

**BIG BROTHER: With All These Regulations, When Do We See Patients?**

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**Regulationology:**

- o EHR – Stimulus
- o HITECH
- o HIPAA
- o Compliance – Medicare, Coding, Billing
- o STARK
- o Red Flag
- o PQRI
- o DOL
- o IRS



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**Most Important Priorities for Practice Administrator:**

- o Profit
- o Getting paid for services rendered
- o Getting a handle on regulatory compliance



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### Focus on this:

- o Profit Drivers – Practice Administrators
  - Force the basics as if you have just taken a new job as CEO of another practice
- o Self assess
  - Follow the \$ trail
  - Document it – from patient encounter and schedule to DOS to processing of payments to billing to collection to disbursement of cash into various places.
  - What can be held accountable? Managers/Supervisors?

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### Most Important Priorities for Practice Administrators ARE NOT:

- o Refereeing
- o Ongoing dispute resolution
- o Compensating for absenteeism
- o "Reacting" to daily operational problems
- o Letting physicians complain to you and not to each other

*Ask yourself:*

What is important tomorrow? Is this? (remember the Quadrant I, II, III, & IV)  
Learn to manage these decisions quickly and move on.

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### How To Do It Efficiently:

- o You cannot do your job effectively if you have to know and do all the things that are assumed to be your job description these days.

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### How To Do It Efficiently:

- You may need to fight for the right to outsource:
  - what you don't know.....
  - what you're not good at.....
  - what you don't have quality time for...
  - what you need a second opinion for...
  - what wastes your time if you don't have someone to delegate it to.....

STAT Solutions 7



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### How To Do It Efficiently:

- Administrators must stay aware of trends, changes, new regulations, and deadlines
  - Myriad of email/electronic notifications and associations, meetings, etc. If not actively involved in these, you really should be
- Use a healthcare lawyer
- Use a healthcare accountant
- Use a healthcare consultant
- Use a healthcare banker

STAT Solutions 8



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### How To Do It Efficiently:

- Appoint champions within your practice and assign people to learning the detail about a particular issue.
- If your practice is large enough, you may have these people. If it isn't, form a "Keep-Up Group", meet regularly, and educate each other.
  - Assign each member a topic.

STAT Solutions 9



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### How To Be Effective In Complying With Regulations:

- o Suggested ways to share expertise, costs, and resources with each other.
  - Electronic templates
  - Lists
  - Policies and procedures
  - Joint training sessions
  - Pool local resources between groups to bring in an expert to help educate you, coach you, train you, or do it for you.

STAT Solutions 10



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### How To Be Effective In Complying With Regulations:

- o Consider a healthcare attorney -
  - To speak in a board or physician meeting to bring them and you up to date on the latest issues.
  - Pay them.
  - It will save you a tremendous amount of time if you do not have the resources to do a lot internally.
- o Do the same with your tax accountant.

STAT Solutions 11



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### Most Important Skill Sets:

- o Patience
- o Trust
- o Logic
- o Decisiveness
- o Diligence to follow up
- o Empowerment

STAT Solutions 12



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### Most Important Skill Sets:

- Information Technology Basics
- Accounting Basics
- Listening to absorb information you are given verbally
- Note taking
- Reading – scan to get the gist of something
- Learn to see and manage the big picture
- If you are always **reacting**, something must change

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### Checklist to Get a Handle on Things and Keep a Handle on Things

A Recommended Action Plan Checklist will be provided with this session for major regulatory issues

- Prioritize Important Areas: i.e., HIPAA, Billing, IT Security, EHR, Etc.
- Breakdown by 'required' tasks within areas

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### Checklist to Get a Handle on Things and Keep a Handle on Things

A Recommended Action Plan Checklist will be provided with this session for major regulatory issues

- Assign to: \_\_\_\_\_
- Timeline/increments: \_\_\_\_\_
- Outside education/training needed:
  - Cost to do: \_\_\_\_\_
  - Budget approved: \_\_\_\_\_
- Cost if outsourced: \_\_\_\_\_
  - Bid process: \_\_\_\_\_
  - Budget approval: \_\_\_\_\_
- Action done: \_\_\_\_\_
- Follow up communication to doctors, if applicable

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## List of Resources

- o DHHS Dept. of Health and Human Services  
dhhs.gov
- o .access.gpo (Government Printing Offices)
  - Federal Register
    - EMR incentives – January 13, 2010
    - STARK, 1998, 2001, 2004
    - Voluntary Physician Compliance Plan
    - HIPAA
    - HITECH, 2009
- o Office of Inspector General oig.hhs.gov
- o Center for Medicare and Medicaid Services,  
cms.gov

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## List of Resources

- o Carrier/insurance company sites
- o Listserves/association postings
- o Free newsletters – law firms, consulting firms, health  
leaders, daily headlines
- o Healthleaders.com
- o HFMA, Healthcare Financial Management Association  
hfma.org
- o MGMA, Medical Group Management Association  
mgma.org
- o AHLA, American Health Lawyers Association  
healthlawyers.org
- o Bankers

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## List of Resources

- o AMA, American Medical Association
- o State and local hospital and medical societies
- o State CPA societies
- o AICPA American Institute of Public  
Accountants, aicpa.org
- o National CPA Healthcare Advisors, ncaa.com
- o National Society of Certified Healthcare  
Business Consultants, ichbc.org

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## Road to Less Stress.....

- o Take high level approach
- o Start prioritizing
- o Start assigning tasks
- o Get your physicians input
- o Get some help.....
- o And you will begin to get in control and start checking things off the list!

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THANK YOU FOR ATTENDING.....

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