

SVMIC Practice University

This workshop is designed to assist those working in a management or supervisory role in a medical practice. Whether you are an experienced practice leader or new to your role, this workshop will provide a refresher in essential areas while taking a deeper dive into key topics to optimize operations. Provided by members of SVMIC's Medical Practice Services Department, the curriculum has been developed with a focus on two of the most critical areas in today's business environment – finances and human resources.

While there is no required experience to attend these workshops, it is assumed participants have a working knowledge of medical practice operations, terminology, and a basic understanding of the outlined content areas.

<p>Incident-To Billing Compliance This session will review common misunderstandings and mistakes related to billing for Advanced Practice Practitioners. We will discuss requirements that must be met to correctly bill for incident-to services and remain compliant with insurance policies.</p>	<p>1:00 – 1:30 PM Laura Watkins, FACMPE, CPC Senior Medical Practice Consultant</p>
<p>Surviving Recoupments & Audits Payer audits are increasing in frequency. An insurance audit letter is enough to send anyone into a panic attack. A significant recoupment could have a negative monetary impact on a practice's bottom line. It is important to understand the purpose of an audit or recoupment, how to respond, and steps to avoid them in the future.</p>	<p>1:45 – 2:30 PM Rana McSpadden, FACMPE, CHPC, CPC</p>
<p>Boost Your Back-End Revenue Cycle The back-end revenue cycle is an instrumental part of a successful revenue cycle operation with responsibility for claims management, denials, and patient collections. The current denial-laden environment demands comprehensive prevention strategies and the utilization of data analytics and integrated technology. In addition, patients are struggling with the increased patient responsibility portion of their medical bills. With a renewed focus on the back-end revenue cycle, practices can boost collections and minimize financial losses.</p>	<p>2:30 – 3:15 PM Laura Watkins, FACMPE, CPC Senior Medical Practice Consultant</p>
<p>BREAK</p>	<p>3:15 – 3:30 PM</p>
<p>Staffing Challenges – Avoiding the Landmines Employees are an integral part of a medical practice. A cohesive and well-functioning team positively impacts patient experience and the bottom line not to mention it makes the manager's job easier too. No matter how well the team seems to function it still requires attention. A single misstep managing personnel can find even the most experienced practice executive on a landmine. This session addresses current HR issues that can blow up a practice, best practices to avoid them and appropriate responses to mitigate the fallout should the worst occur.</p>	<p>3:30 – 4:15 PM Gretchen Napier, MSHA, FACMPE, SHRM-SCP Medical Practice Consultant</p>
<p>Building a Foundation of Success: Developing Your Own Medical Assistant Orientation Healthcare practices are facing a shortage of experienced medical assistants (MA's). Proficient MA's are crucial for operational efficiency, patient satisfaction, and minimizing risks in the practice. To address staffing shortages, practices have resorted to developing their own training and orientation programs to ensure MA's are well-prepared for their diverse duties. Given the often-undefined scope of practice, it can increase physician liability if the MA role is not clearly defined, and proper training received. This session will discuss the key objectives for developing a successful MA training program.</p>	<p>4:15 – 5:00 PM Sheri Smith, FACMPE, SHRM-CP Senior Medical Practice Consultant</p>