

# HEALTHCON2021



DALLAS

Adapt. Achieve. Advance

## Conference Program



**March 28-31, 2021**

**Gaylord Texan | Dallas**

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**AAPC's 29th  
Annual National Conference**



**Don't miss AAPC on Facebook and Twitter!**



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# Bevan Erickson

## AAPC CEO

### Welcome to HEALTHCON 2021!

Dear Conference Attendees,

Welcome to our 29th national conference! Whether you're here in person or joining virtually, we're glad to have you. This year's event will be unique in many ways — not least of which is the simultaneous live broadcast (and recording) of all sessions — allowing both in-person, as well as virtual attendees to gain access to more than 80 recorded sessions following the event.

This year we have an outstanding lineup of sessions, speakers, and exhibitors. Sessions will cover timely issues such as recent shifts in healthcare delivery, managing evaluation and management (E/M) guideline changes, and how to stay motivated during these challenging times.

Our list of speakers includes Robin Farmanfarmaian, with her insightful take on "Shifts in Healthcare Delivery." Denise Ryan will light the fires of enthusiasm with "Staying Motivated and Managing Stress During Challenging Times." We also have a great lineup of vendors and exhibitors showcasing the latest industry technology and services during the event.

Get the most out of your experience. Soak in as much of the learning as you can. Between sessions, take time to catch up with old friends and make new connections, in person or online in our virtual cafes. Set a goal to make at least three new connections before the conference is over.

If you're attending in person, we want you to know that the hotel and event organizers will maintain high standards of safety throughout the conference with mandatory mask wearing and strict adherence to local mandates, as well as Events Industry Council and U.S. Centers for Disease Control and Prevention recommendations.

Thank you for joining us at the premier annual event for healthcare business professionals. We've gone the extra mile to ensure a safe and unforgettable experience for all.

Welcome to HEALTHCON 2021!

Sincerely,

**AAPC CEO Bevan Erickson**

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### Bevan Erickson, CEO, AAPC

*Bevan joined AAPC in 2007 and serves as its chief executive officer. Prior to AAPC, he spent a decade in the high-tech industry where he excelled at web marketing and technology-based product development. He grew up in Northern California, was educated at Brigham Young University, met his wife in Alaska, and has settled down to raise his four boys on a small lake in the mountains of Northern Utah. He enjoys family, water sports, cycling, traveling, and work — in that order. He is blessed to work with an amazing group of professionals within AAPC who both collectively and individually are relentless in their drive to make AAPC and its members successful.*



## Get ahead for 2022!

Stop by the AMA's virtual demo room to learn more about our latest core titles.

- CPT® 2022 Professional Edition
- CPT® Changes 2022: An Insider's View
- HCPCS Level II Professional 2022 Edition
- Medicare RBRVS 2022: The Physician's Guide
- ICD-10-CM 2022: The Complete Official Codebook
- ICD-10-PCS 2022: The Complete Official Codebook

# YOUR RESOURCE FOR THE LANGUAGE OF MEDICINE TODAY.

As a leader and trusted source of the CPT® code set, the American Medical Association (AMA) can help you navigate the nuances of complex subject matter with our coding, billing and documentation resources.

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## LATEST TITLES



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*\*Exclusions apply. New orders only. Cannot be combined with other offers.*

CR-4294

# GENERAL INFORMATION

## MEDICAL EMERGENCY

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The Gaylord Texan has EMTs on-site 24 hours per day. The emergency number from any guest phone is 333 or you can dial out to 911 in a severe emergency.

## BUSINESS CENTER

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The FedEx Business Center is located in the Convention Center and is open Mon. – Fri. from 8:00 AM to 5:00 PM. Please note that they also handle shipping, so, plan to have packages arrive on a weekday. The direct number is 817-722-2182.

## PARKING

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Self-parking is \$22 per day and valet is \$42 per day.

## LOST AND FOUND

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Be sure to keep all personal belongings with you at all times. AAPC cannot be responsible for any personal property left in the meeting/session rooms. All recovered items will be given to hotel security; they can be reached at 817-722-2182.

## LUGGAGE STORAGE

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You may store your luggage at Bell Services, located in the main lobby of the hotel. While luggage storage is complimentary, it is customary to give the bell stand a tip of \$1 per bag minimum.





## SLIDE PRESENTATIONS

Following the conference, slide presentations remain available for three weeks. They may be found by logging in to your 'My AAPC' account at [www.aapc.com](http://www.aapc.com).

## SESSION CHANGES

If you download the myaapc app, you may make class changes directly in the app. There are also computer kiosks available to make class changes, based on availability, and reprint name badges and schedules. You are welcome to attend any session with available seating, regardless of what is printed on your schedule. Sessions are filled on a first-come, first-served basis.

## STANDBY LINE

The standby line is for individuals who would like to attend a session but do not have it printed on their schedule. We seat the registered attendees prior to seating the standby line. Every effort is made to accommodate all interested parties, though social distancing will be taken into account for the capacity of the class. Strict fire code regulations prohibit people from sitting on the floor.

## RECORDING OF CONFERENCE SESSIONS

Recording or videotaping of the breakout or general sessions is strictly prohibited. This conference is both photographed and videotaped for future use. Your attendance at the event denotes permission to publish your picture or likeness.

## EXHIBIT HALL HOURS

Don't forget to stop and see the Exhibit Hall and all that our great vendors have to offer. We appreciate their support and could not present our conferences without them. The Exhibit Hall is open during dedicated hall hours, so you may visit all the vendors while you eat.

### SUNDAY, MARCH 28

Welcome Reception . . . . . 4:30 PM – 7:00 PM

### MONDAY, MARCH 29

Coffee with Exhibitors . . . . . 7:00 AM – 8:00 AM  
Lunch with Exhibitors . . . . . 12:30 PM – 1:45 PM  
Break with Exhibitors . . . . . 3:00 PM – 3:45 PM

## EARNING CEUS

Registration for HEALTHCON does not guarantee you will receive continuing education credits. You must attend class to receive credits. Most sessions are worth 1.25 CEUs, although some general sessions are worth more or less. At the end of each session, the speaker will provide a CEU code. This code activates your CEUs in your member area at [www.aapc.com](http://www.aapc.com).

## CEU CARD

The CEU card is found at the back of this program. Fill in the sessions you attend with the corresponding CEU code given by the presenter at the conclusion of each session. You only submit a copy of the CEU card if selected for renewal verification. Please retain your own copy with the codes filled in. AAPC is not responsible for lost or stolen cards.

## SPECIALTY CREDENTIAL CEUS

The specialty CEUs for each session can be found online at [www.HEALTHCON.com](http://www.HEALTHCON.com) on the 'Agenda' tab, under session information, or will populate in your CEU tracker when you enter the index codes.

## CERTIFICATE OF ATTENDANCE

You will find an electronic version of this certificate in your 'My AAPC' area at [www.aapc.com](http://www.aapc.com). This certificate is proof of attendance only and is not accepted by AAPC for CEUs.

### TUESDAY, MARCH 30

Breakfast with Exhibitors . . . . . 7:00 AM – 8:00 AM  
Lunch with Exhibitors . . . . . 12:30 PM – 1:45 PM  
Break with Exhibitors . . . . . 3:00 PM – 3:45 PM

## PRODUCT STORE

Stop by the product store inside the exhibit hall to purchase AAPC merchandise. Show your AAPC spirit with a new AAPC accessory!



# ANATOMY EXPO

Celebrate the wonders of human anatomy at our very popular AAPC Anatomy Expo. This fast-paced event offers an in-depth look into the complex machine we call the human body. Physicians and clinical experts from a variety of specialties will use anatomical models, devices, and videos to provide an insider's look at the anatomic and physiologic nuances of the body. Novice and expert alike will find this session fun, informative, and exhilarating.

## **Under Pressure! Pressure Injuries: The Goal Is Zero**

**Daria Malan, CPC**

Learn the anatomy of the body's largest organ, the integumentary system (aka the skin), and why pressure ulcers remain such a problem in many healthcare settings.

## **So, It's Cancer — What Now?**

**Mark S. Synovec, MD**

Enter the life of an anatomic pathologist as they evaluate common malignancies and provide diagnostic and prognostic information in order to provide optimal care of cancer patients. We will discuss the workup of the initial diagnostic material and the follow-up excisional specimen, as well as appropriate CPT® coding for these services.

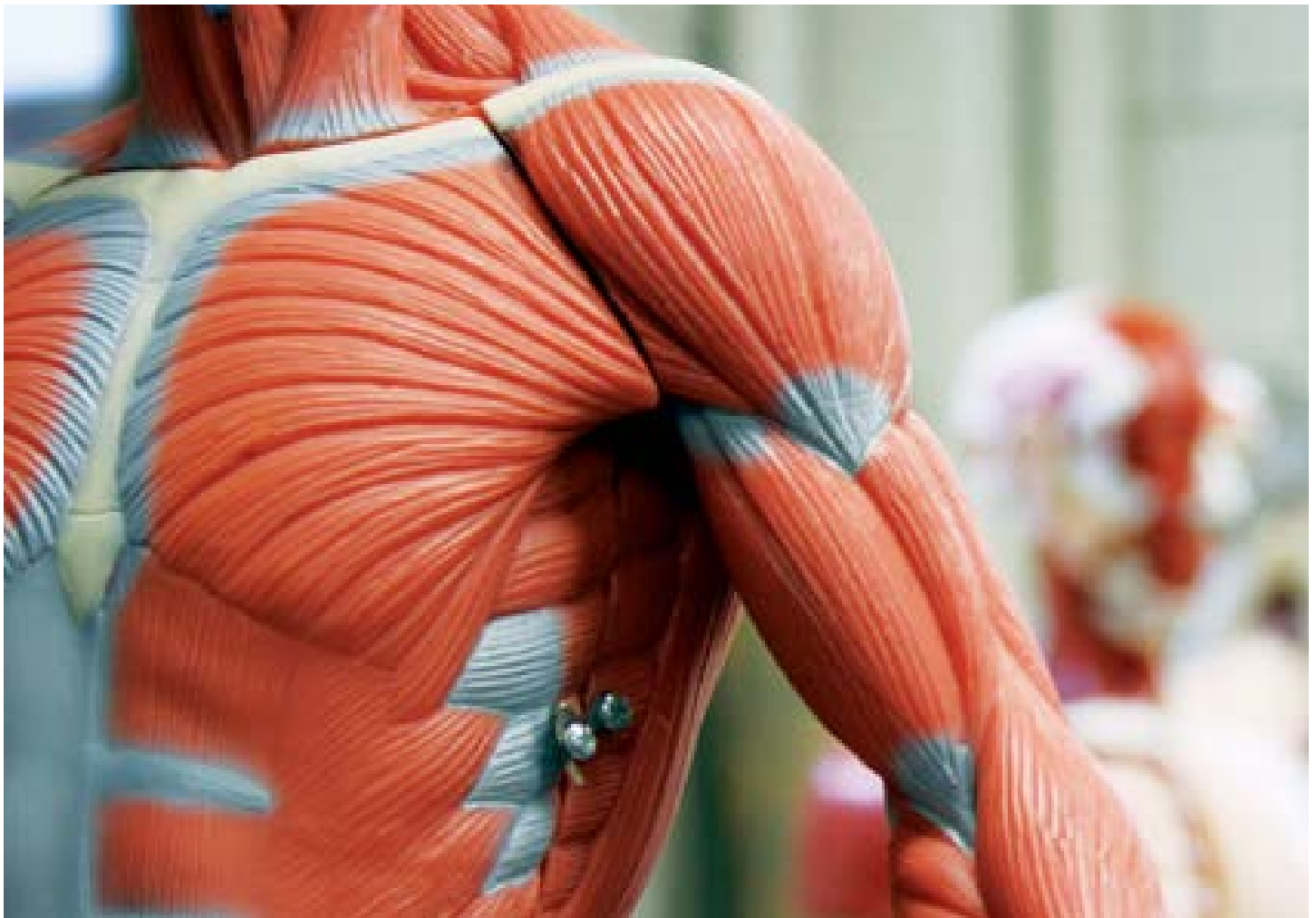
## **Lawrence M. Simon, MD**

This year, Dr. Larry Simon will be reviewing the anatomy of the nasal valve and the eustachian tube. In his review, he will focus on the anatomy relevant to the new CPT® codes related to nasal valve treatment and eustachian tube dilation. Attendees will gain an understanding of how these two unique structures are assembled and work, and they will gain an appreciation for the relevant anatomy and key terms that will enable them to better interpret and code operative notes.

## **Additional Presenters:**

**Samuel Church, MD, MPH, CPC, CRC**

**Louis Jimenez, RRT, CHT**



# NATIONAL ADVISORY BOARD OFFICERS (2018-2021)

## President



Michael Miscoe, Esq,  
CPC, CPCO, CPMA, CASCC, CCPC, CUC

## Secretary



Leonta Williams,  
CPC, CPCO, CRC, CEMC, CHONC

## President-Elect



Colleen Gianatasio,  
CPC, CPG-P, CPMA, CRC, CPG-I

## Member Relations



Lori Cox,  
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CPC-I



Stephanie Theborge,  
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## Region 3 - Mid-Atlantic



Astara Crews,  
CPC, CPEDC



Dianne Estes,  
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## Region 5 - Southwest



Vanessa Moldovan,  
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Sherri Remphry-Anderson,  
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## Region 2 - Atlantic



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Rhonda Buckholtz,  
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CGSC, COBGC, COPC,  
CPEDC

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Norma Panther,  
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CPG-I, CEMC, CHONC

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CPC-I, CIMC



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## Region 7 - Mountain/Plains



Robert Kiesecker,  
CPC, CPG-I, CCC



Pam Brooks,  
MHA, COC, PCS, CPC,  
AAPC Fellow

## Region 8 - West



Michael Warner,  
DO, CPC, CPCO, CPMA

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Michael Miscoe,  
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Robert Pelaia,  
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Karina Johnson, COC,  
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CIC, CPB, CPMA,  
CPPM, CPG-I, CANPC,  
CCC, CGSC, CHONC,  
COBGC, COSC, CPCD



Christopher Parrella,  
JD, CPC, CHC



Stacy Harper,  
JD, MHSA, CPC

# CHAPTER ASSOCIATION BOARD OF DIRECTORS

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**Chair**  
Heather Allen,  
LPN, COC, CPMA



Michele Stevens,  
CPC, CPMA,  
AAPC Fellow

## Region 2 - Atlantic



**Meeting Coordinator**  
Brenda Stevens, COC,  
CPC, CDEO, CPMA,  
CRC, CPC-I



Victoria Moll, COC,  
CPC, CPMA, CRC,  
CPRC, AAPC Approved  
Instructor, AAPC  
Fellow

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**Vice Chair**  
Rik Salomon, CPC,  
CRC, CEDC, CEMA



**Treasurer**  
Aileen Baldwin,  
CPC, CPPM

## Region 4 - Southeast



**Secretary**  
Robin Goudy,  
CPC, CRC



Kimberly Espinosa,  
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## Region 5 - Southwest



Joan Snodgrass,  
CPC, CRC, CPB, AAPC  
Approved Instructor



Rhonda McCaskill,  
COC, CPC

## Region 6 - Great Lakes



Denise Garrett, COC,  
CPC, CPCO, CPMA,  
CPPM, CSFAC



Tammy Vannatter-  
Berger, CPC

## Region 7 - Mountain/Plains



Tabitha Iverson, CPC



Tricia Tuttle, CPC, CPB,  
CPB-I, CEMC, AAPC  
Approved Instructor

## Region 8 - West



Kristin Rodriguez, CPC,  
CEMC, CDEO, CPC-I,  
CPMA, COC, CRC



Julia Mitchell, CPC,  
CDEO, CRC

# PAST CONFERENCES & ACKNOWLEDGMENTS

## NAB Past Presidents

2015-2018 Jaci Kipreos  
 2013-2015 David Dunn, MD  
 2011-2013 Cynthia Stewart  
 2009-2011 Terry Leone  
 2007-2009 Deborah Grider  
 2005-2007 Cindy Parman  
 2003-2005 Jeri Leong  
 2001-2003 Georgette Gustin  
 1999-2001 Susan Garrison  
 1996-1999 Janet McDiarmid  
 1996 Gay Boughton-Barnes  
 1993-1995 Nancy Maguire

## Past AAPCCA Chairs

2019-2020 Cynthia Stephenson  
 2018-2019 Ruby Woodward  
 2016-2017 Linda Martien  
 2015-2016 Candice Fenildo  
 2014-2015 Barbara Fontaine  
 2013-2014 Brenda Edwards  
 2012-2013 Angela Jordan  
 2011-2012 Melissa  
 Brown-Caperton  
 2009-2011 Jill Young  
 2009 Linda Hallstrom  
 2007-2009 Terry Fletcher

## Local Chapter of The Year

2020 To be announced at conference  
 2019 Billings, Montana and  
 Minneapolis, Minnesota  
 2018 Garden City, New York  
 2017 Winston-Salem, North Carolina  
 2016 Tulsa, Oklahoma  
 2015 Monmouth, New Jersey  
 2014 Albany, New York  
 2013 Spartanburg, South Carolina  
 2012 St. Louis West/Minneapolis  
 2011 Springfield, Missouri  
 2010 Columbia, South Carolina  
 2009 Chapel Hill, North Carolina  
 2008 Savannah, Georgia  
 2007 Charlottesville, Virginia  
 2006 Loma Linda, California  
 2005 Kansas City, Missouri  
 2004 Nashville, Tennessee  
 2003 Madison, Wisconsin  
 2002 Atlanta, Georgia  
 2001 Omaha, Nebraska  
 (Metro Omaha)  
 2000 Atlanta, Georgia  
 1999 Peoria, Illinois  
 1998 Little Rock, Arkansas  
 1997 Honolulu, Hawaii  
 1996 Birmingham, Alabama and  
 Honolulu, Hawaii

## Locations of National Conferences

2020 Virtual  
 2019 Las Vegas  
 2018 Orlando  
 2017 Las Vegas  
 2016 Orlando  
 2015 Las Vegas  
 2014 Nashville  
 2013 Orlando  
 2012 Las Vegas  
 2011 Long Beach  
 2010 Jacksonville  
 2009 Las Vegas  
 2008 Anaheim/Orlando  
 2007 Seattle  
 2006 St. Louis  
 2005 Salt Lake City  
 2004 Atlanta  
 2003 Honolulu  
 2002 Washington, DC  
 2001 Las Vegas  
 2000 Minneapolis  
 1999 Anaheim  
 1998 Dallas  
 1997 Orlando  
 1996 San Diego  
 1995 New Orleans  
 1994 Nashville  
 1993 Bahamas Cruise





# CONFERENCE NOTES

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INSIDE ZHP  
VIDEO SEMINARS  
REFERENCE eBOOKS  
ANATOMY CHARTS  
VISIT US AND SEE WHAT  
YOU'RE MISSING



2021 WEBINARS  
LIVE SEMINARS  
REFERENCE BOOKS  
CHARGE SHEETS  
e-LEARNING

## How can we help you?

Top notch training offered four times a year and now even on demand. Very beneficial for me to have the "On Demand" option. - *Renee Bull*

I would like to say that I find the Ask Dr Z section of the website amazingly helpful. I can search old questions and find the answers I need without even having to ask a question myself. I have found many helpful questions and answers with similar scenarios to mine. - *Amanda Klintworth RT BS*

I would not be able to do my job without these books. The rules for Interventional Radiology and Cardiac coding are complex and committing them all to memory is impossible (for me). Especially when it's a scenario that doesn't come up on a frequent basis. I consider these books a step by step guide on how to code these cases. Having CMS guidelines and NCCI references incorporated saves me time by not having to navigate the CMS website. - *Lisa Walters CIRCC, CVT*

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# SCHEDULE AT A GLANCE

## Saturday, March 27

|  |                   |           |
|--|-------------------|-----------|
| PRE: TEACH THE TEACHER                         | 8:00 AM - 4:00 PM | 8.00 CEUs |
| PRE: AAPC EXAM                                 | 9:00 AM - 2:40 PM |           |
| PRE: LOCAL CHAPTER OFFICER LEADERSHIP TRAINING | 5:30 PM - 8:30 PM | 3.00 CEUs |

## Sunday, March 28

|   |                   |           |
|---|-------------------|-----------|
| INFO: GENERAL INFORMATION               | 7:00 AM - 4:30 PM |           |
| PRE: HEALTHCON ROOKIES: LEARN THE ROPES | 1:00 PM - 1:45 PM | 1.00 CEU  |
| GS1: CONFERENCE WELCOME                 | 2:00 PM - 3:00 PM | 1.00 CEU  |
| GS2: 2021 E/M LESSONS LEARNED           | 3:15 PM - 4:30 PM | 1.25 CEUs |
| EH1: WELCOME RECEPTION WITH EXHIBITORS  | 4:30 PM - 7:00 PM |           |

## Monday, March 29

|  |                     |           |
|--|---------------------|-----------|
| EH2: NETWORKING WITH EXHIBITORS  | 7:00 AM - 8:00 AM   |           |
| INFO: GENERAL INFORMATION  | 7:00 AM - 4:30 PM   |           |
| GS3: KEYNOTE GENERAL SESSION: SHIFTS IN HEALTHCARE DELIVERY:<br>IT'S MORE THAN JUST TELEMEDICINE | 8:15 AM - 9:30 AM   | 1.25 CEUs |
| BREAKOUT SESSION 1   | 9:45 AM - 11:00 AM  | 1.25 CEUs |
| BREAKOUT SESSION 2   | 11:15 AM - 12:30 PM | 1.25 CEUs |
| EH3: NETWORKING LUNCH WITH EXHIBITORS  | 12:30 PM - 1:30 PM  |           |
| BREAKOUT SESSION 3   | 1:45 PM - 3:00 PM   | 1.25 CEUs |
| EX1: ANATOMY EXPO  | 1:45 PM - 4:45 PM   | 3.00 CEUs |



# SCHEDULE AT A GLANCE

## Monday, March 29

EH4: NETWORKING BREAK WITH EXHIBITORS 3:00 PM - 3:45 PM

BREAKOUT SESSION 4 3:45 PM - 5:00 PM 1.25 CEUs

## Tuesday, March 30

EH5: NETWORKING BREAK WITH EXHIBITORS 7:00 AM - 8:00 AM

INFO: GENERAL INFORMATION 7:00 AM - 4:30 PM

GS4: TELEMEDICINE PANEL 8:15 AM - 9:30 AM 1.25 CEUs

GS5: E/M PANEL 9:45 AM - 11:00 AM 1.25 CEUs

## Tuesday, March 30

BREAKOUT SESSION 5 11:15 AM - 12:30 PM 1.25 CEUs

EH6: NETWORKING LUNCH WITH EXHIBITORS 12:30 PM - 1:30 PM

GS6: LEGAL TRENDS 1:45 PM - 2:45 PM 1.25 CEUs

EH7: NETWORKING BREAK EXHIBITORS 2:45 PM - 3:45 PM

BREAKOUT SESSION 6 3:45 PM - 5:00 PM 1.25 CEUs

## Wednesday, March 31

EH8: MEMBER NETWORKING BREAKFAST 7:00 AM - 8:00 AM 1.00 CEU

GS7: STAYING MOTIVATED AND MANAGING STRESS DURING CHALLENGING TIMES 8:15 AM - 9:30 AM 1.25 CEUs

BREAKOUT SESSION 7 9:45 AM - 11:00 AM 1.25 CEUs

BREAKOUT SESSION 8 11:15 AM - 12:30 PM 1.25 CEUs

# CONFERENCE NOTES

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## *The Leader in Outsourced Coding*

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# CONFERENCE NOTES

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And More Certifications = More Pay.

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*Our studies show that AAPC certified coders earn an average of \$10,000 more per year than their uncertified peers. Also, students who train with AAPC are 3 times more likely to pass their exams.*

## Additional Certification

*Many of our members will differentiate themselves by earning additional certification(s) for a specific skill set or specialized area of medicine. Studies show that more certifications typically amount to higher pay.*

AAPC offers a wide range of courses, each designed to get you certified and well prepared to thrive in your field. Our options are flexible — train on a set schedule with a live instructor or 'on demand' at your own pace. Either way, why not start today?

Learn more at [aapc.com/training](https://www.aapc.com/training)

# CONFERENCE SCHEDULE - Saturday, March 27

## Pre-Conference

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**8:00 AM - 4:00 PM | 8 CEUs**

### PRE: TEACH THE TEACHER

This workshop provides certified instructors with tools to improve their teaching and communication skills. This is also a great opportunity to network with other instructors. Earn 8 CTUs or 8 CEUs for participation in this workshop.

**Room:** Dallas 5-7

## Exam

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**9:00 AM - 2:40 PM**

### PRE: AAPC EXAM

**Room:** Escondido (Vineyard Tower)

## Pre-Conference

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**5:30 PM - 8:30 PM | 3 CEUs**

### PRE: LOCAL CHAPTER OFFICER LEADERSHIP TRAINING

The AAPCCA Board of Directors will be holding a leadership meeting exclusively for all officers. Please plan on coming a little early for some great tips on serving as a local chapter officer and networking with like-minded individuals!

**Room:** Escondido (Vineyard Tower)

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# CONFERENCE SCHEDULE - Sunday, March 28

## Information

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**7:00 AM - 4:30 PM**

### INFO: GENERAL INFORMATION

Registration will be a bit different this year as we want to comply with social distancing restrictions. Please be sure to register on the Conference App as you arrive! We will have a general information desk to answer any outstanding questions onsite.

**Room:** Texas Ballroom Foyer

## General

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**1:00 PM - 1:45 PM | 1.00 CEU**

### PRE: HEALTHCON ROOKIES: LEARN THE ROPES

Is this your first HEALTHCON? Then this is the session for you! This session will be as informative as it is interactive. Learn about using our app, logging CEU codes correctly, networking best practices, and other information that will help you get the most out of your HEALTHCON experience.

**Room:** Texas Ballroom AB

## General Session 1

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**2:00 PM - 3:00 PM | 1.00 CEU**

### GS1: CONFERENCE WELCOME

**Bevan Erickson, AAPC CEO**

Join Bevan Erickson, AAPC's CEO, for his State of AAPC address. He will cover exciting new and upcoming developments within

your organization, why we're moving in these directions, and how these evolutions will impact your daily life, both inside and outside of work.

**Room:** Texas Ballroom AB

## General Session 2

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**3:15 PM - 4:30 PM | 1.25 CEUs**

### GS2: 2021 E/M LESSONS LEARNED

**Raemarie Jimenez, CPC, CDEO, CIC, CPB, CPMA, CPPM, CPC-I, CANPC, CRHC**

In preparation for the implementation of the new 2021 E/M guidelines for office visits, AAPC conducted many provider and coder trainings. In this session we will discuss comments, questions, and lessons learned along the way.

**Room:** Texas Ballroom AB

## Exhibit Hall

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**4:30 PM - 7:00 PM**

### EH1: WELCOME RECEPTION WITH EXHIBITORS

**Room:** Texas Ballroom CD 1-6

# CONFERENCE NOTES

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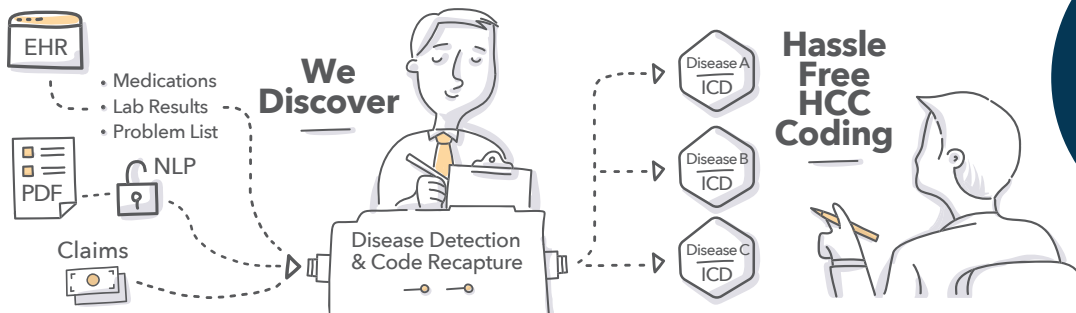
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*Stay tuned for more details!*

# “Hello!”

(It's always nicer to hear than read.)



Come pay us a visit at the AAPC booth – in person or virtually! Our booth features real, live humans (imagine that) who love meeting members and would love to see you. They might even have some exclusive discounts for you!

If you're attending the conference in person, just pop by. If you're online, just find the "AAPC Booth room" link and click in. Throughout your time at the conference, we'll be here to answer any questions you might have – whether it's about the conference, coding, or just what tomorrow's weather is supposed to be like.



**Stop by and say hello!**



# CONFERENCE SCHEDULE - Monday, March 29

## Exhibit Hall

**7:00 AM - 8:00 AM**

### **EH2: NETWORKING WITH EXHIBITORS**

**Room:** Texas Ballroom CD 1-6

## Information

**7:00 AM - 4:30 PM**

### **INFO: GENERAL INFORMATION**

**Room:** Texas Ballroom Foyer

## General Session 3

**8:15 AM - 9:30 AM | 1.25 CEUs**

### **GS3: KEYNOTE GENERAL SESSION: SHIFTS IN HEALTHCARE DELIVERY: IT'S MORE THAN JUST TELEMEDICINE**

**Robin Farmanfarmaian**

Learn about the trends, tech, and influences changing the standard healthcare delivery model. The patient experience is changing, expectations are evolving, and major healthcare stakeholders are recognizing healthcare delivery can be accomplished in many ways beyond the typical clinic or hospital visit. Learn about the different factors converging that are causing this shift: Payers (MCOs, PPOs, CMS, Employers); Technology (connectivity, clinical grade sensors, FDA-approved AI); and new companies entering healthcare with distinctly different offerings (apps, coaching, virtual care, video, text, mail order, site-less clinical trials, in-home, in-office, IVs, in-retailer, medical-grade consumer devices).

**Room:** Texas Ballroom AB

## Breakout Session 1

**9:45 AM - 11:00 AM | 1.25 CEUs**

### **1A: THE DISEASE PROCESS OF HYPERTENSION**

**Sharon Jane Oliver, CPC, CDEO, CPMA, CRC**

Hypertension is known as the "Silent Killer." This presentation will show the body's reaction to hypertension. It goes through the diagnosis codes, details the documentation requirements to meet medical necessity, and selection of the accurate level of MDM.

**Room:** Grapevine A

### **1B: GENERAL SURGERY PITFALLS: ADDRESSING 10 COMMON PAIN POINTS IN GENERAL SURGERY**

**Kathleen Burris-Fowlkes, COC, CPC, CPMA, CPC-I, CEMC, CGSC**

This presentation will address 10 commonly questioned scenarios for general surgery coding using case examples. We will discuss several different questions that I have encountered during my career including: 1 - Liver biopsies 2 - Complex abdominal repairs including component separation 3 - Hernia repairs, including hiatal hernias in conjunction with gastric restrictive procedures 4 - Incidental appendectomy.

**Room:** Grapevine D

### **1C: CURRENT REVENUE CYCLE TRENDS IN ORTHOPEDICS**

**Lynn M. Anderanin, CPC, CPMA, CPPM, CPC-I, COSC**

Coding, policies, guidelines, prior authorization, medical necessity, and reimbursement constantly change for the orthopedic practice. This session will look at what's happening now in orthopedics and will include a look at the effects of the E/M office visit guideline changes since January 2021.

**Room:** Austin 4-6

### **1D: INPATIENT CODING: WHAT IS YOUR SPECIFICITY?**

**Marco Unzueta, CPC, CDEO, CIC, CPC-I**

This presentation will go over a brief introduction of what inpatient coding is, the ICD-10-CM/PCS guidelines, and a quick understanding of PCS. This will cover the importance of proper selection of codes for both diagnoses and procedures to show what positive and negative impacts it can have. Attendees will be exposed to DRG assignment and what can be done for proper physician education, as well as internal education. Overall, the purpose will be to code to the highest specificity in the inpatient setting as well as providing the necessary education.

**Room:** Dallas 5-7

# CONFERENCE SCHEDULE - Monday, March 29

## 1E: AMBULATORY SURGERY CHANGES: 2021 AND BEYOND

**Heather Rothstein, CPCO**

In this interactive presentation, the audience will be introduced to the new codes for ASC beginning 2020. This will include the addition of new guidelines and new CPT® and HCPCS Level II codes. At the end of the presentation, time will be allotted for Q/A with the speaker.

**Room:** Grapevine B

## 1F: COMMUNICATION AND TEAM CONCEPT IMPROVES PRACTICE MANAGEMENT

**Marcy Garuccio, CPC, CPMA, CANPC**

Improving practice management starting with the patient entering your office, proceeding through the visit, and discharge. Tracking the documentation, coding and billing through the revenue cycle management. How each staff member can impact the visit financially without even knowing it.

**Room:** San Antonio 4-6

## 1G: REVENUE ROUNDUP

**Gina Piccirilli, CPC, CPB, CPMA**

Learn effective "Back Office" operations and increase revenue. We will create an inside audit to our billing processes and effectively learn to communicate with all parts of the Revenue cycle to execute efficiently. Utilize the EMR to its best potential and utilize reports. Start our procedure to increase workflows and a true denial management platform.

**Room:** Fort Worth 5-7

## 1H: CONVEYING THE AUDIT FINDINGS: THE SPREADSHEET AND THE FINAL REPORT

**Jaci J. Kipreos, COC, CPC, CDEO, CPMA, CPC-I, CEMC**

**Amy Lee Smith, COC, CPC, CPMA**

How does an auditor successfully reflect audit findings in a spreadsheet and how does that spreadsheet correlate to the final report? Please join us as we discuss these questions and step through the creation of both.

**Room:** Grapevine 1-3

## 1I: EFFECTIVE COMPLIANCE POLICIES

**Rhonda Buckholtz, CPC, CDEO, CPMA, CRC, CENTC, CGSC, COBGC, COPC, CPEDC**

In this session we will talk about how to develop, maintain, and monitor compliance policies that are most beneficial to your practice. Hot spots, benefits, and template use will help you learn the skills needed to enact a diverse compliance program.

**Room:** Grapevine 4-6

## 1J: TELEMEDICINE: ACHIEVING DOCUMENTATION AND CODING SUCCESS

**Stephanie M. Sjogren, CPC, CDEO, CPMA, CPC-I**

Interest in telemedicine has grown steadily over recent years, but the impact of COVID-19 has greatly accelerated the need to deliver remote care. As healthcare is provided on a virtual basis both today and in a post-COVID world, what does this mean for your documentation, coding, and billing processes?

**Room:** Grapevine C

## CONFERENCE NOTES

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# CONFERENCE SCHEDULE - Monday, March 29

## Breakout Session 2

11:15 AM - 12:30 PM | 1.25 CEUs

### 2A: DOCUMENTATION OF GRAY AREAS FOR '95 AND '97 GUIDELINES IN E/M

Angela B. Clements, CPC, CPMA, CEMC, CGSC, COSC

This presentation will discuss gray areas of documentation for scoring E/M levels using the '95 and '97 guidelines by discussing the strictest interpretation of the guidelines. By educating your providers to document according to the strictest interpretation of the guidelines, you are helping set your provider up for success.

Room: Grapevine A

### 2C: FINE TUNING YOUR DOCUMENTATION FOR MEDICAL NECESSITY IN COSMETIC/PLASTIC SURGERY

Stephanie Thomas, CPC, CANPC

An in-depth look at plastics and reconstructive surgery coding with a focus on what needs to be included in documentation in order to meet the CPT® requirements of services and medical necessity. Look forward to an engaging presentation including information regarding CPT® and ICD-10 coding associated with these codes.

Room: Dallas 5-7

### 2D: HOSPITAL COMPLIANCE DURING A PUBLIC HEALTH EMERGENCY

Marianne Durling, MHA, RHIA, CCS, CDIP, CPC, CPCO, CIC

This session will focus on compliance lessons learned during the COVID-19 pandemic. We will talk about compliance changes during the PHE as well as the new normal after the pandemic. Attendees will learn about compliance concerns post-pandemic. We will also review telehealth compliance before, during, and after the pandemic.

Room: San Antonio 4-6

The advertisement features a background image of a person in a white lab coat using a calculator on a desk with a laptop and glasses. The UNIFY Healthcare Services logo is in the top left, and a dark blue banner with the text 'REVENUE CYCLE MANAGEMENT' is in the top right. The main text on the left reads 'Our Revenue Cycle Management Services Cover Your End-to-End Needs' with contact information below. A bulleted list of services is on the right.

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# CONFERENCE SCHEDULE - Monday, March 29

## 2E: INFUSION, HYDRATION, AND INJECTION CODING

**Michele M. Stevens, CPC, CPMA**

Understanding the hierarchy of infusion, hydration & injection coding while following coding guidelines that appear to point you in another direction as you've just read an NCCI edit for a specific drug that required hydration pre/post for a chemo infusion that you thought you didn't code hydration. Let's dig into this together, but remember each MAC has their own specific guidance that must be researched well before you determine how to write a policy for your department and this is one of those areas that every organization should have one on file.

**Room:** Grapevine B

## 2F: WHAT MAKES A SUCCESSFUL MEDICAL PRACTICE MANAGER

**Judy A. Wilson, COC, CPC, CPCO, CPC-P, CDEO, CPB, CPPM, CANPC**

Learn the skills and qualities that will make you a successful medical practice manager.

**Room:** Grapevine 1-3

## 2G: TWO SIDES OF DENIALS: PAYERS AND PROVIDERS

**Stephanie M. Sjogren, CPC, CDEO, CPMA, CPC-I**

**Stephanie Ann Thebarg, CPC, CPPM, CEMC, CHONC**

Delve into the world of denials, from the payer side to the provider side. We will discuss what payers are looking for and what providers need to include in their appeals, as well as review the appeals process, medical necessity, and why it's important to develop a relationship with your provider representative. Stephanie Sjogren will present the payer side and Stephanie Thebarg will present the provider side.

**Room:** Grapevine D

## 2H: READY, AIM, FIRE: UNDERSTANDING THE STRATEGY OF MEDICAL NECESSITY

**Kathleen Michele Rowland, BSN, RN, CHC, CPC, CPC-I, CEMC**

Medical necessity is a critical concept in coding. And with the new E/M changes in effect for office visits, medical necessity will be under specific scrutiny. As physicians, practice managers, administrators, coders, and billers, are you frustrated with receiving denials based on "medical necessity" or "care is not reasonable and necessary?" Are you asking yourself "What do they want to support medical necessity?" How well do you understand medical necessity? Those responsible for submitting claims, as well as service providers, need to have a thorough understanding of how payers make a medical necessity determination. This session will apply

the general payer concept of medical necessity to the recent E/M changes. Medical decision making is the area of the visit auditors evaluate as the primary determinant of the level of service. This session will also review medical decision making and focus on how medical necessity is supported by the service(s) provided.

**Room:** Grapevine C

## 2I: COMPLIANCE PROGRAM EFFECTIVENESS UPDATE

**Gina Piccirilli, CPC, CPB, CPMA**

The updated 2020 DOJ Guidance has 245 questions/factors to evaluate a compliance program. This is about double the number of questions in the previous Guidance. These are not replacement questions but enhancements to what was already in place. The focus is on the evidence, or credible proof, that your compliance program is effective. Industry experts estimate that less than 10 percent of all compliance programs will meet the standards for all the questions. How does your compliance program score? Learn what is required to meet the challenge of having a successful compliance program.

**Room:** Austin 4-6

## 2J: CULTURAL SENSITIVITY AND DIVERSITY IN HEALTHCARE

**MariaRita Genovese, CPC**

This fun and informative session will highlight cultural differences in general in healthcare and give you new insights into thinking globally. Topics include religion in healthcare, LGBTQ+ patients, cultural sensitivity, and more.

**Room:** Grapevine 4-6

## Exhibit Hall

**12:30 PM - 1:30 PM**

**EH3: NETWORKING LUNCH WITH EXHIBITORS**

**Room:** Texas Ballroom CD 1-6

# CONFERENCE SCHEDULE - Monday, March 29

## Breakout Session 3

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**1:45 PM - 3:00 PM | 1.25 CEUs**

### **3A: STRATEGY MAKES EXPERIENCE: EVOLVING AS A SUBJECT MATTER EXPERT**

**Peggy A. Stilley, CPC, CPB, CPMA, CPC-I, COBGC**

**Craig Laursen, CPC, CPC-I**

AAPC is always looking for individuals with a desire to share their experiences and knowledge. Fortunately, our membership is a great talent pool. AAPC and its members mutually benefit from members engaging in projects as subject matter experts (SMEs). There are many SME volunteer and contract roles with AAPC, and this session will provide clarity and insight into how to approach and take advantage of these opportunities.

**Room:** Grapevine 4-6

### **3B: LET'S SIMPLIFY GENERAL SURGERY CODING**

**Jaci J. Kipreos, COC, CPC, CDEO, CPMA, CPC-I, CEMC**

This presentation will compile the many sources that influence general surgery coding to provide a consolidated source of general surgery guidelines. We will cover the coding guidelines for breast surgeries, appendectomies, cholecystectomies, and intestinal and colon procedures. We will also discuss the differences between the AMA, NCCI, ACS, and CMS guidelines for these procedures.

**Room:** Grapevine A

### **3C: IN THE CATH LAB: CARDIAC CATHETERIZATION AND PCI CODING**

**Sharon Jane Oliver, CPC, CDEO, CPMA, CRC,**

Understanding the basics of Cardiology Anatomy leading to simple diagnostics to Cardiac Cath and Interventional (PCI) procedural CPT and ICD-10-CM coding. Identify Cardiac Cath and/or PCI bundling issues and new billing opportunities for your cardiology practices, along with reviewing the language in a Cath Lab Procedure report.

**Room:** Grapevine B

### **3D: A DEEP DIVE INTO SECONDARY DIAGNOSIS CODING FOR HOSPITALS**

**Leonta Williams, CPC, CPCO, CRC, CEMC, CHONC**

Have you heard the following from payers? That CC is not really a CC because the diagnosis could not be validated! Or, are you having trouble identifying those secondary diagnoses because of conflicting provider documentation? Many times, secondary conditions are overlooked because the entire medical record for the hospital stay is not being reviewed. Common example: Documentation by the ED physician preceding the admit order. It today's healthcare reimbursement world.

**Room:** Dallas 5-7

### **3E: MODIFIERS, IMPACT ON THE REVENUE CYCLE**

**Jennifer R. Swindle, CPC, CIC, CPMA, CEMC, CFPC**

Modifiers are an additional complexity for coders to conquer and can have serious ramifications on the revenue cycle, whether for under use, causing organizations not to obtain appropriate reimbursement, or for over use, opening up organizations to risk and potential paybacks. Denials for hospital outpatient services can often be a result of misuse of modifiers. The key concepts of when modifiers are needed, the types of modifiers that exist, and the documentation that is required to support modifier use will be explored. This presentation will focus on modifiers that most often result in facility denials and steps to resolution.

**Room:** Grapevine D

### **3F: WINNING THE EMPLOYEE LOTTERY: HOW TO HIRE AND KEEP THE BEST STAFF**

**Karen Billings, CPCO, CPB**

Unless our educational specialty is in human resources, very few professionals have the opportunity to be trained on how to select and evaluate employees. Yet our employees are our most valuable assets - great employees help our practice shine, and bad employees can leave us with poor reputation. Government employment practices are often seen as rigid, but they provide a good frame work for private practices to improve hiring and elevation techniques. This session will discuss how government entities recruit, select and retain employees to give participants a frame work for their own human resources function.

**Room:** Grapevine 1-3

### **3G: BALANCING ACT: NAVIGATING BALANCE BILLING**

**Heather Rothstein, CPCO**

Balance billing received significant media coverage in 2020 due to the COVID-19 crisis. This presentation describes the practice of balance billing, details the state laws surrounding balance billing, and covers ways for practices to avoid balance



# CONFERENCE SCHEDULE - Monday, March 29

billing errors, the mitigating steps a practice is allowed to take, and why. We will go over EOBs to offer a real-life example and discuss how the practice should handle the situation. We will also cover balance billing policies in a provider's office and the perks vs drawbacks for and against balance billing.

**Room:** San Antonio 4-6

### 3H: EFFECTIVE COMMUNICATION: NON-CLINICIANS EDUCATING CLINICIANS EFFECTIVELY

**Shannon O'Tyson DeConda, CPC, CPMA, CPC-I, CEMC**

You don't have to be a grammar expert to write an effective audit report, nor do you have to attend weekly Toastmasters sessions to be an intriguing trainer, but you do need to know how to best communicate your findings orally and in writing to truly make an impact in your career. Knowledge is power, but not if you cannot effectively communicate it.

**Room:** Grapevine C

### 3I: MEDICARE TPE AUDIT PROGRAM: APPEALS AND IMPLICATIONS UNDER THE VOLUNTARY DISCLOSURE RULE

**Michael D. Miscoe, Esq, CPC, CPCO, CPMA, CASCC, CCPC, CUC**

The CMS TPE audit program is one where a small number of claims are evaluated and, as a result, where errors are found. Since the error amounts are usually not that large, providers often do not see the value in appealing these determinations; instead focusing on implementation of corrective action necessary to "pass" the second phase of the TPE audit cycle. Unfortunately, any adverse result cannot simply be paid and forgotten. In this presentation, we will address the mandatory disclosure component of the False Claims Act, how this rule can be triggered by an adverse finding in a TPE audit, and the process for mitigating disclosure risk.

**Room:** Fort Worth 5-7

### 3J: ARE YOU A FUTURE AAPC LEADER - PANEL

**Colleen Gianatasio, CPC, CPC-P, CPMA, CRC, CPC-I**

**Heather Marie Allen, COC, CPMA**

**Rhonda Buckholtz, CPC, CDEO, CPMA, CRC, CENTC, CGSC, COBGC, COPC, CPEDC**

**Pamela J Brooks, COC, CPC**

Let the leader in you shine! Have you always wanted to move into a leadership role in your local chapter, at the AAPC national level, or in your job or community? Learn what it takes and how to achieve your goal by talking with those who have done it. The relaxed, informal round table atmosphere of this session will allow you to ask questions, get personal advice, and learn how to obtain leadership roles to explore and grow your skills.

**Room:** Austin 4-6

## EX1: Anatomy Expo

**1:45 PM - 4:45 PM | 3.00 CEUs**

**Louis Jimenez, RRT, CHT**

**Daria Christine Malan, CPC**

**David J Freedman DPM, FASPS, CPC, CPMA, CSFAC**

**Samuel "Le" Church, MD, MPH, CPC, CRC**

**Mark S. Synovec, MD**

**Maria Angel, MD**

Celebrate the wonders of human anatomy at our very popular AAPC Anatomy Expo. This fast-paced event offers an in-depth look into the complex machine we call the human body. Physicians and clinical experts from a variety of specialties will use anatomical models, devices, and videos to provide an insider's look at the anatomic and physiologic nuances of the body. Novice and expert alike will find this session fun, informative, and exhilarating.

**Room:** San Antonio 1-3 and Austin 1-3

## Exhibit Hall

**3:00 PM - 3:45 PM**

**EH4: NETWORKING BREAK WITH EXHIBITORS**

**Room:** Texas Ballroom CD 1-6

# CONFERENCE SCHEDULE - Monday, March 29

## Breakout Session 4

**3:45 PM - 5:00 PM | 1.25 CEUs**

### **4A: RISK ADJUSTMENT DOCUMENTATION AND CODING: CHANGING THE FOCUS**

**Marla K Dumm, CPC, CRC**

The Centers for Medicare & Medicaid Services (CMS) were instrumental in moving health care payments from the traditional volume-based fee-for-service models towards value-based or risk adjusted payment models. This shift focuses on reducing the cost of health care in the U.S. while also giving healthcare providers incentives to improve their quality of care. These models require a risk adjustment methodology, with payment adjusted based on the burden of illness of each individual in a given benefit year. With increased enrollment in managed care plans and Accountable Care Organizations by facilities and medical groups, to include rural health clinics and federally qualified health centers, the focus is changing and showcases the importance of detailed clinical documentation, appropriate interpretation of the medical record documentation and accuracy of ICD-10-CM code assignment for chronic conditions and co-morbidities. This session will explore the role Hierarchical Condition Category (HCC) coding plays in supporting complexity of care, how accurate data can affect value-based payments and explore best practices for expanding your coding workflows to include capture of risk adjusted codes.

**Room:** Grapevine D

### **4B: CONFESSIONS OF A GAS GIRL: CODING FOR GASTROENTEROLOGY**

**Jessica Miller, CPC, CPC-P, CGIC**

This presentation will review digestive system anatomy and give a brief overview of the most common procedures that gastroenterologists perform: colonoscopy, EGD, and ERCP. We will discuss common billing errors, CCI edits, and proper use of modifiers, along with LCD/NCDs applicable to this specialty. I will also explain why guidance from CMS can contradict specialty society recommendations regarding screening frequency and what to do about it.

**Room:** Fort Worth 5-7

### **4C: THESE GENES ARE NOT YOUR CONVENTIONAL LEVI'S!**

**Lawrence M. Simon, MD**

Take some time to learn the science behind molecular pathology and genetic testing. Why is the relationship between one gene and one protein so important? Decide for yourself what PLA, MAA, BRC1, HUGO, and HLA represent. Are they medical acronyms or alphabet soup? This session will outline the why, how, and when behind molecular pathology services. Would you like to know why medical necessity is a big factor associated with

these services? Would you like to learn the rules for billing and coding proprietary laboratory analyses and multianalyte assays? Brush off your high school biology and come learn the answers to these questions and more.

**Room:** Austin 4-6

### **4D: PATHOPHYSIOLOGY FOR THE INPATIENT CODER: CARDIOVASCULAR**

**Kathryn Williamson, CPC, CIC**

Expertise in anatomy, medical terminology, and pharmacology are the hallmark tools of an exceptional coder. However, in order to complete your toolbelt, knowledge of pathophysiology is key; especially for inpatient coders. It will help you identify symptoms vs complications and better understand provider documentation as it pertains to diagnostic coding, as well as clearly identify opportunities for queries. This presentation will strive to increase your knowledge of cardiovascular pathophysiology so you can add this critical skill to your toolbelt.

**Room:** San Antonio 4-6

### **4E: WHAT'S IN A WORD? COMMUNICATING WITH PROVIDERS**

**Tracy Bird, CPC, CPMA, CPC-I, CEMC**

**Sarah Jane Reed, CPC, CPC-I**

Effective communication between coders and providers is crucial to operations, quality care for patients, and success of the revenue cycle. Poor communication can lead to inefficiencies, lost revenue, and safety concerns. Communication involves speaking, active listening, body language, communication styles, and understanding personality types. This session is designed to help coders and physicians communicate more effectively with one another and to transfer those skills for effective communication with all staff and patients.

**Room:** Grapevine A

### **4F: START WITH EMPATHY: HOW PRACTICING EMPATHY CAN ELEVATE HUMAN CAPITAL AND IMPROVE ORGANIZATIONAL PRODUCTIVITY**

**Rhonda Buckholtz, CPC, CDEO, CPMA, CRC, CENTC, CGSC, COBGC, COPC, CPEDC**

Collaboration is essential to any successful organization. Unfortunately, how we individually perceive the world can sometimes cause miscommunication and conflicts that hinder effective teamwork. Learning how empathy can help influence teams and build productivity will help you take your organization to higher levels. Empathy must be the driving force and catalyst in today's business models. This presentation will show you how to leverage those skills.

**Room:** Grapevine 4-6

# CONFERENCE SCHEDULE - Monday, March 29

## 4G: GLOBAL BILLING AND MODIFIERS

Jennifer McNamara, CPC, CRC, CPC-I, CGSC, COPC

Discuss billing modifiers and how they effect the billing process. Discuss difference between CMS & AMA guidelines. Show samples of how to use the most common modifiers for Global period and surgery. We will discuss modifiers that are used for evaluation and management only and surgery only.

**Room:** Grapevine B

## 4H: CONTINUING AMBIGUITY WITH THE 2021 CHANGES

Michael D. Miscoe, Esq, CPC, CPCO, CPMA, CASCC, CCPC, CUC

New E/M guidance has been published and coders and auditors are working through the revised rules to understand and apply the guidance. Unfortunately, careful review of these new rules for selecting the level of an outpatient E/M service reveals a number of significant problems; specifically, areas where the guidance relative to time or medical decision making is ambiguous. These issues will be a source of continuing frustration to coders and auditors alike. To ease the potential for such frustration, these issues will be highlighted and attendees will be provided with documentation tips and/or recommendations for implementation of internal policies that will be necessary to support code selection pending clarification from payers.

**Room:** Grapevine C

## 4I: EMERGING OIG HEALTHCARE FRAUD TRENDS

Jack Geren, Jr.

In today's healthcare landscape there are many different types of healthcare fraud schemes. Although traditional (and persistent) schemes are still around, they have evolved, becoming more complex and difficult to identify. Through examples of cases in the healthcare industry that were successfully investigated and prosecuted along with current trends being seen across the country, this presentation hopes to provide an understanding of the new challenges that are facing law enforcement.

**Room:** Grapevine 1-3

## 4J: TRAINING PROVIDERS ON THE IMPORTANCE OF RISK ADJUSTMENT DOCUMENTATION

Jennifer Hill

Stephani E. Scott, CPC

Healthcare organizations, like Medicare Advantage Organizations (MAO) depend on proper medical record documentation to validate their enrollees' risk adjustment scores. When documentation lacks the necessary requirements, the MAO and provider both could miss out on revenue needed to care for the enrollee. In this session we will discuss the necessary documentation required for risk adjustment submission and dive into the differences when documenting specific conditions.

**Room:** Dallas 5-7

## CONFERENCE NOTES

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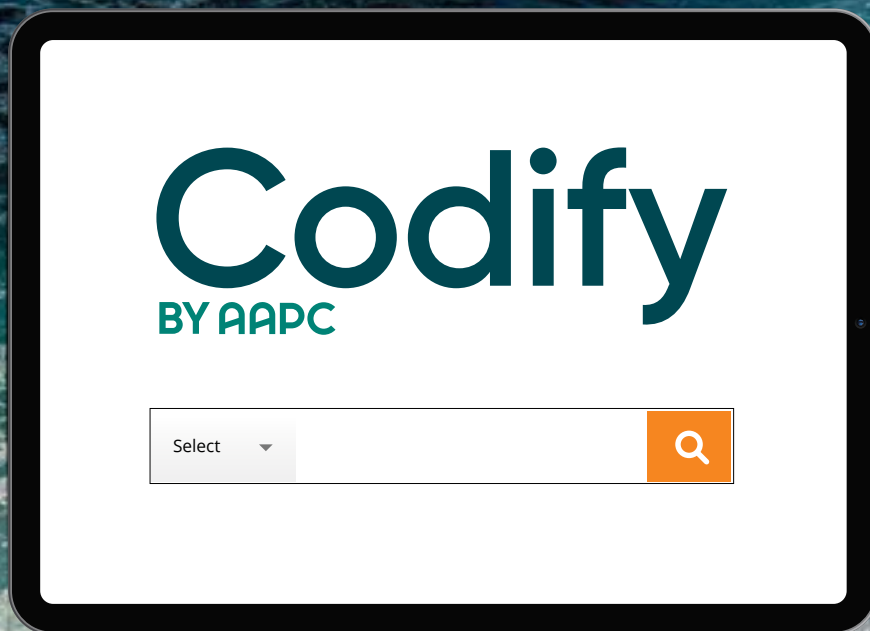
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# CONFERENCE SCHEDULE - Tuesday, March 30

## Exhibit Hall

**7:00 AM - 8:00 AM**

**EH5: NETWORKING BREAK WITH EXHIBITORS**

**Room:** Texas Ballroom CD 1-6

## Information

**7:00 AM - 4:30 PM**

**INFO: GENERAL INFORMATION**

Registration will be a bit different this year as we want to comply with social distancing restrictions. Please be sure to register on the Conference App as you arrive! We will have a general information desk to answer any outstanding questions onsite.

**Room:** Texas Ballroom Foyer

## General Session 4

**8:15 AM - 9:30 AM | 1.25 CEUs**

**GS4: TELEMEDICINE PANEL**

**Colleen Gianatasio, CPC, CPC-P, CPMA, CRC, CPC-I**

**Leonta Williams, CPC, CPCO, CRC, CEMC, CHONC**

**Marianne Durling, MHA, RHIA, CCS, CDIP, CPC, CPCO, CIC**

**Stephanie M. Sjogren, CPC, CDEO, CPMA, CPC-I**

During this session, a panel of experts representing the provider, facility, and payer perspectives will discuss best practices for navigating the ongoing changes with telemedicine and telehealth regulations. There are so many changes occurring it is difficult to keep up. The panel will answer questions from the audience.

**Room:** Texas Ballroom AB

## General Session 5

**9:45 AM - 11:00 AM | 1.25 CEUs**

**GS5: E/M PANEL**

**Raemarie Jimenez, CPC, CDEO, CIC, CPB, CPMA, CPPM, CPC-I, CANPC, CRHC**

During this session, an expert panel made up of a physician, coder, auditor, payer, and representative from the AMA will answer audience questions regarding the 2021 E/M guidelines for office visits.

**Room:** Texas Ballroom AB

## Breakout Session 5

**11:15 AM - 12:30 PM | 1.25 CEUs**

**5A: DEFINING DIFFERENCES IN 2021 E/M SERVICES: OP VS IP VS ED**

**Shannon O'Tyson DeConda, CPC, CPMA, CPC-I, CEMC**

2021 has launched E&M coders and auditors into a new work world with variations in scoring E&M services by location. There are significant differences between E&M guidelines now, but also many synergies that exist. It is important that day-to-day operations blend the differences and merge the synergies to ensure accuracy, proficiency, and compliance.

**Room:** Grapevine C

**5B: 2021 UPDATES FOR INTERVENTIONAL RADIOLOGY AND RADIOLOGY**

**Charla Prillaman, CPC, CPCO, CPMA, CPC-I, CCC, CEMC**

This session will review the CPT® and HCPCS Level II updates over the past year related to interventional radiology and interventional cardiology. This session will also include a review of complex structural heart interventions.

**Room:** Grapevine B

**5C: MENTAL HEALTH & THE OPIOID CRISIS - WHAT DO WE CODE?**

**Heather Greene, CPC, CIC, CPMA**

This course will cover psychological and neuropsychological testing codes which were new in 2019 as well as the health behavior assessment/intervention codes which were new in 2020. I will explain the difference between "administration and scoring" codes and "evaluation services" codes. We will discuss time statements, commonly used tests, clinical processes, CCI edits, and appropriate diagnosis coding. We will also review HBAI codes and underutilization of these services.

**Room:** Austin 4-6

**5D: COVID-19 PULMONARY COMPLICATIONS AND VENTILATOR MANAGEMENT**

**Louis Jimenez, RRT, CHT**

In this session we will cover the pulmonary complications associated with COVID-19. We will review normal pulmonary physiology followed by restrictive pulmonary pathologies associated with COVID-19, including pneumonitis, pneumonias, ventilator acquired pneumonia, and Adult Respiratory Distress Syndrome. Finally, we will cover a review of basic ventilator functions as they relate to ventilator modes, ventilator settings, positive pressure, and enhanced oxygenation modalities, followed by the challenges posed by restrictive disease and how

# CONFERENCE SCHEDULE - Tuesday, March 30

those challenges are met through management of the airway and the ventilator.

**Room:** San Antonio 4-6

## 5E: DEEP DIVE INTO COMMON ORTHOPEDIC SURGERIES

**Heather Rothstein, CPCO**

We can all become better coders as we gain a better understanding of the nuances of the common orthopedic surgeries. This presentation will break down common orthopedic surgeries and help paint the picture for these surgeries by reviewing operative notes. We will learn more about common knee, hip, and shoulder surgeries, so that you are better able to communicate with orthopedic surgeons about coding concerns.

**Room:** Grapevine 1-3

## 5F: HEALTHCARE BUSINESS ANALYTICS: WHY IT MATTERS

**Jordan Goldberger**

**MariaRita Genovese, CPC**

Learn about the importance of analytics for decision support in market share, RVU allocation, yearly budgeting, quality scoring, and measuring revenue. Analytics increases the visibility of daily or monthly operations and provides a snapshot in real time to gauge industry performance.

**Room:** Grapevine A

## 5G: HOW TO WEAR BOTH HATS SUCCESSFULLY: THE APPEALS CODER

**Joan Snodgrass, CPC, CPB, CRC, Approved-Instructor**

The appeals coder wears multiple hats day to day. This individual has a stressful and critical role within the organization. They must catch trends, communicate, fix, adjust, alert, and much more! How does this individual successfully master keeping it all together? Join this session to discover how being successful and being a jack of all trades within your organization can be done!

**Room:** Dallas 5-7

## 5H: SEPARATELY IDENTIFIABLE MODIFIERS 25 AND 59

**Stephani E. Scott, CPC**

Modifier 25 and 59 are two of the most misused modifiers, but why? These two modifiers are very intricate and as such misunderstood. Just like we should never judge a book by its cover we should never assume we know everything there is to know about these modifiers based on the definitions alone. In this session I will tell the story of who, what, when, and how. I will take you on a journey of these two modifiers starting with their

creation and their true character and purpose, the struggles we face with misuse, and how these two modifier heroes can add value to your organization.

**Room:** Grapevine D

## 5I: COMPLIANCE MISTAKES IN SMALL PHYSICIAN PRACTICES

**Sandra Kay Giangreco Brown, RHIT, COC, CPC, CPC-I, COBGC**

**Kimberly Garner Huey, COC, CPC, CPCO**

You don't want to "compliance," you want to "do it right" — but with limited resources, small physician practices make some common mistakes as identified by healthcare attorneys and compliance professionals. This session explores common mistakes and how to prevent them; including not auditing, auditing with the wrong focus, not checking the exclusions lists, not conducting exit interviews, not monitoring relationships, and more. Whether you are a hospital system acquiring physician practices or a physician-owned practice coping with compliance on your own, this session will provide the basics.

**Room:** Fort Worth 5-7

## 5J: RISK ADJUSTMENT IN THE CLINICAL SETTING

**Vikii R. Schmidt, CPC, CPMA, CRC**

As a consultant who gets to observe a lot of providers, I see providers and staff overwhelmed with the barrage of conflicting information about risk adjustment. It shouldn't be that hard. In this presentation, I will demonstrate that risk adjustment is correct coding. I will explain how to communicate and message this effectively so that coders can go back to their clinics armed with the tools for success. They will learn about pre-visit planning and post-visit workflows, as well as how to shadow their providers and provide valuable feedback.

**Room:** Grapevine 4-6

## Exhibit Hall

**12:30 PM - 1:30 PM**

**EH6: NETWORKING LUNCH WITH EXHIBITORS**

**Room:** Texas Ballroom CD 1-6



# CONFERENCE SCHEDULE - Tuesday, March 30

## General Session 6

1:45 PM - 2:45 PM | 1.25 CEUs

### GS6: LEGAL TRENDS

Timothy P. Blanchard, MHA, JD

Karina Annette Johnson, Esq, COC, CPC, CPCO, CDEO, CIC, CPB, CPMA, CPPM, CPC-I, CANPC, CCC, CCVTC, CEMC, CGSC, CHONC, COBGC, COSC, CPCD

Michael D. Miscoe, Esq, CPC, CPCO, CPMA, CASCC, CCPC, CUC

Stacy Nicole Harper, JD, MHSA, CPC

Christopher Adam Parrella, JD, CHC, CPC, CPCO

Robert A. Pelaia, Esq, CPC, CPCO

This panel discussion, led by AAPC's Legal Advisory Committee, offers insights into today's — and tomorrow's — most pressing legal concerns for medical practices and facilities facing increased financial scrutiny and regulation. Join us for this perennial favorite!

**Room:** Texas Ballroom AB

## Exhibit Hall

2:45 PM - 3:45 PM

### EH7: NETWORKING BREAK EXHIBITORS

**Room:** Texas Ballroom CD 1-6

## Breakout Session 6

3:45 PM - 5:00 PM | 1.25 CEUs

### 6A: UNDERSTANDING CLINICAL TRIALS BILLING AND CODING

Marianne Durling, MHA, RHIA, CCS, CDIP, CPC, CPCO, CIC

This session will focus on regulatory requirements for clinical trials and research coding and billing. It is imperative to operate within the regulatory walls to remain compliant in research. We will examine the clinical trials process from beginning to end, so if you are new to this field, this area of coding and billing is for you. If you are looking for a new area of coding and have thought about getting into clinical trials, this will give a good background in the flow and regulatory requirements so you can really understand the process. If you currently work in this field, this session will be a good review to ensure you remain in compliance.

**Room:** Grapevine 4-6

### 6B: SPINE AND STIMULATOR CODING

Jessica Miller, CPC

This presentation will cover common coding guidelines to apply for spine and pain stimulator procedures. Topics will include common diagnosis codes and their impact on the LCD. Common spine approaches and techniques will be covered to assist coders in proper CPT® selection with an additional focus on updated AMA guidance and new procedures.

**Room:** San Antonio 4-6

### 6C: CODING FOR MATERNAL FETAL MEDICINE

Peggy A Stilley, CPC, CPB, CPMA, CPC-I, COBGC

This session is an indepth look at all the unique services that Maternal Fetal Medicine providers have to offer, from Obstetrical Ultrasound Coding (76801 – 76828) to consults and transfer of care. We will focus on what needs to be included in documentation in order to meet the CPT® requirements of services, and medical necessity. Look forward to an engaging presentation including information regarding CPT® and ICD-10 coding associated with MFM coding. Attendees can expect to discuss: Global care vs Consultative Services ICD-10 coding typically associated with OB Ultrasound Some relevant payer expectations regarding these codes National coding guidelines that effect the way these codes can/should be reported Common billing issues and denials.

**Room:** Dallas 5-7

### 6D: DEEP DIVE REVIEW OF THE CMS HCC MODEL

Donna Malone, CPC, CRC, Approved-Instructor

- Comprehensive review of all components of the CMS-HCC model
- Gain an understanding of what "build-up RAF" means
- Overview of impact when there are system issues impacting the data flow
- Overview of non-recapture of chronic and life long conditions

**Room:** Grapevine A

# CONFERENCE SCHEDULE - Tuesday, March 30

## 6E: VARIABILITY IN PHYSICIAN CODING: IMPACTS AND OPPORTUNITY FOR AN ED

**Geoff Jackman, CPC-A**

**Laurie Bouzarelos, CPC**

Emergency medicine physicians were provided a survey of 10 hypothetical patients each with a common discharge diagnosis. The physicians were asked to provide a patient E/M coding level for each scenario based on this diagnosis. Variability in patient coding levels occurred in 90 percent of the sample patients. Review of this study illustrates the potential financial impact on an emergency department, demonstrates the need for continued coding education, and offers strategies for improving physician documentation and coding.

**Room:** Fort Worth 5-7

## 6F: COMPARATIVE BILLING REPORTS: TOOLS TO SUPPORT MEDICARE PART B PROVIDERS

**Ann Catherine Barnaby, CPC, CPCO, CRC, CASCC**

CMS created the Comparative Billing Report (CBR) program to support data evaluation and provider education and raise awareness of peer claim submission patterns. This session discusses the history of the program and the protection of the Medicare Trust Fund against possible improper payments. The session will detail the CBR topic selection process and outline past and future topics. Attendees will observe a review of a CBR to appreciate the data provided within each report.

**Room:** Grapevine B

## 6G: EMERGING WORLD OF ORTHOTICS AND PROSTHETICS: BILLING, CODING, AND DOCUMENTATION

**Jessica Miller, CPC, CPC-P, CGIC**

Coders and billers will learn the new updates and how they pertain to the prosthetics and orthotics coding world. We will review documentation improvements and billing issues. While discussing real-world coding scenarios, we will review billing issues and how to improve coding skills. You will learn proper coding techniques for prosthetics and orthotics.

**Room:** Austin 4-6

## 6H: PROGRAM INTEGRITY AUDITS AND THE SPECIAL INVESTIGATIONS UNITS

**Elizabeth A. Deak, CPC, CPMA**

The program integrity unit serves to detect and prevent fraud, waste, and abuse (FWA). It is the responsibility delegated to the special investigations units to review provider activities, issue audit requests, identify overpayments, and educate providers. In recent years, with mandates to proactively detect FWA, these audits are increasing. This session will delve into data analytics

used to identify and trigger an audit request, how to respond to the request, and how to implement post-audit findings in the provider office.

**Room:** Grapevine 1-3

## 6I: FOLLOW THE "PATH" FOR COMPLIANT TEACHING PHYSICIAN AUDITS

**Maryann C. Palmeter, CPC, CPCO, CPMA, CENTC**

During this session we will take a deep dive into the regulations surrounding professional services in a teaching setting, look at how recent regulatory changes impact teaching physicians and the documentation needed to support a billable service, and shed some light on gray areas you may encounter while auditing. This presentation will provide you with the requisite knowledge needed to expand your professional auditing and compliance skills.

**Room:** Grapevine D

## 6J: IDENTIFYING RISK ADJUSTMENT DOCUMENTATION GAPS FOR CODERS

**Stephani E. Scott, CPC**

**Jennifer Hill**

Medicare Advantage organizations and commercial payers alike rely heavily on medical record documentation to validate their submitted risk adjustment categories. Poor documentation could account for the loss of a higher revenue HCC even if the patient actively has a more complicated condition. This session will provide coders and auditors the tools necessary to identify gaps in medical record documentation, as well as provide tips on educating providers. When providers document correctly, we decrease gaps and increase the overall revenue for HCCs.

**Room:** Grapevine C

## Post-Conference

**6:30 PM - 9:30 PM**

**POST: AAPC THROWDOWN HOEDOWN**

**Room:** Tate Ballroom 1-5

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# CONFERENCE SCHEDULE - Wednesday, March 31

## Exhibit Hall

7:00 AM - 8:00 AM | 1 CEU

### **EH8: MEMBER NETWORKING BREAKFAST**

**Room:** Texas Ballroom AB

## General Session 7

8:15 AM - 9:30 AM | 1.25 CEUs

### **GS7: STAYING MOTIVATED AND MANAGING STRESS DURING CHALLENGING TIMES**

**Denise Ryan**

After the “interesting” times we’ve had lately, we can all use a boost. It’s easy to get stressed out, burned out, and if you’re not careful, checked out. This high-energy session will give you concrete tips for staying upbeat and reducing your stress. We’ll cover emotions you might be feeling and how to deal with them. For those of you who have an inner control freak, you’ll get tips for calming him/her down in these uncontrollable times. And I’ll provide three types of strategies for reducing stress with over a dozen actionable ideas. After this session, you’ll have the tools for turning challenges into opportunities.

**Room:** Texas Ballroom AB

## Breakout Session 7

9:45 AM - 11:00 AM | 1.25 CEUs

### **7A: SEPSIS 2, 3 WHAT?**

**Heather Greene, CPC, CIC, CPMA**

In this presentation we will review and discuss the clinical indicators that support the diagnosis of Sepsis 2 or Sepsis 3. We will evaluate documentation and discuss query options for clarification.

**Room:** San Antonio 4-6

### **7B: CARDIAC ANATOMY, PACERS, DEFIBRILLATORS, STENTS, AND LEADS**

**Victoria Hollingsworth**

**Aisha Hollingsworth-Thomas, CPC, CPMA**

This session will present a clinical and coding overview of the cardiac anatomy and how it is affected by common cardiac devices such as pacemakers, defibrillators, stents, and leads. The presentation will include clinical and coding scenarios of patients presenting with symptoms, receiving a diagnosis, and having cardiac corrective devices placed.

**Room:** Grapevine 4-6

### **7C: COMMON DENIALS AND DILEMMAS FOR UROLOGY**

**Brenda R. Edwards, CPC, CDEO, CPB, CPMA, CPMS, CRC, CPC-I, CEMC**

In this presentation, we will answer the following questions. What is bundled and what can be coded? What are common denials practices we may be seeing? What are the procedures that seem to confuse us the most? What did the provider do? What did the provider document note? What did the coder interpret the note to state? What was billed and denied, and why? What to consider in follow-up of denied claims.

**Room:** Fort Worth 5-7

### **7D: REFLECTING CLINICAL EXCELLENCE AND VALUE IN DOCUMENTATION AND CODING**

**Rhonda Buckholtz, CPC, CDEO, CPMA, CRC, CENTC, CGSC, COBGC, COPC, CPEDC**

**Randall Case, MD**

Evidence-based guidelines summarize current knowledge about how to best evaluate and manage patient conditions. Each guideline constitutes a benchmark against which clinical excellence and value may be assessed. Such assessments, in turn, rest upon appropriate documentation and accurate coding. Thereby, documentation and coding create the information platform upon which we communicate, evaluate, understand, improve, and fund all clinical activities. This presentation “connects the dots” and surfaces the requirements for each element of this information platform, so that we — together — can assure the ever-improving clinical excellence and value of American healthcare!

**Room:** Grapevine D

### **7E: MEDICAL NECESSITY: DEFINING, DOCUMENTING AND DEFENDING**

**Kimberly Garner Huey, COC, CPC, CPCO**

**Sandra Kay Giangreco Brown, RHIT, COC, CPC, CPC-I, COBGC**

This session tackles medical necessity confusion by covering:

1. Medical necessity documentation guidelines and how they may have changed in ICD-10
2. How the definition of medical necessity has changed
3. Keys for using the medical necessity modifiers -GA, -GY, and -GZ
4. Not medically necessary vs not covered; what’s the difference
5. Use of the Advanced Beneficiary Notification for Medicare and other payers
6. Accessing medical necessity guidelines in ICD-10.

**Room:** Grapevine C



# CONFERENCE SCHEDULE - Wednesday, March 31

## 7F: CREATE A HIGH-ACCOUNTABILITY AND ENGAGEMENT CULTURE WITH A WORKLOAD SYSTEM

**Adrienne Lloyd**

One of the most common reasons employees leave organizations is a feeling of workload imbalance or unfairness in their work unit. Without consistent accountability, organizations are at risk for both inefficient flow and losing their high-performing staff, creating a detrimental impact on their entire practice. By establishing a system with clear expectations and measures for individual and team performance, you can increase engagement, teamwork and productivity — laying the basis for optimal clinical flow. This session will help attendees learn key strategies to hard-wire and improve processes and build an engaged team-based culture while reducing the frequency of workload imbalance and intensity of training new staff.

**Room:** Dallas 5-7

## 7G: CORRECT CODING AND BILLING FOR OUTPATIENT MENTAL HEALTH PROVIDERS 2021

**Laurie Bouzarelos, CPC**

Mental health services bring with them distinct documentation and coding requirements to support correct billing for services. This presentation will focus on coding updates, documentation requirements and E/M coding for psychiatry and incident-to in the mental health treatment setting. The presentation will conclude with specific recommendations for attendees to set up their own internal compliance review to verify the documentation, coding, and billing in their practice setting meets or exceeds industry expectations.

**Room:** Grapevine 1-3

## 7H: USING REGULATORY GUIDANCE TO SUPPORT AUDIT FINDINGS

**Pamela J. Brooks, COC, CPC**

One of the most challenging and critical components of an effective healthcare audit is the ability to provide regulatory guidance references to support audit findings. An overview of the most relevant and impactful regulatory guidance that can be used by auditors for both physician and facility-based audits is provided. Review of 42CFR, Medicare Manuals, CPT® (AMA), the AHA Coding Clinic, and local and national coverage determinations provide real-life scenarios and how to appropriately cite findings in the executive summary.

**Room:** Grapevine B

## 7I: HOSPITAL/POST-ACUTE STRATEGIES DESIGNED TO ADDRESS THE CONTINUUM OF CARE

**Kenya Woodruff**

Continuity of care for patients with chronic conditions has been a focus of providers, payers, and government programs as the steady push toward coordinated care continues. The care

continuum across providers is often complicated by providers who are owned by different entities; reimbursed under different rules; and governed by different policies, procedures, and processes. This presentation will explore the legal and operational issues related to some hospitals' efforts to address these issues by acquiring or aligning with home health and hospice entities.

**Room:** Austin 4-6

## 7J: HOW TO PERFORM INTERNAL BILLING AUDITS

**Stephanie Thomas, CPC, CANPC**

This presentation will review how to perform internal billing audits regularly to ensure compliance throughout your practice. We will start with coding compliance and review of EHR/charting rules and best practices to follow for coders to get charges out correctly the first time. We will then move to reviewing what to audit during the posting process, both patient and insurance. There are many things we can see quickly to identify trends and use them to improve processes. A/R work and follow-up is another very important aspect that will be covered. This will surely be a very useful session that will likely improve communication and collaboration within your revenue cycle team.

**Room:** Grapevine A

## Breakout Session 8

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**11:15 AM - 12:30 PM | 1.25 CEUs**

### 8A: ADVANCED ICD-10-CM: DIABETES MELLITUS

**Katherine Abel, CPC, CPB, CPMA, CPPM, CMRS**

Diabetes mellitus affects millions of individuals each year. Complex ICD-10-CM guidelines and codes exist to accurately report the complexities of the disease. In this session, we will go through an in-depth review of diabetes complications and look at examples of documentation for diabetic patients.

**Room:** Grapevine D

### 8B: CODING COMMON PROCEDURES IN A PRIMARY CARE SETTING

**Jaci J. Kipreos, COC, CPC, CDEO, CPMA, CPC-I, CEMC**

Primary care providers have a lot on their plate. This presentation will dive into the common procedures seen in a primary care setting. This includes fracture care, injections, lesion removal, repairs, and others. We will review these procedures from a clinical perspective in order to help us better understand the coding. This presentation will give you the tools needed to code correctly for these minor procedure and give you confidence discussing coding concerned with physicians.

**Room:** Grapevine C

### 8C: HOT TOPICS AND CHANGES IN OTOLARYNGOLOGY CODING

**Lawrence M. Simon, MD**

This session is a comprehensive review of both new changes in otolaryngology coding and hot topics and current areas of



# CONFERENCE SCHEDULE - Wednesday, March 31

coding confusion in otolaryngology. Topics will include nasal valve correction, swell body reduction, eustachian tube dilation, DISE, hypoglossal nerve stimulation, endoscopic sinus surgery, sinus ostial dilation, bone anchored hearing aid placement, and more. Specific case examples will be provided with keywords and guidance on how to most accurately interpret and code operative reports.

**Room:** Grapevine 4-6

## 8D: A MATCH MADE IN HEAVEN: CDI AND INPATIENT CODING

**Kathryn Williamson, CPC, CIC**

Often the roles of CDI personnel and inpatient coders overlap. In order to do either job optimally you need knowledge of both. This aspect alone is why inpatient coders make excellent CDI professionals. This session is perfect for inpatient coders who are interested in exploring CDI career options or for those who seek to better understand documentation improvement. The goal of this session is to elevate the novice to the expert and to help pave the road for transition into the world of CDI.

**Room:** San Antonio 4-6

## 8E: THE INS AND OUTS OF NEOPLASM CODING WITH COMORBIDITIES

**Leonta Williams, CPC, CPCO, CRC, CEMC, CHONC**

Have you wondered how treating cancer affects chronic conditions and how to get your provider to document like a pro? Driving into a pothole can be quite a surprise to the vehicle and the body system. When the dents in the road are not repaired timely, they mature and become more hazardous each day. The medical field has its own depressions. One of the toughest potholes for coders and auditors is oncology. We sometimes hit a thunderbolt when reviewing medical documentation and trying to figure out when cancer is malignant or benign.

**Room:** Dallas 5-7

## 8F: OPTIMIZE YOUR CLINICAL SPACE AND RESOURCES WITH SIX SIGMA

**Adrienne Lloyd**

Healthcare organizations consistently struggle to optimize their space, equipment, and other resources. The pandemic has further complicated those efforts as practices try to maximize their patient access and volumes while adhering to social distancing and enhanced cleaning procedures. As such, it is more important than ever to understand how space and resources are utilized across the entire practice. This session will demonstrate how to use the principles of 5S spaghetti mapping, waste walks, and standard work to optimize your space. Six Sigma Methodology provides the framework to build a practice that delivers a consistent experience for patients, maximizes space and fixed resources utilization, and quickly adapts processes to ever-changing environments. By implementing these strategies, practices can not only improve their current operations and flow but identify key areas for standardization and margin improvements well into the future.

**Room:** Fort Worth 5-7

## 8G: TO APPEAL OR NOT TO APPEAL? THAT IS THE QUESTION.

**Charla Prillaman, CPC, CPCO, CPMA, CPC-I, CCC, CEMC**

This presentation will discuss the five-stage Medicare appeals process with discussions and tips for possible success at each level. We will also discuss the current 4-year delay at the third stage and how to attempt to speed up the process. Finally, we will discuss appeals procedures and tips with various insurance carriers.

**Room:** Grapevine 1-3

## 8H: BEHIND THE AUDIT 8 BALL

**Linda K Duckworth CHC, CPC**

So you found yourself under a seemingly innocent Medicare audit, you sent in the records as requested, but the results were surprisingly less than favorable. What next? If not handled correctly, audits and appeals can go awry rather quickly and leave the practice owing hundreds if not thousands (or more) in repayments. Learn first-hand from an experienced auditor and appeal writer on what to do, and what not to do, using real-life case examples, one of which involved over a million dollars due to extrapolation. Leave the session knowing what documents need to be sent, how to identify who is best suited to respond on behalf of your organization, and understand the most impactful approaches to writing your appeals.

**Room:** Grapevine A

## 8J: CODING FOR OUR HEROES: EXPLORING THE UNIQUENESS OF DOD AND VA SERVICES

**Chavaun Adrienne Bussey, CPC**

Medical coding for the Department of Defense and Department of Veterans Affairs hospitals and clinics is truly unique. The patient population, type of services provided, and reimbursement varies greatly from what we are accustomed to in the private sector. Inaccurate coding affects not only health data collection and reimbursement, but also oftentimes affects eligibility for continued care. Understanding the uniqueness of these services is vital to improving the quality of clinical documentation and accuracy of the coded data.

**Room:** Austin 4-6

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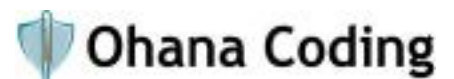
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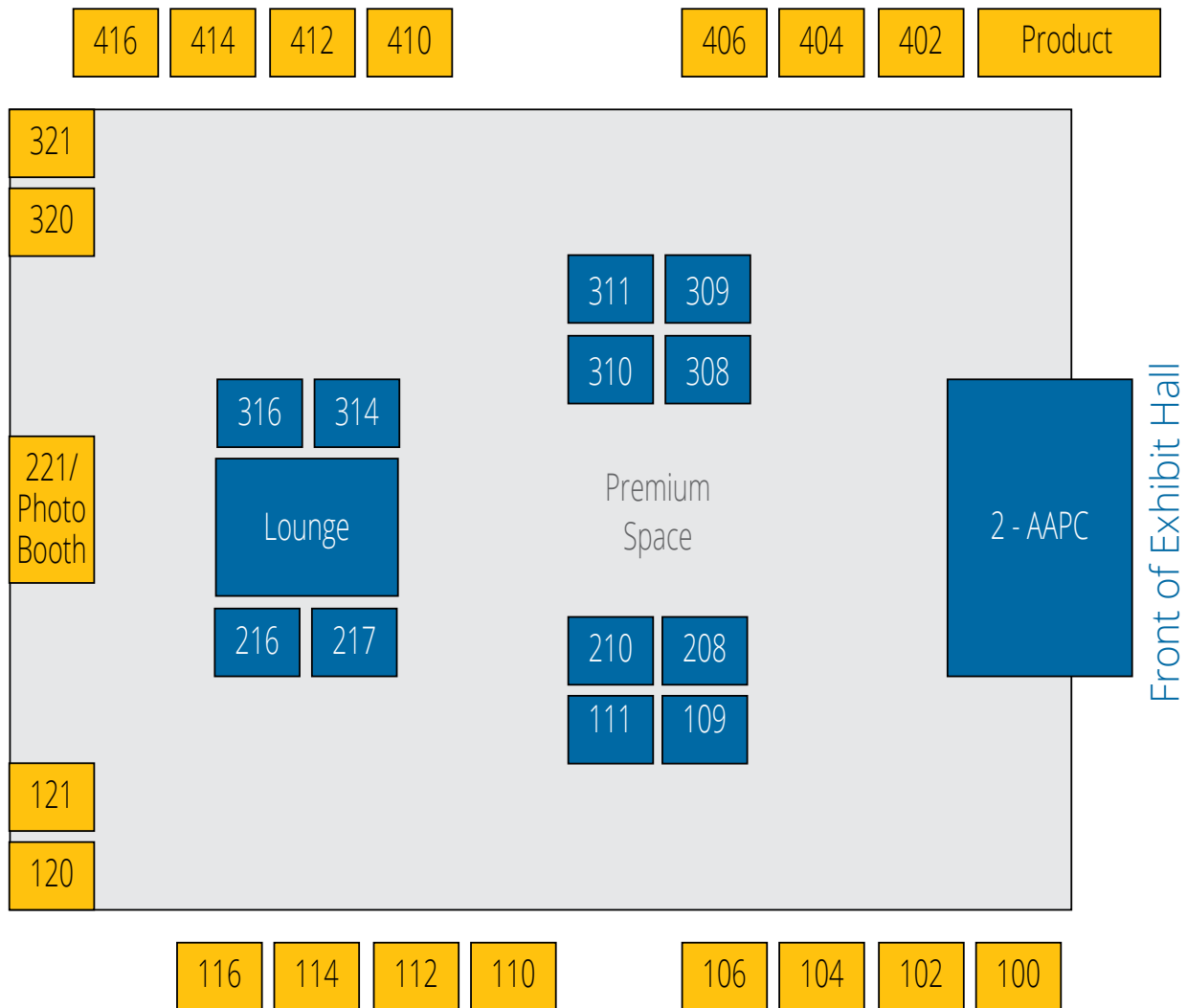
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# EXHIBIT HALL FLOOR PLAN



# CONFERENCE EXHIBITOR BOOTHS

## EXHIBITOR NAME

## BOOTH #

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|------------------------------------|---------|
| AAPC .....                         | 2       |
| Alpha II .....                     | 308     |
| AMA .....                          | Virtual |
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# CONFERENCE EXHIBITORS

## AAPC

<https://www.aapc.com/>



AAPC was founded in 1988 to provide education and professional certification to physician-based medical coders and to elevate the standards of

medical coding by providing student training, certification, and ongoing education, networking, and job opportunities. Since then, AAPC has expanded beyond outpatient coding to include training and credentials in documentation and coding audits, inpatient hospital/facility coding, regulatory compliance, and physician practice management. Currently, AAPC has a membership base over 170,000 worldwide, of which nearly 118,000 are certified.

## Alpha II

<https://www.alphaii.com/>



Alpha II empowers precision across the revenue cycle process so you can experience reduced cost, improved cash flow, and

increased revenue. Our SaaS solutions support revenue integrity through coding, compliance, claims editing, value-based quality reporting, and revenue analysis for healthcare professionals, clearinghouses and government entities – both directly and through software developers. For nearly 40 years, the Alpha II experienced healthcare professionals have been working together to help clinicians REduce days in AR, RELieve administrative burden, and RETain REimbursement! REimagine your REimbursement with Alpha II.

## AMA

<https://www.ama-assn.org/practice-management/cpt/covid-19-cpt-coding-and-guidance>



The AMA is the physician's powerful ally in patient care. Our efforts focus on four critical areas: Representing physicians with a unified voice; removing obstacles

that interfere with patient care; leading the charge on public health crises; and driving the future of medicine.

Maintaining the CPT® code set is one way we are making technology an asset in the delivery of health care. More than just a terminology, the CPT® code set is a system for reimbursement, an enabler of research, a tool for reducing administrative burden; and more than ever it is a method of accelerating medical innovation. It is the language of medicine today and the code to its future.

Explore our authoritative coding, billing and documentation resources in the AMA virtual booth.

## Charter Oak

[www.charteroak.edu/health-care](http://www.charteroak.edu/health-care)



Health Care Professionals! Searching for an online College dedicated to today's Health Care workforce? Charter Oak State College ([www.CharterOak.edu/health-care](http://www.CharterOak.edu/health-care))

is a public online college, offering Bachelor's, Master's and Certificate programs in high-demand fields including CAHIIM-accredited Health Information Management, Health Informatics, Health Care Administration and Cyber Security. Our programs are developed by experts in the field, and our courses are online and taught by faculty with real world experience! The College offers flexible credit transfer and accepts credit for qualified credentials. We've been teaching online for over two decades! We're ready when you are. Let's get started! Charter Oak is accredited by the New England Commission of Higher Education.

## Columbia Southern University

[www.ColumbiaSouthern.edu/natalie-ezell](http://www.ColumbiaSouthern.edu/natalie-ezell)



One of the nation's top online universities, Columbia Southern University was established in 1993 to provide an alternative to the traditional university experience. CSU offers online associate, bachelor and master's degree programs in fields such as healthcare administration,

occupational safety and health, fire administration, business administration and many more. We love the working adult! We are affordable and flexible. Check us out at your convenience and feel free to reach out anytime to Natalie.Ezell@columbiasouthern.edu or Visit [www.ColumbiaSouthern.edu](http://www.ColumbiaSouthern.edu) to learn more!

## Decision Health/HCPro

<https://interactive.decisionhealth.com/select-coder-video>



We provide industry-leading healthcare regulatory and compliance updates to help you optimize your revenue cycle through our books, continuing education, online coding tools, training and eLearning solutions for Hospitals and Health Systems, Home Care Providers and Medical Practice Facilities. To learn more visit <https://hcmarketplace.com/> and <https://www.codingbooks.com/>.

## DuvaSawko:

<https://www.duvasawko.com/>



At DuvaSawko, we offer billing and coding solutions exclusively for Emergency Medicine practices. Being founded and operated by

Emergency Physicians is only one component of our ongoing success and dedication to independent democratic ED groups! Conveniently located in Ormond Beach, Florida, we provide revenue cycle services to groups across the United States. The DuvaSawko dedicated team of professionals consistently excels at practice analysis and operations, delivering superior service and industry-leading results to our clients.

## Elsevier

<https://elsevier.com>



Elsevier Education empowers higher learning institutions and educators with

exceptional content, learning technology, and assessment tools that help transform today's students into tomorrow's healthcare professionals.

## Find-a-code

<https://www.findacode.com/>



Find-A-Code is easily customized and provides the most complete, "one-stop-shop" medical

coding and billing library available, helping users save time, increase revenues and avoid denials. Online libraries include extensive information for all major code sets (ICD-10, CPT, HCPCS, DRG, APC, NDC and more), along with a wealth of supplemental information such as newsletters and manuals (AHA Coding Clinics, AMA CPT Assistant, Decision Health Newsletters, Medicare Manuals and more). All information is indexed, searchable and organized for quick access and extensive cross-referencing with a variety of custom integration options.

## Forsee Medical

<https://www.foreseemed.com/>



For healthcare organizations looking to succeed in the evolution to value-based care delivery models, ForeSee Medical is a specialized software platform designed to increase the profitability of Medicare

Advantage risk contracts. Using A.I. including NLP and machine learning, ForeSee Medical perfects HCC risk adjustment scores, empowering providers to positively influence health outcomes.



## GHR

<https://www.ghrrevcycle.com/>



Formerly the HIM Division of HCTec, GHR RevCycle Workforce focuses exclusively on revenue cycle

improvement solutions for hospitals and healthcare organizations across the country, providing qualified personnel, streamlined processes and program management for Coding, Clinical Documentation Improvement (CDI) and Case Management challenges.

## Healthicity

<https://www.healthicity.com/>



Healthicity is driven by the idea of delivering simple, intuitive solutions that solve the compliance challenges

you face in healthcare. We are auditors, compliance officers, engineers, artists, and teachers. We design auditing, compliance, and analytics solutions that deliver simple, intuitive experiences that help elevate the operational performance of healthcare organizations. Where some see complexity, we see opportunity.

## Midland

<https://www.midland.edu>



Midland College serves West Texas through exemplary teaching and dedicated public service. We prepare and inspire diverse students to start, strive and

succeed. We strengthen community through educational leadership and collaboration. Midland College provides quality programs and courses, relevant workforce development and continuing education, valuable personal enrichment and cultural experiences, and community and student-centered services. Core Values: Upon establishment, Midland College embraced the core values of Faith, Knowledge, Truth, Understanding, and Wisdom as evidenced by the College seal. To these, the following have been added:

- Quality - learning experiences to help students achieve their personal and professional goals
- Diversity - commitment to the dignity and worth of all individuals
- Continuous enrichment - academic, professional, and personal growth of students and employees
- Effective learning - preparation of students for roles as citizens in a rapidly changing global economy
- Academic freedom - safe environment where competing beliefs and ideas can be openly discussed and debated
- Stewardship - efficient, effective, and ethical use of public and private resources
- Collaboration - introspection and communication predicated upon a foundation of mutual trust and support
- Accountability - using a student focused, outcomes based approach to demonstrate the quality of a program (or college) to key stakeholders.

## Namas

<https://namas.co/>

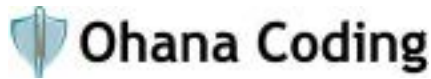


The National Alliance of Medical Auditing Specialists (NAMAS) provides training and continuing education for coders, auditors, practice managers and compliance professionals. Through our

educational resources such as products, weekly webinars, training programs and conferences, NAMAS provides the tools and resources to allow those in the industry thrive in their careers.

## Ohana

<https://ohanacoding.com>



Ohana Coding offers high quality education at low cost for all AAPC

credentials, with CEUs. Our formats include classroom, live virtual, on-demand, and onsite. Webinars, workshops, review classes, and cheap CEUs available too. Visit [www.ohanacoding.com](http://www.ohanacoding.com) for our class offerings and schedules.

## Perry Johnson & Associates

<https://www.pjats.com/>



Perry Johnson & Associates, Inc. offers over 30 years of expertise and innovations in health information technology that increases healthcare providers' operational efficiencies, accuracy and financial performance.

PJ&A Solutions in Coding, Auditing and Revenue Cycle Management optimizes workflows, maximizes reimbursements, identifies actionable trends, reduces risks and helps to improve overall patient care. To learn more, please call (800) 803-6330 or visit [www.pjats.com](http://www.pjats.com).

## Project Resume

<https://www.projectresume.net/>



Project Resume was created by medical coders for medical coders! Our goal is provide beneficial education and products to prepare medical coders to present themselves as professional, capable employees. We offer services and products that will elevate your professional journey and guide you to

career satisfaction and success. Our resume product will highlight your skills and talents; our CEU presentation, Interview Companion and Career Guide provide education and guidance; and our Career Development Program assembles all of our products and services for an interactive experience that will allow you to realize the career of your dreams. We are committed to helping all medical coders, and we would love to work with you!

## Unify Healthcare Services

<https://www.unifyrcm.com/>



Unify is complete RCM/Medical billing services. We provide following services:

- Insurance Verification
- Authorization/Re-Auth
- Demo entry/Charge Entry
- Payment Posting/Credit Balances
- Accounts Receivable/Denial management
- Audit Review
- Patient collection calls

# CEU CARD

## AAPC CEU CODE CARD

To receive CEUs at the HEALTHCON 2021 National Conference, complete this form, including session titles and CEU codes. You will receive the corresponding CEUs for every session that you attend. AAPC is not responsible for lost or stolen cards.

| Session                     | Title   | CEU Code      | CEUs |
|-----------------------------|---|---------------|------|
| Pre                         | <b>Teach the Teacher</b>  |               | 8.00 |
| Pre                         | <b>Local Chapter Officer Leadership Training</b>                      |               | 3.00 |
| General                     | <b>Pre: HEALTHCON Rookies: Learn the Ropes</b>                        |               | 1.00 |
| General Session 1 Sunday    | <b>Conference Welcome</b>   |               | 1.00 |
| General Session 2 Sunday    | <b>2021 E/M Lessons Learned</b>                                       |               | 1.25 |
| General Session 3 Monday    | <b>Keynote General Session</b>  |               | 1.25 |
| Session 1                   |   |               | 1.25 |
| Session 2                   |   |               | 1.25 |
| Session 3                   |   |               | 1.25 |
| Anatomy Expo                | <b>Anatomy Expo</b>   |               | 3.00 |
| Session 4                   |   |               | 1.25 |
| General Session 4 Tuesday   | <b>Telemedicine Panel</b>   |               | 1.25 |
| General Session 5 Tuesday   | <b>E/M Panel</b>  |               | 1.25 |
| Session 5                   |   |               | 1.25 |
| General Session 6 Tuesday   | <b>Legal Trends</b>   |               | 1.25 |
| Session 6                   |   |               | 1.25 |
| Exhibit Hall                | <b>EH8: Member Networking Breakfast</b>                               |               | 1.00 |
| General Session 7 Wednesday | <b>Staying Motivated and Managing Stress During Challenging Times</b> |               | 1.25 |
| Session 7                   |   |               | 1.25 |
| Session 8                   |   |               | 1.25 |
| <b>Name:</b>                |   |               |      |
| <b>ID Number:</b>           |   | <b>Total:</b> |      |



# HEALTHCON 2022

## WASHINGTON, DC

### Search, Solve & Spring Ahead!

It's already on the way! HEALTHCON 2022 is scheduled for March 27-30 in Washington, D.C./Maryland at the Gaylord National Resort & Convention Center. Come together with your AAPC community for four days of learning, fun, and adventure in one of the most beautiful cities in America – especially when spring comes around.

Spring ahead with your colleagues as you indulge in the historic beauty of our nation's capital. Stay tuned. You won't want to miss this one.





