

2010 National Medical Collector Training & Certification Boot Camp!

Sponsored by



American Institute of Healthcare
Compliance, Inc.

14 CEUs

This program has been
Approved for 14 continuing
education units for use in
fulfilling the continuing
education requirements of the
American Health Information
Management Association
(AHIMA).

CMC training is for:

AR Managers, In-House Collection Staff,
Third Party Medical Billing, Medical
Office Managers, Certified Coders,
AAMA and RHIT, RHIA professionals
responsible for patient collections!

Texts, Training & Meals
(included in cost of tuition)

1. *Part I – Collection Management Handbook (text), adjunct reading & homework to prepare for Boot Camp;*
2. *Boot Camp week with certified training experts*
3. *Meals are provided;*
4. *Study session & Mock Certification Exam.*

Training Cost

\$1,300 for complete training

(includes AIHC annual membership fees and meals during boot camp sessions)

\$250 Certification Exam

For those wanting to become certified, the certification exam can be taken on The Friday of the boot camp or on a future date on-line from your office or home!



Part I



Distance Learning (home study)

Reading assignments and research projects to complete and bring to Boot Camp/ Classroom

Part II



(Ohio Nat'l Training Center) - Boot Camp
Includes Training/Texts/Tutors & Meals!

September 21-24, 2010

High Intensity Training:

- Day 1: 9am – 4:30 pm (BootCamp starts on Tuesday)
- Day 2: 9am – 4:30 pm
- Day 3: 9am – 6:00 pm (4:30-6 Pizza, Study Session & Mock Exam)
- Day 4: 8am – 12 noon Certification Exam (optional)

Prerequisite: Designed for experienced coders, medical billers or health care executives responsible for patient collection compliance.

National Certification Exam

Earn Certified Medical Collector (CMC) Credential

Attendees have the option of taking the CMC exam. The certification exam is separate from the course tuition. Attendees can register for the CMC exam when registering for this training program, or may opt to register during boot camp week!

Why is the certification exam paid separately? Not everyone attending the boot camp has the desire to become certified. Therefore, to take and pay for the certification exam is an option for this boot camp program.

Learning Objective Summary: The CMC training and certification provides training not just in the art of collections, but skills in health care regulatory requirements related to collecting from patients. OIG, CMS, Anti-kickback, financial hardship, issues related to professional courtesy, Medicare and Federal health care program balance collections, TILA, FCBA, FCRA, FDCPA, psychology of collecting: financial counseling, phone and written collection techniques, divorce, minors, estates/probate, bankruptcy and handling special circumstances. The CMC training is designed for coders wanting to work in medical collections, third party medical billing companies, Accounts Receivable managers wanting to know how to draft appropriate policies and procedures for the collection department, managers wanting to implement an in-house collection team and for all those providing financial counseling to patients/guarantors.

Earning CEUs: *You must successfully complete both Part I and Part II to earn 14 AHIMA CEUs.*

This program has been approved for 14 continuing education units for use in fulfilling the continuing education requirements of the American Health Information Management Association (AHIMA). Breakdown of Core Content Hours Approved: Performance Improvement: 10, Privacy and Security Hrs: 4.



Course Outline Part I (home study before boot camp):

Collections as a Science & Communication Skills - Text: Collection Management Handbook: The Art of Getting Paid and reading assignments to prepare for boot camp!

- **Collection as a Science, Psychology & Communication Skills**
 - > Calculating Days in Receivables
 - > Oratory and Advanced Communication Skills
 - > Selling Psychology applied to Collections
- **Medical Collection Techniques – Getting Personal**
 - > Overview of collection techniques, front desk and telephone communications, patient statements.
 - > Advanced Collection Techniques
 - > Small-Balance Collection
- **Final Collection Attempts, Bad Debt, Outsourcing Options**
 - > Written warnings, bad debt write-offs, passing costs of outsourcing to patients, outsourcing to collection agencies, monitoring agency performance, cost and terms associated with outsourcing.
- **In-House Collections (rather than outsourcing)**
 - > Weighing options and making right choices for your organization and circumstances.
 - > Small Claims Court
 - > Making Your Debtors an Offer They Can't Refuse
 - > Skip Tracing & Asset Searches
- **Legal Recovery & Judgments**
 - > Learning the legal "ropes"
 - > Legal Recovery
 - > Enforcement of Money Judgments & Investigatory Skills
- **Overview of Collections Science & Communication Skills**
 - > Case Studies
 - > Accounts Receivable Proficiency Exam (pre-exam)



Course Outline Part II **(Boot Camp Training)** **Dress business casual**

Nightly reading will be assigned – *Bring a calculator, your text book and an energetic attitude to boot camp! Learning together can be a lot of fun!*

Day 1 (Tuesday 9a – 4:30 p)

- Review Part I Homework – class discussion
- Compliance to OIG, Medicare, Issues related to Professional Courtesy, Hardship discounts, prompt pay discounts, understanding medical necessity and Advanced Beneficiary Notices (when you can collect when denied as not medically necessary)
- Homework assignment to reinforce lecture.

Day 2 (Wednesday 9a – 4:30 p)

- Review homework
- Regulation Z (TILA), Effective payment arrangements, Fair Credit Billing Act (FCBA), effective payment cycles and management of revenue cycle.
- Fair Credit Reporting Act (FCRA), Fair Debt Collection Practices Act (FDCPA), credit bureaus, handling disputes.
- Knowing how much to collect, understanding insurance benefits and self pay responsibility, HIPAA and pre-existing exclusion periods related to self pay responsibility versus insurance responsibility, calculating self pay responsibility
- Homework assignment to reinforce lecture

Day 3 (Thursday 9a – 6:00 p)

- Review homework
- Red Flag Rule and the Federal Trade Commission (FTC) and FACTA law related to identity theft prevention, credit counseling services, debt consolidation, patient death, estate & probate court, bankruptcy, billing and collection for minors, children and divorce, legal guardianship, power of attorney circumstances.
- Ethics, morals, values – managing collections and the physician-patient relationship. State medical society guidelines – how to research for your state, AMA guidelines, researching malpractice issues, creating and managing an effective patient termination procedure.
- **4:30 Pizza Party and Study Session**
- **5:00 Mock Exam – preparing for certification**

Day 4 (Friday 8a-Noon)

- **CMC certification exam (optional)**

Details About This Course & Certification



Tuition includes:

- ◆ *Collection Management Handbook, The Art of Getting Paid*
- ◆ *Course materials, reading assignments, Internet testing modules*

Certification Examination

The examination is offered the last day of boot camp. Taking the exam is optional, some student prefer to take the training only, others require certification to maintain current positions with employers or desire promotion. Obtaining your credential is a wise career decision! You may opt to take the exam at a later date. About the Exam:

1. 100 questions
2. Time: 3 hours are provided to take the exam
3. Open book – you may use your notes, text books during the exam
4. Multiple Choice: all questions are multiple choice
5. Board Approved: this examination has been approved by the Certification Board of Examiners of the American Institute of Healthcare Compliance.
6. Proctored – professional AIHC proctors will be on site to administer the exam. You may opt to take the certification exam remote through our secure web site examination process at a later date.



Maintaining Your Credentials:

12 CEUs must be earned each year

Twelve (12) Continuing Education Units (CEUs) from courses, reading articles, attending seminars, taking CEU credit from AIHC or other approved organizations (see below) in: statistics, quality improvement, coding & billing compliance, and/or health care auditing. One (1) hour of training = 1 CEU credit. Approved providers for CEUs are listed below. A certification of completion of the class, course or seminar is required to be submitted as proof of attendance. If you attend a course, proof of graduation with a passing grade of C or higher is required.

- ⇒ AHIMA (American Health Information Management Association)
- ⇒ AAPC (American Academy of Professional Coders)
- ⇒ ACMCS (American College of Medical Coding Specialists)
- ⇒ AIHC (American Institute of Healthcare Compliance) (*free CEUs from our web site www.aihc-assn.org*)
- ⇒ ASQ (American Society for Quality)
- ⇒ Cross Country Seminars
- ⇒ HCCS (Health Care Consulting Services, Inc.)
- ⇒ HFMA (Healthcare Finance Management Association)
- ⇒ MGMA (Medical Group Management Association)
- ⇒ College courses (curriculum or adult education, classroom, distance learning or E-learning)
- ⇒ Professional Articles (any) posted on the AIHC members-only portion of web site (write a one-paragraph synopsis of what you learned attached to a copy of the article) *1 CEU per article unless stated otherwise in article.*



CMC Course Instructors

Visit www.aihc-assn.org to more information about our staff!

Joanne Byron,
LPN, BSNH, CHA, CMC, CPC, CPC-I, MCMC, PCS

Michael Gilner, BBA, CMC, PCS

Karen Snyder, CPC, CMC, CHA



2010 National Training Location – Cleveland!

Residence Inn Cleveland Airport

17525 Rosbough Drive, Middleburg Heights, OH 44130

Phone: 440-234-6688



Inform Hotel that you are attending this conference to get the special rates!

Shuttle to/from airport

All symposium functions will be held at the Residence Inn. Room reservations must be made by each party attending – see link to reserve your room specifically for this function at the prices quoted below!

- **\$92 Studio Rooms** (includes kitchen, living/office area, internet) \$92.00- prices subject to change
- **\$132 Penthouse Suite** (includes 2 bedrooms, 2 full baths, full kitchen, living/office area, internet – great for groups coming from same organization or if you plan to bring your family) prices subject to change



Fine Dining & Night Life of the Flats Warehouse District

The Nation's Second Largest Live Theatre District- Playhouse Square



2010 National Certified Medical Collector Boot Camp

CMC Boot Camp Enrollment Form

*Call 1-866-571-5635 with any questions about registration, the course or certification exam.
Deadline for Enrollment, August 27, 2010 @ 1:00 pm EST*

| | | |
|--|------------|--|
| <i>Tuition Only:</i> <input type="checkbox"/> \$1,300 Standard Registration – no discounts apply <i>(includes course, text, learning materials & AIHC Membership)</i> | | Enrollment Date: _____ |
| <i>Tuition + Certification Exam (optional):</i> <input type="checkbox"/> \$1,550 – Standard Registration | | Amount Due: _____ |
| <input checked="" type="checkbox"/> \$250 CMC Certification Exam <i>(Discount does not apply to certification exam)</i> | | |
| FILL OUT MEMBERSHIP APPLICATION AND SUBMIT WITH COURSE REGISTRATION – SEE BELOW | | |
| Print Name, Position, Current Credentials & Check Highest Level of Education <input type="checkbox"/> High School <input type="checkbox"/> Diploma Program <input type="checkbox"/> Associates <input type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PHD/MD/DO/DPM other: | | |
| Employer & Employer Address | | Address for Shipping Text Books |
| Email Address (required) | | |
| Work Phone/Ext. | Fax | Home/Cell Phone |
| Charge My Credit Card: [] VISA [] MasterCard [] Discover [] American Express Card #: _____ Security code _____ Exp.Date: _____ Billing Address for credit card: _____ Print Name on Card: _____ Authorized Signature & Date: _____ | | |
| CHECK #: _____ AMOUNT ENCLOSED \$ _____ Please make checks payable to: AIHC; Mail to American Institute of Healthcare Compliance 445 W. Liberty Street, Suite 212, Medina OH 44256 If you have any questions, or to register by telephone with a credit card, please call 1-866-571-5635 Fax: 330-952-0716 Please visit our website at www.aihc-assn.org for more information about our company. Inquiries should be made to info@aihc-assn.org | | |
| <small>CC/WEB</small> | | |

You must successfully complete both Part I and Part II to earn CEUs

AIHC Membership Application



Answering the following questions is required by the Executive Board of Directors overseeing credentialing of certified AIHC professionals.

How did you hear about us? Mailing Email Co-worker AIHC website AHIMA website

Job/Position (title & brief description):

Are you certified by any organization? Please indicate certification and company name:

Are you a licensed clinical professional? Please check all appropriate boxes:

- | | |
|---|---|
| <input type="checkbox"/> MD/DO | <input type="checkbox"/> Physician Assistant |
| <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Nurse Practitioner/Midwife |
| <input type="checkbox"/> Doctor of Podiatric Medicine | <input type="checkbox"/> Registered Nurse |
| <input type="checkbox"/> Physical Therapist | <input type="checkbox"/> Licensed Practical Nurse |
| <input type="checkbox"/> Occupational Therapist | <input type="checkbox"/> Medical Assistant |
| <input type="checkbox"/> Speech-Language Pathologist | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Kinesiotherapist | |

OIG exclusion

Have you ever been-

1) Notified that you were under investigation for; investigated for; charged with; or convicted of any offense relating to Medicaid or Medicare fraud?

2) Have you ever been on the OIG exclusion list?

Membership Requirement (Restriction)

AIHC membership is open to the public, health care workers and administrators as well as certified healthcare auditors, collectors and compliance officers. To uphold to a higher standard, AIHC follows the guidelines recommended by the Office of the Inspector General (OIG) regarding retention of excluded individuals. For many years the Congress of the United States has worked diligently to protect the health and welfare of the nation's elderly and poor by implementing legislation to prevent certain individuals and businesses from participating in Federally-funded health care programs. The OIG, under this Congressional mandate, established a program to exclude individuals and entities affected by these various legal authorities, contained in sections [1128](#) and [1156](#) of the [Social Security Act](#), and maintains a list of all currently excluded parties called the List of Excluded Individuals/Entities. (See OIG website at www.hhs.gov/oig) No individual whose name appears on the OIG Excluded Individuals Entities List may hold membership in AIHC; and any member whose name is added to this list will have his/her membership status revoked without refund.

“My signature below indicates I have read this restriction to membership and attest that I am not currently on the OIG exclusion list at the date this application has been submitted for membership to the American Institute of Healthcare Compliance.”

Signature

Date