



Revenue Cycle Residency Program

NHA | NEBRASKA
HOSPITALS

AAHAM
American Association of Healthcare
Administrative Management
*The Premier Organization for
Revenue Cycle Professionals*



hfma nebraska chapter
healthcare financial management association

Introduction

Dear Health Care Leaders,

Nebraska hospitals face a revenue cycle landscape that is growing in complexity. To address this challenge, we are putting on a series of educational sessions to help our membership.

The Revenue Cycle Residency Program was developed as a result of the vision and support of the Nebraska Hospital Association, Nebraska Chapter of the Healthcare Financial Management Association (HFMA), and the Nebraska Chapter of the American Association of Healthcare Administrative Management (AAHAM). The Revenue Cycle Residency Program is designed to provide the framework and educational resources to help build collaboration, succession planning, support and dialogue for hospital revenue cycle teams throughout the state of Nebraska.

This program is intended to serve as an educational resource for our members to obtain the tools necessary to help their hospital's revenue cycle become stronger. The objective of this program is to provide a collaborative learning environment focused on mentoring and networking for hospital revenue cycle personnel to develop empowered statewide leaders.

The NHA thanks the members of the Revenue Cycle Residency Steering Committee, program speakers, and content contributors for their valuable input.

Sincerely,



Jeremy Nordquist

President

Nebraska Hospital Association

Program Objectives

At the end of this program, participants will be able to:

- Articulate the definition of revenue cycle management and explain how it fits into the bigger picture of rural hospitals
- Appreciate and enhance the patient experience
- Understand the denials management process to reduce denials, simplify collections and improve financial performance
- Comprehend new regulations and compliance
- Increase interdepartmental cooperation
- Heighten staff confidence and work satisfaction
- Measure and assess revenue cycle staff proficiency
- Recognize staff knowledge and expertise
- Decrease turnover
- Describe best practices related to determining and driving revenue cycle improvement in your hospital
- Articulate population health promotion and continuum of care activities needed in your hospital, to adapt to the changing health care reimbursement structure
- Develop key performance indicators to track issues and successes

Questions? Contact Mike Feagler, Vice President of Finance, mfeagler@nebraskahospitals.org.

Revenue Cycle Steering Committee

The purpose of the Revenue Cycle Steering Committee is to provide the framework for the program. It is the goal of the steering committee to develop a comprehensive, integrated, and holistic revenue cycle plan. It is tasked with making recommendations regarding the content of the program to provide the resources necessary to revenue cycle leaders in the state.

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Patient Accounts Director
Community Hospital
McCook, NE

Mandi Raffelson

Senior Director of Revenue Integrity
Sidney Regional Medical Center
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Michael Feagler

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Kathy Reep

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PYA, PC.

Martie Ross

Office Managing Principal and Director
Center for Rural Health Advancement
PYA, PC.

Revenue Cycle Residency Program Overview

The NHA Revenue Cycle Residency Program's objective is to provide a collaborative learning environment focused on mentoring and networking for hospital revenue cycle personnel to develop empowered, statewide leaders.

This program consists of two, one and half day education sessions and three 2-hour virtual sessions.

Intended audience includes those that are managing, supervising or leading the following revenue cycle functions:

- Revenue cycle compliance
- Front-end revenue cycle: scheduling, registration, POS collections
- Back-office revenue cycle: charge capture, coding, billing, collections, denial management
- Best practice

Topics of the Program:

- Fundamentals of Revenue Cycle
- How Revenue Cycle ties in the Hospital's Mission, Vision and Values
- Compliance Risks
- Price Transparency and Charge Capture
- Prior Authorizations
- Financial Assistance Programs
- Good Faith Estimates
- Bridging the gap between Coding and Billing
- Denial Management
- KPI's of Revenue Cycle

Sessions Dates and Location:

Session 1 – September 10-11, 2024, Younes Center, Kearney, NE
September 10th – 1pm to 4:30pm CT
September 11th – 8:30am to 3:30pm CT

Session 2 – November 5, 2024, Virtual Session, 10am to 12pm CT

Session 3 – January 7, 2025, Virtual Session, 10am to 12pm CT

Session 4 – March 4, 2025, Virtual Session, 10am to 12pm CT

Session 5 – May 6-7, 2025, Younes Center, Kearney, NE
May 6th – 1pm to 4:30pm CT
May 7th – 8:30am to 3:30pm CT

Continuing Education

Participants have an implied responsibility to use the newly acquired information to enhance their own professional development in relation to revenue cycle issues and to take this information to their facilities to apply as needed in their policies and procedures.

At the end of the course in May, the participant is required to complete a course feedback document which they can use towards HFMA or AAHAM continuing education credits.

General Information

Lodging

A block of rooms will be reserved under the name of the Nebraska Hospital Association for the nights relative to each in-person session. You will be notified of the lodging information and the deadline date for reservations.

Session	Dates	Location
1	September 10 - 11, 2024	Kearney
5	May 6 - 7, 2025	Kearney

Attendance

Attendance at the NHA Revenue Cycle Residency Program sessions is essential for participants to successfully complete the program and receive a certificate of completion. Participants who miss more than one session will consequently be dismissed from the program. Continuing Education is available only to participants who are present for all Sessions. During virtual sessions your camera must be on.

Dress

Business casual dress for the sessions is acceptable.

Handling Concerns

The Revenue Cycle Residency Program is intended to be a safe, educational and productive professional development experience for all participants. Any concerns should be brought to the attention of the faculty or the Nebraska Hospital Association staff promptly. These individuals will do their best to quickly resolve a participant's concerns.

Special Needs

In accordance with the Americans with Disabilities Act, the Nebraska Hospital Association seeks to make the Revenue Cycle Residency Program accessible to all. If you have a disability that may require special accommodation or have any dietary restrictions, please e-mail your needs to tcullin@nebraskahospitals.org.

Promotional Material

By enrolling in the NHA Revenue Cycle Residency Program, participants grant the Nebraska Hospital Association the right to use their likeness in promotional media and in promotional materials.

Enrollment Form

2024 | NHA Revenue Cycle Residency Program

Step One: Your Information (please print)

Name, Title, & Credentials

Hospital/Organization

Address, City, State, Zip

Email

Phone

Step Two: Payment Information

Enrollment Fee for Nebraska non-CAH facility staff is \$1,500

Enrollment Fee for Nebraska CAH facility staff is \$1,000

**This reduced fee is made possible thanks to partial scholarships provided by the Nebraska Department of Health and Human Services Office of Rural Health FLEX grant.*

Invoices will be sent upon acceptance to program.

Step Three: Register

E-mail enrollment form and personal statement to Tiffani Cullin at tcullin@nebraskahospitals.org

Registration Deadline is July 29, 2024. Space is limited, so please register early to secure your seat.

Questions? Contact Mike Feagler at mfeagler@nebraskahospitals.org.
