2017 Administrative Consultant Training Topics

1. Finance 101 (in 2017 will be combined with Billing 101 and presented regionally)
    a. Consolidated Agreement and Program Agreement Addenda
    b. Budget Preparation, Maintenance of Effort and Reports
        i. Revenue Tracking Reports
        ii. Expenditure Reports
        iii. Payroll Expense Reports
    c. Time Equivalencies for WIRM
    d. WIRM Preparation and Reporting
    e. Fiscal/Administrative Policies and Procedures Development
    f. Administrative Monitoring

2. Billing 101 (in 2017 will be combined with Finance 101 and presented regionally)
    a. Patient Fee and Eligibility Policy
        i. Financial Eligibility Screening
        ii. Sample Fee, Eligibility & Billing Policy
    b. Payment Schedules, Service Denials, Arrangements for Payment
    c. Managing Accounts Receivables
        i. Aged Accounts Receivables
        ii. Bad Debt Write-Offs
        iii. Bankruptcy
        iv. NC Debt Set-Off Policy
    d. Medicaid Billing
        i. Medicaid Participation Agreement
        ii. Billing Audit Tool
        iii. Rules and Regulations

3. Coding & Billing Document Webinar Series (beginning January, 2017)
    a. January 25 – Basics of How the Coding and Billing Document works and available resources
    b. March 22 – Child Health Billing (from Billing Guide)
    c. May 24 – Immunization Billing (from Billing Guide)
    d. July 26 – STD, TB, Communicable Disease Billing (from Billing Guide)
    e. September 27 – Maternity Billing (from Billing Guide)
    f. November 15 – Family Planning Billing (from Billing Guide)
    g. January 24, 2018 – Adult Health, Pharmacy, Lab, MNT, BCCCP Billing (from Billing Guide)

4. One-on-one Orientation and Training for new Finance Officers, Billing Supervisors, Health Directors, or any staff as requested by the local agency
    a. Training topics vary depending on position and agency

5. Orientation and Training for New Health Directors
    a. WIRM
    b. Consolidated Agreement and Program Addenda

   c. Budget Preparation and Monitoring
   d. Revenue Tracking
6. Practice Management
   a. Completion of Clinical Data Dashboard
   b. Completion of Financial Data Dashboard
   c. Interpretation of Practice Management Reports
   d. Follow up to assess ongoing Quality Improvement

7. What's Holding Up Your Funds (presented at 2016 NCPHA)

8. Customer Service

9. Presentations to Boards of Commissioners, Boards of Health, or agency staff as requested by the local agency
   a. Interpretation of applicable state statutes as well as program regulations, rules, and requirements
   b. Eligibility/Fees/Accounts Receivable processes
   c. Budgeting and appropriate expenditure of federal, state, local, third-party, and first-party receipts in Accordance with the Local Government Fiscal Control Act
   d. Additional training topics depending on agency need

10. Training and support of agency staff in the use of HIS

11. Training and support of agency billing staff in rebilling denied claims

12. Medical and administrative records management