How to Handle the High Stakes of Denials

Wednesday, November 9th

5:00 - 5:30  AAHAM Board Dinner - All Welcome  
Courtesy of Automated Accounts
5:30 - 7:30  Board Meeting - All Welcome  
Northern Quest Resort & Casino

Thursday, November 10th

8:15 - 8:45  Registration
8:45 - 9:00  Welcome  
Colleen Wentz, AAHAM President

Creating and Maintaining an Effective Denials Management Program
Presented by: Jim Yarsinsky, CRCE-I and Jim Russell

9:00 - 10:30  Sharpen Your Skills in Defining Denials
In this session attendees will learn how to identify the most common denial trends and how the experts control narrowing margins. The reality is that there continues to be reductions in payments, increased denials, and administrative write offs. The presenters will share their years of knowledge and understanding so you can take their multi-faceted national experience and apply it within your facility to reverse these trends and realize additional revenue.

10:30 - 10:45  Break
Courtesy of HRG

10:45 - 12:00  Key Strategies, Steps and Tactics in a Successful Denials Program
Understanding where the most common denials are hiding is a challenge. We will do a deeper dive into revealing and discussing in detail three specific areas where you can create a “win” for your organization.
1. Authorizations – a) Radiology Same-Day Authorizations, b) Surgery Change of Procedure
2. Medical Necessity - Related to activities which may be justified as reasonable, necessary, and/or appropriate
3. Level of Care – Learn the importance of timely processing - coding, bill submission, denial recognition, appeals

12:00 - 1:00  Lunch
Courtesy of AAHAM

1:00 - 3:15  How to mitigate risk by gathering and leveraging information
The real question is “Should I be proactive, reactive or inactive? During this session you will be able to:
- Establish a Denials Dollars Task Force (D$TF) of revenue cycle leaders and stakeholders including accounts receivable (AR) management, health information management (HIM) and case management (CM)
- Define the benefit of a stakeholders’ inclusion. i.e. What is in it for me? Not another “lip service” committee!
- Beware of administrative and contractual adjustment “smoke screens”
- You will also learn the metrics that using objective and consistent calculation, yielding process improvement

3:15 - 3:30  Break
Courtesy of GE Healthcare

3:30 - 4:45  Denials Prevention, Realized Benefits, and Lessons Learned
Following this session you will understand how to train your staff how to: Reduce first pass claim submission rate of acceptance, execute CAARR (Cash Acceleration Accounts Receivable Reduction), increase workflow efficiencies by reducing claim corrections and external vendor fees and cost to collect, plus create additional time to address and resolve isolated issues.

4:45 - 5:00  Closing Remarks

Join us for dinner at the Rusty Moose Bar & Grill at 6:00 PM - Courtesy of AAHAM
Guest welcome for $25

Friday, November 11th

8:15 - 8:30  Registration
8:30 - 8:45  Welcome  
Colleen Wentz, AAHAM President
8:45 - 9:15  Claim Denials - Community Health Plan of WA  
Carmen Switzer
9:15 - 9:45  Claim Denials - Premera  
Staici West
9:45 - 10:15  Claim Denials - Coordinated Care  
Gina Roybal
10:15 - 10:30  Break  
Courtesy of Yakima Adjustment Service
10:30 - 11:45  Six Degrees of Separation “From GOOD to GREAT”  
Brian K. Jones, Motivational Speaker
Are you tired of ‘thrive & diving’? Discover effective results based on SMART goals for you and your business. Make the most of your 24 hours by learning how best to avoid time management pitfalls. Discover the capacity of a comfort zone, the power of sleep and the unwavering strength of the human spirit.

11:45—12:00  Closing
Colleen Wentz, AAHAM President

Fall Charity — Toys for Tots