

# Healthcare Collections Management

## Online Web-Based Training Program

Work online at your own pace with no scheduled classes to attend. This course is preapproved for 18 continuing education units with AIHC.



## Sponsored by The American Institute of Healthcare Compliance (AIHC)

AIHC is a nonprofit 501(c)(3) organization and an internationally recognized leader in healthcare compliance training and certification. Our mission is to provide education, certification, and continuing education to healthcare administrators at a reasonable cost through our classroom and web-based training programs. Our goal is to improve the competency of medical facility management in an increasingly complex regulatory environment. We seek to promote the increased quality of administrative healthcare systems in the United States by building an international network of credentialed healthcare professionals.

- [Mission and Vision](#)
- [Board of Directors](#)
- [Professional Staff: Instructors, Corporate Trainers, and Online Course Managers](#)
- [Join Our ListServ to Receive Compliance News and Training Program Updates](#)
- [Contact Us](#)

## eLearn Training: The Basics

eLearn training courses are online instructor assisted programs. There are no scheduled classes to attend, so you can work at your own pace. You are able to access your course information 24 hours a day, 7 days a week, by logging into the AIHC website. Your course instructor will be available to communicate by phone and e-mail to assist you throughout your training program.

## Course Prerequisites

This course is recommended for individuals working in the Patient Financial Services Office, Accounts Receivables Management, or Medical Billing and Collections Office of a health care organization. View the [Do I Qualify to Take the Certified Healthcare Collections Manager \(CHCM\) Exam](#) page for our recommendations for professionals considering the certification option that is part of this training program.

## Included in the Course Tuition

- An Online Course Manager is assigned to each professional enrolling in the program to provide professional guidance, technical website support, and assistance throughout the learning experience.
- Training materials and access to the online course page are provided for up to six (6) months. If you choose to attempt the optional certification exam, you must do so within twelve (12) months of your enrollment date.
- Homework, quizzes, and downloadable information can all be accessed through the online course page.
- AIHC Membership is provided for one (1) year *for first time members only*.
- One attempt at the online certification exam is included in the course tuition, provided the exam is taken within three (3) months of completing the program.



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## Computer Requirements and Time Limits

To successfully complete this course, you will need high-speed internet access, email, Microsoft Word, Microsoft Excel, and Adobe Reader. You must complete this course within six (6) months of your enrollment date. Your course enrollment begins when the AIHC Office receives your course tuition payment.

## Course Learning Objectives

### Lesson 1: Improving and Developing Systems, Policies, & Procedures

- Accountabilities of a Revenue Cycle Manager
- Evaluating Current Methods of Collection
- Calculating Accounts Receivable Performance
- Financial Counseling
- Developing the Initial Collection Action

### Lesson 2: Claims and Compliance: Claims Review & Compliance to Medicare Guidelines

Billing Edits, Audits and Reviews Conducted by the Centers for Medicare & Medicaid Services (CMS)

### Lesson 3: Understanding Insurance: Overview of Healthcare Coverage

- Insurance Terms and Coverage
- How Health Insurance Plan Deductibles Work
- Compliance and Collecting Co-Pays
- Silent Preferred Provider Organizations (PPOs)
- Billing and the Health Insurance Portability & Accountability Act (HIPAA)

### Lesson 4: Billing & Compliance

- Developing an Effective Billing Compliance Program
- Embezzlement – Compliance and Risk Concern
- Training & Education in Coding and Billing Compliance
- Medical Necessity
- The False Claims Act
- Anti-Kickback Statute (AKS)
- Physician Self-Referral Law (Stark Law)
- Criminal Health Care Fraud Statute
- Medicare Fraud and Abuse Penalties
- Compliance and Claims Processing



## Course Learning Objectives, continued

### Lesson 5: Collecting Patient Balances

- HIPAA
- Patient Collection Statutes & Compliance
- Developing Collection Management Follow-Up
- Developing the Secondary Collection Action
- Developing the Final Collection Action
- Utilizing a Collection Agency

### Lesson 6: Policies for Exceptional Cases

- Professional Courtesy
- Financial Hardship – Developing Your Own Sliding Scale
- Develop an Objective Standard to Determine Hardship
- Medicare, the Beneficiary Notices Initiate and “MOON”

### Lesson 7: Patient and Consumer Protection Laws

- The Physician-Patient Relationship is a Legal and Ethical Issue
- When is a Patient-Physician Relationship Established – Avoid Patient Abandonment
- Sending Patients to a Professional Collection Agency
- Terminating Patients for Financial Reasons
- EMTALA – Responsibilities of Hospitals and Physicians to Patients Seeking Treatment for Emergency Conditions
- Divorce, Minors, Children, Adolescents and Collections
- FDCPA – The Fair Debt Collection Practices Act
- Debts and Collecting on a Deceased Patient’s Account
- Rules and Regulations Related to Medical Identity Theft

### \*\*BONUS Effective Appeals Management Package

- **Overview of Rules and Regulations Related to Appealing Denied Claims**
- **Investigation & Probe Considerations**
- **Sample Appeal Letters**

## Earn Continuing Education Units (CEUs)



**18 CEUs:** This program has been approved for 18 continuing education units by the American Institute of Healthcare Compliance for AIHC Certified Professionals.



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## Optional Certification Exam

Experienced Revenue Cycle Managers and Medical Collectors will have the *option* to certify as a Certified Healthcare Collections Manager (CHCM) after successful completion of the Healthcare Collections Management Training Program. The online exam can be taken remotely from the comfort of your home or office. Attempts at the exam are only available by appointment with a professional AIHC proctor. Visit the [Certification Exam Cancellation or Rescheduling](#) page for information about AIHC exam policies and rescheduling fees.

**Remember:** The certification exam is *optional*, but the cost of one exam attempt is *included* in your course tuition provided you take the exam within three (3) months of completing the program.

## Maintaining Your CHCM Credential

Once you are certified, you need to maintain your credential by earning six (6) CEUs annually. View the online [CEU Renewal Chart](#) for a summary of the CEUs required to renew this credential. AIHC also offers free and low-cost CEU programs for our members. Please [Contact Us](#) for more information.

## Course Tuition

**Groups of 1-4 People:** \$425 Each

**Groups of 5-20 People:** \$375 Each

## How to Register for this Course

### Register Online as a Group of 1-4 People:

**Non-Members:** [Click Here](#) to register online for groups of 1-4 people.

**AIHC Members:** Locate this course in the [AIHC Member Store](#) to register online.

### Register Online as a Group of 5-20 People:

**Non-Members:** [Click Here](#) to register online for groups of 5-20 people.

**AIHC Members:** Locate this course in the [AIHC Member Store](#) to register online.

Please [Contact Us](#) when registering groups of more than 20 people!

**Register Via Mail or Fax:** Scroll down for a hard copy enrollment form. Mail or fax your completed form to the AIHC Office to submit your registration and payment information.

## 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 or visit our website for more information about AIHC [Payment Options](#).

## Refund Policy

Refunds are not available. However, you may opt to request a credit voucher. For our eLearn courses, you have five (5) business days from your date of payment to notify us that you would like to request a credit voucher. If you have accessed the online course information, no credit voucher is available. View the [AIHC Refund Policy](#) for more details.






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## Healthcare Collections Management Online Training Program

Hard Copy Registration Form *(Please submit one form per person)*

<b>Enrollment Date:</b>	<b>Tuition (Check the Appropriate Box):</b> <i>Please submit a separate form for each enrollee, even when registering a group of people.</i>
<b>Name &amp; Credentials:</b>	<b>Group of 1-4 People</b> <input type="checkbox"/> Course Tuition: \$425.00 per Person
<b>Home Address:</b>	<b>Group of 5-20 People</b> <input type="checkbox"/> Course Tuition: \$375.00 per Person
<b>Employer Name &amp; Address:</b>	<b>I intend to take the online certification exam after completing this program:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Current Job Position:</b>	<b>Highest Level of Education:</b> <input type="checkbox"/> High School <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Associate Degree <input type="checkbox"/> Masters Degree or Higher <input type="checkbox"/> Diploma Program
<i>(For website administration and registration confirmation)</i> <b>Primary Email Address:</b>	<b>Work Phone Number:</b>
<b>Alternate Email Address:</b>	<b>Alternate or Cell Phone Number:</b>
<b>Credit Card Payment Information:</b>	
  	
<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover	
Amount Approved on this Credit Card: \$ _____	
Card Number: _____	
Security Code: _____	Expiration Date: _____
Billing Address for this Card: _____	
Name As It Appears on this Card: _____	
Authorized Signature & Date: _____	
<b>Paying by corporate check? Amount Due: \$ _____</b>	
<b>Please Make Checks Payable to: AIHC</b>	
<b>AIHC Mailing Address: 431 West Liberty Street, Medina, Ohio 44256</b>	
<b>AIHC Fax Number: (330) 952-0716</b>	
<b>How did you hear about us?</b>	
<input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Co-Worker <input type="checkbox"/> AIHC Website <input type="checkbox"/> Social Media <input type="checkbox"/> Other: _____	



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## American Institute of Healthcare Compliance, Inc.

### A Membership Application Is Required for Non-Members Enrolling in this Program

(Membership is included in the price of tuition *for new members only*)

#### Job/Position (Title and 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"/> Kinesiotherapist           | <input type="checkbox"/> Other (please specify below): |
| <input type="checkbox"/> Chiropractor                 | <input type="checkbox"/> Physician Assistant        | _____  |
| <input type="checkbox"/> Doctor of Podiatric Medicine | <input type="checkbox"/> Nurse Practitioner/Midwife | _____  |
| <input type="checkbox"/> Physical Therapist           | <input type="checkbox"/> Registered Nurse           |  |
| <input type="checkbox"/> Occupational Therapist       | <input type="checkbox"/> Licensed Practical Nurse   |  |
| <input type="checkbox"/> Speech-Language Pathologist  | <input type="checkbox"/> Registered Pharmacist      |  |

#### OIG Exclusion

Have you ever been notified that you were under investigation for, investigated for, charged with, or convicted of any offense relating to Medicaid or Medicare fraud?

- Yes  
 No

Have you ever been on the OIG exclusion list?

- Yes  
 No

#### 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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