

## Front-Line Employee Series Learning

For years Gustafson + Associates has been equipping revenue cycle frontline employees through our exciting Series Learning Modules. Now G+A can help hospital associations with their exciting “Series Learning” modules that provide a comprehensive set of sessions dealing with all aspects of day-to-day revenue cycle processing. These sessions have appeal and value for Patient Financial Services, Access, and all other revenue cycle staff.

Many options exist for how these sessions can be structured and scheduled. Most associations and chapters offer these sessions at a nominal fee to make it possible for hospitals to send many – or all – of their staff. One of our most popular models includes offering this series with sessions provided once each month or quarter. In addition, we have also been asked to provide the sessions on “back-to-back” days in two different locations, which enables many chapters to better serve their geographically dispersed membership.

The series has been designed with the courses to be offered in a deliberate sequence, as each class is structured to build upon the last. While this is never mandatory, hospitals typically commit to registering their personnel for the full series. This has been very effective and enables some exciting teambuilding to occur during the sessions and is an excellent revenue stream for the sponsoring organization.

All of G+A’s instructors bring years of hands-on provider operational experience, which allow them to infuse the session with stories and powerful anecdotes that enhance the student’s engagement and learning experience. One of the most common evaluation comments received: “This is the first speaker I’ve heard who really knows what I do and understands what I’m up against!” And because each module includes numerous exercises and role-plays, leaders can send their employees to the sessions with confidence. This learning method takes the participants beyond the book-knowledge of e-learning, and equips the students with new skills and the inspiration to return to the workplace ready to apply new principles.

SESSION 1: *Understanding the Revenue Cycle and Committing to Deliver Exquisite Customer Service*

SESSION 2: *Understanding Today’s Third Party Payers*

SESSION 3: *The Foundation for Timely Payment... Understanding and Gathering Accurate Billing Data Elements*

SESSION 4: *Complying with Medicare Secondary Payer Screening Requirements*

SESSION 5: *Complying with Medical Necessity Regulation*

SESSION 6: *Complying with EMTALA Regulation*

SESSION 7: *Verifying Insurance...and Calculating Third Party and Patient Liabilities*

SESSION 8: *A Customer-Focused Approach to Effective Self-Pay Balance Collection*

SESSION 9: *Securing Prompt, Accurate and Maximum Reimbursement... Conducting Effective Follow-up and Eliminating Denials*