Patient Registration and Benefits Coordination Training
March 12-14, 2024
Peppermill Hotel
Reno, Nevada

Name   E-mail

Telephone Number

will you attend in-person or virtually?

Name of Facility/Program   Area

Federal/Tribal/Urban/Other   If Other, specify facility type

Current Position

What topics would you like to see addressed during the training?

Thank you for your participation and responses!

Patient Registration & Patient Benefits Coordination Training
TRAIN, RETAIN and Grow Your Own
Sponsored by the Indian Health Service

Peppermill Hotel, Reno, NV
Week of March 11, 2024
Draft Agenda

Pre-Day 1 Afternoon 3/11/24

3:00pm-5:00pm   *Pre-Training Meeting for Meeting Organizers and Presenters*

Day 1, 2022 –Tuesday 3/12/24

8:00am-8:15am	*Training Registration - Activity*
8:15am-8:30am	*Opening Prayer*
8:30am-9:00am	*Welcome/Keynote Address*
9:00am-9:30	Inspirational message
9:30am - 9:45am	**Break**
9:45am-10:45am	Customer Service – First Step to Quality Health Care
10:45am-12:15pm	*Patient Registration Training with focus on Retention*
12:15pm-1:30pm	**Lunch (on your own)**
1:30pm-3:00pm	Realignment of the Revenue Cycle, and Your Facility
3:00pm-3:15pm	**Break**
3:15pm-4:15pm	*Overall Privacy Orientation to include VISTA*
4:15pm-5:00pm	*Insurance Elements & Verification of Insurance, MSP/AOB/ROI & Sequencing*

Day 2, 2022 – Wednesday 3/13/24

8:00 -8:15am	Scenario run through – group activity
8:15am-9:00am	*Patient Benefits Coordination Basics*
9:00am-9:45 am	*Documentation for PBC's, production reports (RPMS/BPRM)*
9:45am-10:00 am	**Break**
10:00am-10:45am	*Patient Registration ROM Update; Indian Health Manual Section*
10:45am-11:45 am	*Flow-Chart Process*
11:45 am-1:00pm	**Lunch (on your own)**
1:00pm-2:00pm	*Supervisory or Lead training (101)*
2:00pm-2:45pm	*Outreach and Enrollment Strategies Focusing on Small Rural Communities*

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2:45pm-3:00pm	**Break**
3:00pm-4:00pm	*PHR and Direct Messaging: How to Register/Link Patients and run reports*
4:00pm – 5:00pm	*Best Practices for Collaboration - Between all factors of the Revenue Cycle*

Day 3 – Thursday 3/14/24

8:00am-8:15am	Activity
8:15am-10:00am	*SO/GI – Refresher and review of process*
9:45am-10:00am	**Break**
10:00am-11:00am	*SO/GI - Continued support and collection strategies*
11:00 am-11:45am	*Direct Care vs. PRC Eligibility and Resources*
11:45pm-1:00pm	**Lunch (on your own)**
1:00pm-1:45pm	Your Role in Revenue
1:45pm-2:30pm	*Data Integrity: Why capture it all?*
2:30pm-2:45pm	**Break**
2:45pm-3:45pm	*RESOURCES: Training Manuals, tips, cheat sheets, creating a continuity book, creation, sharing, & testing*
3:45pm-5:00 pm	OIT updates, TAG updates, System modernization, cleanup, etc.
5:00 p.m.	Closing Remarks and Adjournment