

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

Form Approved
OMB No. 0917-0036
Exp. Date 02/28/2025

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!

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0917-0036. The time required to complete this information collection is estimated to average less than 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, to review and complete the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: Indian Health Service, OMS/DRPC, 5600 Fishers Lane, Rockville, MD 20857, Attention: Information Collections Clearance Officer

Indian Health Service, Tribal Health Programs, and Urban Indian Organizations
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	<i>PHR and Direct Messaging: How to Register/Link Patients and run reports</i>
4:00pm – 5:00pm	<i>Best Practices for Collaboration - Between all factors of the Revenue Cycle</i>

Day 3 – Thursday 3/14/24

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