

# *North Carolina Health Insurance Institute*

*October 23-24, 2014*

*Sheraton Hotel at Four Seasons Greensboro*

Sponsored by



**hfma**<sup>™</sup> north carolina chapter  
healthcare financial management association

# 2014

## North Carolina Health Insurance Institute

BlueCross  
BlueShield of  
North Carolina  
Cigna  
Humana  
MedCost  
NC Medicaid  
NC Tracks  
Palmetto GBA  
United Healthcare

New this year - the  
'Networking Center' - a place  
to gather with peers from the  
same provider group.



**hfma** north carolina chapter  
healthcare financial management association

## GENERAL MEETING INFORMATION

### Institute Registration

You have two options for conference registration:

- REGISTER ON-LINE through [www.nchfma.org](http://www.nchfma.org).
- REGISTER BY MAIL. Complete the enclosed registration form and mail to address listed on the form.

This is available for credit card charging or for paying by check. Make check payable to NCHFMA.

To avoid a late registration fee, register and pay the institute fee (credit cards and checks accepted) no later than **October 10, 2014**. You must register for the sessions you plan to attend in order to ensure proper seating and a comfortable meeting environment.

### Early Bird Special - REGISTER 3 ASSOCIATES FOR THE PRICE OF 2

Associates must be from the same Provider organization; register via website or by paper registration, and pay collectively (no individual payments). **This special is restricted to hospitals and physician practices. Valid only on registrations received on or before OCTOBER 10, 2014.**

### Institute Fees

Registration Fee	\$199.00 HFMA members \$225.00 non-members	Deadline: October 10, 2014
Late Fee	\$50.00	If Registering after October 10, 2014

Registration fee includes all institute materials, CPE, refreshment breaks, social hour and meal as described in Agenda.

### Registration Refund Policy and Late Registration

Cancellation requests made before **October 10, 2014** will be refunded at 100%. Cancellation requests made from **October 10 through October 17, 2014** are subject to a \$50.00 administrative fee. Cancellation requests made after **October 17, 2014** will not be refunded. Substitutes may attend.

### Hotel Reservations

The Sheraton Hotel at Four Seasons is located in Greensboro, North Carolina at 3121 High Point Road, off I-40 exit 217, Koury Boulevard/High Point Road. For directions, please contact the hotel at (336) 292-9161. The hotel has reserved rooms for our group from Wednesday, October 22, 2014 through Friday, October 24, 2014 at a special rate of \$136.00 per night (plus tax). **Check-in time is 3:00 pm; check-out time is 12:00 noon.**

For hotel reservations, call the Sheraton Hotel at Four Seasons directly at (336) 292-9161 or toll free at 1-800-242-6556 and ask for group code **NC Health Care Financial Management Association**.

**Please complete your hotel reservation no later than September 22, 2014 to take advantage of the special discounted rate.**

### Meeting Check-in at the NCHFMA Health Insurance Institute Registration Desk

Wednesday	October 22, 2014	5:00 pm - 7:30 pm
Thursday	October 23, 2014	6:30 am - 5:00 pm
Friday	October 24, 2014	8:00 am - 12:00 noon

### CPE Credits

The North Carolina Chapter of the Healthcare Financial management Association is partnering with Dixon Hughes Goodman, LLP. Dixon Hughes Goodman is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education. State Boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Please direct any CPE related questions or complaints regarding the Health Insurance Institute to Tracy Parrish, [tracy.parrish@dghllp.com](mailto:tracy.parrish@dghllp.com) or 336-822-4324.

Advance Preparation: None      Presentaiton: Group-Live      Prerequisites: None  
Course Levels: Basic & Intermediate  
Recommended CPE Credits: 9 hours (pending approval), Specialized Knowledge

These workshops are your opportunity to hear the latest on claims processing developments, current issues and problems affecting plan benefits and claims. Representatives from featured plans present information and give you an opportunity to ask questions.

**Dress Recommendations:** Business casual attire is appropriate for the Institute.

**QUESTIONS REGARDING WORKSHOP?** Please contact Christine Sibley (704) 512-6083.

Email: [christine.sibley@carolinashealthcare.org](mailto:christine.sibley@carolinashealthcare.org)

## GET IT ALL! BE AT THE 2014 HEALTH INSURANCE INSTITUTE ...

**ENJOY A MOTIVATIONAL KEYNOTE.** Bobbie is a veteran certified speaking professional (CSP) and humorist. Her motivational speaking techniques are funny and encouraging. Bobbie uses a weave of down home humor and communicates her message to let go of stress, and choose what you allow "in your circle" of influence. You can choose to live your life with a smile and a purpose, or drag through each day like it was day one of a 30 year sentence!

**SELECT THE WORKSHOPS YOU NEED.** The workshops are your opportunity to hear the latest on claims processing developments, current issues and problems affecting plan benefits and claims. Representatives from featured plans present information, as well as give you an opportunity to ask questions. Pre-register for the workshops that relate to your needs.

**NETWORK WITH PEERS.** This institute brings together people from hospitals and physicians offices throughout North Carolina. This is a great opportunity for you to listen and learn from your peers who share your issues. New this year - check out our 'Networking Center'. Meet informally or sign up for the Thursday or Friday Networking session.

**WHO SHOULD ATTEND?** Persons employed by hospitals, physicians' offices and clinics holding staff positions in accounting, billing, collecting, insurance or admitting will benefit from this program.

**ENJOY FREE TIME.** Four Seasons Town Centre is just a short walk across the parking lot. Enjoy the best in shopping, entertainment and dining.

Bobbie Staten  
Motivational Humorist,  
RN, CSP



### Why They Make You Crazy

Ever wonder why you find it so easy to get along with some people while others get on your nerves almost immediately?

Join us for luncheon Thursday, October 23rd and listen to our keynote speaker Bobbie Staten answer the question.

### SECOND HARVEST FOOD BANK

Help end local hunger by bringing in canned food items for the Second Harvest Food Bank. Donations can earn you extra tickets for doorprizes!



Laugh and learn as you take a hilarious look at different personality styles and how they complement and/or clash with one another. If you think your boss is odd, your spouse is crazy, your children are "different" and you, of course, are perfect, this program will open your eyes and save you hours of frustration or quarts of tears. Guaranteed to improve relationships, and maybe even get you a raise at work, or at least peace in the family.

*Name Badges Must  
be Worn at all Times*

## PROGRAM AGENDA

### Thursday, October 23, 2014

Time	Session
6:30 am - 5:00 pm	Registration desk is open
8:00 am - 9:00 am	Session 1 Workshops
9:00 am - 9:15 am	Transition
9:15 am - 10:15 am	Session 2 Workshops
10:15 am - 10:30 am	Transition
10:30 am - 11:30 am	Session 3 Workshops
11:30 am - 11:45 am	Transition
11:45 am - 1:45 pm	Opening Luncheon & Keynote Speaker Bobbie Staten
1:45 pm - 2:00 pm	Transition
2:00 pm - 3:00 pm	Session 4 Workshops
3:00 pm - 3:30 pm	Transition and Hotel Check-in
3:30 pm - 4:30 pm	Session 5 Workshops
4:30 pm - 4:45 pm	Transition
4:45 pm - 5:45 pm	Session 6 Workshops

5:45 pm - 6:45 pm

Social Hour - drop in for hors d'oeuvres  
before shopping at the mall

### Friday, October 24, 2014

Time	Session
7:00 am - Noon	Registration desk is open
7:00 am - 8:00 am	Breakfast Buffet
8:00 am - 9:00 am	Session 7 Workshops
9:00 am - 9:15 am	Transition
9:15 am - 10:15 am	Session 8 Workshops
10:15 am - 10:30 am	Transition
10:30 am - 11:30 am	Session 9 Workshops
11:30 am - Noon	Brief Closing Session and Door Prizes

- DRIVE SAFELY -

## WORKSHOP CHOICES

### WORKSHOP A: MEDICARE PART A - Medical Review Tips and Reminders

- Comprehensive Error Rate Testing (CERT)
- Proper Signature Requirements
- Ensuring Proper Documentation
- Error Prone Diagnosis Related Groups (DRGs)

### WORKSHOP B: MEDICARE PART B - The Formula for Winning

- Medical Necessity
- Proper Signature Requirements
- Proper Documentation - Making your record ready for review

### WORKSHOP C: MEDCOST

- What's Going on with MedCost
- Operational Updates
  - Statistics
  - Key Value Points
  - Services Offered
- Legislative Updates
- ICD-10 Update

### WORKSHOP D: BLUECROSS BLUESHIELD OF NORTH CAROLINA

- 2014 Updates
- ICD-10
- Claims Updates
- Electronic Transitions

### WORKSHOP E: HUMANA

- What's new at Humana?
- Medicare Advantage Products
- Humana Member Experience
- Quality Initiatives

### WORKSHOP F: MEDICAID/NCTRACKS

- Overview and Status of NC Tracks
- Common Errors
- Changes(Completed and Upcoming)
- Known System Errors
- Where to find Important Information
- Looking Ahead to ICD-10
- Q&A

### WORKSHOP G: UNITED HEALTHCARE

- ICD-10
- Affordable Care Act - Healthcare Reform
- Quality Initiatives
- Medical and Reimbursement Policy Updates
- Star Rating/HEDIS Measures

### WORKSHOP H: CIGNA

- ICD-10
- Health Care Professional Services Model
- Policy Updates
- Electronic Services

### WORKSHOP I: NETWORKING

- Join your peers in a facilitated networking session on Thursday afternoon and/or Friday morning in our Networking room.

Note: We regret that VA HealthCare and Health Net are unable to participate in 2014 due to other pressing issues.

## MARK YOUR CALENDARS

for the  
2015 ANNUAL  
HEALTH INSURANCE INSTITUTE

October 22-23, 2015

