

# Reimbursement Training Seminar

*with Jeanie Lane*

Medicare Billing - Can We Do It Correctly?  
*Yes, We Can!*

**Wednesday, April 21st, 2004**

at the Hilton Garden Inn in Oshkosh

8:30 am - 4:45 pm

## **Objectives:**

Attendees will learn important and detailed information about the following topics:

- Order intake and qualification process
- CMN documentation and requirements
- Reviews/Appeals/Fair Hearings
- Audits (pre and post payment)
- Medicare supplier requirements and the NSC

Each attendee will receive a 125-page manual including examples of forms; such as an Insurance Verification Form, Patient History/Assessment, Financial Hardship, CMN cover letters for both initial requests and requests for additional CMN information, Complaint Log, and File Audits that your customer service and billing staff can begin using immediately for consistent and efficient data collection. This manual should be used as a reference tool for experienced employees and a training tool for new employees.

## **Jeanie Lane**

Jeanie Lane has been involved in the HME industry for over 25 years. She is an expert in reimbursement and accounts receivable management. Her consulting includes training on reimbursement from Medicare, Medicaid and private pay insurance.

In her consulting practice, Jeanie works with individual companies to develop and review billing and collection procedures. Training employees in customer service, billing and review procedures dedicated her to improving office processes and cash flow. Jeanie also educates salespeople on coverage issues and the criteria for proper payment of equipment.

Prior to joining the MED Group, Jeanie was the supervisor of the Home Medical Equipment (HME) and Review department at Travelers Medicare in Jackson, Mississippi. She also worked for an HME company and was responsible for supervising and training employees. In addition, she was responsible for Medicare, Medicaid and private pay insurance billing in several states.

# WAMES Reimbursement Training Seminar

Medicare - Can We Do It Correctly? Yes, We Can!

## REGISTRATION FORM

• Wednesday, April 21st at the Hilton Garden in Oshkosh: 8:30 am - 4:45 pm

### Attendee Names

1. Name _____	Email _____
2. Name _____	Email _____
3. Name _____	Email _____
4. Name _____	Email _____
5. Name _____	Email _____
6. Name _____	Email _____
7. Name _____	Email _____
8. Name _____	Email _____
9. Name _____	Email _____
10. Name _____	Email _____
Company _____	
Address _____	
City, State, Zip _____	
Telephone/Fax _____	
_____	
_____	
_____	

### Registration Fees:

\$150.00 MEMBER rate for the first person  
x   1   person = \_\_\_\_\_  
\$95.00 each for additional persons from MEMBER company  
x        people = \_\_\_\_\_  
\$225.00 NON-member rate for the first person  
x   1   person = \_\_\_\_\_  
\$165.00 each for additional persons from NON-member company  
x        people = \_\_\_\_\_

Rates includes lunch

**TOTAL** \_\_\_\_\_

Make check payable to WAMES and mail to: PO Box 389, Wild Rose, WI, 54984 or use Mastercard or Visa below and **fax** to WAMES at 715-366-4501 with credit card information. \_\_\_\_\_ VISA \_\_\_\_\_ MasterCard

card number \_\_\_\_\_ exp date \_\_\_\_\_

amount \$ \_\_\_\_\_ signature \_\_\_\_\_



**Questions?** Contact Ann Barrett at 715/366-7500 or abarrett@uniontel.net or fax to 715-366-4501

## Who Should Attend?

Employees dealing with customer service, billing and collection should attend.  
Information will benefit employees of these departments as well as managers.

## WAMES Reimbursement Training Seminar Agenda

Important information on the National Supplier Clearinghouse

### NSC (National Supplier Clearinghouse)

8:30 am - 9:30 am

- A. Role of NSC
  - B. Medicare Supplier Standards
  - C. Notifying NSC of changes in supplier status
  - D. Audit Compliance Department (On-Site Audits)
- .....

### Order intake with suggested forms:

9:30 am - 10:30 am

- A. Patient Demographics
  - B. Assignment of Benefits
  - C. Insurance Verification
  - D. Waiver of Liability
  - E. Financial Hardship
  - F. Proof of delivery
- .....

Break: 10:30 am - 10:45 am

and 10:45 - 11:45 am

Lunch: 11:45 am - 12:30 pm

### CMN documentation and requirements:

12:30 pm - 2:30 pm

- A. Compliance regulations for CMNs and physician orders
  - B. Use of cover letters with samples provided
  - C. Methods of obtaining complete and correct CMN's
  - D. Receive maximum reimbursement by knowing the answers to CMN questions
- .....

Break: 2:30 pm - 2:45 pm

### The Appeals Process:

2:45 pm - 3:45 pm

- A. Reducing denials and the need for appeals
- B. Expedite reviews
- C. Timelines for the hearing process

### Pre and Post Payment Audits:

3:45 pm - 4:45 pm

- A. Helpful hints to avoid unnecessary audits
  - B. Minimum Medicare requirements
  - C. Necessary documents in a patient file
  - D. Self-audits
- .....

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*The Wisconsin Association of Medical Equipment Services presents.....*

# Reimbursement Training

Wednesday, April 21st, 2004 at the Hilton Garden Inn in Oshkosh

*sponsored in part by Fisher & Paykel Healthcare*

## Directions

### To the Hilton Garden Inn in Oshkosh

Hilton Garden Inn Oshkosh, 1355 West 20th Avenue, Oshkosh, WI 54902 • 920/966-1300

#### From Milwaukee

Highway 41 north 85 miles. Follow 41 north until the South Park Avenue (116) exit in Oshkosh. Take a right after the off ramp and follow the road to 20th Avenue. Take a right on 20th Avenue and then right into the Hilton Garden Inn parking lot.

#### From Madison

Highway 151 north to Highway 26. Follow highway 26 east to Highway 41. Take Highway 41 north to the South Park Avenue exit (116). Take a right after the off ramp and follow the road to 20th Avenue. Take a right on 20th Avenue and then right into the Hilton Garden Inn parking lot.

#### From Manitowoc

Highway 10 west to Highway 441. Take highway 441 to 41 south. Follow Highway 41 south until the South Park Avenue exit (116). Take a left after the off ramp and follow the road to 20th Avenue. Take a right on 20th Avenue and then right into the Hilton Garden Inn parking lot.

#### From Green Bay

Highway 41 south. Follow Highway 41 south until the South Park Avenue exit (116). Take a left after the off ramp and follow the road to 20th Avenue. Take a right on 20th Avenue and then right into the Hilton Garden Inn parking lot.

#### From Eau Claire and Wausau

Highway 29 east to Highway 41 south. Follow Highway 41 south until the South Park Avenue exit (116). Take a left after the off ramp and follow the road to 20th Avenue. Take a right on 20th Avenue and then right into the Hilton Garden Inn parking lot.

## Accommodations

If you need overnight accommodations on April 20th, WAMES has a block of rooms held for participants for \$69 single or double, please call the Hilton Garden directly for reservations at: 1-800-HILTONS or 920/966-1300 or [www.hilton.com](http://www.hilton.com). Make your reservation by March 21st. After that, reservations will be taken on a space available basis only.