Essentials of Risk Management and Office Procedures
With Mario Fucinari DC, CPCO, CPPM, CIC

Chiropractic Physicians and their staff must know all applicable policies and procedures on documentation, billing, collections, and compliance. Even the cash practice is affected by regulations such as the No Surprises Act, HIPAA, and the Anti-Kickback Statute. Learn what documentation, patient treatment, billing, and coding tools are essential in the Chiropractic practice. Simple changes will significantly affect the office's efficiency and productivity. This class is designed for everybody; doctors, staff, and billers will gain useful information!

Learning Objectives:

- Understand government regulations and industry trends
- Identify legal aspects of patient communication
- Learn crucial front desk procedures for patient intake
- Define step-by-step procedures at the front desk to avoid costly billing and collection errors
- Establish procedures for proper claim form submission
- Identify legal aspects of appropriate documentation in the Standard of Care
- Discover what "informed consent" is and how to apply this to chiropractic care.
- Determine Function's role in insurance policies
- Be able to define "Medical Necessity" in various carriers
- Integrate outcome assessment tools to develop treatment goals
- Learn Medicare documentation guidelines and requirements
- Learn the NEW ICD-10 Coding Guidelines

Class Outline

Hour 1
Laws and Ethics

- What Language Do You Speak?
- The Chiropractic Team Positions and Responsibilities
- Appointment scheduling – HIPAA
- Overview of the "Revenue Cycle"

Hour 2

Risk Management – Insurance

- Demographics Patient registration required elements
- Insurance verification process
    - ✓ Patient Name
    - ✓ Name/Payer ID of Ins Company
    - ✓ Subscriber ID/Group ID

- ✓ Fee Schedule
- ✓ Case Type
- ✓ Limitations/ Authorizations
- ✓ Primary/Billing Provider
- ✓ Cost Shares

Hour 3

Risk Management Front Office Documentation Procedures

Patient Identity confirmation – The Patriot Act

Patient Intake Forms

- ✓ Intake Form Bias
- ✓ HIPAA Forms
- ✓ Non-Pregnancy Verification
- ✓ Permission to Treat a Minor
- ✓ Informed Consent

- Coordinating Benefits – The Birthday Rule

Hour 4

Risk Management – Financial Policies and Responsibilities

- Co-pay, deductible collection, and cash procedures
- Medicare Plans
- Part A, B, C, D, F, G, N
- Financial Policies and Responsibilities
- Medicare Medigap, Secondaries, and the QMB patient

Hour 5

- The Anti-Kickback Statutes in Chiropractic
- The No Surprises Act

Hour 6

Risk Management – Documentation and Recordkeeping

- Basics of Documentation and Coding
- The Medicare Initial Encounter Report
- E/M Guidelines and Documentation
- The SOAP Note
- PART
- The Importance of the Outcome Assessment Tests
- The Assessment and Medical Necessity

Hour 7

Risk Management – Billing and Coding

- Correct Utilization of Modifiers
- The 25 and 59 Modifiers Mine Field

- The Advance Beneficiary Notice (ABN) Regulations

Hour 8

- Basic of the 1500 Claim Form
- Diagnosis Pointing
- ICD-10 Coding Concepts
- Updates in the ICD-10 Codes
- Questions and Answers