
**Speaker Information and Schedule for the CA Session**

**Date:** Saturday, March 11, 202, from 8am-5pm

**Course Title:** Essential Front Desk Communications

**CE Hours Provided:** 8 General hours

**Speaker:** Mario Fucinari, DC, CPCO, CPPM, CIC

Dr. Mario Fucinari led a highly successful practice in Decatur, Illinois for 35 years. He graduated from Palmer College of Chiropractic Davenport in 1986. Dr. Fucinari is a member of the Carrier Advisory Committee for Medicare, a Certified Professional Compliance Officer (CPCO), Certified Physician Practice Manager, and a Certified Insurance Consultant.

Dr. Fucinari is an author of several books on matters such as compliance, HIPAA, ICD-10 coding, and E/M Guidelines. He has been presenting continuing education classes for over 27 years and is a nationwide speaker for several organizations.

**Course Summary:**
Being a practice manager or chiropractic assistant means you must know all applicable policies and procedures on billing, collections, and compliance. The methods you use to communicate the "chiropractic story" will not only prevent medical errors but will help to ensure better compliance and outcome treatment. As an assistant to the doctor, it is crucial that you are aware of policies and procedures needed to be compliant. Simple changes will make a significant difference in the office efficiency and productivity. Dr. Mario Fucinari, a Certified Professional Compliance Office, Certified Physician Practice Manager, and a seasoned practitioner of 35 years will show you how to incorporate the latest developments into the practice.

**Course Objectives:**

- Learn why listening skills are so important to the CA
- Learn about common techniques of good listening skills
- Get an overview of how to use good office etiquette to keep the office a friendly work environment
- Learn about working with patients from different cultures
- Understand government regulations and industry trends
- Learn about patient's rights
- Identify legal aspects of patient communication
- Learn crucial front desk procedures for patient intake

- Define step-by-step procedures at the front desk to avoid costly billing and collection errors
- Develop an understanding of what types of emergencies can present to a chiropractic office and what you can do to provide the correct care
- Establish procedures for proper claim form submission
- Identify some of the keys to working with worker's compensation and motor vehicle collision cases
- Discover what "informed consent" is and how to apply this to chiropractic care
- Learn the key components of a good history
- Assist the CA in understanding what "professional boundaries" are and how these boundaries apply to their job duties and working environment

**Course Outline:**

**Hour 1**

- What Language Do You Speak?
- The Chiropractic Team Positions and Responsibilities
- Improving Processes, Procedures, and Efficiency
- Laws and Ethics
- Confidentiality Issues

**Hour 2**

- Overview of the “Revenue Cycle”
- Insurance verification process
- Appointment scheduling – HIPAA
- Patient registration required elements

**Hour 3**

- Front Office Documentation Procedures
    - Intake Forms
    - Informed Consent
    - HIPAA Forms
    - Non-Pregnancy Verification
    - Permission to Treat a Minor
- Identity confirmation – The Patriot Act

**Hour 4**

- Social Media, HIPAA, and Patient Confidentiality
- Medicare Medigaps, Secondaries, and the QMB patient
- Co-pay, deductible collection, and cash procedures
- Communicating Your Financial Policies

**Hour 5**

- The Anti-Kickback Statutes in Chiropractic
- The No Surprises Act
- The Cures Act

**Hour 6**

- Professional Boundaries

- Sexual Harassment

**Hours 7 and 8**

- Billing and Coding
  - Medicare Plans
  - Basic of the 1500 Claim Form
  - Scrubbing a claim
  - Basics of ICD-10 Coding
  - Liens/Letter of Protection
  - Personal Injury Claims
  - Worker’s Compensation
- Implementing changes in the practice
- Questions and Answers