

Title: Balance at the Front Desk

Instructors: Ms. Heather Simmons-Ellis

Total Hours: 2 hours

Topic: Office Policies and Procedures, CA Course

Description: According to a study released in June 2018, increases in cost-sharing payments continue to outpace wage growth - making your job at the front desk more difficult. Balancing the needs of your patients and practice can be difficult when it comes to discussing the patient's financial responsibility.

Course Objectives:

- The rules and regulations that determine what you can and can't do when it comes to billing and collecting from your patients.
- How to establish payment options that satisfy the doctor and the patient.
- How to successfully discuss patient financials that will make everyone happy.

Hour 1:

- Identify the most common rules and regulations that chiropractic offices violate.
- Review healthcare fraud and abuse crackdowns by regulatory bodies from the board of examiners to the office of inspector general.
- Discuss case studies and real-life examples to illustrate the importance of addressing improper discounting and flawed financial and collection policies.

Hour 2:

- Evaluate steps to minimize audit risks.
- Review the patient experience.

Instructor Methodology

Lecture: The instructor will deliver content through informative lectures, providing background information, statistics, and case examples.

Visual Aid: Slides will be used to visually reinforce key points, provide data, and showcase examples.

Interactive Discussion: Participants will be encouraged to engage in discussions, share experiences, and ask questions to deepen their understanding of the topic.