



PCC Users' Conference 2015

San Francisco, CA | July 22-24

Course Descriptions

Wednesday A.M.

Theatre	Sequoia	Cypress	Fillmore
<p>ICD-10 Workshop</p> <p>The national ICD-10 workshop tour PCC is conducting through the Spring and into Summer is bound to turn up some lessons we can all learn in advance of the October 1, 2015 ICD-10 implementation date. We will have identified pitfalls and challenges we will want to share with you and this is where we will do just that. Join us to explore some general ICD-10 concepts, delve into Pediatric-specific considerations and discuss some advanced topics on which you can focus some of the remaining two-and-a-half months before that fateful Thursday in October when ICD-10 becomes our reality.</p> <p><i>Jan Blanchard, PCC, 8:30-11:45</i></p>	<p>2015 Pediatric Coding Updates / Q&A</p> <p>Pediatric coding expert Donelle Holle is back to tell you all about the latest changes to pediatric procedure and diagnostic coding. Donelle will give you ICD-10 highlights and its impact on reimbursement and how to better use your ICD-9 coding and documentation to get you ready for ICD-10. You'll gain a better understanding of how to bill for visits and procedures, review leveling of care, and use time as a key factor. See how coding changes can help your practice stay compliant with insurance requirements, as well as how to maximize your reimbursement. Donelle will also be ready and waiting to field general questions related to pediatric coding, so bring your list of queries and raise your hand high.</p> <p><i>Donelle Holle, RN, Peds Coding, Inc. 8:30-11:45</i></p>	<p>New Practice Models</p> <p>Practice models are changing in response to today's market forces. Patient centered medical homes, super groups, clinically integrated networks, concierge, hi-tech and urgent-care models are just some of the options available to pediatric practices that we will explore in this talk.</p> <p><i>Susanne Madden, The Verden Group, 8:30-10:00</i></p>	<p>Improving Your Practice Health with PCC Dashboard</p> <p>Your PCC Practice Vitals Dashboard displays key metrics about your practice to keep you informed of its financial and clinical health. Join us for a tour of recent Dashboard changes including the addition of new clinical measures related to developmental screening along with Influenza and HPV vaccination rates. We'll also review familiar features including well visit rates, patient population trends, provider E&M coding analysis, payor revenue comparison tools, and many other financial and clinical benchmarks. During this interactive session, you'll have the opportunity to review your own Dashboard under the guidance of PCC experts.</p> <p><i>Tim Proctor, PCC, 8:30-10:00</i></p>
		<p>Common Legal Issues to Watch Out for in Pediatric Practices</p> <p>There are many threats, risks and problem areas facing pediatric practices every day. Knowing what to focus on, what to watch out for and how to keep your practice clear of pitfalls is essential to keeping your practice compliant. Sumi Saxena, JD, will focus on the top issues for your practice.</p> <p><i>Sumi Saxena, JD, 10:15-11:45</i></p>	<p>Managing Your Fee Schedule in Partner</p> <p>Use Partner to make sure insurance companies are paying what they're contracted to pay your practice. Partner tracks contract fee schedules, also known as allowables, in the Contract Fee Schedule Editor (allowedit). Learn how to create and manage multiple contract rates and assign the completed contract fee schedules to selected insurance plans. Run reports to see if carriers are paying more, or less, than your allowed amounts. Hands on.</p> <p><i>Randy Lavin, PCC, 10:15-11:45</i></p>





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<p>Tracking Claims/Carrier Responses Post ICD-10</p> <p>No matter what preparations we make in our offices for the coming ICD-10 implementation in October we cannot anticipate how the carriers will behave in our new world. In this course we will explore some strategies for monitoring and tracking carrier behavior on and after 10/1/15.</p> <p><i>Jan Blanchard, PCC, 1:00-2:45</i></p>	<p>What's New at PCC</p> <p>Every PCC release includes new features designed to help make Partner and PCC EHR perfect for your practice. If your office has been busy and you've not yet taken advantage of the new releases, this class is for you. We will take you on a tour of the best new features and direct you to other helpful PCC tools and resources to benefit your office.</p> <p><i>Chip Hart, PCC, 1:00-2:45</i></p>	<p>New Reimbursement Models</p> <p>Insurers have begun migrating away from fee-for-service models, now wrapping payments under Pay-For-Performance (P4P) and clinical quality programs, such as PCMH. What's coming next? The Verden Group's Susanne Madden discusses how your practice can participate in pilot programs, or pioneer new payment models. You'll also learn how to evaluate whether a P4P makes sense for your practice.</p> <p><i>Susanne Madden, The Verden Group, 1:00-2:45</i></p>	<p>Improve Scheduling with PCC Blocking Options</p> <p>Learn how to use Partner's blocking programs to keep your schedule optimized and meet the scheduling preferences and requirements of your providers. Help your schedulers place the correct visit types at the correct times and make sure you have enough same-day appointments left for sick visits in the summer and the winter. Learn how to use Add Block and Block Inquire to place or remove single blocks on the fly. Find out if zero-minute blocks are right for your practice. Join in a lively discussion on the pros and cons of the extended, consistent, and standard sick call blocking programs.</p> <p><i>Romni Palmer and Randy Lavin, PCC, 1:00-2:45</i></p>
<p>ICD-10 - EHR & PM Configuration</p> <p>ICD-10 is scheduled to go into effect on October 1, 2015. Preparing both PCC EHR and Partner ahead of time can help make this transition a bit easier for your practice. Course attendees will discuss various configuration options, including EHR protocol changes, SNOMED to ICD-10 code linking, Electronic and Paper Encounter Form changes, ICD-10 snap codes, ICD-10 charge screens and more.</p> <p><i>Randy Lavin and Maria Horn, PCC, 3:00-4:00</i></p>	<p>Pocket PCC</p> <p>Learn how to access your schedule, review patient information and create phone notes.</p> <p><i>Romni Palmer and Kristen Ryan, PCC, 3:00-4:00</i></p>	<p>AAP Resources for Pediatricians</p> <p>The American Academy of Pediatrics Section on Admin and Practice Management (SOAPM) and Pediatric Practice Managers Alliance (PPMA) will help you manage your practice in a constantly changing pediatric landscape. This course will highlight AAP resources for your practice to better inform your business decisions.</p> <p><i>Christoph Diasio, MD, Sandhills Pediatrics, 3:00-4:00</i></p>	<p>Enhancing the Patient/Provider Relationship Using PCC</p> <p><i>Chip Hart, PCC, 3:00-4:00</i></p>



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<p>2015 Pediatric Coding Updates / Q&A</p> <p>Pediatric coding expert Donelle Holle is back to tell you all about the latest changes to pediatric procedure and diagnostic coding. Donelle will give you ICD-10 highlights and its impact on reimbursement and how to better use your ICD-9 coding and documentation getting you ready for ICD-10. You'll gain a better understanding of how to bill for visits and procedures, review leveling of care, and use time as a key factor. See how coding changes can help your practice stay compliant with insurance requirements, as well as how to maximize your reimbursement. Donelle will also be ready and waiting to field general questions related to pediatric coding, so bring your list of queries and raise your hand high.</p> <p><i>Donelle Holle, RN, Peds Coding, Inc. 8:30-11:45</i></p>	<p>Adding Ancillary Services</p> <p><i>Jeanne Marconi, MD, The Center For Advanced Pediatrics, 8:30-10:00</i></p>	<p>Mastering Claims Reports</p> <p>Monitoring and clearing up insurance claim rejections are an important part of maintaining a healthy bottom line, and knowing how to read EDI reports is critical. We'll show you the best reports to use, and how to keep up with and respond to claim rejections. Discover how Partner can help you automate the process. Learn tips for better understanding the claim responses you receive, and find out how to avoid the most common types of rejections.</p> <p><i>Dan Gillette, PCC, 8:30-10:00</i></p>	<p>Improving Your Practice Health with PCC Dashboard</p> <p>Your PCC Practice Vitals Dashboard displays key metrics about your practice to keep you informed of its financial and clinical health. Join us for a tour of recent Dashboard changes including the addition of new clinical measures related to developmental screening along with Influenza and HPV vaccination rates. We'll also review familiar features including well visit rates, patient population trends, provider E&M coding analysis, payor revenue comparison tools, and many other financial and clinical benchmarks. During this interactive session, you'll have the opportunity to review your own Dashboard under the guidance of PCC experts.</p> <p><i>Tim Proctor, PCC, 8:30-10:00</i></p>
	<p>Meaningful Use and PCC EHR</p> <p>Use PCC EHR to meet the Meaningful Use measures required for the second year or later of the Medicaid EHR Incentive Program. In this class, we'll discuss the process for applying for the Medicaid incentives and we'll make workflow recommendations for tracking key Meaningful Use data within PCC EHR. This class will prepare you to successfully use PCC EHR to meet Meaningful Use requirements.</p> <p><i>Tim Proctor, PCC, 10:15-11:45</i></p>	<p>Front Desk Best Practices</p> <p>PCC's Lynne Gratton explores front desk best practices related to scheduling, check-in, insurance verification and co-pay collection. Understand the importance of the front desk when it comes to your practice's collection process.</p> <p><i>Lynne Gratton, PCC, 10:15-11:45</i></p>	<p>Customizing SRS Reports</p> <p>srs has a bounty of reports from which to choose and there are ways to make srs reports work more effectively and efficiently for your Practice. Customizing srs reports requires just a few basics. Come learn and practice how to customize srs.</p> <p><i>Maria Horn, PCC, 10:15-11:45</i></p>



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<p>Coding for Clinicians</p> <p>Review and have a better understanding of the codes that are the “bread and butter” of your practice. Stop giving your care away by using low-level codes simply because you’re unsure how to justify a high-level code. Review the important procedure codes you use and how to document them so you can pass an audit or prove you performed the service to get reimbursed. Learn how to code based on history, physical, and medical decision making.</p> <p><i>Donelle Holle, RN, Peds Coding, Inc.</i> 1:00-2:45</p>	<p>Take Ownership of Your Protocols</p> <p>You already know how to build a protocol, now learn how to build your protocol. You’re not asking much from an EHR; just something that will allow you to document clinical care clearly and thoroughly, capture billing easily and accurately, collect all the metrics required by MU, NCQA, and CCOs, and get you home in time for dinner and a glass of wine. PCC EHR has the flexibility you need to do all this and more. In this class we will explore how to tame your protocols so you can get back to doing what you love: seeing patients.</p> <p><i>Sharlene Matthieu, MD, East Portland Pediatric Clinic, 1:00-2:45</i></p>	<p>Billing Office Best Practices</p> <p>PCC’s Lynne Gratton explores billing office best practices related to the business of insurance collections, from generating clean claims to ensuring timely submissions. Finally, Gratton focuses on the personal collections process, helping you determine which personal balances to collect first, how to capitalize on opportunities to collect overdue balances, and when to send an account to collections.</p> <p><i>Lynne Gratton, PCC, 1:00-2:45</i></p>	<p>PCC Resources for PCMH</p> <p>Are you interested in making your practice a Patient-Centered Medical Home (PCMH) but overwhelmed by the sheer volume of requirements and reporting needed to qualify for PCMH recognition? Reviewing the 2014 PCMH standards as a whole can, indeed, be daunting. Join us in this session to identify reports and functionality within Partner, PCC EHR, and the Dashboard that are relevant for practices seeking PCMH recognition. We’ll also introduce you to PCC’s web-based tool that breaks down each standard by element, offering dozens of report screenshots and examples other PCC offices have used to help satisfy the PCMH requirements.</p> <p><i>Tim Proctor, PCC, 1:00-2:45</i></p>
<p>Compensation Models for Employed Physicians</p> <p>Hiring a new physician or nurse practitioner and wondering not only what you should pay, but what you can AFFORD to pay? This simple exercise will walk you through determining the maximum salary of your employed clinicians and review the non-salary drivers that motivate clinicians.</p> <p><i>Chip Hart, PCC, 3:00-4:00</i></p>	<p>Exploring PCC EHR</p> <p>Are you about to make the decision to enhance your practice with PCC EHR, or a potential client evaluating if PCC is the right fit for you? If so, join us for a tour of this efficient and intuitive system. We’ll show you how to check in a patient, chart sick and well visits, complete visit orders and more. Pediatric specific features such as growth charts, immunization tracking, and customized pediatric templates will be front and center, as will an overview of time-saving tools, like answer memory & auto note features, clinical alerts, diagnostic history flow sheets, and electronic encounter forms.</p> <p><i>Chris Forleo, PCC, 3:00-4:00</i></p>	<p>Roundtable Discussion: Collections</p> <p>PCC will lead an interactive discussion on collections. This class is a great follow-up to Lynne Gratton’s Thursday afternoon session: Back Office Best Practices. The course will benefit any staff involved in collections.</p> <p><i>Lynne Gratton and Maria Horn, PCC, 3:00-4:00</i></p>	<p>KIDS</p> <p>Want to implement an effective program to increase patient satisfaction? Start with your own employees! Join Paul Vanchiere with PMI as he shares a proven course you can bring back to your practice to help facilitate the needed changes to increase your patient satisfaction.</p> <p><i>Paul Vanchiere, PMI, 3:00-4:00</i></p>





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		<p>Maximize Patient Flow This presentation will provide a step-by-step approach to review the scheduling process for a Pediatric practice, regardless of size and complexity. After the presentation, PCC staff will be on hand to offer practical advice on how to implement the ideas shared as well as answer any questions on how best to help your practice adopt efficient scheduling processes.</p> <p><i>Paul Vanchiere, PMI, 10:15-11:45</i></p>	



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<p>Tracking Claims/Carrier Responses Post ICD-10</p> <p>No matter what preparations we make in our offices for the coming ICD-10 implementation in October we cannot anticipate how the carriers will behave in our new world. In this course we will explore some strategies for monitoring and tracking carrier behavior on and after 10/1/15.</p> <p><i>Jan Blanchard, PCC, 1:00-2:45</i></p>	<p>EHR Peer Exchange</p> <p>If you are looking for tips on integrating new features in your system, hearing how other practices handle workflow, or are considering implementing PCC EHR in your practice, this class is for you. Listen to a panel of clinicians share their best practices and lessons-learned in implementing PCC EHR, from the initial planning phase to go-live and beyond. Panelists will discuss their strategies for workflow, scanning, using the Electronic Encounter Form, eLabs and a host of other details relevant to using PCC EHR. Bring your own questions and walk away with many tips!</p> <p><i>Lauren Gluck, PCC, 1:00-2:45</i></p>	<p>HITECH Security and Vulnerability Testing</p> <p>All healthcare providers must comply with HIPAA requirements to protect the privacy and security of Protected Health Information (PHI). The HIPAA Security Rule requires practices to perform various information security tasks in order to achieve and maintain compliance. Fines may be imposed for failure to comply with the HIPAA Rules, including criminal penalties that can range from 1 to 10 years in prison. The severity of penalties depends on how much reasonable diligence you have performed and the type of security breach.</p> <p><i>Jeffrey Daigrepoint, Coker Group, 1:00-2:45</i></p>	<p>Accounting in Partner</p> <p>Learn how to manage takebacks, overpayments and credits. We'll show you how to record these transactions and will explain the impact these entries have on reporting.</p> <p><i>Maria Horn, PCC, 1:00-2:45</i></p>
<p>ICD-10 - EHR & PM Configuration</p> <p>ICD-10 is scheduled to go into effect on October 1, 2015. Preparing both PCC EHR and Partner ahead of time can help make this transition a bit easier for your practice. Course attendees will discuss various configuration options, including EHR protocol changes, SNOMED to ICD-10 code linking, Electronic and Paper Encounter Form changes, ICD-10 snap codes, ICD-10 charge screens and more.</p> <p><i>Randy Lavin, PCC, 3:00-4:00</i></p>	<p>eRx Tips and Tricks</p> <p>Using ePrescribing in PCC EHR gives you flexible and powerful options for managing prescriptions at your practice. This session explores shortcuts and efficiencies in PCC eRx, such as setting favorites and default written instructions, learning how to taper medications, electronic prescribing of controlled substances (EPCS), and more.</p> <p><i>Lauren Gluck, PCC, 3:00-4:00</i></p>		<p>PCC Support Portal</p> <p>Effective communication with PCC is vital to the quick and efficient resolution of issues. We'll be showing you how to use PCC's new support tool to review your existing tickets and submit new tickets when you need further help.</p> <p><i>Charley Ferguson, PCC, 3:00-4:00</i></p>