



# 2017 NARHC Fall Institute

Crowne Plaza Downtown Union Station  
Indianapolis, Indiana

*A conference "for and about" RHCs!*



**October 17-19** (T-Th) the last day is a half day **2017**

## **Who should attend?**

CEOs, CFOs, Clinic Administrators, Billers, Coders, Physicians, PAs, NPs, Office Staff, RHC Newcomers & Veterans.

**Conference Registration** is available online at [www.narhc.org](http://www.narhc.org) on the Events Tab. Prices start at \$475 – see registration form. Don't wait until the last month to register! We filled up last spring & turned people away. See agenda on back or check website for a more descriptive agenda & updated conference information.

**Room Reservations:** start at \$149/night. Call 877-270-1393 & reference "RHC" room block for the best rate, or online: [www.crowneplaza.com](http://www.crowneplaza.com). Make reservations early! The block fills a month or more in advance!

## **National Association of Rural Health Clinics**

2 East Main Street, Fremont, MI 49412 • Ph. 866-306-1961, FAX 866-311-9606 • [www.narhc.org](http://www.narhc.org)

# 2017 NARHC Fall Institute Agenda

Located in the Illinois Ballroom unless otherwise noted

## TUESDAY, OCTOBER 17, 2017

### PRE-CONFERENCE -- For Those New to the RHC World!

There is **no additional charge** to attend the Pre-Conference which is geared toward beginners. RHC veterans may wish to attend as a review. If not, please arrive by 11:00 am to register!

	Breakfast (on your own)
7:30 – 8:30 am	Registration
8:00 – 3:30 pm	<b>CONFERENCE VENDORS: Tues. &amp; Wed. only (SE Alcove)</b>
8:30 – 8:45 am	<b>WELCOME &amp; TUTORIAL ON APP USAGE</b>
8:45 – 9:45 am	<b>RHC BASICS – <u>Glen Beussink</u></b>
9:45 – 10:45 am	<b>COST REPORT BASICS – <u>David James</u></b>
10:45 – 11:15 am	<b>Networking Break (SE Alcove)</b>
11:15 – 12:15 pm	<b>SURVEY &amp; CERTIFICATION – Virtual Walk-through of a Clinic – <u>Kate Hill &amp; Tom Terranova</u></b>
12:15 – 1:15 pm	<b>Lunch (provided in Illinois BR + NE Alcove)</b>
1:15 – 2:30 pm	<b>LEGISLATIVE UPDATE – <u>Bill Finerfrock</u></b>
2:30 – 3:30 pm	<b>BEST PRACTICES – <u>John Gill, Teresa Treiber, &amp; Peggy Gautreau</u></b>
3:30 – 4:00 pm	<b>Networking Break (SE Alcove)</b>
4:00 – 5:00 pm	<b>NARHC ANNUAL MEETING – All conference attendees should attend (members and non-members)! • Financials • Past Year Accomplishments • 2018 Goals • Ron Nelson Award • Meet the Candidates • Election</b>

## WEDNESDAY, OCTOBER 18, 2017

	Breakfast (on your own)	
7:30 – 8:30 am	Registration (for any who didn't register already on Tuesday)	
8:00 – 3:30 pm	<b>CONFERENCE VENDORS: Tues. &amp; Wed. only (SE Alcove)</b>	
Break Outs...	<b>Illinois Ballroom</b>	<b>Grand Hall</b>
8:30 – 10:00 am	<b>RHC BILLING for Provider Based – <u>Charles James, Jr</u></b>	<b>RHC BILLING for Independents – <u>Shannon Chambers</u></b>
10:00 – 11:00 am	<b>POLICY &amp; PROCEDURE MANUAL for PBs – <u>Robin VeltKamp</u></b>	<b>POLICY &amp; PROCEDURE MANUAL for INDs – <u>Julie Quinn</u></b>
11:00 – 11:30 am	<b>Networking Break (SE Alcove)</b>	
11:30 – 12:30 pm	<b>DEALING WITH THE TOUGH STUFF – <u>Julie Aman</u></b> • How to Fire a Patient • Employees Sinking the Ship • Clinic-Hospital Relationships	<b>UNUSUAL BUT IMPORTANT POLICIES – <u>Jim Estes</u></b> • Active Shooter • Therapy vs Service Animals • No Lifting vs Equipping Staff to Lift
12:30 – 1:45 pm	<b>Lunch (on your own)</b> There are multiple restaurants onsite & within walking distance	
1:45 – 2:45 pm	<b>BUILD A QUALITY REPORT CARD – <u>Angie Charlet</u></b>	<b>REGULATIONS: FINDING ANSWERS – <u>Patty Harper</u></b>
2:45 – 3:15 pm	<b>Networking Break (SE Alcove)</b>	
3:15 – 4:15 pm	<b>COST REPORTING PITFALLS &amp; BIG ROCKS – <u>Vicki Mueller</u></b>	<b>TEAM BUILDING CHANGE MANAGEMENT – <u>Jeff Harper</u></b>

## THURSDAY, OCTOBER 19, 2017

	Breakfast (on your own)
8:30 – 8:40 am	<b>DRAWING FOR PRIZES (Illinois BR)</b>
8:40 – 9:45 am	<b>EMERGENCY PREPAREDNESS &amp; THE 9<sup>TH</sup> CONDITION OF PARTICIPATION – <u>Mark Lynn</u></b>
9:45 – 10:45 am	<b>REPORTING PREVENTIVE SERVICES &amp; PROBLEM-ORIENTED E&amp;M SERVICES IN RHCS – <u>John F. Burns</u></b> • Learn specific differences between preventive & problem-solving services • Learn how RHCS should document & bill IPPE, AWV, Annual Physicals, etc. • Learn the importance of documenting the chief complaint, history, or present illness for problem-oriented services in the RHC • Learn when it is appropriate to report 2 encounters on the same date of service & the documentation for doing so in the RHC setting
10:45 – 11:00 am	<b>Networking Break (Foyer)</b>
11:00 – 12:00 pm	<b>PCMH INCENTIVES – <u>Kate Hill</u></b>

Agenda subject to change! See NARHC website, [www.narhc.org](http://www.narhc.org), for full descriptions.