

Presented by



Continuing Education for Medical Office Professionals

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Appeals, Refunds & Recoupment Requests

When correctly submitted claims are inappropriately reduced, delayed denied, it is imperative to file a timely appeal with as much supporting documentation as possible. This course provides tools and expert guidance to challenge denials and recoup dollars rightfully due to the provider.

The instructor will review state and federal guidelines, and explain how to get legal help, if needed. Participants will learn how to troubleshoot and handle payment inconsistencies and respond to inappropriate recoupments for in-person and virtual care healthcare claims. Samples of results-oriented appeal letters will be provided.

Patient Collections and A/R Management

Reduce A/R problems that crush your bottom line. Your accounts receivable team walks a fine line between enforcing timely payment policies and promoting patient satisfaction. This class will teach your staff best practices, policies, and processes that support the administration and communication of financial responsibilities. Participants will learn ethical, legal, and tactful communication of a patient's financial obligations.

The instructor will walk-through a patient-centered collection and monitoring process that gets results! Class includes a review of insurance eligibility verification, documentation, data collection, measurement, monitoring, benchmarking, and tips to support effective patient communication and a healthy reimbursement cycle.

Digital materials are provided. Registrants will receive an email with a link to download the materials approximately 2 days before the training event.

Live Webinar Wednesday, May 8, 2024

AM session

Appeals, Refunds, and

Recoupment Requests

Program # 25520-0508

9:00 am to 12:00 pm EST

— AND —

PM session

Patient Collections and

A/R Management

Program # 25521-0508

1:00 pm to 4:00 pm EST

Fee:

\$239 per person, per session

Includes instructional materials

Questions: Amara VerValin

Ph: (585) 473-7573

Email: avervalin@mcms.org

Register:

Ph: (585) 473-7573

Mail: Monroe County Medical Society

Amara Vervalin

200 Canal View Boulevard Suite 202

Rochester, NY 14623

+ CEUs 3 per person, per session

Practice Management Institute grants CEUs for its certified professionals based on total number of instructional hours (1 CEU per hour of classroom instruction). CEUs may be applied to annual renewal requirements as noted on pmiMD.com.

Registration form **Keep a copy for your records.** (Additional registrants may be listed on separate page)

First Name: _____ Last Name: _____

Practice Name: _____ Job Title: _____ Specialty: _____

Mailing Address: _____ City/State/Zip: _____

Phone: () _____ Fax: () _____ Email (required): _____

PMI-Certified ID#: (if applicable) _____

Visa MasterCard American Express Check (payable to Monroe County Medical Society)

Credit Card #: _____ CVV code: _____ Exp. Date: _____ Total Amount: _____

Cardholder Name: _____ Cardholder Signature: _____

Billing Address, if different from above: _____

Registration Discounts: PMI certified professionals with an active ID# receive 10% off their registration fee. Multiple discounts do not apply.