</li> <li>• Outreach Techniques – “Thinking outside the box”</li> <li>• Best Practices</li> <li>• Story banking</li> </ul>	Kristen Bitsuie Tribal Health Care Reform Outreach and Education Program Associate National Indian Health Board (invited)
11:30 – Noon	<b>Health Information Management</b> <ul style="list-style-type: none"> <li>• Electronic Health Record</li> <li>• Direct Messaging, Personal Health Record</li> <li>• Coding</li> <li>• Communication with Providers</li> </ul>	Marilyn Freeman, Health Information Management Consultant, California Area Indian Health Service
Noon – 1:00 pm	<b>Lunch</b>	

Agenda subject to change.

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1:00 – 1:30 pm	<b>Purchased/Referred Care</b> <ul style="list-style-type: none"><li>• Eligibility Requirements</li><li>• Access to Care</li></ul>	Toni Johnson, Business Office Coordinator, California Area Indian Health Service
1:30 – 2:00pm	<b>Communication and Coordination</b> Practical Approaches to Break Down Department Barriers and Work Toward Solutions	Toni Johnson, Business Office Coordinator, California Area Indian Health Service
2:00 – 2:45 pm	<b>What is Tribal FQHC &amp; 100% FMAP?</b>	Angie Wilson, Executive Director, Washoe Tribal Health Center
2:45 – 3:00 pm	<b>Break</b>	
3:00 – 4:15 pm	<b>Revenue Cycle Management</b> <ul style="list-style-type: none"><li>• Significance of Revenue Cycle Team</li><li>• Goal Setting</li><li>• Management Reports</li><li>• Best Practices</li></ul>	Merin McCabe-Black, CPC, CPC-I, American Indian Health Services
5:00 pm	Adjourn	