

# Patient Registration & Patient Benefits Coordination Training

*Sponsored by the Indian Health Service*

National Indian Programs Training Center – Albuquerque, New Mexico

April 18-21, 2017

## DRAFT Agenda<sup>1</sup>

All Times are in Mountain Daylight Time

### Tuesday, April 18, 2017 – Day One

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<u>Time</u>	<u>Topic</u>
8:00 am – 9:00 am	<i>Training Registration</i>
9:00 am – 10:00 am	<b>Welcoming Remarks &amp; Keynote Address</b>
10:00 am – 10:15 am	<i>Morning Break</i>
10:15 am – 11:00 am	<b>Review of Beneficiary &amp; Non-Beneficiary Requirements</b>
11:00 am – 12:00 pm	<b>Patient Registration Basics</b>
12:00 pm – 1:00 pm	<i>Lunch (on your own)</i>
1:00 pm – 1:30 pm	<b>Patient Registration Basics (continued)</b>
1:30 pm – 3:00 pm	<b>Information Systems &amp; the End User – Patient Registration Focus</b>
3:00 pm – 3:15 pm	<i>Afternoon Break</i>
3:15 pm – 4:00 pm	<b>Insurance Elements, Insurance Verification, Coordination of Benefits</b>
4:00 pm – 4:30 pm	<b>PBC Referrals</b>

### Wednesday, April 19, 2017 – Day Two

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<u>Time</u>	<u>Topic</u>
8:00 am – 9:00 am	<b>Patient Benefits Coordination Basics</b>
9:00 am – 10:00 am	<b>Documentation for Patient Benefit Coordination Activities</b>
10:00 am – 10:15 am	<i>Morning Break</i>
10:15 am – 11:30 am	<b>Types of Coverage, Covered Services and Enrollment Periods</b>
11:30 am – 12:00 pm	<b>Presumptive Eligibility</b>
12:00 pm – 1:00 pm	<i>Lunch (on your own)</i>
1:00 pm – 2:00 pm	<b>Training Resources - Benefits Counseling &amp; Application Assistance</b>
2:00 pm – 3:30 pm	<b>Effective Outreach and Enrollment Strategies</b>
3:30 pm – 3:45 pm	<i>Afternoon Break</i>
3:45 pm – 5:00 pm	<b>Outreach, Education and Enrollment: How to Overcome Barriers</b>

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### Thursday, April 20, 2017 – Day Three

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<u>Time</u>	<u>Topic</u>
8:00 am – 9:00 am	<b>Required Patient Documents and Types of Scanned Documents</b>
9:00 am – 9:30 am	<b>Privacy &amp; Confidentiality Preferences</b>
9:30 am – 9:45 am	<i>Morning Break</i>
9:45 am – 10:15 am	<b>Your Role in the Revenue Cycle</b>
10:15 am – 10:45 am	<b>Internal &amp; External Audits</b>
10:45 am – 12:00 am	<b>Direct Care vs. PRC Eligible and Resources</b>
12:00 pm – 1:00 pm	<i>Lunch (on your own)</i>
1:00 pm – 1:30 pm	<b>Reports for Patient Registration Staff</b>
1:30 pm – 2:30 pm	<b>Reports for Patient Benefits Coordination Staff</b>
2:30 pm – 2:45 pm	<i>Afternoon Break</i>
2:45 pm – 3:45 pm	<b>Position Descriptions</b>
3:45 pm – 5:00 pm	<b>Guidance for Writing Policies and Procedures</b>

### Friday, April 21, 2017 – Day Four

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<u>Time</u>	<u>Topic</u>
8:00 am – 9:00 am	<b>Impact of MACRA Requirements</b>
9:00 am – 10:00 am	<b>Best Practices for Collaboration</b>
10:00 am – 11:30 am	<b>How to Provide Internal and External Customer Service</b>
11:30 am – 12:00 pm	<b>Closing Remarks and Adjournment</b>

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