



abc360 Virtual Fall 2020 – Session Descriptions

DAY ONE

Opening Sessions

Medicare and Reimbursement Update

Presenters: Doug Wolfberg, Dan Pedersen

The most jam-packed session of the abc360 Virtual conference lineup, the Reimbursement Update is an up-to-the-minute, comprehensive synopsis on everything happening in the world of Medicare and the expanding world of non-government payers. This includes all the latest topics in this post-COVID ambulance reimbursement world, including MAC happenings, CMS pilot programs, managed care, audit trends, balance billing issues, and much more “need to know” critical information and happenings right up to the date of the conference.

Compliance Update

Presenters: Steve Wirth and Chris Kelly

Another attendee favorite packed to the gills with all the latest news and developments in the world of Medicare and reimbursement compliance. This session addresses the latest trends in government enforcement, and the key ambulance fraud and false claims cases and the take-away lessons to be learned from them. The audit world has changed drastically in the new post-COVID health care compliance world, with several new audit initiatives due to the billions of federal dollars in support of healthcare during the National Health Emergency. We will cover all the latest developments you need to know, and you’ll get the practical strategies you need to help keep your agency from becoming the next ambulance industry bad news headline.

Privacy Update

Presenters: Ryan Stark and Christie Mellott

The Privacy Update will keep you current on all the HIPAA and patient privacy and data security happenings that affect your EMS agency on a daily basis - featuring the latest guidance from OCR, enforcement activity and the biggest privacy and security threats facing

the EMS industry. So many novel privacy issues have emerged during the pandemic and we will cover the ones you need to know to avoid stepping on a patient privacy landmine.

Practical Skills Clinics

abc360 Emergency Coding Clinic

Presenters: Dan Pedersen and Steve Johnson

It just would not be abc360 without the emergency and non-emergency Coding Clinics! You won't want to miss these ever popular, hands-on, practical skill-building sessions designed to improve the critical thinking, coding and analysis skills that ambulance revenue cycle professionals must have to do their jobs consistently at a high level. Guaranteed to make you think and maybe provoke a heated discussion, you'll come away from the abc360 Coding Clinics with knowledge you can use in your everyday responsibilities.

abc360 Non-Emergency Coding Clinic

Presenters: Dan Pedersen and Steve Johnson

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Mega-Focused Mini Sessions – Rapid-Fire Topics Packed with Practical Info

Short, focused and packed with action items

ET3 - Where are We and Where to From Here?

Presenters: Chris Kelly and Ryan Stark

ET3 has been delayed, but it has not been eliminated. In fact, the pandemic has proven that ET3 model interventions are the future of EMS. Still slated to begin in 2021, ET3 will bring treatment-in-place via telehealth, alternate destinations other than hospitals, and partnering with non-traditional transport providers into the mainstream. This session will discuss the latest changes, opportunities for EMS agencies to participate both in and out-side of the ET3 model, and what you need to know to prepare for the future of patient-centered, lower-cost care in EMS.

Medicare Appeals – Past, Present and Future

Presenters: Dan Pedersen and Chris Kelly

PWW's Medicare appeals practice sees more ambulance cases than any other law firm representing EMS. We are uniquely qualified and have seen just about every appeal issue imaginable. Over the past 20 years we've noticed changing trends in audits that require new strategies that must be employed to prevail and to survive government scrutiny. In this fast-paced session, we will guide you through a quick history of audits and appeals and then arm you with the knowledge to prevent, prepare for and successfully deal with audits and appeals. Plus, we'll provide some predictions of what the future holds in a post-COVID world when it comes to audits and investigations.

The Latest on COVID-19 Coding Best Practices

Presenters: Doug Wolfberg and Steve Johnson

Now more than ever, you need to fine-tune your revenue cycle management as call volumes are down - and there are new codes and procedures that can help you do just that. The COVID-19 NHE has brought novel issues – like new codes to be used, as well as confusion as to the definition of a “COVID patient.” When should you use the new ICD codes? What patient care documentation – or other codes - will be needed to support those COVID related codes? This session will address a host of critical issues related to billing for COVID patients, including balance billing, and the amounts commercial and managed care payers must pay.

DAY TWO

In-Depth Topics – To Help Your Agency Thrive and Comply

Preparing for Ambulance Cost Data Collection

Presenters: Steve Johnson and Christie Mellott

Tracking costs today is essential: 1) to meet the current CMS cost data collection requirements, and 2) to ensure you are properly obtaining and retaining federal and other relief monies received during the COVID-19 NHE. Inaccurate and incomplete documentation of your costs can leave you in the lurch – returning monies if you are audited or losing financial support that may have been available in the future. This session will help prepare your agency for the required CMS cost data collection initiative that kicks back in full gear on January 1, 2021.

The CARES Act and More – Finding Funds and Meeting the Obligations that Come with It

Presenters: Steve Wirth and Chris Kelly

Billions of dollars have been doled out to thousands of healthcare organizations – the result of the coronavirus federal stimulus packages. Just about every EMS agency has received a share of those monies – monies that were distributed without clear direction or guidance from the feds on what you can legally do with it. And we know that the audits are coming! This session will outline your stimulus money obligations – documentation mandates, reporting requirements, and strategies for when the government auditors arrive on the scene.

Five Steps to Squeeze Cash Out of the Coronavirus

Presenters: Dan Pedersen and Steve Johnson

The pandemic has brought big reductions in call volumes, and on top of that, the patients you transport now are at a much higher acuity level than any before. As patients lose their jobs and health insurance, EMS agencies must be more diligent than ever before in maximizing appropriate reimbursement. This session will discuss five strategies that you can employ now to help squeeze out every possible dollar of reimbursement for the valuable services you provide, to improve your day-to-day cash flow.

More Mega-Focused Mini Sessions

The Four Best Crew Documentation Improvement Strategies

Presenters: Steve Wirth and Matt Konya

Over the years, PWW attorneys and consultants have trained thousands of EMS practitioners on best practices in EMS documentation – and we've helped hundreds of agencies implement strategies to improve. In this session, our national experiences of over 20 years in EMS documentation improvement will be boiled down to four of the all-time best practices that will help your agency with improving its clinical documentation.

What's the Deal with Balance Billing?

Presenters: Doug Wolfberg and Steve Johnson

EMS agencies that accepted CARES Act Relief Funds found a surprise lurking in the Terms and Conditions: a prohibition on balance billing in certain situations. But that is only the tip of the iceberg when it comes to laws, rules and policies regulating the practice of balance billing. This session will look at the Medicare rules, help you distinguish between the situations where balance billing is prohibited vs situations in which bills can be sent to patients, and help

navigate some of the common issues surrounding balance billing in the commercial insurance context.

Billing for “Treat No Transport” Services

Presenters: Chris Kelly and Doug Wolfberg

Treat-no-transport, treatment-in-place, treat and refuse; whatever you call it, EMS response and treatment of a patient without a subsequent transport is nothing new. What is new is the opportunity to be paid for those services. This session will discuss the liability issues of treatment without transport, the tie-in with telehealth options, contracting opportunities with other healthcare providers, which payers may pay you for services rendered outside of the ambulance, and what you need to know about billing for those services.

All-Time Favorites – Sessions Which Have the Added Bonus of Being FUN!

“One Quick Question” – Submit Your Questions in Advance for Us to Tackle *LIVE* During the Event

Presenters: Dan Pedersen, Steve Johnson, and Steve Wirth

In an industry full of nuances, quirks and (at times) contradictions, our content cannot possibly cover every possible EMS billing, reimbursement, and compliance situation. If you have a question, chances are someone else has that same question. Here is your chance to pose your questions to us, in advance of the conference. We will compile those questions and provide the answers. That’s right, you get to basically create the content for this session! And that’s not all - we will review all the questions submitted and a lucky attendee be awarded the distinction (and prize) that goes with coming up with the “Question of the Year!” Likely you will be utterly shocked that your “quick question” does not have a “quick answer.”

“Hey, Did You Know...?” (and we bet you didn’t!)

Presenters: Doug Wolfberg, Ryan Stark, and Dan Pedersen

The obscure. The odd. The obfuscated. There are compliance laws and rules that are on the books – but you may not be aware of them because you simply do not deal with them every day. Yet, not knowing how to deal with the less mainstream issues in reimbursement where these rules apply can get you in a heap of trouble. This session will de-mystify some of the most significant off the beaten path and counter-intuitive rules so that you do not get caught in a compliance cloud down the road. Join us for this mysterious – and fun – learning experience.