

Healthcare Collections Management Online Training



An eLearn Training Program for Healthcare Professionals

Work online at your own pace with no scheduled classes to attend

Earn 18 AIHC Preapproved Continuing Education Units

Sponsored by



American Institute of Healthcare Compliance, Inc.

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

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



Visit our web site at 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 recommended for individuals working in the Patient Financial Services Office, Accounts Receivables Management, or Medical Billing and Collections Office of a health care organization.

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?

Improving and Developing Systems, Policies, & Procedures

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

Claims and Compliance: Claims Review & Compliance to Medicare Guidelines

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

Understanding Insurance: Overview of Healthcare Coverage

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

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

Medicare Rules & Regulations, Financial Counseling, ABN's, & Patient Collections

- Professional Courtesy
- Financial Hardship – developing your own sliding scale
- Develop an Objective Standard to Determine Hardship
- Medicare, the Beneficiary Notices Initiate and “MOON”

Consumer Protection Laws: Compliance to Rules and Regulations

- 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 Appeals Management Package**

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

Can I earn Continuing Education Units (CEUs)?

Yes! Earn 18 Continuing Education Units



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

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.
- Homework and online quizzes are accessed through your online course page.
- Downloadable information that can be used for future reference.
- AIHC Membership for one year (*for first time members only*).

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 – formerly referred to as the Revenue Cycle Management Training Program. The online exam can be taken from the comfort of your home or office by appointment only and scheduled with a professional AIHC proctor. 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 months of completing the program. [Click Here](#) for more information regarding the CHCM Exam.

How do I maintain my CHCM Credential?

Once you are certified, you need to maintain your credentials by earning six (6) continuing education units annually. [Click Here](#) to access the online CEU renewal chart.

AIHC OFFERS FREE AND LOW COST CEU PROGRAMS TO OUR MEMBERS

Are there specific computer requirements needed for this course?

Yes! You will need high-speed internet access, email, Microsoft Word, Excel, and Adobe Reader.

Is there a time limit to complete this course?

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

What is the cost? Full Tuition: \$1,250

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 Members Store](#) for a discounted price!

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](#)



Healthcare Collections Management Training Program

Enrollment Form

Enrollment Date: Print Name & Credentials: (one form per person) Employer Name & Address: Home Address: 	<p style="text-align: center;"><u>Tuition (Check Appropriate Box)</u></p> Healthcare Collections Management Training Program: <input type="checkbox"/> Full Tuition: \$1,250.00 <input type="checkbox"/> Optional Certification Exam <input type="checkbox"/> Coupon Code: _____ (if applicable) AIHC Member? Use the member coupon code and register for less! <input type="checkbox"/> Optional Certification Exam <input type="checkbox"/> Coupon Code: _____
Print 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
Clearly Print Your Email Address(es): (For website administration & confirmation of registration) Primary: Alternate:	Work Phone Number: Alternate Phone / Cell Number:
Charge My Credit Card: [<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: _____	
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 for more information about our company. Inquiries should be made to Contact Us	
How did you hear about us? <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 _____	

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)

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