

# Art of Medical Collections

## A CEU Training Program



**Earn 6 AIHC Preapproved Continuing Education Units**

**Sponsored by**



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

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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 this course?

This course 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.

## What is eLearn training?

eLearn training courses are online instructor assisted programs. There are no scheduled classes to attend. You may work at your own pace and will have the ability to login to your information 24 hours per day. Your instructor will be available to communicate by phone and e-mail to assist you throughout your training program. Instructors provide online access, technical support, and course instruction as needed to help in your educational efforts.

## What will I learn from this course?

### **The Art of Persuasion**

- 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

### **HIPAA & Patient Collection Rules: Compliance with New Out-of-Pocket Guidelines**

- Collecting & Using Personal Health Data in the Billing Office
- Federal Trade Commission (FTC) Recent Cases
- 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
- Common Questions When a Provider Fails to Comply With the Cash-Payment Provision of HIPAA
- OCR & CMS Resources for Training Others in Your Office

### **Estates and Collected Deceased Patient Accounts**

- 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

## 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

## Strategies for Managing Collection Backlog & Managing Collection Agency Performance

- Backlog Clean Up Ideas
- Outsourcing: Is This an Option For You?
- Monitoring Collection Agency Performance

## Tips for Using Small Claims Court to Collect

- 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
- Legal Forms and State Small Claims Court Resources

## Can I earn Continuing Education Units (CEUs)?

### Yes! Earn 6 Continuing Education Units



**6 CEUs:** This program has been approved for 6 continuing education units by the American Institute of Healthcare Compliance for AIHC Certified Professionals. [Click Here](#) to access the online CEU renewal chart.

## What is included in this course?

- Online Course Manager assigned to each professional enrolling in the program to provide professional guidance, technical web site support, and assist in the learning experience.
- Training materials and access to the online course page are provided.
- Online quizzes are accessed through your online course page.
- Downloadable information that can be used for future reference.
- AIHC Membership for two months (*for first time members only*).
- A Certificate of Completion is awarded for passing the online quizzes with a minimum score of 80%

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

**Yes!** You will need:

- High-speed internet access
- Email
- Microsoft Word and Excel
- Adobe Reader

Computer  
Requirements



## Is there a time limit to complete this course?

**Yes!** You have access to the online course page for two months. You must complete the course within that time.

## What is the cost? Full Tuition: \$75

Visit the [AIHC Promotions](#) page to see if there are current discounts available for your registration!

**Non-Members:** [Click Here](#) to register online

**AIHC Members:** Register through the [AIHC Member Store](#) and pay only **\$35!**

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

## Do you offer multiple student discounts?

Yes! Please [Contact Us](#) for more information!

## What are my payment options?






We accept registration payment via credit card or corporate check. You are able to submit your payment information online, by mail, or via fax. See the Enrollment Form below for more details. Visit our website for more information about our [Available Payment Options](#) or to view the [AIHC Refund Policy](#)



# The Art of Medical Collections CEU Training Program

## Enrollment Form

<b>Enrollment Date:</b>	<b><u>Tuition (Check Appropriate Box)</u></b>
<b>Print Name &amp; Credentials: (one form per person)</b>	<b>Art of Medical Collections Training Program:</b> <input type="checkbox"/> Full Tuition: \$75.00 <input type="checkbox"/> Coupon Code: _____ (if applicable)
<b>Employer Name &amp; Address:</b>	<b>AIHC Member?</b> <input type="checkbox"/> AIHC Member Tuition: \$35.00 <input type="checkbox"/> Coupon Code: _____ (if applicable)
<b>Home Address:</b>	
<b>Print Position &amp; Check Highest Level of Education:</b> <div style="float: right; text-align: right;"> <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         </div>	
<b>Clearly Print Your Email Address(es):</b> (For website administration & confirmation of registration)  Primary:  Alternate:	<b>Work Phone Number:</b>   <b>Alternate Phone / Cell Number:</b>
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   <input type="checkbox"/> MasterCard         </div> <div style="text-align: center;">   <input type="checkbox"/> VISA         </div> <div style="text-align: center;">   <input type="checkbox"/> Discover         </div> </div> <p><b>Charge My Credit Card:</b> [ ] MasterCard [ ] VISA [ ] Discover</p> <p>Amount Approved on Credit Card: \$ _____</p> <p>Card #: _____ Sec. Code _____ Exp. Date _____</p> <p>Billing Address for Credit Card: _____</p> <p>Name As It Appears on the Card: _____</p> <p>Authorized Signature &amp; Date: _____</p> <p style="text-align: center;"><b>Paying by Corporate Check? Amount Due: \$ _____</b>  <b>Please make checks payable to: AIHC</b></p> <p style="text-align: center;"><b>Mail to: American Institute of Healthcare Compliance 431 W. Liberty Street Medina, OH 44256</b>  <b>PHONE: 330-241-5635 / FAX: 330-952-0716</b></p> <p style="text-align: center;">Please visit our website at <a href="http://www.aihc-assn.org">www.aihc-assn.org</a> for more information about our company.          Inquiries should be made to <a href="#">Contact Us</a></p> <p style="text-align: center;"><b>How did you hear about us?</b></p> <p><input type="checkbox"/> Mailing <input type="checkbox"/> Email <input type="checkbox"/> Co-worker <input type="checkbox"/> AIHC web site <input type="checkbox"/> AHIA web site <input type="checkbox"/> Social Media <input type="checkbox"/> Other _____</p>	

# American Institute of Healthcare Compliance, Inc.

## Membership Application ~ Required for non-members enrolling in this program

(Membership is included in the 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"/> Registered Pharmacist      |
| <input type="checkbox"/> Speech-Language Pathologist  | <input type="checkbox"/> Other: (specify)           |
| <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) 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 [exclusions.oig.hhs.gov](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