

## **2019 Midwest AAOE Coding Seminar Agenda**

**March 28, 2019 at Baker University, Overland Park, KS  
9:30am to 3:15 pm**

9:30 – 10:30 am Introduction and 2019 Coding Updates  
Shellie Sulzberger, LPN, CPC, ICDCT-CM  
Coding & Compliance Initiatives, Inc.

- 2019 Orthopaedic Coding Updates
- Discuss how to train the MA's on taking an HPI
- Discuss diagnosis coding for value based healthcare

10:30 – 10:45 am Break

10:45 - 11:30 am “Discover your Dominant Communication Style”  
Tracy Bird, FACMPE, CPC, CPMA, CEMC, CPC-I  
Medical Practice Management Consultant  
President/CEO Medical Practice Advisors, LLC

This is a fun interactive survey that will tell people what their communication style is. We will spend some time sharing what attendee styles are and discuss.

11:30 - 12:30 pm Lunch – with vendor presentations

12:30 - 2:00 pm “What’s in a Word? The Importance of Effective Communication”  
Shellie Sulzberger, LPN, CPC, ICDCT-CM  
Coding & Compliance Initiatives, Inc.

Tracy Bird, FACMPE, CPC, CPMA, CEMC, CPC-I  
Medical Practice Management Consultant  
President/CEO Medical Practice Advisors, LLC

Effective communication across all staff in a medical office is crucial to operations and quality care for patients. Poor communication between patients, doctors, nurses and administrative staff can lead to inefficiencies, lost revenue, safety concerns, poor patient satisfaction and reduced patient compliance. Attendees will leave the session with a tool box of skills to improve communication both personal and professional.

2:00 – 2:15 pm Break & raffle drawings

2:15 – 3:15 pm

Revenue Cycle Management and Medicare LCD's

Vicki Thomas

Senior Manager, DJO Healthcare Solutions

- Current Insurance Market & Workflows
- Denial Management & Claims Submission
- Handling Deductibles/Coinsurance
- Medicare, LCD's and Medicare Advantage

The landscape of DMEPOS billing and reimbursement is constantly evolving and changing. This session focuses on claim workflow, using denials to your advantage, and medical necessity. We will also review deductibles, coinsurance and collecting these balances up front to maximize your cash flow.

3:15 pm

Meeting Adjourned