



Compliance Officer and Committee

Carrie Aiken, CHC, Associate Director, Corporate Compliance, Navitus Health Solutions

Leadership and oversight of your company's compliance program is critical to its success. Program oversight requires leadership that can gauge company risks against business operations and spearhead controls and change necessary to safeguard your company against illegal, unethical or improper conduct. This session will provide expectations for compliance program leadership, responsibilities, and skills and qualities necessary for effective leadership. This session will also provide an overview of the governance function including board/director/owner responsibilities, the compliance committee and program structure, and ideas for evaluating and improving compliance program leadership for any health business organization.

Policies and Procedures: Road Maps for the Known, the Unknown, and the Unexpected

Holly Louie, RN, CHBME, Compliance Officer, Practice Management Inc.

Do your policies and procedures fit your organization? Are they relevant today? Do they reflect the depth and breadth of your compliance program? Do you have black holes? Are your risk areas covered? Are they working as intended? Does practice override intent? This session is designed to address and answer those questions through practical, real life experiences. Best practices and examples will help attendees assess their current policies and procedures for effectiveness and relevance. Sample policies, tips, and tools from industry experts will provide the basis for the operationally integrated approach required in today's multi-risk environment.

How to HIPAA-tize Your Company

Paul Kim, Esq., Member, Cole Schotz, P.C.

HIPAA compliance should become and remain your top priority because a HIPAA breach is your worst nightmare. It will cost you money. It will make you lose your clients. It will ruin your reputation. This session will enable you to:

- Comprehend your current obligations under HIPAA as amended by HITECH.
- Identify compliance gaps within your organization.
- Implement practical solutions to mitigate if not eliminate risks of breach and cyber attacks
- Understand the government audit environment

Compliance Education and Training

Carrie Aiken, CHC, Associate Director, Corporate Compliance, Navitus Health Solutions

Compliance programs can only be successful when your employees understand your message including expectations and mission. Effective education starts with clear communication and understandable objectives. Creating training activities that are meaningful to employees translates into successful program execution and fosters a culture of

compliance. This carries through to operations, clients, auditors, and employees to perpetuate and environment where compliance is routine. This session will explore regulatory, operational and

compliance areas for education, provide a checklist for key areas, and provide guidance on documenting your efforts. This session will also deliver winning strategies and ideas to reach your employees and incentivize participation and engagement.

Keynote Address – “Priorities for Quality Measurement in a Changing Healthcare Environment”

Shantanu Agrawal, MD, MPhil, President & CEO, National Quality Forum, former Deputy Administrator and Director for the Centers for Medicare & Medicaid Services’ (CMS) Center for Program Integrity (CPI)

Dr. Shantanu Agrawal will discuss the National Quality Forum’s strategic vision for measure prioritization. Dr. Agrawal will also explain the burden reduction efforts for physicians and other providers as well as the feedback mechanisms that exist around measure implementation. By the end of this keynote address, attendees will have a thorough understanding of the connection of measurement to payment policy and reimbursement, especially in light of the shifting national healthcare priorities.

Effective Auditing and Monitoring

Carrie Aiken, CHC, Associate Director, Corporate Compliance, Navitus Health Solutions, and Mark Cunningham, Esq. Chambliss, Bahner & Stophel, PC

Monitoring and auditing is the test for the success of your compliance program. These key activities must be present in your program to enable you to measure compliance performance and effectiveness. Understanding what to monitor or audit, frequency, and scope can guide your program towards meaningful results for you to act upon. This session will address these questions and provide a comprehensive review to help you understand potential risk areas for healthcare business that should be considered as part of your auditing and monitoring plan. We will also share practical tips to make auditing and monitoring manageable, prioritize risks, and evaluate outcomes.

Risk Assessments: AKA Who Are We?

Holly Louie, RN, CHBME, Compliance Officer, Practice Management Inc.

A risk assessment can be summed up in one question, “What’s your culture”? What does that really mean and how do you assess it, measure it, monitor it, and do something about it? Does every single employee know how to minimize and mitigate risk? Does your culture force out the non-compliant people? Are you more worried about risk grids and scores than corrective actions? How many everyday examples of problems do you see? What did you do about it? Focusing on culture and teaching employees how to think about compliance are the most powerful risk reduction tools you have. This session will provide a new look at an old topic—assessing your risk. Expert faculty will also provide guidance for what to do when the worst case scenario happens in your organization.

Compliance and the Terrible, Horrible, No Good, Very Bad Contract

Mark Cunningham, Esq., Chambliss, Bahner & Stophel, PC

Compliance risks often determine how companies draft and negotiate their revenue cycle management agreements. We will explore and provide alternative techniques for these common compliance issues, with a particular focus on the three phases of contracting: (1) the negotiation period, (2) the period under contract; and (3) the post-termination period. We will review enforcement actions and legal developments to determine what new items might warrant changes to your existing agreements. In particular, we will address the unique interplay of the revenue cycle management agreement with evolving compliance issues (i.e. MIPS). Following this session, you will return to your office equipped with leading approaches on how to deal with compliance issues that commonly arise.

Coding in Today's World

Holly Louie, RN, CHBME, Compliance Officer, Practice Management Inc.

Coding is changing and coding risks are new and evolving. Has your organization addressed the new challenges? Have you met and discussed coding with your clients? What tools do you use to minimize risk? Is denial management integrated with your coding functions? Have payor and contractor policies been shared appropriately? So you think you don't code? Do you still have risk? Will you see the warning signs in time? The session will focus on today's high priority coding issues for CPT, ICD-10, modifiers, and EHR. Examples, policies, and discussion of some current legal trends will be addressed in this session.

Government Relations Update

Bill Finerfrock, HBMA Director of Government Relations

A new administration brings changes and challenges to the world of healthcare. HBMA's Government Relations Director, Bill Finerfrock, will provide an update of current legislative happenings and how it they may affect you and your business.