

# Art of Medical Collections

## A CEU Training Program



**A 2 MONTH ONLINE TRAINING PROGRAM WORTH 6 CEUs**

**Sponsored by**



**American Institute of Healthcare Compliance, Inc.**

**431 W. Liberty Street ♦ Medina, Ohio 44256**

**Toll Free: 866-571-5635 ♦ Cleveland/Akron Area: 330-241-5635**

**Fax: 330-952-0716 / Email us at [ContactUs](#)**

**Visit our web site at [www.aihc-assn.org](http://www.aihc-assn.org)**

An Internationally Recognized Compliance Training & Certification Leader in Health Care  
501(c)(3) Non-Profit Organization

## Who should take the Art of Medical Collections training program?

This program is designed for individuals with Business Office, Intake, Admissions, or Front Desk experience in a Medical Office, Hospital, or Healthcare Facility needing a basic but comprehensive overview of Medical Collections.

## Are there specific computer requirements needed for this course?

Computer  
Requirements



**Yes!** You will need High-speed Internet access, Email, Microsoft Word, Excel & Adobe Reader

## What is my investment?

**Tuition: \$75.00**

*AIHC Members pay only **\$35.00** - No coupon required!*

[Click Here](#) to register online for this 2 Month Course

**AIHC Member:** [Click Here](#), locate Course in the **AIHC Members Store**



Locate this course & click “**Register Now**”

Login; Registration form auto-populates – Submit & Proceed to Shopping Cart

**OR** scroll down for hard copy registration form

## What does the Art of Medical Collections training include?

- ✚ Course Access & Temporary Membership (non-members) granted for two (2) months
- ✚ Online access to six (6) individual lessons (see next page for details)
- ✚ Lessons are formatted to download to your computer
- ✚ Online quiz for each lessons
- ✚ Certificate of Completion awarded for passing online quizzes with minimum score of 80%

## 1. Art of Persuasion

Increase awareness of skills you already have and bring to your attention skills needed to persuade clients (patients), insurance companies and others to get your job done:

- Gain a better understanding of your interpersonal skills
- Your ability to influence others to get the job done with honor, respect and trust
- How to increase your ability to persuade
- Building fundamental traits: Honor, Trust and Presence
- Being genuine with your efforts
- Collection Scenario – what would you do and recommended approach
- Learn indispensable Skills of Persuasion:
- Ability to solve problems
- Working through solutions to how people resist persuasion

## 2. HIPAA & Patient Collection Rules Compliance with new out-of-pocket guidelines

Learn skills needed to comply to the HIPAA Omnibus Rules related to collecting out-of-pocket accounts and general privacy rules for the billing and collection office:

- Collecting & Using Personal Health Data in the Billing Office
- Federal Trade Commission (FTC) recent case
- Impact of the 2013 Omnibus Final Rule and Collections
- Preparing your office to receive the “Request for Restriction”
- Reviewing contracts with HMOs and Mandatory Billing Issues
- Terminating a Restriction to a Health Plan
- Answers to Common Questions when a provider fails to comply with the cash-payment provision of HIPAA
- Office for Civil Rights (OCR) and Centers for Medicare & Medicaid Services (CMS) resources for training others in your office

## 3. Estates & Collecting Deceased Patient Accounts

Review HIPAA rules related to privacy protecting IIHI on decedents, bankruptcy, legal and ethical concerns related to collecting accounts of deceased patients:

- HIPAA Privacy Applications to the Deceased
- Probate and Estate Resolution
- Changes in Probate Law – challenges for debt collectors
- Locating Proper Individuals for Collection Communications
- Resources links to State Probate Courts
- Federal Trade Commission (FTC) guidance
- What happens when a Bankruptcy Debtor dies

## 4. Measuring Collection Efforts

Cash is the lifeblood of any business, and healthcare services are no different. Measurement is the first step that leads to control and eventually to improvement. This topic presents solutions to the ever-present issue of measuring collection efforts.

- Calculating benchmarks to measure average collection time (Days in Receivables)
- Detecting problem areas using DSO
- Measuring Aging “Buckets”
- Calculating the Collection Rate
- How to Calculate Denial Rates
- Metrics – Revenue Cycle Management Considerations
- Practice Exercises

## 5. Strategies to Managing Collection Backlog & Managing Collection Agency Performance

Keeping billing and collections current is a challenge, to say the least! It is easier said than done. This topic presents various options, pros and cons and ideas on how to reduce outstanding days, aged accounts and become more efficient with your collection efforts.

- Backlog clean up ideas
- Outsourcing, is this an option for you?
- Monitoring Collection Agency Performance

## 6. Tips to Using Small Claims Court to Collect

Dealing with those difficult accounts is a challenge. Outsourcing may or may not be an option with difficult accounts for you. This topic presents a checklist to determine whether using Small Claims Court is an option to consider, then takes you through basic steps, includes links to locate State rules.

- Documentation tips and initial steps on over-due accounts considered for small claims court collection
- Small Claims versus Superior Court
- What you need to file your claims
- Service of Process
- You won your judgment – ways to collect your money
- Internet link to legal forms and state small claims court resources

## How does the Art of Medical Collections training program work?

- ✓ Review the online PDF lesson for the selected topic
- ✓ Complete the online quiz and achieve a minimum score of 80%
  - ✓ **Access granted to course materials for 2 months**
- ✓ Downloadable information can be used to train others within your facility

## Do you have a Refund Policy?

Yes! [Click Here](#) to view our Refund and Transfer Policy.

## Are you an AIHC credentialed member in need of CEUs?



Continuing  
Education Units



6.0 CEUs: This program has been approved for 6 Continuing Education Units (CEUs) by the American Institute of Healthcare Compliance for AIHC Certified Professionals

Already hold a Credential with AIHC? [Click Here](#) to view the AIHC CEU renewal chart.





# The Art of Medical Collections

## CEU Training Program

### Enrollment Form

<b>Office Use Only</b>
Date Received: _____
Online Manager: _____
Web site Access: _____
Payment Plan <input type="checkbox"/> Yes <input type="checkbox"/> No

Enrollment Date: _____	<b><u>Tuition (CHECK APPROPRIATE BOX)</u></b>
Print Name & Credentials:	<input type="checkbox"/> Tuition: <b>\$75.00</b> <b>AIHC Member?</b> <input type="checkbox"/> Tuition: <b>\$35.00</b> <input type="checkbox"/> AIHC Member ID#: _____

Employer Name, Position & Check Highest Level of Education:	<input type="checkbox"/> High School <input type="checkbox"/> Associate Degree <input type="checkbox"/> Diploma Program <input type="checkbox"/> Bachelor Degree <input type="checkbox"/> Masters or Higher
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<b>Employer Address:</b> Is Employer paying for this course? <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Home Address:</b>
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Clearly <b>PRINT YOUR EMAIL ADDRESS(ES)</b> for website administration & confirmation of registration:	<b>Work Phone (Ext.):</b>	<b>Alternate Phone / Cell:</b>
Primary Email:		
Alternate Email:		

<b>Charge My Credit Card:</b> <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <span style="float: right;">Fax to: 330-952-0716</span>		
Card #: _____	Sec Code _____	Exp. Date _____
Billing address for credit card: _____		
Name as it appears on the card: _____		
Authorized Signature & Date: _____		

**Paying by Corporate Check? Amount Due: \_\_\_\_\_**

**Please make checks payable to: AIHC**

*Mail to: American Institute of Healthcare Compliance 431 W. Liberty Street Medina, OH 44256*

**PHONE: 330-241-5635 / FAX: 330-952-0716**

Please visit our website at [www.aihc-assn.org](http://www.aihc-assn.org) for more information about our company.

Inquiries should be made to [ContactUs](#)

**How did you hear about us?**

Mailing  Email  Co-worker  AIHC web site  AHIMA web site  Facebook  Other \_\_\_\_\_

**American Institute of Healthcare Compliance, Inc.**  
**Membership Application required for non-members enrolling in this program**  
**(Membership included in price of tuition for NEW MEMBERS ONLY)**

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 <http://exclusions.oig.hhs.gov/> )

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