

Rehab Denials & Appeals Workshop

WITH LISA WERNER, MBA, MS, CCC-SLP
AND SUZANNE SNYDER, MBA, PT, CPHM

Medicare audits are back. Are you positioned well for reviews? In the whirlwind of the day-to-day provision of care, you now have to find time to provide a compelling argument why the services your facility provides are medically necessary.

This workshop will provide information that will allow you to successfully navigate the appeals process with consideration to the type of contractor who denied the claim. Discussion will highlight the need to know specifics of probe review and pre- or post- payment review. We will also introduce documentation strategies for improving your records to position you for future success.

Schedule:

DAY 1

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| <i>8:00-8:30</i> | Welcome and Introductions |
| <i>8:30-9:45</i> | Our current situation: Who can review charts (RACs, MACs, ZPICs and more) |
| <i>9:45-10:00</i> | <i>Break</i> |
| <i>10:00-12:00</i> | Appeals Process Overview for Medicare, Medicaid, and Private Payers |
| <i>12:15-1:00</i> | <i>Lunch</i> |
| <i>1:00-2:30</i> | Lessons from the field — <i>Why are denials occurring?</i> |
| <i>2:30-2:45</i> | <i>Break</i> |
| <i>2:45-4:30</i> | Responding to denials |

DAY 2

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| <i>8:30-11:00</i> | Focus areas for improvement — Tools to limit denials |
| <i>12:00-12:30</i> | Conducting a self-examination |

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About your presenters:

LISA WERNER is Director of Consulting Services at Fleming-AOD, Inc. and a Product Development Specialist for eRehabData. She has managed and consulted with rehabilitation departments of various sizes across the continuum of care including acute med/surg, inpatient rehabilitation, outpatient rehabilitation, LTACH, and skilled nursing. After working for eight years as a speech-language pathologist, Lisa received her MBA from the University of North Carolina at Chapel Hill. As the Director of Program Services for RehabCare based in St. Louis, Missouri, Lisa managed field consultants and planned the strategic integration of rehabilitation settings management to streamline staff resources. Most recently she served as a regional Director of Operations for multiple rehabilitation programs spanning the continuum of rehabilitation care.

She has presented at numerous national and state conferences on topics related to 75% rule changes and compliance, coding accuracy, documentation strategies, managing denials, group utilization and productivity strategies, effective management of outpatient clinics, and swallowing evaluation and treatment. She is an active member of the American Speech-Language and Hearing Association, American Medical Rehabilitation Providers Association (AMRPA), and the Outpatient Task Force of AMRPA.

Lisa assists clients with clinical and financial performance improvement, managing 75% rule compliance, market analysis and strategic business planning, compliance review, RUGs analysis, and case management for obtaining maximum profitability.

SUZANNE SNYDER is the Administrative Director for Carolinas Rehabilitation Mercy, a 39-bed inpatient rehabilitation unit and part of the Carolinas Rehabilitation 159-bed multi-campus hospital. Suzanne is a Fellow in the American College of Healthcare Executives and holds a Masters degree in Business Administration, a Bachelors in Physical Therapy and a Certification in Utilization Management. In 2009 Suzanne expanded her ability to impact the lives of patients and the rehab community by becoming a member of the AMRPA Board of Directors.

In her role at Carolinas Rehabilitation Suzanne is responsible for oversight of clinical care delivered on the Mercy rehabilitation unit, primarily a stroke rehabilitation unit, as well as oversight of the utilization management, compliance, accreditation, quality and IRF PAI data collection/transmission for all of Carolinas Rehabilitation. She has appealed Medicare denials from multiple Fiscal Intermediaries and through the Medicare Appeals Council level, Medicaid Program Integrity Denials in the state of North Carolina and assisted in appeals of Recovery Audit Contractor denials of acute care claims. Suzanne is a Commission on Accreditation of Rehabilitation Facilities (CARF) surveyor and coordinates the CARF readiness of Carolinas Rehabilitation.

Suzanne was instrumental in the creation and continuation of the EQUADR™ (Exchanged Quality Data for Rehabilitation) Network a Patient Safety Organization, established to share quality outcomes amongst rehabilitation providers and define the most appropriate quality indicators for the inpatient rehabilitation setting. She has helped to shape quality measures for the inpatient rehabilitation field through her work as co-chair of the American Medical Rehabilitation Providers Association's (AMRPA) Quality Committee and participation on technical expert panels for MedPAC and CMS.

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Registration

Please **complete this form** to register and calculate your tuition.
Fee: \$375 for both days (per registrant)

Contact/Registrant Name: _____

Facility: _____ Title: _____

Address: _____ Phone: _____

_____ Email: _____

Billing Address: _____ Fax: _____

_____ Add'l Registrant Names: _____

Which dates would you like to attend?

- July 26-27, 2012
 August 23-24, 2012

*Rehabilitation Institute of Chicago
345 E. Superior Street, Chicago, IL 60611
Reliant Rehabilitation Hospital,
1400 Hesters Crossing, Round Rock, TX 78681*

Please calculate your tuition:

Number of attendees: _____ x \$375

Total tuition: = _____

Payment Options

- FAX PO** - Fax **FAX completed order form** along with purchase order to eRehabData® at (202) 833-9168.
- CHECK** - Mail **completed registration form** and Fleming-AOD, Inc.
a check payable to *Fleming-AOD* to: eRehabData Workshops
816 Thayer Ave, 3rd Floor
Silver Spring, MD 20910
- CREDIT CARD** - Visit www.PayPal.com and click on the "Send Money" tab. Send money to orders@erehabdata.com, from your email address, using the total from the worksheet above for "Service/Other" and click Continue. **Enter all registration details** on the payment screen or **FAX the registration form indicating payment type.**

Questions? Call eRehabData® at (202) 588-1766. Fax us at (202) 833-9168.