2024 NAMAS
VIRTUAL CONFERENCE
MAY 15th-16th, 2024

THE AGENDA

1130am

Yolaiza Crouch

Charting the Course:
Self-Consulting for Telehealth in Your Organization

01-01

1145am
1pm

Stephanie Allard & Terry Fletcher

Telehealth has become increasingly vital in modern healthcare delivery, offering convenient and efficient ways to deliver care to patients. However, navigating the complexities of telehealth within your organization can be challenging. Who better to rise to the challenge and lead the way than the auditor and compliance professionals?

This session will provide valuable guidance on how to lead telehealth initiatives within your organization effectively. Join us to learn how to navigate the telehealth landscape and drive positive change in healthcare delivery through self-consulting strategies.

During this session, participants will explore practical approaches to becoming self-consultants in their organizations for successful telehealth integration.

1. Identify organizational needs and resources
2. Understanding the necessary technology requirements
3. Establishing telehealth workflows, ensuring compliance with regulations, and optimizing patient engagement
4. Creating an educational plan properly to ensure accuracy in documentation and billing

Chronic Care Leadership:
Guiding a Wining Process for CCM | PCM

Paul Spencer & Scott Kraft

01-02

115pm
230pm

Chronic Care Management (CCM) and Principal Care Management (PCM) are pivotal in enhancing patient outcomes and optimizing healthcare delivery for individuals with chronic conditions. However, these programs effectively requires strategic guidance and truly understanding the purpose of the program and the nuances of documentation requirements. Enter the audit and compliance professional to

claim the role of a strategy expert in revitalizing your organization's program. We are confident that this session will equip you with the necessary leadership skills and strategies to guide a successful process for CCM | PCM and enhance outcomes for patients with chronic conditions.

1. Planning the process, identifying stakeholders, and electing the use of technology lay the foundation and the compliance framework for both CCM and PCM.
2. Creating workflows and protocols for the identification of eligible patients and a patient center program that meets the desired outcome of increased patient care
3. Internal and external education program. Ensuring proper education of physicians, clinical, and billing/coding team, but also providing patient education of what CCM and PCM services are and what they can provide to the patient

Shaping Tomorrow's Care:
Empowering Change Through Transitional Care

Scott Kraft & Christine Hall

Transitional Care Management (TCM) is crucial in ensuring seamless patient transitions across different care settings, reducing readmissions, and improving outcomes. As an auditor or compliance professional, your role in TCM within your organization is pivotal to ensure regulatory compliance and adherence to quality standards.

Whether new to TCM or looking to enhance your organization's existing TCM program, this session will provide you with the knowledge, tools, and insights needed to effectively navigate the process as an auditor or compliance professional. Don't miss this opportunity to learn from experts in the field and take your organization's transitional care management initiatives to the next level.

01-03

245pm
4pm

1. Understanding the regulatory landscape: An overview of the regulatory framework governing TCM, including billing requirements, documentation guidelines, and compliance considerations.
2. Establishing TCM protocols and workflows: Practical guidance on developing standardized protocols, workflows, and policies to facilitate TCM delivery, streamline documentation processes, and ensure consistency across care teams.
3. Training and education: Effective strategies for training clinicians, staff, and care team members on TCM requirements, documentation standards, and compliance protocols.
4. Overcoming common challenges: Practical tips and strategies for overcoming common challenges and barriers to TCM, such as staff resistance, resource constraints, and documentation complexities.

G2211 Mastery:
Charting Your Path as a Subject Matter Expert

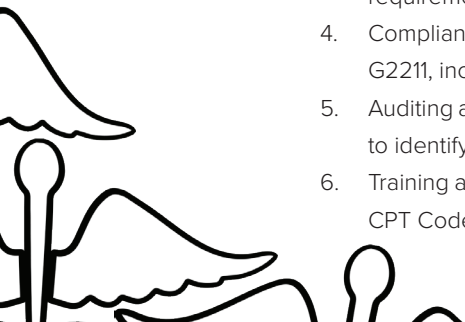### Shannon DeConda, Amanda Waesch, & Sonda Kunzi

With the introduction of Medicare CPT Code G2211, healthcare organizations face new challenges and opportunities in coding, billing, and compliance. As auditors and compliance professionals, your expertise is critical in ensuring accurate documentation, proper coding practices, and adherence to regulatory requirements. This session will provide you with the knowledge, skills, and strategies needed to navigate the complexities of this new code effectively and ensure compliance

within your organization. Whether you're looking to enhance your understanding of CPT Code G2211 or seeking practical strategies for ensuring compliance within your organization, this session will provide you with the tools and knowledge needed to become a subject matter expert on this critical coding and billing topic. Don't miss this opportunity to advance your expertise and contribute to the success of your organization's compliance efforts.

01-04

415pm
530pm

1. Understanding Medicare CPT Code G2211: An in-depth overview of the code, its purpose, and its implications for healthcare organizations.
2. Coding and documentation recommendations: Detailed guidance on properly using CPT Code G2211, documentation standards, and coding best practices to ensure accuracy and compliance.
3. Billing considerations: Practical insights into billing processes, reimbursement rules, and compliance requirements associated with CPT Code G2211.
4. Compliance implications: An analysis of the compliance risks and challenges associated with CPT Code G2211, including fraud and abuse concerns, documentation deficiencies, and audit vulnerabilities.
5. Auditing and monitoring: Strategies for auditing CPT Code G2211 documentation, coding, and billing practices to identify compliance gaps, mitigate risks, and ensure accountability.
6. Training and education: Effective approaches for training clinicians, coders, and billing staff on properly using CPT Code G2211, documentation requirements, and compliance protocols.

Yolaiza Crouch

Physician Education in E&M Documentation: Bridging Compliance and Revenue Gaps

Shannon DeConda, Pam Vanderbilt

02-01

1145am
1245pm

As healthcare organizations navigate the intricate landscape of Evaluation and Management (E/M) services, bridging the gap between compliance and revenue becomes increasingly crucial. This session is tailored to address the challenges faced in educating physicians on E/M services to ensure compliance with regulatory standards is met to allow for optimal revenue capture. By empowering clinicians with the knowledge and skills needed to document accurately, code, and bill for E/M services, organizations can enhance compliance, ensure accuracy in revenue, and drive overall organizational success. This session will equip you with the knowledge and strategies needed to bridge the compliance and revenue gap in E/M services effectively while creating an engaging and interactive physician education training event.

1. Developing tailored educational programs and resources to enhance physicians' understanding of E/M documentation requirements, coding principles, and revenue implications.
2. Offering hands-on training, case studies, and real-world examples to illustrate best practices in E/M documentation, coding, and billing.
3. Promoting a collaborative approach between physicians, coders, billers, and compliance professionals to ensure alignment with regulatory standards and organizational goals.
4. Exploring the role of technology solutions, EHR functionalities, and coding resources in supporting accurate E/M documentation, and coding accuracy, but ONLY when used appropriately.

The Educator's Guide to Teaching Physicians Regulatory Compliance

Sean Weiss & Paul Spencer

02-02

1pm
2pm

As an auditor or compliance professional, you play a crucial role in educating physicians about the various regulatory requirements and guidelines that they must adhere to. By working closely with physicians and other stakeholders, you can help build a culture of integrity and trust that enhances patient safety and improves overall healthcare outcomes. Incorporating the essential standards during educational training sessions ensures that participants receive comprehensive and accurate information, which can be applied effectively in real-world situations. Additionally, it guarantees that the training program is in line with industry regulations and meets the required standards. This, in turn, enhances the credibility of the program and enables participants to gain maximum benefit from it. Don't miss this opportunity to empower your organization with the tools and knowledge to achieve compliance excellence and mitigate regulatory risks.

1. Assessing organizational compliance risks and priorities to tailor educational initiatives and resources to address specific regulatory requirements and areas of concern.
2. Designing comprehensive training programs, workshops, and resources to educate physicians on regulatory requirements, compliance obligations, and best practices.
3. Tailoring educational content and resources to address specialty-specific compliance considerations, documentation requirements, and coding standards.
4. Using case studies, scenarios, and real-world examples to illustrate common compliance challenges, regulatory violations, and consequences and to promote active learning and engagement.

From Intent to Insight:
Teaching Physicians Purposeful Documentation Practices

Toni Elhoms & Stephanie Allard

02-03

215pm
315pm

Physician documentation is the cornerstone of patient care, reimbursement, and compliance. As auditors and compliance professionals, your role in guiding physicians to create purposeful documentation that reflects the complexity and risk of patient encounters is paramount. This session is tailored to equip you with effective strategies for teaching physicians to create timely and comprehensive documentation while adhering to proper fundamentals and coding guidelines. Join us for an interactive session where we will delve into practical approaches and best practices for elevating physician documentation to reflect the complexity and risk of patient encounters accurately. This opportunity will allow you to enhance your organization's documentation practices, leading to improved compliance, reimbursement, and patient care outcomes. Don't miss out on this chance to elevate your skills and knowledge.

1. Understanding the importance of purposeful documentation: Exploring the impact of accurate documentation on compliance, revenue integrity, and patient care quality.
2. Providing guidance on proper documentation principles, including specificity, completeness, and relevance, to ensure accurate representation of patient encounters.
3. Teaching physicians to assess and document the complexity and risk of patient encounters based on clinical factors, comorbidities, severity of illness, and medical decision-making.
4. Guiding physicians to adjust documentation practices to reflect the complexity and severity of patient conditions, treatments, and interventions.
5. Educating physicians on the importance of documenting time spent on patient care activities, counseling, and care coordination to support accurate code selection and reimbursement and not relying on a MACRO or template.
6. Developing standardized documentation protocols, templates, and checklists to promote consistency, accuracy, and compliance.

Charting a Course to Physician Success with ICD-10

### Amy Pritchett & Rhonda Buckholtz

02-04

330pm
430pm

As auditors and compliance professionals, your role in ensuring accurate diagnosis coding and documentation practices is critical for regulatory compliance and revenue integrity. Whether your responsibilities include physician education, compliance auditing, or revenue integrity, this session is tailored to provide you with effective strategies and tools to educate physicians on ICD-10 coding, enhancing their proficiency and compliance with coding guidelines. At times, capturing the documentation and correct coding from the physician may not be about educating on the correct coding principles but rather on implementing efficient documentation workflows. Seize this opportunity to bolster your organization's compliance initiatives, enhance revenue optimization, and refine coding accuracy through physician education.

1. Providing physicians with essential knowledge and skills to capture relevant clinical information, including specificity, clarity, and completeness.
2. Guiding physicians in documenting diagnoses with the required level of specificity to support accurate coding and improve reimbursement.
3. Teaching physicians to document the complexity and risk of the patient accurately encounters to reflect the true acuity and severity of conditions.
4. Implementing streamlined documentation processes and templates to improve efficiency, reduce documentation burden, and enhance productivity.
5. Facilitating collaboration between physicians, coders, and compliance professionals to ensure alignment with coding guidelines, documentation standards, and compliance requirements.
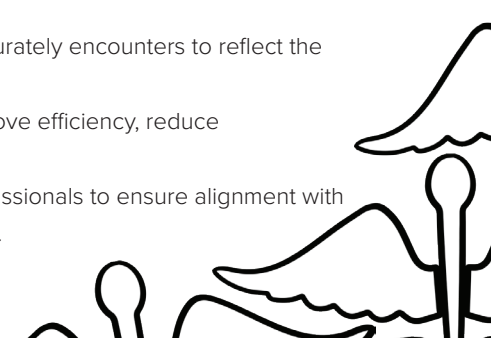
Compliance Architects: Building a Framework for Auditors and Compliance Pros to Educate Physicians on Split-Shared Services

Scott Kraft & Stephanie Allard

02-05

430pm
530pm

Calling all auditors and compliance professionals! Gain expert guidance on effectively instructing physicians on CMS split or shared services to ensure regulatory compliance, appropriateness of billing, and proper reimbursement for all inpatient and facility services. This specialized session is designed to equip you with the knowledge and tools needed to navigate the intricacies of CMS guidelines and foster compliant practices within your healthcare organizations. Take advantage of this opportunity to sharpen your compliance skills and empower physicians with the knowledge they need to navigate CMS regulations effectively.

1. Learn the latest CMS regulations governing shared or split services, including documentation requirements, billing guidelines, compliance standards, and how to communicate them to physicians.
2. Learn effective physician education strategies for CMS regulations related to split or shared services. Enhance physician compliance with regulatory requirements through targeted training sessions and personalized coaching.
3. Engage in interactive case studies and compliance scenarios to learn best practices for managing shared services and develop proactive strategies.
4. Safeguard your organization by proactively exploring risk mitigation strategies related to CMS split or shared services. This includes internal audits and compliance monitoring processes.

Expanding Your Influence.
Expanding Your Career.