

# Effective Appeals Management

## A CEU Training Program



**Earn 8 AIHC Preapproved Continuing Education Units**

**Sponsored by**



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

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Fax: 330-952-0716 / [Contact Us](#)



Visit our website 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 advanced professionals, such as Revenue Cycle Managers, Nurses, Appeal Managers, Nurse Reviewers, Coders, Medical Appeals Specialists, Medical Claims Specialists, Patient Financial Services Managers, Reimbursement Specialists, Auditors, and Clinical Documentation Improvement Specialists. This course is also beneficial for other individuals who are learning revenue cycle management in a medical office, clinic, surgery center, or health care facility, or who are working for a health insurance payer.

## 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?

### **Start from the Beginning – The Basics of a Formal Appeals Management Program**

- Learning the Language, Acronyms, and Abbreviations of Disputes and Appeals
- How to Avoid Unnecessary Denials
- What Constitutes a “Clean Claim”
- Prompt Pay Law
- Managing the Internal Scrubbers and Edits Process

### **Understand Why the Claim Was Denied**

- Obtaining the Authority to Match Accountability
- Understanding the Remittance Advice
- Filing Deadlines
- Appealing Timely Filing Denials
- Payer Coverage Guidelines
- Review for Annual Deductibles and Out-Of-Pocket Requirements

### **HIPAA Title I - Understanding Pre-Existing Exclusion Denials**

- Understanding Pre-Existing Exclusions Related to Denied Claims
- Credible Coverage
- When to Appeal Versus Transferring Balance to Patient Responsibility
- How HIPAA Will Strengthen Appeal Argument – Using Title 1

### **Audit Documentation and Coding Before Deciding to Appeal**

- Understanding HIPAA: Transactions, Code Sets and Identifiers
- Analyzing the Denied Claim for Compliance and Ability to Appeal
- Audit Documentation According to Coding Guidelines
- Resources for ICD Diagnosis Code Lookup Tool

## **Medical Necessity – What You Need to Know to Appeal**

- Defining Medical Necessity
- “Hold Harmless”
- Medicare and Medical Necessity
- Documentation Requirement for Medical Necessity
- Using Medicare Policy to Argue Medical Necessity When the Payer is not Medicare

## **ERISA: Summary of Self-Funded (i.e., Self-Insured) Group Health Plan Appeal Process**

- Understanding How to Appeal an ERISA Denial
- ERISA – Appealing Self-Funded Plans Under the Employee Retirement Income Security Act of 1974
- ACA and ERISA
- Three Basic ERISA Rules
- Claims Determination & Claim Type
- Adverse Benefit Determination

## **Appeal and Argue Your Case**

- Getting Organized and Managing the Process
- Records Preparation
- Appeal Forms
- Drafting the Cover Letter – Stating Your Argument
  - General Letter Writing Tips
  - Sample Appeal Letters
- Follow-Up Procedures
  - Keeping Track of the Denials Process
  - Tips for Being Persistent and Going to the Next Level
- Managing High-Volumes Of Denials
  - Working Smart
  - Pareto Principle

## **Appeal Consideration Related to Investigations and Probes**

- When Billing Mistakes Happen
- Prerequisites to Using Statistical Extrapolation
- Government Provider Tracking System (PTS)
- Avoiding Special Investigation Units (SIU)
- Review Trends Found Through RAC and CERT Reports
- Types Of Government Reviews (Complex Versus Non-Complex)
- Comprehensive Error Rate Testing (CERT)
- Recovery Audit Contractors Program (RAC)
- Rules & Regulations Related To Fraud & Abuse
- Exclusions
- Civil Monetary Penalties Law

# Can I earn Continuing Education Units (CEUs)?

## Yes! Earn 8 Continuing Education Units



**8 CEUs:** This program has been approved for 8 continuing education units by the American Institute of Healthcare Compliance for AIHC Certified Professionals. These CEUs may apply to the following AIHC credential renewals: CHA, CIFHA, OHCC, CHBS, CHCM, CMDP, and ICDCT-CM

[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 website 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 3 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, and [Adobe Reader](#).

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

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

## What is the cost? Full Tuition: \$195

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

**AIHC Members:** Register through the [AIHC Member Store](#) and pay only \$125!

*OR* scroll down for hard copy registration form

## 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](#).



# Effective Appeals Management 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>Effective Appeals Management Training Program:</b>
<b>Employer Name &amp; Address:</b>	<input type="checkbox"/> Full Tuition: \$195.00
<b>Home Address:</b>	<input type="checkbox"/> Coupon Code: _____ (if applicable)
<b>Highest Level of Education:</b>	<b>AIHC Member?</b>
	<input type="checkbox"/> AIHC Member Tuition: \$125.00
	<input type="checkbox"/> Coupon Code: _____ (if applicable)
	<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
<b>Clearly Print Your Email Address(es):</b> (For website administration & confirmation of registration)	<b>Work Phone Number:</b>
Primary:	<b>Alternate Phone / Cell Number:</b>
Alternate:	
<b>Charge My Credit Card:</b> <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover	
Amount Approved on Credit Card: \$ _____	
Card #: _____ Sec. Code _____ Exp. Date _____	
Billing Address for Credit Card: _____	
Name As It Appears on the Card: _____	
Authorized Signature & Date: _____	
<b>Paying by Corporate Check? Amount Due: \$ _____</b> <b>Please make checks payable to: AIHC</b>	
<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>	
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>	
<b>How did you hear about us?</b>	
<input type="checkbox"/> Mailing <input type="checkbox"/> Email <input type="checkbox"/> Co-worker <input type="checkbox"/> AIHC website <input type="checkbox"/> AHIA website <input type="checkbox"/> Social Media <input type="checkbox"/> Other _____	

# 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

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Revised: January 11, 2019