



SESSION HIGHLIGHTS

Compliance Officer and Committee

John Outlaw, CHC, CHBME

Compliance Officer, McKesson Business Performance Services

Oversight of your company's compliance program is key to its success. Having effective, committed, and informed leadership drives your company's compliance program to safeguard against illegal, unethical or improper conduct. Your officer should be well qualified - in compliance and soft skills. Where your company is able to develop a compliance committee, it must support the compliance officer to ensure achievement of the objectives of an effective compliance program. This session will share information about building your oversight team, establishing roles, and ensuring compliance leadership for your any size billing company.

Policies and Procedures that Fit Your Business

Holly Louie, RN, CHBME

Compliance Officer, Practice Management, Inc.

Well-written policies establish your organizational compliance with best practices. Well written procedures are the operational implementation of your policies. How do you create or confirm you have the "must haves"? How do you keep them up to date and an accurate reflection of your operations? How do you know they are working as intended? Which ones are compliance and which ones are operations? How can you tell bad policies from good ones? What are the risks and rewards? Whether you need to write them, update them, or revise them, this session will help you. Attendees will receive samples, examples, and real world billing company experiences in creating and maintaining policies and procedures that work for your business.

Compliance 101: How to Respond to a Government Investigation

Mark Cunningham, Esq.

Chambliss, Bahner & Stophel, PC

If your organization or your billing client is ever subjected to a government investigation, you need to be aware of the potential risks of civil and criminal liability that can flow from inadequately preparing for and responding to the investigation. The session will teach attendees how to best respond to a search warrant, investigator requests for interviews, and government demands for documents. In addition, we will discuss areas of tension that can arise between the billing company and the client when only one party is the initial subject of investigation. Finally, we will focus on the unique issues affecting a compliance officer when its company is under investigation.

Compliance Education and Training

Carrie Aiken, CHC

Compliance and Consulting Manager, SVA

Compliance programs can only be successful when your employees understand the mission and objectives. Training activities that connect with employees help you deliver on your compliance program. This session will address areas of education and training that are important for your program along with necessary documentation and evidence of effectiveness. This session will review regulatory, operational and compliance areas to cover during training as well as strategies for training and integrating training into the fabric of your company.

Effective Auditing and Monitoring

John Outlaw, CHC, CHBME

Compliance Officer, McKesson Business Performance Services

Monitoring and auditing may sound intimidating and can be daunting to consider. Sorting out what to monitor, what to audit, how often and how much should be assessed, and how to manage the process is an essential element of an effective compliance program. How to operate and maintain a successful program will be discussed, step-by-step, along with how to document your work (samples included), what and how to report the results, and how to vary your program to increase the level of surveillance achieved. We will discuss how others have set up and operated their monitoring and auditing, including metrics and how to anticipate challenges to your approach and “audit proof” your program. Attendees will take home real-life examples, materials, resources, sample reports, links, and tools to customize for YOUR company.

Risk Assessments and the Oops Factor

Holly Louie, RN, CHBME

Compliance Officer, Practice Management, Inc.

What is a risk assessment? Are there really different options for conducting the assessments? What if you miss something? How do ethics affect your analysis? Are you liable for client actions? How often do you conduct assessments? Customization is the most important part of a well done risk assessment and the implementation of mitigating factors. It's doable, it's affordable, it's practical, it's accessible, it will prove valuable for your business, operations and clients. But what if something does not work and an oops occurs? Do you know how to build an effective response? Do you understand how to assess the risk of an oops? This interactive session will offer tools, tips and resources to help you identify, prevent and correct and manage issues of risk in your daily operations.

HIPAA/HITECH and Beyond

Carrie Aiken, CHC

Compliance and Consulting Manager, SVA

HIPAA has probably changed your company and you have embraced changes to comply with the Health Insurance Portability and Accountability Act (HIPAA). Compliance with HIPAA requires that covered health care companies of all sizes understand the threats, associated risks and liabilities to protected health information (PHI) and that organizations implement a wide variety of safeguards and security practices. The potential exposure to covered entities, your company, for penalties, fines, and damages is significantly increased with the advent of HITECH regulations. Moreover, HIPAA privacy and security provisions now apply directly to business associates, who are now subject to the same heightened civil and criminal penalties that apply to covered entities. This session will bring you up-to-date on HIPAA/HITECH laws and regulations – and provide you useful information and real life examples for your organizations orientation of your new staff members!

Does Your Contract Have a Clue?

Mark Cunningham, Esq.

Chambliss, Bahner & Stophel, PC

This session will focus on significant compliance “mistakes” in billing agreements and provide alternatives to resolving them. We will provide real world examples of key compliance issues that exist in the three phases of contracting: (1) the negotiation period, (2) the period you are under contract; and (3) the post-termination period. In addition, we will address recent laws, cases and enforcement actions and discuss how these developments might warrant changes to certain provisions within your billing contract. Following this session, you will return to your office equipped with knowledge of leading approaches and options on how to deal with issues that commonly arise.

Coding Compliance

Holly Louie, RN, CHBME

Compliance Officer, Practice Management, Inc.

Coding remains the number one risk area for billing companies. How do you address the coding risks you can't control, like clients and EHRs? How do you know your coders are not placing you at risk? Is coding fully integrated into your denial management and operational compliance policies and procedures? Are you auditing the obvious or the risks? Have you customized education for RAC, MAC, and integrity findings? Have you customized for specialties? Will ICD-10 become a reality in 2015? What are the coding implications in your operational compliance processes? Will new risk areas exist or develop? How do you plan for the unknown? This practical session will focus on the issues we all face. Learn how to address coding risk in this practical session filled with tips, tools and ideas from other billing companies.