
Revenue Management Education Catalog

CentraMed^o

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INTRODUCTION

Revenue Management Education (RME), a division of CentraMed, offers full-spectrum education that provides healthcare, health information, and financial professionals a comprehensive option to meet the complex education requirements inherent in today's changing healthcare industry.

Historically, training budgets in healthcare have seldom been funded at the required level to maintain professional competency. When budget constraints become extreme, training and education are typically postponed to future years. The result of this pattern of funding is key department staff whose development was arrested when they joined the organization and who now represent a significant compliance/economic risk.

RME was established in 2003 as Revenue Management University (RMU). In the first five years alone, RME's product had spanned more than 50,000 hours of course development. Currently, the product ranges in scope from a comprehensive, multi-course series that provides an educational hub for critical staffs to webinars focused on today's hottest topics. Each program features full collateral documentation and a skill-based competency measurement process. Ongoing contact with the RME faculty is available for a minimum of 30 days following each program.

RME's programs provide a comprehensive process of supporting the educational needs of your employees from their first day on the job to retirement. Using a customized education approach that can include classroom seminars, interactive workshops, and one-on-one instruction, the series can provide the optimal workforce to tackle complex healthcare environment challenges and changes.

Business and Leadership Skills Education

Healthcare organizations need leaders whose behaviors and actions combine to positively impact employees, customers, and the facility’s bottom line. It is vital that leaders and managers embrace the full scope of their responsibilities in order to positively impact business results.

RME’s Business and Leadership Skills education program focuses on application-oriented learning experiences that address the role of the manager.

Business and Leadership Skills Course	Course #
Communication	BLS-3001
Effective Communication	
Business Correspondence	
Business Ethics and Quality Assurance	
Effective Presentations	
Customer Service	
Leading Teams	BLS-3002
Mentoring, Giving and Receiving Feedback	
Leading Customer-Focused Teams	
Team Behaviors	
Motivation Skills	
Conflict Resolution	
Managing Change and Ambiguity	
Management	BLS-3003
Time Management	
Meeting Facilitation Skills	
Project Management	
Directing Meetings	

Charge Capture Education

Revenue success depends on accurate and timely charge capture for services rendered in the healthcare setting. Failure in the charge capture process jeopardizes facility revenues, retards cash flow, and risks noncompliance and community dissatisfaction. Charge capture is based on clinical documentation, charge assignment, and reconciliation of charges for services provided in patient care. Charge auditors play an instrumental role in evaluating accurate charges, identifying systemic fractures, and implementing process improvement initiatives to prevent further cash flow retardation and rework.

RME’s charge capture education provides the knowledge and skills needed to perform a financial and clinical charge audit, identify deficiencies in the charge capture process, and produce a “clean claim” upon original claim submission.

Charge Capture Course	Course #
Charge Capture: Basic Fundamentals	
Auditing Principles and Practices	CA-3001
Steps to Auditing	CA-3002
Steps to Auditing in the Revenue Management Department	CA-3003
Chargeable vs. Non-Chargeable	CA-3004
CPT Coding Introduction to CPT/HCPCS Coding	CC-3001
CPT Coding Injections and Infusions	CC-3014
Introduction to the Charge Description Master	CDM-3001
Introduction to Standard Managed Care Reimbursement Methods	MC-3003
Introduction to Process Improvement	PI-3001
Introduction to Process Improvement in the Revenue Management Dept	PI-3002

Charge Description Master Education

Maintaining an accurate and compliant Charge Description Master (CDM), commonly referred to as Charge Master, can be challenging, costly, and time-consuming. So that a facility receives appropriate reimbursement, continuous monitoring and updating is required of charging practices, HCPCS Level I and Level II codes, revenue codes, and pricing for supplies and services.

RME’s CDM program addresses the complex maintenance necessary due to continuous bulletin updates and government regulation amendments that could place a facility at risk of being noncompliant.

Charge Description Master Course	Course #
Charge Description Master Fundamentals	CDM-3001

Clinical Documentation Improvement Education

RME’s Clinical Documentation Improvement (CDI) program is designed to provide best-in-class CDI targets for revenue retention and improvement, in alignment with coding and documentation accuracy. Key performance areas are reviewed, with specific attention placed on understanding the nuances of clinical documentation, coding guidelines, and, ultimately, ensuring a compliant medical record that supports accurate reimbursement. The CDI program offers a customized learning experience to address the challenges that coders and clinicians face in today’s stringent health information environment.

RME has a large selection of compliant query forms. These query forms support documentation and coding standards as represented by correct coding initiatives and other regulatory bodies.

Clinical Documentation Improvement Course	Course #	Duration
Clinical Documentation Improvement Essentials		
CDI Introduction and Overview	CDI-3001	2.0 hrs
CDI Compliance and Ethics	CDI-3002	2.0 hrs
CDI Record Review, Tools, and Queries	CDI-3003	2.0 hrs
CDI MS-DRG Basics	CDI-3004	1.0 hr
ICD-9-CM Introduction and Tools	IC-3001	1.0 hr

Coding Education

RME offers comprehensive coding education dedicated to enhancing clinical and coding knowledge for physicians and coders by providing the tools and skill sets required by today’s complex healthcare industry.

CPT Coding Education

Applying codes from the Current Procedural Terminology (CPT) coding system to the hospital setting is a challenging and complex process. Because the coding system was developed by physicians for physician use, interpreting the guidelines for application in the hospital can be very confusing. RME offers comprehensive CPT coding education, an in-depth and easy-to-understand program geared toward the hospital coder.

Complete with guidelines set forth by the American Medical Association (AMA) and other regulatory agencies such as the Centers for Medicare and Medicaid Services (CMS), this program is designed for coders at any level who are involved in both the hard-coding and soft-coding process.

The program covers all aspects of surgical CPT coding and interventional radiology. Each course includes quizzes, key terminology, and common acronyms to maximize the learning experience.

CPT Course	Course #	Duration
Introduction and Tools	CC-3001	1.0 hr
Integumentary System	CC-3002	2.0 hr
Musculoskeletal System	CC-3003	2.0 hrs
Hemic and Lymphatic System	CC-3004	1.0 hr
Ocular System	CC-3005	1.0 hr
Auditory System	CC-3006	1.0 hr
Respiratory System	CC-3007	1.0 hr
Digestive System	CC-3008	2.0 hrs
Cardiovascular System	CC-3009	3.0 hrs
Interventional Radiology	CC-3010	4.0 hrs
Urinary System	CC-3011	2.0 hrs
Male and Female Reproductive Systems	CC-3012	3.0 hrs
Pain Management and Nervous System	CC-3013	3.0 hrs
Injections and Infusions	CC-3014	2.0 hrs
Observation	CC-3015	1.5 hrs
Nuclear Medicine	CC-3017	2.0 hrs

ICD-9-CM Coding Education

ICD-10-CM is on the horizon, and greater knowledge of clinical documentation will be required of coders. ICD-10 is the anticipated clinical modification of the World Health Organization’s International Classification of Diseases, 10th Revision. ICD-10 far exceeds its predecessors in the number of concepts and codes provided. The disease classification has been expanded to include health-related conditions and to provide greater specificity.

RME’s ICD-9-CM Coding Education is designed to fill the coder education gap in preparation for ICD-10 implementation as well as to provide education that is currently applicable to using ICD-9-CM. Our extensive education combines anatomy and physiology, medical terminology, and disease process information with coding guidelines developed by the Cooperating Parties and official references such as *Coding Clinic*. Our courses also include discussion about the effects of code assignment and clinical documentation on MS-DRG reimbursement. No other education material on the market today is as comprehensive and serves the purpose of preparing trainees for ICD-10 while simultaneously enhancing their ICD-9-CM coding skills.

ICD-9-CM Course	Course #	Duration
Introduction and Tools	IC-3001	1.0 hr
Infectious and Parasitic Diseases	IC-3002	3.0 hrs
Neoplasm Disorders	IC-3003	3.0 hrs
Endocrine, Nutritional, Metabolic, and Immunity	IC-3004	1.0 hr
Blood and Blood Forming Organs	IC-3005	2.0 hrs
Mental Disorders	IC-3006	2.0 hrs
Nervous System and Sense Organs	IC-3007	5.0 hrs
Circulatory System	IC-3008	2.0 hrs
Respiratory System	IC-3009	3.0 hrs
Digestive System	IC-3010	4.0 hrs
Genitourinary System	IC-3011	5.0 hrs
Complications of Pregnancy, Childbirth, and the Puerperium	IC-3012	5.0 hrs
Skin and Subcutaneous Tissue	IC-3013	3.0 hrs
Musculoskeletal System and Connective Tissue	IC-3014	3.0 hrs
Congenital Anomalies	IC-3015	3.0 hrs
Conditions Originating in the Perinatal Period	IC-3016	1.0 hr
Symptoms, Signs, and Ill-Defined Conditions	IC-3017	1.0 hr

ICD-9-CM Course	Course #	Duration
Injury and Poisoning and E Codes	IC-3018	3.0 hrs
V Codes	IC-3019	2.0 hrs

Compliant Coding and Documentation Review Education

RME’s Compliant Coding and Documentation Review (CCDR) education provides the foundation for a facility to create and maintain staff that can review records for coding, charging and documentation accuracy, and compliance. This provides the facility the expertise to continuously perform concurrent and retrospective reviews of high-risk, complex coding accounts and to potentially capture missing charges and other revenue leaks. In addition, the CCDR staff can provide performance improvement initiative opportunities through findings, as well as provide coding-related education to clinical and non-clinical staff.

Compliant Coding and Documentation Review Course	Course #
Introduction to CCDR and the CDM	CCDR-3001
Introduction to Medicare	CCDR-3002
Medical Necessity	CCDR-3006
APC Basics	CCDR-3007
Introduction to APC Reimbursement	CCDR-3008
APC Audit Process	CCDR-3009

Managed Care Education

RME’s Managed Care education is dedicated to enhancing both the beginner and the expert managed care analysts’ education via a comprehensive selection of courses. This education is designed to provide the tools and skill set required for today’s complex healthcare industry.

Managed Care Course	Course #
Managed Care Audit Tools for a Revenue Management Department	MC-3001
Introduction to Revenue Management Managed Care Division	MC-3002
Managed Care Essentials	

Managed Care Course	Course #
Introduction to Standard Managed Care Reimbursement Methods	MC-3003
Managed Care Payment Review Process	MC-3009
Denials Management	MC-3010
Denials versus Payment Variance	MC-3011
Medicare Secondary Payer	MC-3012
Silent Preferred Provider Organizations (PPO)	MC-3013

Process Improvement Education

Process Improvement (PI) is a business strategy that produces measurable results by focusing on opportunities within an organization to improve, simplify, and integrate work processes and procedures. The goal of PI is to dig deep enough to identify the root cause rather than focus on symptoms of the problem. This approach prevents correction of the same type of problem over and over again. Continuous process improvement of a hospital's revenue cycle is crucial to the financial health of the organization.

RMD offers process improvement education that provides a powerful tool for hospitals to respond effectively to the ever-changing world of healthcare.

Process Improvement Course	Course #
Introduction to Process Improvement	PI-3001
Process Improvement in a Revenue Management Department	PI-3002
Introduction to PI in an RMD	
PI and Observation in an RMD	
Introduction to PI Plan, Do, Check, Act Form in an RMD	

Revenue Cycle Concepts Education

Revenue Cycle Concepts (RCC) is a comprehensive education program for Patient Access/Registration and Patient Financial Services healthcare executives and professionals.

RME’s RCC program provides the tools and skills to improve process efficiency and the bottom line with a focus on financial impact, technical skills, and professional development.

Revenue Cycle Concepts Course	Course #
Revenue Cycle Concepts_The Revenue Cycle	RCC-3001
Revenue Cycle Concepts_II	RCC-3002
Authorizations	
History of Healthcare Reimbursement	
Eligibility and Verification	
Confidentiality and Registration Regulations	
Revenue Cycle Concepts_III	RCC-3003
Third Party Liability	
Effective Follow-Up and Collections	
Liens	
Unbilled Accounts	
Contracts Analysis	
Revenue Cycle Concepts_IV	RCC-3004
Workers’ Compensation	
Workers’ Compensation Georgia	
Coordination of Benefits	
Bill Presentation	
Revenue Cycle Concepts_V	RCC-3005
Medical Terminology and Coding	
Medicare Compliance	
Revenue Cycle Concepts_VI	RCC-3006
Hospital Information Systems	
Information System Report Writing	
Health Information Management	

EDUCATORS' CURRICULA VITAE

Marty Beckman, MA, RHIT, CCS

Marty is a Nosologist/Revenue Management Educator for CentraMed and has 12 years of experience in the HIM field, including eight years as a hospital coder and over three years as part of the nosology coding support team at 3M Health Information Systems. He is also co-facilitator for the AHIMA hospital inpatient coding community. Marty has given presentations and written articles on a variety of topics such as the coding of respiratory system diagnoses, systolic and diastolic heart failure, and hip replacement bearing surfaces.

Dawn Davidson, CCS, CPC, RCC ***AHIMA-Approved ICD-10-CM/PCS Trainer***

Ms. Davidson is a Nosologist for CentraMed. She has over 20 years of experience in the healthcare industry, which includes ambulatory surgery center, outpatient hospital, and multi-specialty physician group practice coding, auditing, and billing. Her strengths are coding education, billing, reimbursement, denial management, and process improvement. In addition, she has implemented Electronic Medical Record (EMR) conversions for several physician group practices.

Terri Johnson

Ms. Johnson, Director of Revenue Management, has more than 14 years of healthcare experience. She has worked in risk management, hospital information systems, decision support services, and revenue management.

Before joining CentraMed, Ms. Johnson served as director of revenue management for a not-for-profit Catholic healthcare system. At CentraMed, she is responsible for process improvement, which includes client support and process improvement education programs.

Sheldrian Leflore, BA, CCS, CPC, CPC-I

Ms. Leflore is a Senior Director of Revenue Management with CentraMed. Her experience includes both hospital and physician practice operations and revenue cycle management; providing financial analysis, and medical coding and revenue cycle education within each realm. As a national presenter for the AAPC, Sheldrian toured the country speaking on cardiology and interventional radiology coding and reimbursement. She has also authored and co-authored industry standard coding publications. A recog-

nized leader in her field, Sheldrian is often requested as a keynote speaker to share her knowledge and expertise.

Dawn Lodge, RN, CPC

Dawn, Charge Capture Educator and subject matter expert for the Charge Description Master (CDM), has more than 24 years of acute hospital clinical experience and six years of revenue integrity/CDM experience. Her experience includes work with denial management, data integrity, charge capture auditing, and process improvement projects. A recent certified coder and a registered nurse since 1978, Dawn's clinical background includes medical-surgical nursing and operating room nursing in areas that include cardiac, neurology, endoscopic, orthopedic, and general/vascular specialties. She has served as business manager for surgical services with duties in budget, capital, and daily operations. Dawn has been with CentraMed since July 2009. Currently she is focusing on charge capture and CDM education, client support, and auditing processes.

Debbie Lowrance, RHIA, CCS, CCDS AHIMA-Approved ICD-10-CM/PCS Trainer

Debbie is the Senior Director of Revenue and Documentation Integrity for CentraMed. She has a strong background in coding, clinical documentation improvement, departmental operations, staff training, and regulatory compliance for both short-term and long-term acute hospitals along with multi-specialty clinics. Debbie has 19 years of experience in Health Information Management, including 15 years focused on coding and auditing.

Mary Reed

Mary, Revenue Management Specialist, Charge Audit Educator, is a Subject Matter Expert with CentraMed. Mary began her charge auditing career in 1985, has worked at a variety of hospitals, has trained numerous auditors, and is a member of the American Association of Medical Audit Specialists. Mary has traveled the country to work with charge auditors, departmental managers, and in-house staff to improve charging policies and to increase revenue. Mary is often requested to speak and share her knowledge within her field.

Karen Vosberg

Karen Vosberg, Senior Director of Revenue Management brings more than 30 years of healthcare experience to CentraMed. Karen previously worked as an interim Director of Patient Financial Services, Project Manager, auditor, and educator. In her position of Third Party Billing Manager with a multi-facility healthcare organization in San Diego

County, she was responsible for billing and collections for two acute facilities, two skilled nursing facilities and a home health agency. Karen also spent time at UCSD Medical Center as a Senior Analyst and at Scripps Health in various positions within the Revenue Management Department, focusing on managed care and process improvement.

