

HEALTHCARE MASTERY SERIES

Professionalism, Collections, and E&M Coding



LIVE WEBINAR SERIES: JUNE 11, JUNE 18, & JULY 16

Description

In today's rapidly evolving healthcare environment, practice staff must be equipped with the skills and knowledge to ensure operational excellence. This series provides comprehensive training on front office professionalism, effective point of service collections, and the latest guidelines for coding and documentation. Participants will gain valuable insights into customer service, health insurance, and accurate coding practices, empowering them to enhance patient engagement and streamline practice operations. Join us to elevate your practice's standards, achieve practice excellence, and stay ahead in the healthcare industry.

About the Speaker



Tracy Bird has over 40 years' healthcare management and consulting experience in the areas of practice operations, front office workflow, revenue cycle management, coding, documentation, staff training, communications, risk and compliance, policy and procedure development, practice start-ups, and workflow redesign for value based care. Her experience includes work with private practices, hospital based practices, rural health clinics, and FQHC's.

She is an ACMPE Fellow with MGMA, a Certified Professional Coder (CPC), a Certified Professional Medical Auditor (CMPA), a Certified Evaluation and Management Auditor (CEMC) a Certified Professional Medical Coding Curriculum instructor (CPC-I). Tracy is co-founder and past president of the NE Kansas Chapter of AAPC, a past president of MGMA-GKC, is the ACMPE Forum Rep for Kansas, and MGMA- Greater Kansas City, and is currently serving as the Chair of the Certification Commission for National MGMA.

Objectives

Upon completion of this learning activity, participants will be able to:

- Identify appropriate customer service, scheduling, and patient engagement skills for the front office professional;
- Describe and apply techniques in understanding health insurance and point of service collection; and
- Identify new definitions and requirements for best practice with documentation and coding within acute and ambulatory settings.

Credits Offered

Attendees who complete either the livestream webinar or enroll and complete in the on-demand course will receive contact hours.

Cost

These live webinar offerings are free of charge in partnership with our SEAHEC CPD and Practice Support Teams as well as the NC AHEC Program.



If you have any questions about accessibility or special needs assistance, please contact Carly.Kroggel@seahec.net

Content Outline

JUNE 11: Livestream Webinar 1 The Front Office Professional

- This session is an overview of the skills needed for success in the role of front office professional including professionalism, communication, basic healthcare knowledge, as well as a basic understanding of insurance, billing, and point of service collections.

[CLICK HERE TO REGISTER](#)

Livestream Webinars are from 12:00 – 1:00 PM

JUNE 18: Livestream Webinar 2 Point of Service Collections

- This session covers understanding the fundamentals of health insurance, communicating financial policies of the practice, point of service collection communication, the four patient payer types, and the use of technology to support the collection process.

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JULY 16: Livestream Webinar 3

Coding and Documentation: Revised Guidelines for Office and Hospital Evaluation and Management Coding

- This presentation is a deep dive into the revised Medical Decision-Making table or the option to bill by time. A review of new definitions, requirements for documentation, and best practice for assigning correct codes with confidence will be included.

[CLICK HERE TO REGISTER](#)

These three livestream webinars are separate. You must register for each one you would like to attend. It is not mandatory to attend all three.