



Lifespan/Physicians PSO

Certified Practice Manager Course (CPM)

This course is designed to provide insight into “best practice processes” in the areas of billing, coding, compliance and operations, which enable physician offices to thrive in an ever-changing marketplace. Each of the instructors have over 30 years practice management experience and currently hold CEO, VP and Director positions in large physician organizations, as well as consult for numerous practices across New England. Collectively they will bring valuable tips, which can help insure the success of your practice.

Who Should Attend: Practice Managers, Directors, Physicians, Billing Managers and other Administrators interested in proven practice management techniques.

Instructors:

Lyn Henderson, CPC, CCS-P, CHCC, PCA, CEO, PCA (Physician Chart Auditors), Former Vice-President Medical Staff & Regulatory Affairs, Beth-Israel Deaconess Medical Center, Ad Hoc Compliance Officer - 6 organizations

Christy Bishop, CPC, PCA, VP, Business Development/Customer Relations, PCA, Former Compliance Officer / Practice Management Expert, St. Elisabeth’s Hospital, Brighton, Mass. (400+ providers)

Jeff Liebman, D.M.D. PCA, CEO, Beth-Israel Deaconess Hospital – Needham, MA, CEO, Affiliated Physician Group (180 providers)

Cost: \$1,500.00 PSO Members
 \$2,000.00 non-PSO Members

**Space is limited. To register for this course or for more information,
contact Cathy St. Laurent at 444-2095 or via email at
cstlaurent1@lifespan.org**

Certified Practice Manager Course (CPM) Course Outline

Week 1: Registration/Introductions, Operations, and Setting Benchmarks

Week 2: Controlling medical practice expenses, Office productivity and efficient patient scheduling

Week 3: Guidelines for monitoring a profitable practice, Employee management tools for the physician office

Week 4: Medical office staffing, salaries and benefits, Preparing a practice analysis report

Week 5: Month-End Reports – Provider Productivity & Denials; Denial Management – Top Reasons why Claims are Rejected; Denial Ratios, Front-End Process

Week 6: Measures; HEDIS – volume / practice growth; P4P – Medicare; Pay-For-Performance – Insurance Plans; Scheduling and Payor Reimbursement

Week 7: Benchmarks – Price Comparison; Medical Records Management – Record copying, scanning, storage, EMRs; Patient Reminders – Automated Systems; Answering Services

Week 8: E&M Coding, Office/Outpatient/Inpatient, Observation, Consultations, New Nursing Home Codes, Excisions, Counseling, Urgent Care and more.....

Week 9: Compliance Basics, Elements of Effective Programs, Why it's Important, Foundations and purpose of compliance, Importance of oversight/compliance committee, Compliance personnel

Week 10: Policies and Procedures, Code of conduct, Compliance education and training, Documentation, Compliance enforcement, Compliance screening/new employees, Exclusion list review/Due diligence

Week 11: Stark Issues, Rebate agreements, Contracts, Government action potential — State/Federal/Regulators, Criminal actions, False Claims Act actions, Administrative actions, Civil Monetary Penalty actions

Week 12: Keeping issues and complaints internal, Conducting thorough internal inquiries, Internal inquiries, Importance for speed and thoroughness, Self-disclosure, Road to Practice Scrutiny, Handling Official Requests for Records, Focusing on OIG Workplan, Govt. Investigative Approaches, What to do if They Show Up, Monitoring and assessment, HIPPA Compliance, Documentation, Responding to government inquiries

Upon successful completion of the course, participants receive the CPM certification as well as 12 CEU's