

Title:

Audits Are on the Rise – Are You Prepared

Instructors:

Dr. Rick Kuhlman and Kristi Hudson, CPCO

Description:

There is now a greater risk of financial loss due to improper discounting and faulty financial and collection policies. It is widely known that the Office of Inspector General (OIG) and Medicare are cracking down on healthcare fraud and abuse, but what most chiropractors are unaware of, is how widely successful these efforts have been. Hear first hand, as Dr. Kuhlman's recounts the federal investigation that turned his life and practice upside down and left him serving two years in federal prison.

Outline:

1. What is Insurance Fraud?
 - The Perfect Storm
2. Dr. Kuhlman's Experience
 - When the FBI arrives.
 - Finding the RIGHT attorney.
 - Fines and Penalties
 - The legal process
3. Overview of the 5 Most Dangerous Things
 - Dual Fee Schedules
 - Improper Time of Service Discounts
 - Inducement Violations
 - False Claims Act
 - Anti-Kickback Statutes
4. The Rules and Regulations have changed.
 - Conflicting regulations and opinions.
 - Whose rules do you follow?
 - Challenges we face.
 - One simple solution.
 - Benefits of a compliance plan.
5. Discounting your fees
 - Who cares what we charge?
 - OIG claims recoupment.
 - State Board Actions.
 - State rules and regulations versus Federal rules and regulations.
6. Audits are on the rise.
 - Steps to minimize risks.
 - Financial policies are a big area of risk.
 - Establishing a rock solid financial policy.
7. How to follow the rules and solve the problem?
 - One fee for each service.
 - Discounts based on contracts and agreements.
 - Developing a compliant fee system.
 - Using a DMPO.

Title:

Crucial Compliant Conversations for the Chiropractic Assistant

Instructor:

Kristi Hudson, CPCO

Course Description:

Non-compliance in healthcare can have very serious, and sometimes devastating consequences. There has been an increase in auditors and investigators disguising themselves as new patients in chiropractic offices across the country. Every conversation, starting with, “How much does it cost to see the doctor?” is now under scrutiny. It has never been more crucial to know what to say and when to say it when it comes to talking to patients about finances in your office. In this fast-paced and important training session, master communicator, Kristi Hudson will take team members through sticky scenarios that are encountered in practice every day. CAs will leave this session with tips, scripts, and more confidence than ever when having these essential conversations.

Course Objectives:

- Learn and execute techniques for effective financial communications with patients
- Able to master discussions of patient finances in any situation
- Gain a basic understanding of structuring and implementing a compliant financial policy
- Become familiar with conducting a financial report of findings

Instructor will teach via lecture and the visual aid of slides. Examples will be discussed for demonstrative purposes.