

# Are You Ready to Compete?

- Go to **Kahoot.it** on your phone or laptop
- Enter this code: \_\_\_\_\_
- Choose a nickname
- Wait for the game to start

# To Develop Your Business, You Must First Develop Your People: Investing in Employees for a Stronger Organization

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**Academic Hospital | Salt Lake City, UT**

4 Hospitals	12 Clinics	1,400+ Physicians
747 Beds	200 Specialties	2.5M Patients

# Challenge

We set out to improve employee satisfaction scores based on trending comments that indicated employees desired a better training experience

- Onboarding
- Orientation
- The “why”
- Connection to purpose
- Better equipped to begin position



# Outcome

Increased employee satisfaction & engagement

- Overall Satisfaction FY16 84% FY17 86% - TRCG Consulting
- Overall Engagement 93rd percentile ranking - Advisory Board

Increased employee retention rate

- Retention rate increased by 20%

RCSS Revenue Cycle training survey

- 97% Satisfaction Rating



# Training Team

## Position:

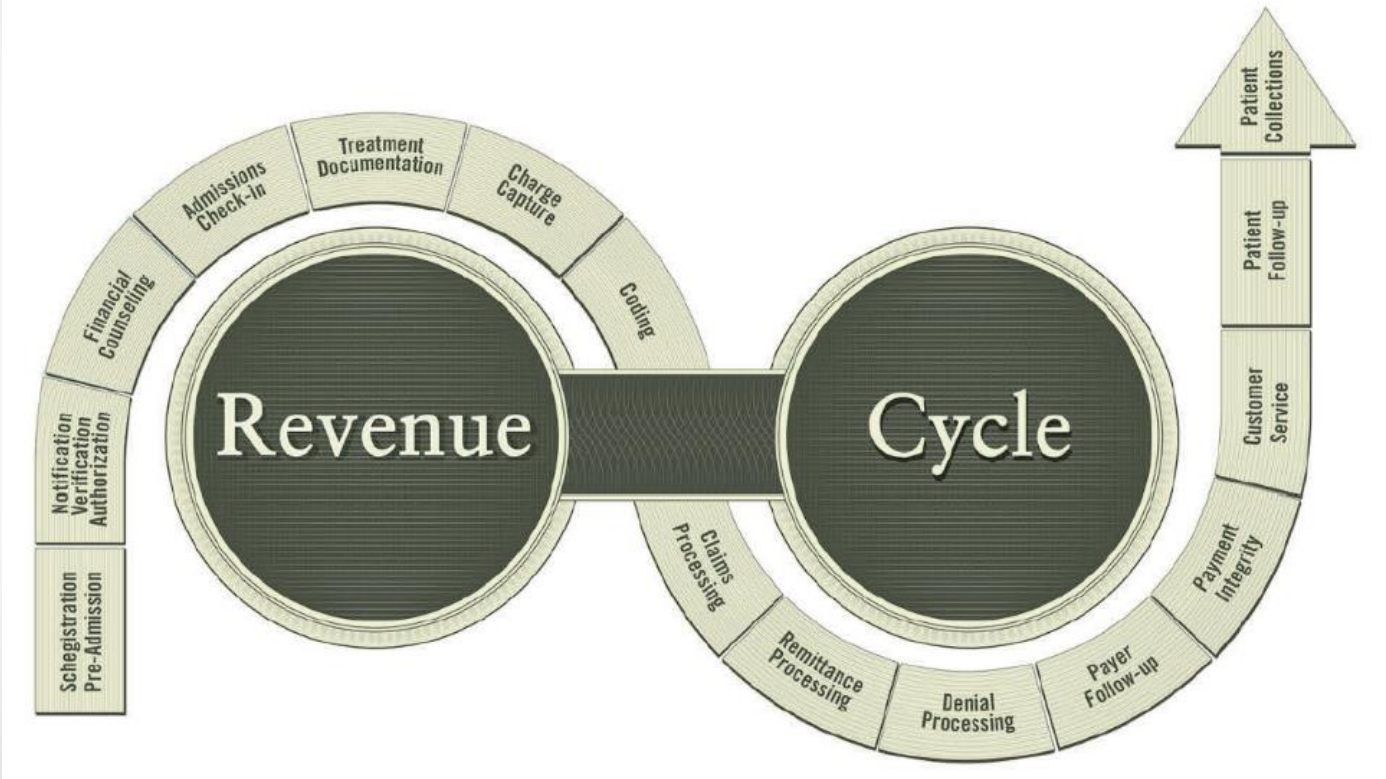
- 1 Revenue Cycle Manager
- 3 Operational Trainers
- 1 Professional Trainer
- 1 Information Coordinator

## Role:

- Onboarding/off-boarding
- Orientation
- Operational Training
- Professional Training
- Customer Service
- Development Modules



# Revenue Cycle



# Training Schedule – Day 1



# Training Schedule – Day 2





# Activities

- HB Dashboard
- Employment Policy
- Acronym Master
- Insurance Dictionary
- Minimum Data Set (MDS)
- Guarantor
- Insurance Coverages
- Hospital Account Record
- Identifying Terms
- Claim Info Form
- Epic Notes
- Min Days
- Billing Terms
- Charging Source
- Liability Bucket
- Late Charge
- EOB
- Remit

# Insurance Dictionary

## Regence UT, ID, OR and WA

### Important Reminders

Employees will be receiving new cards prior to July 1, 2016. These new cards will include both UUHC and Regence Logos to reflect our new partnership. The cards will include a new group number. Group numbers determine which plan the patient belongs to. Please look closely at the member card as there are multiple EPIC plans to choose from. There are 5 possible plans for campus employees (please pay attention to the plan name and the suitcase). Hospital and Clinics employee ID cards will have the ValueCare name as well as PPO in the suitcase (plan ID 14114).

Regence is a subsidiary of Blue Cross Blue Shield and is the payor for all plans in Utah, some plans in Idaho, Oregon and Washington States. Look closely at the card for a Regence logo. When adding coverages for a plan that has a mailing address with one of these states please select the correct Regence plan and do NOT use the BCBS Out of state.

Regence insurance card with the Salt Lake County Logo, it should be entered into Epic as Regence Valuecare.

### Professional Contract Information

**Contracted**

### Facility Contract Information

**Contracted**

### Behavioral Health Information

**Contracted**

### Plan to Pick in Epic

Payor	Plan ID	Plan
Blue Cross Blue Shield	14122	Regence FocalPoint
Blue Cross Blue Shield	14101	Regence PAR (empty suitcase)
Blue Cross Blue Shield	14114	Regence ValueCare (PPO in suitcase)
Blue Cross Blue Shield	14132	Regence Bridge Medicare Supplemental

- Contracting info
- Plan to pick
- Important reminders
- Benefit verbiage
- General info
- Copies of cards
- Covered services
- Authorization
- Referrals

# Minimum Data Set (MDS)

- Search registration folders to determine where MDS items are located
- Helps new hires navigate the Epic system
- Familiarizes staff with the MDS

Which folder in Registration would you find:

Patient Name -

Preferred Language -

Insurance ID -

Race and Ethnicity -

Social Security # -

PCP -

Auxiliary Aids -

Gender -

Referring Physician -

Guarantor -

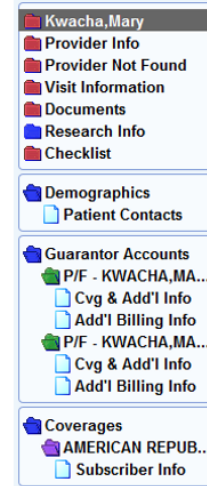
Email Address -

Date of Birth -

Insurance Plan Name -

Patient Address -

Patient Phone # -



# Insurance Coverages



Payor	Plan ID	Plan	Plan Phone Num...
PUBLIC EMPLOYEES HEALTH PLAN	30503	PEHP	801-366-7555
PUBLIC EMPLOYEES HEALTH PLAN	30509	PEHP MEDICARE SUPPLEMENT	800-765-7347
PUBLIC EMPLOYEES HEALTH PLAN	30504	PEHP PREFERRED	801-366-7555
PUBLIC EMPLOYEES HEALTH PLAN	30510	PEHP SUMMIT CARE	801-366-7555
PUBLIC EMPLOYEES HEALTH PLAN	30511	PEHP SUMMIT EXCLUSIVE	801-366-7555
PUBLIC EMPLOYEES HEALTH PLAN	30506	PUBLIC EMP HEALTH PLAN ADVA...	801-366-7555

Match a card to the correct insurance coverage in Epic

# Claim Info Form

Scenario: William Worker called to schedule an appointment and told the following story regarding his injury

Please use the details of the story to fill out the Claim Info Form

"I work at Lots-O-Boxes Warehouse in South Jordan. It was about 9:30am on January 16<sup>th</sup>, 2016 and I was driving my forklift per usual. The boxes were too heavy and ended up tipping the forklift over and I sprained my right elbow."

"My claim number is A987654 and the warehouse is located at 1900 W 10400 S."



The story is used to fill out the claim info form in Epic Play

# Liability Bucket

Prebilled				Chgs	Priv Cred	Pmts	Adjs	Trans Out	Balance	
Status				1,816.70	0.00	0.00	0.00	-1,816.70	0.00	
	▶ Closed									
Insurance				Chgs	Priv Cred	Pmts	Adjs	Trans Out	Balance	
Hospital Claim Sequence — UB										
Status	Form	Last Clm	Inv Num	Payor	Chgs	Priv Cred	Pmts	Adjs	Trans Out	Balance
1	▶ Outstanding	E-UB	05/26/2017	[REDACTED]	BLUE CROSS BLUE SHIELD	1,816.70	0.00	0.00	0.00	1,816.70
Self-Pay				Chgs	Priv Cred	Pmts	Adjs	Trans Out	Balance	
Status				0.00	0.00	0.00	0.00	0.00	0.00	
	▶ Created									

- Which bucket is the responsibility in?
- What amount does the patient owe?
- Was there an adjustment taken on this account?  
If so how much was the adjustment?
- Was an insurance coverage billed?  
If so what insurance coverage was billed?
- Did the patient make a payment?  
If so how much was the patient payment?

Use the Liability Bucket as the road map of charges to answer questions

# Review Games

If service

Time up

## JEOPARDY

Revenue Cycle Basics I	Revenue Cycle Basics II	Pulse Resource	Terms	Acronym	Misc.
<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>
<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>
<u>300</u>	<u>300</u>	<u>300</u>	<u>300</u>	<u>300</u>	<u>300</u>
<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>	<u>400</u>
<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>	<u>500</u>

BCBS

Local


claims

Ne

0

wers

Template by Bill Amund, WCCO Modified by Chad Vance, CCRSD



- Welcome Video
- Patient's Journey
- Denial Video
- AR Training
- Pulse It Video
- Customer Service Videos (6)
- Training Library
  - Operational Training
  - Professional Training
  - Development Modules
  - Customer Service





# Current Curriculum

## Schegistration/ Pre-Admission

AR Days  
MDS  
Visit Types  
Meaningful Use/Referrals  
Guarantor Types  
Claim Info Form  
Insurance Coverage  
HAR/CSN/MRN  
Checklist  
Pre-Admit for Inpatient & Day Surgeries

## Notification/Verification/ Authorization

Insurance Verification  
Eligibility Dates  
Understanding Benefits  
Dual Use Referrals

## Financial Counseling

Price Estimates  
Pre-Payment  
Collections  
ABN

## Admissions/Check-in

ID & Insurance Cards  
Point of Service  
Collections  
MSPQ  
HIPAA  
Conditional Agreement  
Medicare Co-Insurance  
Letter  
Financial Application  
ED Registration  
Surgical Admission  
Bedside Registration

## Treatment/Documentation

Providers/PCP  
Documentation

## Charge Capture

Charge  
Entry/Errors  
Fee Schedule  
Late Charges  
Bill Types/Site of  
Service

## Coding

CPT/HCPCS/ICD-10  
Clinical Documentation  
Regulations/CMS  
Auditor Protocol  
NCD/LCD  
RAC/Probes  
University Compliance

# Current Curriculum

## Claims Processing

Min Days

Stop Bill

DNB

Claim Forms (1500  
& UB)

Cirius/Claim Edits

277 Process

## Remittance Processing

EOB

Remittance Advice

## Denial Processing

Categories of Denials

RARC

Appeals

Bucket Denial  
Correspondence (BDC)

## Payer Follow-up

Insurance/Specialty  
Receivables

Liability Bucket

Billing Indicator

Verscend/Cardon

## Payment Integrity

Contracted Payers

## Customer Service/Patient Follow-Up

Inbound/Outbound Calls

Phone Tree

MyChart

Patient Statement

Payments/Payment Plans

Statement Level

Adjustments/Charity

## Patient Collections

Long Term Payment  
Plans

Collection System

Bad Debt Banners

Finders

# Survey Results



*I would have loved to come through this training when I first started with UUHC. I feel I would have been more beneficial to my team and would be further along in my knowledge of Epic and the Revenue Cycle. I strongly feel all hospital employees should go through the training to better serve our patients.*

*CRIS Crainey.*

# Lessons Learned

- Getting to the right level
  - Too much info vs. not enough
- Landing on a schedule
  - How many days
- Incorporating both system + workflow
  - Strengthening relationship with IT Training



# Program Development

## Current Offerings:

- Communication
- Teamwork
- Accountability
- OneNote & Outlook
- Customer Service Modules
- Professional Modules
- Supervisor Prep & Fast Track

## Future Offerings:

- Time Management
- Attention to Detail
- Personal & Prof Growth
- Problem Solving
- Manager Prep
- Patient Training
- Unit Level Training



# Questions



# Contact Info

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Thank You!