Office Manager Luncheon

July 27, 2016

Welcome

Beth Reed -
Business Development Director (Physician Resource Center)
Community Director (Physician Partners)

Agenda

- **Group Introductions**

- **Care Plan Oversight** (Health Gorilla)

- **Commercial Banking & Lending** (Chase)

- **Chronic Care Management** (Renova PCA)

- **Technology & Marketing Updates** (Physician Partners)

- **Services & Events Updates** (Physician Partners)

- **PQRS & Regulatory Updates** (Physician Partners)

- **Group Discussion**

Care Plan Oversight

Donna Fulkerson - Senior Business Development Director

60%

of doctors don't know CPO coverage or how it's billed.

80%

of doctors choose not to bill CPO because they believe it's too complex.

Have You:

- Reviewed charts, reports, treatment plans, or lab and study results outside the initial patient review?

- Communicated with other health care professionals involved with the patient's care?

- Had discussions with a pharmacist about a patient's pharmacological needs?

- Coordinated services that required your skills as a physician?

If you answered yes to any of these then you may have been providing CPO, and you may be eligible for Medicare reimbursement.

Knowing CPO Can Pay Off

Let's say you average 10 home health patients every month for one year. By providing 30 minutes or more of Care Plan Oversight each month, you could receive more than $12,000 in Medicare reimbursements.

The Value of CPO

10 patients X $105.81 (G0181 National Average) = $1,058.10 (month) X 12 months = $12,697 per year

Annualized income for 16 Patients = **$20,315** | Annualized income for 24 Patients = **$30,473**

Certification and Recertification Codes

$55.46

G0180 CA Billable rate

Certification (G0180)

A physician must first certify a patient before they can receive home health services covered by Medicare. The work this certification process requires is eligible for reimbursement under Medicare code G0180. This includes:
- Ordering the plan of care
- Signing 485
- Documenting the face-to-face encounter

$43.55

G0179 CA Billable rate

Recertification (G0179)

Physicians are eligible for reimbursement when recertifying a patient for home health services.

The billing for recertification should be reported only once every 60 days, unless the patient starts a new episode before 60 days have elapsed and requires a new plan of care to start a new episode.

Care Plan Supervision (G0181 and G0182)

$109.38
G0181 CA Billable rate
(Home Health)

$110.12
G0182 CA Billable rate
(Hospice)

Because many home health and hospice patients are not under direct, immediate medical care, they need physicians to take an active role in overseeing their treatment. Many times it's a simple phone call to the pharmacy or quickly looking over a lab report. But over time these tasks can add up. If a physician ends up spending just 30 minutes in a month supervising a home health or hospice patient, they could be eligible for a Medicare reimbursement as part of care plan supervision.

Countable Services

The following activities are countable services toward the 30-minute minimum requirement for care plan supervision:

1. Review of charts, reports, treatment plans, or lab or study results, except for initial interpretation, or review of lab or study results that were ordered during or associated with a face-to-face encounter.
2. Telephone calls with other health care professionals (not employed in the same practice) involved in the care of the patient.
3. Team conferences (time spent per individual patient must be documented.)
4. Telephone or face-to-face discussions with a pharmacist about pharmaceutical therapies.
5. Medical decision making.
6. Activities to coordinate services are countable if the coordination activities require the skill of a physician.

Required Billing Cycles

- **G0180** is billable only once when the patient is certified to Home Health Agency or Hospice

- **G0179** is billable 60 days after patient has been certified if patient is remaining in HHA or Hospice and every 60 days thereafter if appropriate

- G0181 or G0182 are billable monthly as long as physician provides at least 30+ minutes of Care Plan Oversight

CPO documents captured by type

Reply

Sign and return to agency

Messages

| Patients | Catalog |

Find Patient by Name   **Search**

Create New... ▾

🏠 Home

▸ 🔍 Results (208)

▸ 📄 Documents (95)

▸ ⚠ Alerts (4)

▾ ✉ Messages (48)

   🏳 Follow Up

   💉 To eSign (7)

   ✉ Archived

   ✉ Sent

▸ 📠 Faxes (2)

▸ 🔗 Referrals (4)

▸ 🛒 Orders

↩ Reply	⏩ Forward	🖨 Print	📄 PDF	📦 Box	⊗ Delete	⟳ Refresh	✉ Read	🏳 Follow Up

Filter ▾

● **Sergio Wagner**   **11/19/2015**
Maria Gomez
STAT

C Weinhar
semamllj

C Weinhar
Forwarded

C Weinhar
Help

C Weinhar
Hi

C Weinhar
Test

C Weinhardt   10/23/2015
Forwarded Result. Patient: Afs E S...

From: **Christina Pierson (Allsafe Medical Group)**   06/22/2016 10:51 AM
To: Donna Fulkerson (HG Demo)
Subject: **Test**

eSign

New Message

To: [Christina Pierson (Allsafe Medical Group) ×] [Type Recipient Name]   **Contacts**

☐ STAT   ☐ Signature Required

Subject: [RE: Test]   **Add Attachments**

-------------- Original message --------------

From: Christina Pierson (Allsafe Medical Group)
Date: 06/22/2016 10:51 AM
To: Donna Fulkerson (HG Demo)
Subject: Test
Test

Cancel   **Sign & Send**   **Send**

Submission-Ready Billing with Audit

Invoice

	G0179	G0180	G0181	G0182	TOTAL
Fee Schedule	$50.77	$64.95	$126.57	$127.39	
# Patients Monthly	3	18	32	1	**54**
Total Billable	$152.31	$1,169.10	$4,050.24	$127.39	**$5,499.04**
7% Invoice Fee					**$ 384.93**

Health Gorilla provides an online audit of all transactions provided in this report.

Please check your CPO Dashboard in Health Gorilla for additional documents submitted with this Report for the audit information.

Commercial Banking & Lending

Susie Friedman - VP, Senior Relationship Manager

Mario Sanchez - AVP, Business Banking Relationship Manager

Why Chase?

Experience Our Commitment to You

Convenience Comes Standard — our goal is to help you bank more efficiently with one convenient place to manage all your business finances and one dedicated service team to support all of our products.

Innovation With A Purpose — we develop new technology to be where you need it, when you need it and to gain a competitive edge.

Relationships Built To Last — working with more than four million business clients, our team takes the time to understand how your business operates, so we can make smart recommendations. We value long-term relationships built on common goals.

CHASE ◆
for BUSINESS℠

Business Banking for your Practice

Managing a successful healthcare business in today's environment requires complex financial solutions, tailored to your needs.

Chase Business Solutions

Business Checking — whether you are a small, mid- sized or large business we have options to help you manage your cash flow.

Digital Banking Services — simplify your cash management activities through secure online banking.

Business Credit Options — find the capital you need to run and grow your business.

Merchant Services — accept credit and debit cards in store, online or on the go.

Payroll Services — pay your employees with ADP Payroll Services.

CHASE ○
for BUSINESS℠

Business Banking for your Practice

With Chase for Business, you have access to bankers focused on healthcare businesses. We deliver a full suite of deposit, cash management and lending options which include equipment and real estate financing. We make it easy to manage your finances and run your business efficiently.

OFFERS FOR CHASE BUSINESS CHECKING CLIENTS

- A free Chase QuickDeposit℠ scanner[1]

- INK PLUS® Business Credit Card[2] — earn rewards on all purchases, no foreign transaction fees[3], $0 intro annual fee for first year, then $95[3]

- Custom pricing available on solutions that let you accept payments in store, online and on-the-go[4]

- Flexible rates and terms available for Equipment Financing and Owner Occupied Real Estate[5]

CHASE for BUSINESS℠

Special Lending Offers

Special lending rates on real estate and equipment lending. Rates as low as 3.35%!

Terms	Rates
Equipment 5/5 $100,000+	3.95%
OORE SBA 7(a) $500,000+ up to 25 years	3.90%
OORE 10/20 $500,000+	3.80%
OORE 5/20 $500,000+	3.35%

CHASE ⬡
for BUSINESS ℠

Chase Ink Credit Card

Ink business credit card offers – *Limited time!

Ink Plus - Earn 70,000 bonus points after you make $5,000 in purchase within the first 3 months of account opening (BAU offer is 60,000 points)

Ink Cash - Earn $300 bonus cash back after you make $3,000 in purchase within the first 3 months of account opening (BAU offer is $200)

Thank you!

Susie Friedman

VP - Senior Relationship Manager

(858) 922-9092

susie.friedman@chase.com

Mario Sanchez

AVP - Business Banking Relationship Manager

(619) 321-2150

mario.m.sanchez@chase.com

CHASE for BUSINESS℠

Chronic Care Management

Beth Reed - Community Director

Chronic Care Management

According to CMS

- 2/3 of Medicare patients have 2 or more chronic conditions.

- In 2015, Medicare introduced a chronic care management program to reimburse physicians who create a care plan for these patients.

Chronic Care Management Program (CCM)

- General supervision by a physician

- Patient care plan

- 20 minutes per month of non-face-to-face management of patients

RENOVA
BEING WELL

Why Renova?

- **Patient**-centered

- **No up-front** physician out of pocket costs *EMR vendor fees may apply to export patient data

- **24/7 access for patients** - Extending your practice services without increasing costs

- **Complete Care Coordination** with your office

- **Removes the administrative burden** so your practice can efficiently provide CCM care to qualifying patients

RENOVA
BEING WELL

Revenue Opportunity

A practice with **200 Fee-for-Service Medicare patients** enrolled in the Chronic Care Management (CCM) program has the potential to increase revenue by up to $40,000 per year

● Patient Revenue / Year

Number of Patients
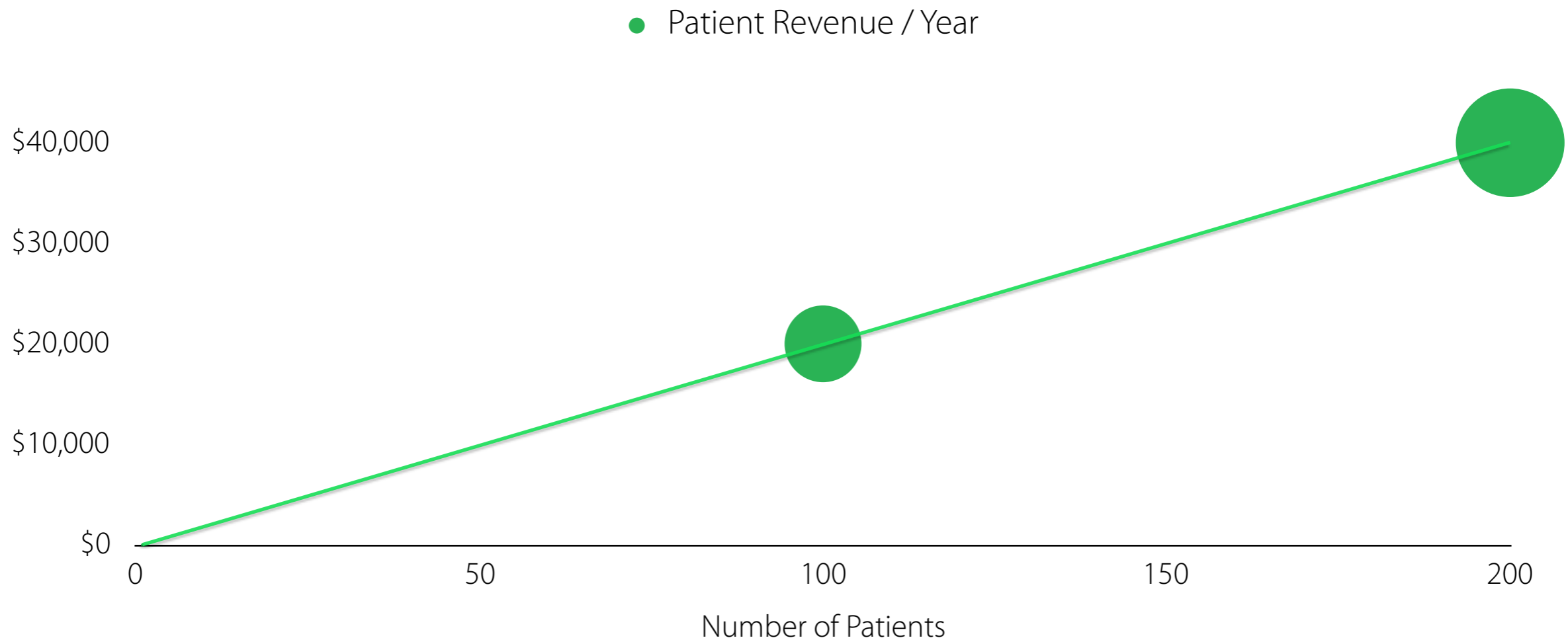
RENOVA
BEING WELL

Monthly Non-Face to Face Care

Renova's Patient Care Advocates (PCAs) work as an extension of your medical practice to provide your patients **20 minutes of non-face to face care** each month

The Renova PCA will preform a medication inventory of ALL medications taken by the patient, and a reconciliation if needed while overseeing the patient's self-management of medications

The Renova PCA will ensure receipt of all recommended preventive services according to the physician Care Plan

Renova will monitor the patient's condition -

- Physical
- Mental
- Social

RENOVA
BEING WELL

The 5 Capabilities of CCM

1 | Use of certified EHR for specific purposes

2 | Maintain an electronic care plan

3 | Ensure patient access

4 | Facilitate transition of care

5 | Coordinate care

RENOVA
BEING WELL

Technology & Marketing Updates

Dustin Brown - COO
Ashley Held - Project Manager

Digital Marketing Updates

Scripps Mercy
PHYSICIAN
PARTNERS

- **Marketing Materials Delivery - In Process**

- **Current Web Volume - 2,000+ Sessions Per Month**

- **Content Advertising - Starting August 3rd**

- **Targeted Paid Advertising - Starting August 15th**

- **Custom Vanity Numbers - Tracking Traffic Results**

- **Site Content Re-organization**

- **Profiles & Practice Pages - Review your content!**

Health Gorilla

- **Patient Chart Sharing - Launching late August**

- **Total Accessible Charts - 100,000+**

- **Imaging Healthcare Interface - Live August 3rd!**

  - **Would you like to be activated?**

- **Scripps Health Data**

  - **Chart Syncing In-Patient Labs - Oct**

  - **Retrospective Data - Nov/Dec**

  - **Dictations Access - Pending**

Web Development & Portal

- **Patient Portal - September Launch!**
  - **Linking to your practice's portal (optional)**
  - **Syncing Health Gorilla Patient Data**
  - **Links with Free Patient App**
- **New Find a Doctor Search Tool - Coming soon!**
- **New Articles Feed**
  - **Send us your health articles!**

Services & Events Updates

Beth Reed - Business Development Director

Practice Services

- **Office Depot** - $700 / physician

- **Medical Supplies** - $700 / physician

- **Credit Card Processing** - $1,000 / physician

- **Malpractice Savings** - $700 / physician

- **Mass Mutual** - Preferred Rate Financial Planning

Events

Scripps Mercy
PHYSICIAN
PARTNERS

- **Webinars - Available Weekly**
  - **Watch them again anytime on the Physician Resource Center website!**
- **New Physician Mixer - August (Date TBD)**
- **UT Aging Expo (Public Event) - October 8th**
  - **Scripps AMG Table**
- **Fall PRC Showcase Event - October 20th**
- **Mass Mutual PRC Dinner - November 3rd**

PQRS & Regulatory Updates

Natalie Nelson - Physician Services Director

Scripps Mercy
**PHYSICIAN
PARTNERS**

- PQRS 2016
  - **First webinar is on August 24th (Monthly thereafter)**
  - **Covisint Discount code $199 - VIPPQRS**
  - **Avoid a 2% Penalty!!!**

- Asthma
- Acute Otisis Externa (AOE)
- Cardiovascular Prevention
- Coronary Artery ByPass Graph (CABG)
- Coronary Artery Disease (CAD)
- Chronic Kidney Disease (CKD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Dementia
- Diabetes
- Diabetic Retinopathy
- General Surgery
- Heart Failure

- Hepatitis C
- HIV
- Inflammatory Bowel
- Multiple Chronic Conditions
- Oncology
- Optimizing Patient Exposure to Ionizing Radiation
- Parkinson's
- Preventive Care
- Rheumatoid Arthritis
- Sinusitis
- Sleep Apnea
- Total Knee Replacement

Regulatory Updates

- **Scripps ACO**
  - Deadlines
  - Scripps Contact - Cynthia Gipson
  - Gipson.Cynthia@scrippshealth.org
- **QRUR Reports**
  - How to find your reports
- **Other**

Group Discussion