

Rural Health Clinic Workshop 2021
October 28, 29, 2021, 9:00 am to 4:00 pm

Day 1
Thursday, October 28, 2021
8:30 am to 4:30 pm

8:30 am-9:30 am

Exploring New RHC Scheduling Models to Improve Patient Access

Patty Harper, RHIA, CHTS-IM, CHT-PW, CHC, CEO inQuiseek, LLC Consulting

This session will explore advanced access scheduling models which improve access to care while gaining workflow efficiencies and increasing provider productivity.

Learning Objectives:

- The participant will understand the pros and cons of common scheduling models.
- The participant will recognize how to gain efficiencies in both clinical and administrative workflows.
- The participant will learn how advanced access scheduling models can increase overall productivity and create team building.

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9:30 am-10:30 am

Intro to Workforce at the Oregon Office of Rural Health

Stacey Reed and Bill Pfunder

This is an opportunity to find out what the ORH Workforce team can offer your RHC. This presentation will cover program education on provider recruitment, retention and incentive programs.

Learning objectives

- *Take away tips and ideas for provider recruitment*
- *Learn about 3RNet*
- *Learn about the provider incentive programs available to RHCs*

10:30 am-10:45 am

Break

10:45 am-12:00 pm

A Prescription for Your Clinic: What's the Best Option?

Katie Jo Raebel, CPA, Partner-Health Care Practice, Wipfli LLP

With new RHC payment rates in effect for free standing, newly certified, and grand-fathered RHCs, does the RHC program still make sense for your organization? What option is best when aiming to expand care in the community that you serve? In this presentation, we will discuss different scenarios and Medicare reimbursement opportunities in a post-RHC Modernization Act era.

KRaebe1@wipfli.com

12:00 pm-1:00 pm

Lunch

1:00pm-2:00 pm*Washington Update*

Nathan Baugh, Director of Government Affairs for the National Association of Rural Health Clinics (NARHC)

Get up to speed on a very busy year and a half of federal policy including a breakdown of the various COVID-19 allocations and the RHC Medicare Payment Changes that were signed into law in late 2020. Nathan will discuss the national challenges and opportunities that lie ahead for rural health clinics such as telehealth. Then step back for a higher-level discussion of the future of healthcare policy and how rural health clinics may be affected.

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2:00 pm-3:00 pm

"Community Health Workers (CHW): Roles and Partnerships in Rural Healthcare"

Jim Sheehy, LCSW, Shannon Cleveland, CHW, Liberty Avila

Community Health Workers Roles and Partnerships in Rural Healthcare. A discussion regarding Community Health Workers roles, the definition of Community Health Workers, the benefits of Community Health Workers, an example of a successful community partnership with the NEON Pathways Community Hub and Grande Ronde Hospital, and ideas regarding coding, quality assurance, supervision, resources to start a community health worker program and an example of a potential workflow.

Learning objectives

- How GRH and NEON work together to provide high quality CHW services to benefit the Union County community.
- Learn the role of a CHW and what they do every day
- Integrating CHWs into a clinical team in a rural healthcare setting and how they decrease barriers to care

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3:00 pm-3:15 pm

Break

3:15 pm-4:30 pm

Advanced RHC Billing 2021

Charles A. James, Jr., President and CEO, North American HMS

In Advanced Billing, we will take an in-depth look at claims that are particularly difficult to navigate. These include preventive services, Welcome to Medicare, and annual wellness exams, immunizations, procedures, and multiple visits on the same day. In addition, definitions and claim detail samples for nursing home, subsequently yearly visits, CCM, TCM, and behavioral health visits, nurse-only visits, SBIRT visits and Tdap. New rules on telehealth for Medicare will also be discussed.

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Day 2

Friday, October 29, 2021

8:30 am to 12:00 pm

8:30 am-9:30 am

Understanding the RHC Program Evaluation

Charles A. James, Jr., President and CEO, North American HMS

Learn how to complete a Biennial Program Evaluation. Charles will also discuss how the COVID-19 Pandemic and other regulatory changes have affected the RHC Program Evaluation requirements.

Learning Objectives

- Frequency and Content of Policy and Procedure Review
- What to include in the RHC Biennial Program Evaluation
- Current RHC requirements for Emergency Drugs
- Status of COVID waivers and how they apply

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9:30 am-10:30 am

Is Your RHC Survey Ready?

Janis McDowell, RN, BNS, MA, Patient Safety Surveyor, Oregon Health Authority

When was the last time your facility's equipment list was updated? Tell me about your medication refrigerator. How many patients did your RHC serve in 2020? Tell me about the committee that reviews and approves the RHC's policies and procedures. When was your last fire drill? This workshop will focus on how your facility should be prepared for that day when a surveyor shows up in the clinic's lobby announcing they are here from OHA to complete a recertification survey. Discussion will include the survey process, common deficiencies cited and dive a bit deeper into the expectations for the clinic's Emergency Preparedness Plan.

Learning objectives:

- What to expect when a surveyor is on site
- Documentation to have ready to present to the surveyor
- The elements of an effective Emergency Preparedness Plan

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10:30 am-10:45 am

Break

10:45 am-12:00 pm

Oregon Health Authority RHC Billing and Coding

Jennifer Smith, MPA, Safety Net Clinics Program Manager, Oregon Health Authority

During this presentation, Jennifer will unravel any confusion with the Medicaid side of RHC billing. Come prepared with questions for this interactive discussion.

Learning objectives:

- Learn about RHC service-specific billing such as services that require separate enrollment, rendering providers, encounter rate eligible and excluded services
- Review RHC information: recent rule filings; provider guides, including recent announcements from OHP and procedures excluded from PPS reimbursement
- Learn RHC billing claim formats, remittance advice and Prospective Payment Systems (PPS) – encounter rate

Jennifer.R.SMITH@dhsosha.state.or.us