

# Revenue Cycle Management

*\*Bonus: Effective Appeals Management Course Information*

**Certify as a Revenue Cycle Management Professional**



**An eLearn Training Program for Healthcare Professionals**

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

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 / [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 this course?

This course is designed for those working in Patient Financial Services, Accounts Receivables Management or Medical Billing and Collections 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?

### ***\*Bonus Appeals Management Package Includes:***

***An overview of rules and regulations related to appealing denied claims, including considerations during investigations and probes. Sample Appeal Letters Included***

### **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 and 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

## What is the cost?

**Full Tuition: \$1,250**

**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

## What is included?

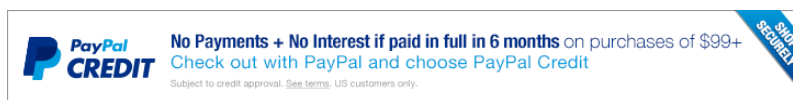
- ✚ Start training after registration is processed. Course must be completed in 6 months to avoid extension fees and/or penalties.
- ✚ Online Course Manager assigned to each professional enrolling in the program to provide professional guidance, technical web site support and assist in the learning experience.
- ✚ Training Materials and Online Course Page provided
- ✚ Homework and online quizzes are accessed through your Online Course Page
- ✚ Downloadable information can be used for future reference.
- ✚ AIHC Membership for one year (*for non-members only*)

## Do you offer Multiple Student Discounts for organizations?

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

## Do you have Payment Options available for this course?

**Yes!** We offer in-house payment plans – please [Contact Us](#) for more information **OR** we offer the option to use PayPal Credit when paying online through PayPal.



[Scholarship Assistance](#) is available to our **current** members employed with a company that does not offer tuition reimbursement.

## Do you have a Refund Policy?

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

## Are there specific computer requirements for this program?

Computer  
Requirements



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

## Can I earn Continuing Education Units (CEUs) for completing this course?

CEUs  
CEUs

**Yes! Earn 14 Continuing Education Units awarded for successful completion of this training program!**



**14.0 CEUs:** This program has been approved for 14 Continuing Education Units (CEUs) by the American Institute of Healthcare Compliance for AIHC Certified Professionals.

## Optional Certification Exam available for qualified individuals

Experienced Revenue Cycle Managers and Medical Collectors will have the option to *Certify* as a Certified Healthcare Collections Manager (CHCM) – Formerly Certified Medical Collector (CMC) – after successful completion of 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 Credential?

Once you are certified, you need to maintain your credentials by earning six (6) continuing education units annually as described below.

[Click Here](#) to access the online CEU renewal chart.

***AIHC OFFERS FREE AND LOW COST (\$35) CEU PROGRAMS TO OUR MEMBERS***



## REVENUE CYCLE MANAGEMENT ENROLLMENT FORM

<b>Enrollment Date:</b> _____	<b><u>Tuition (CHECK APPROPRIATE BOX)</u></b>	
<b>Print Name &amp; Credentials:</b> <i>(one form per person)</i>	<input type="checkbox"/> Full Tuition: \$1,250.00	
	<input type="checkbox"/> Optional Certification Exam	
	<input type="checkbox"/> Coupon Code: _____ (if applicable)	
	<b>AIHC Member?</b> Use the member coupon code and register for less!	
	<input type="checkbox"/> Optional Certification Exam	
	<input type="checkbox"/> Coupon Code: _____	
	<input type="checkbox"/> Member ID#: _____	
<b>Employer Name, Position &amp; Check Highest Level of Education:</b>		
	<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>Employer Address:</b> _____ <i>Is Employer paying for this course? <input type="checkbox"/>Yes <input type="checkbox"/>No</i>	<b>Home Address:</b> _____	<input type="checkbox"/> <i>Ship text(s) here</i>
Clearly <b>PRINT YOUR EMAIL ADDRESS</b> for website administration & Confirmation of Registration	<b>Work Phone (Ext.):</b> _____	<b>Alternate phone / Cell:</b> _____
<b>Primary:</b> _____		
<b>Alternate:</b> _____		
<b><u>Charge My Credit Card:</u> [ ] VISA [ ] MasterCard [ ] Discover Fax to: 330-952-0716</b>		
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>  <b>Please visit our website at <a href="http://www.aihc-assn.org">www.aihc-assn.org</a> for more information about our company.</b> <b>Inquiries should be made to <a href="#">ContactUs</a></b>  <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 web site <input type="checkbox"/> AHIMA web site <input type="checkbox"/> Facebook <input type="checkbox"/> Other _____		

**American Institute of Healthcare Compliance, Inc.**  
**Membership Application/Required for non-members enrolling in this program**  
(Membership included in price of tuition at no additional cost)

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) 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