

September 1, 2020

Keystone Kronicles

Summer 2020



President’s Letter– Lisa Laudeman, CRCE

While we are all working hard to protect the health and safety of our staff whether working at home or back in the office, we also need to remain focused on our bottom line.

Paying close attention to the organization’s revenue cycle is an important priority as we respond to the complex issues of the coronavirus pandemic. Industry leaders have reported experiencing slower claims adjudication including continuous changes to coding and modifiers making it almost impossible for revenue cycle staff to stay on task, exacerbating delays in processing and payments.

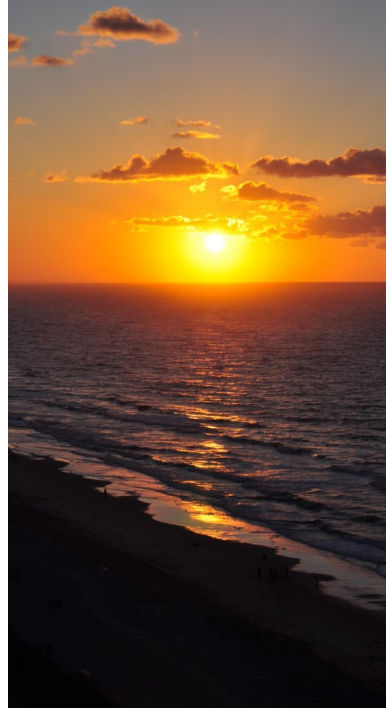
As COVID-19 continues as part of our everyday lives, healthcare organizations may become more resilient. Stabilizing finances along with the use of Telemedicine services and patient friendly collections, the revenue cycle may rebound and become anew in a post-pandemic environment.

CMS announced that nine million Medicare beneficiaries received care via Telemedicine during April. Another stunning fact, Telemedicine virtual visits rose from 13,000 weekly pre-pandemic to nearly 1.7 million in April.

Connecting and working within the increase of patients unemployed without health insurance during the pandemic is key to maintaining the patient base. One new reality within the revenue cycle will be to re-evaluate our uninsured discounts, financial assistance and sliding fee scales.

Much more is to be learned as we, patients, providers and payers all navigate COVID-19 together. A while back, I read a presentation by John Behn, MPA from Stroudwater Revenue Cycle Solutions. Mr. Behn covered many topics related to COVID-19 as his goal was to help providers navigate through these difficult times. He ended his presentation with “Constant informed action is the key. The only way to improve is to focus, communicate and innovate.” I believe those words may be our motto for many years to come.

“Be open to adjustments. There’s nothing about this current moment in history that allows for stubbornness.” – Author Unknown.



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Upcoming Events

- Free Lunch and Learn Webinars: September 2nd, September 16th, October 14th. Details on Page 2
- Deadline to register for March 2021 Certification Exams– December 15th

Upcoming Lunch and Learn Webinars

presented by the Keystone, Philadelphia, and NJ Chapters



Updates from HAP (Hospital Association of Pennsylvania)

September 2, 2020 12PM

Jolene H. Calla, Esquire

Vice President, Health Care Finance & Insurance @The Hospital and Healthsystem Association of Pennsylvania

Register: https://us02web.zoom.us/webinar/register/WN_d13R-UspTCiZdGal6Vka1w

Finding Lost Revenue in a Cash Flow Crisis

September 16, 2020 12:00 PM

Lauren Beard

Director of Client Solutions @ Triage Consulting Group

In the midst of the COVID-19 pandemic, providers are dealing with never before seen fiscal challenges. This creates the need to identify opportunities for quick cash within under-explored facets of revenue integrity. Triage's presentation highlights COVID-related reimbursement nuances and also dives into case studies explaining how to find and fix difficult-to-detect errors we've recently uncovered that are causing direct revenue loss. Examples include challenges with charge capture, coding accuracy, VA reimbursement and DOL's Workers' Comp claims processing, new technology and pharmaceutical billing, invalid payer denials, and Medicare AB rebilling with ED charges, among others.

Register: https://us02web.zoom.us/webinar/register/WN_0Wzwy3ST--w10UTM3fvvg

Help! I think I'm in Denials

October 14, 2020 12:00 PM

Erin Miskelly

Director of Revenue Cycle Services @Aurora Healthcare

Denials have been affecting bottom lines since the first claim went out for payment. Still today, most hospitals struggle with best process integration to stop the bleeding from denied claims. This discussion looks at denials in a different way by referencing real facilities and their unique learning lessons that can be used as takeaways for creating your own strategy. Also discussed is the potential for automation in existing processes to make incremental improvements even while other initiatives are taking much of the available resources in today's business office landscape. This presentation is beneficial for individuals who are new to the Revenue Cycle as well as experienced individuals because it lays out the denial cycle, from identification to reporting, to level-set the information. It also provides insight into case studies and how our peers are finding new ways to tackle the issues.

Register: https://us02web.zoom.us/webinar/register/WN_bwtp7USMSnKrLxWNYyVj6Q

Keystone Kurrents

Government Relations Update, Stan Slipakoff, Esq.



This update looks at one of the financial effects that COVID-19 is having primarily on hospitals. We can start with the root of all evil. There is no national plan for how to fight the COVID-19 pandemic. By national, I don't mean that Washington should create a "one size fits all" plan that all states would have to follow. I am talking about a plan more like Medicaid.

Medicaid is a Federal Program, but each state has the power to modify the federal plan to fit their individual needs. For example, Pennsylvania's MA has programs beyond those mandated by CMS (i.e. dental benefits) and Alabama doesn't.

HHS provided hospitals with two major sources of funding. One source provided \$175 billion in grants to hospitals, doctor's offices, clinics, etc. The recipients of the money do not have to repay HHS. The other source was a \$100 billion pool. It covered the same recipients, but the money from this pool must be repaid with interest of 10%, which is very high. However, when you are facing bankruptcy, you will agree to almost anything. HHS will recover its money by automatically withholding 100% of the hospital's Medicare payments until the debt is repaid.

The repayments were scheduled to start the week of August 3rd. I guess Washington thinks that COVID-19 is no longer a health issue and the hospitals are now profitable and can afford to repay their debt.

The new relief bill that is supposedly being worked on by Congress has 2 plans to address this issue. The Democrat plan would only recoup the money from 25% of the hospitals. [The most profitable ones.] It would also provide a longer repayment period and the interest rate would drop to 1%. The Republican plan doesn't spread out the payment period and leaves the interest rate at 10%. It does hold off when repayment would begin by five months and delays the beginning of accruing interest for 6 months.

Another financial hit that is coming because we don't have a national plan involves the National Guard. The President nationalized 25,000 National Guard members who were capable to help hospitals, i.e. doctors, nurses, medical technicians etc. The Federal government paid the full cost. The President has agreed to extend the call-up until the end of the year. However, he will only do it if the states pay 25% of the cost. That would cost the states millions of dollars that they don't have. I believe part of the cost will be covered by reducing some of the fees that the states pay providers. Shortly following this announcement, The President changed his position and will continue to pay 100% of the cost for Florida and Texas only.

2020 Frank Gill Memorial Golf Tournament

The weather was picture perfect when eight foursomes teed off to play in the **Frank Gill Annual Golf Tournament** on August 20th at Manada Golf Club in Grantville. The annual tournament was scaled back due to COVID 19 with social distancing and all activities held outside.



The proceeds of the event will be donated to a cause selected at a later date. Last year's \$500 tournament proceeds were donated to a local boy scout troop in Frank Gill's memory, a former scout and troop leader.

We would like to thank our Golf Outing Sponsors for their support: **Arcadia, Bureau of Account Management, Commercial Acceptance Company, Financial Recoveries, HRSI, MRS Associates, National Recovery Agency, PATHS and Penn Credit.** Their ongoing support of the Keystone AAHAM Chapter is paramount to our success.



2020 Frank Gill Memorial Golf Tournament





Certification Corner

Certification Calendar

November 2-13, 2020–
November 2020 Exam
Period

December 15, 2020–
Registration Deadline for
March 2021 Certification
Exams

COVID-19 Impact on Certifications

In light of the ongoing COVID-19 health situation, AAHAM is offering a one-year CEU extension to all members that are up for recertification in 2020 and need additional time in order to meet the CEU reporting requirements. Part of our AAHAM mission is Certification and your AAHAM Executive Committee values and appreciates the effort and time commitment it takes to obtain and maintain CEU's. Although there are many ways to earn CEU's, with the cancellation of events in your Chapter and at the National level, we understand the impact this may have on you. We hope this CEU extension will enable you to continue your professional development with AAHAM and maintain the certification designation that you have worked so hard to achieve. You can self-report your CEUs online as you earn them at <https://www.aaham.org/Certification/RecertForm.aspx> and track your status online at <http://www.jcams.com/trackCEU/AAHAM/checkCEUcombined/checkCEU.php>. Please contact certification@aaaham.org or cbrown@oip.com with any questions you may have.

It's Summer, and FREE Certification Webinars are Back! (2019 Webinars On-Demand)

Due to current logistical considerations with providing the webinars live, the first installment of the series will be on-demand recordings of the 2019* webinars along with quizzes to reinforce your knowledge. We anticipate that the live webinar presentation series will also resume later this year. Whether you are planning on taking any of the AAHAM certification examinations, preparing for the future, or need the education to do your job better, you will want to participate in this webinar program. Statistically, those who have participated in our webinars have a higher pass rate than those who did not. All the webinars can be accessed at <https://www.aaham.org/InfoHub/Webinars.aspx>.

Please note, only National AAHAM members can access the CRCE, CRCP and CRIP webinars.

- The CRCE and CRCP webinars will be multiple sessions covering each section of the exam
- The CRCS, CRIP and CCT webinars will be one single session covering the entire exam.
- Each webinar is approximately 90 minutes long.

***Disclaimer-** Since the webinars were previously recorded in 2019, it is important to note that certain topics such as deductible and coinsurance amounts have since been updated for 2020. The 2020 AAHAM study manuals contain the current deductible amounts. If you have a 2019 study manual, you can download the 2020 study manual updates at <https://www.aaham.org/Certification.aspx>.

CEU Reporting

You can earn 3 AAHAM CEUs for each webinar that you view. In order to receive credit for the CEUs, you will need to take a brief online quiz and answer 5 multiple-choice questions related to the webinar that you watched. You can submit your CEUs at <https://www.aaham.org/Certification/RecertForm.aspx> to earn your CEU credits. The quiz can be taken more than once if necessary, which will help to ensure that you have a thorough understanding of the topics covered. If you have any questions or need assistance, please contact certification@aaaham.org.

Certification Corner (continued)

Congratulations to Keystone AAHAM Members who recently earned their certifications and recertifications! We are very proud of each of you for making this investment in yourself and wish you much future success!!!

July 2020	Jul 2020 (continued)	Jul 2020 (continued)
Donna Reeves, CRCP	Margaret Grimm, CRCS	Jill Peak, CRCS
Brittany Boger, CRCS	Jessica Grove, CRCS	Autumn Stambaugh, CRCS
Jennifer Getz, CRCS	Robin Moyer, CRCS	Anna Velez, CRCS

New in 2020

Beginning with the March 2020 certification testing period, the AAHAM CRCE, CRCP, and CRCS certifications will no longer have separate exam versions for Institutional (I) and Professional (P).

The combined format leads to a more comprehensive certification, and will broaden the knowledge of our members. Examinees will be tested on both Institutional and Professional material. The 2020 study manuals have been updated to reflect the new exam format, and also include clear study instructions for examinees.

Reporting, and Checking Your CEUs Online

National Members of AAHAM can earn and report CEUs to keep their certification active.

Local-only members do not have the option to earn and report CEUs to keep their certification active.

Local-only and Non-member CRCSs, are required to sit for their exam before the expiration date of their certification period to renew their certification.

To Submit CEUs online, go to the Certification Section of the AAHAM website, or click: <http://www.aaham.org/Certification/RecertForm.aspx>

Exception - for PA Keystone AAHAM Educational Meetings (including PA Keystone-sponsored webinars): I report those CEUs on your behalf, based on your attendance and participation at our Chapter Meeting educational sessions.

To Check Your CEUs Online, go to the Certification Section of the AAHAM website, or click: <http://www.jcams.com/trackCEU/AAHAM/checkCEUcombined/checkCEU.php>

Please contact me if you have any questions or need assistance with the certification process.

Warm Regards,
Carolyn Brown, BBA, CRCE-I
Pennsylvania Keystone AAHAM Certification Chairperson
717-901-4238 (Direct Line)
717-926-3570 (Cell)
Email: cbrown@oip.com

NEW Keystone AAHAM Webstore



We are pleased to announce the new Keystone AAHAM Webstore.

The Board of Directors has been working hard behind the scenes to put together some fantastic new gear with our updated chapter logo. All orders include free shipping and will be sent directly to you. All merchandise can be found at

https://artisticimprints.3dcartstores.com/AAHAM_c_807.html

All proceeds from purchases made in the first three months will be donated to Ronald McDonald House Charities.

The Keystone Chapter will be matching this amount, doubling the donation for Ronald McDonald House Charities. Any questions can be directed to our Ways and Means Chairperson Kristy Pipher Richmond at either kprichmond@commercialacceptance.net or 866-678-6855, ext. 214.

Thank you and enjoy shopping!



Keystone AAHAM Board Members 2020-2021

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Finance Committee	Rodney Grove, CRCP



AAHAM

The only national organization dedicated exclusively to the revenue cycle

The American Association of Healthcare Administrative Management (AAHAM) is the premier professional organization in healthcare administrative management. Your one-stop resource center for information, education and advocacy in the areas of reimbursement, admitting and registration, data management, medical records, patient relations and so much more.

Thank You to Our 2020 Keystone AAHAM Corporate Partners



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