Alabama Audit Summit
Pelham Civic Center
April 17, 2013

ALABAMA HOSPITAL ASSOCIATION

hfma™ alabama chapter
healthcare financial management association
Agenda

8:00  Registration

8:30 - 8:45  Welcome - Ingram Haley, CFO; Alabama Hospital Association and Craig Tolbert, President; Alabama HFMA Chapter

8:45 - 9:00  National RAC Update – Ingram Haley, CFO; Alabama Hospital Association

9:00 - 10:00  Who’s Knocking at Your Door and What Do They Want? – Joan C. Ragsdale, JD, CEO and Gregory Palega, MD, JD, Medical Director of Regulatory Affairs; MedManagement, LLC

10:00 - 10:15  Break

10:15 - 10:45  Medicaid RAC Update and Discussion – Jackie Thomas, Director of Program Integrity and Vanesa Boyd, RAC Program Manager; Alabama Medicaid Agency

10:45 - 11:45  Discussion of Medicare Part A/B Rebilling Rules - Kathy Reep, Vice President/Financial Services; Florida Hospital Association

11:45 - 1:15  Lunch - Legal Update – Linda Fotheringill, Esq.; Washington & West, LLC

1:15 - 1:30  Break

1:30 - 3:00  Hospital Panel Discussion on Audit Best Practices - Shannon Pavel, Clinical Appeals & Denials Coordinator-Infirmary Health System; Jeff Butler, Supervisor of Compliance Audit-Baptist Health System; Jimmie Loats, Manager of Revenue Cycle-UAB Hospital; and Pam Pitts, Administrative Director of HIM- DCH Health System

3:00 - 3:15  Wrap up/Final Questions
Session Objectives and Speaker Bios

8:45 – 9:00  National RAC Update
Objective: To provide update on national government audit policy.

Ingram Haley
Ingram Haley is Senior Vice President and CFO of the Alabama Hospital Association. He oversees financial related state and federal health care issues as well as serving as a financial officer of the association. Previously he worked for the Virginia Hospital & Healthcare Association where he was Director of Financial Policy managing Medicare, Medicaid and Commercial reimbursement issues for six years. Prior to hospital association work he worked as a senior budget analyst in the state budget office in Virginia as well as a quality control manager for Hooker Furniture Corporation in Martinsville, Virginia. He holds a BA in History from James Madison University, a Master’s of Public Administration from Virginia Commonwealth University, and a Master’s of Health Administration from the Medical College of Virginia.

9:00 – 10:00  Who’s Knocking at Your Door and What Do They Want?
Objective: 1) to better understand the current regulatory environment; 2) To better understand the hospitals need to defend denials or investigations; 3) To better understand the importance and need for informed oversight; and 4) To better understand the physician’s role in avoiding/defending denials.

Joan C. Ragsdale
Ms. Ragsdale serves as the Chief Executive Officer for MedManagement, LLC, a company she cofounded in 1996. She is a Phi Beta Kappa graduate of the University of Alabama where she received her Bachelor of Arts degree, magna cum laude. She received her law degree from the University of Alabama where she was an editor of the Alabama Law Review and was on the National Moot Court team. Prior to joining MedManagement she practiced law in Birmingham where she was a partner with Sirote & Permutt and later, Bradley, Arant, Rose & White where she served as Chair of the Healthcare Group.

She is a past-President of the Health Law Section of the Alabama Bar, was previously selected for inclusion in the Best Lawyers in America, as one of the Birmingham Business Journal’s “Top Ten Business Women in Birmingham” and as a Birmingham Health Care Hero. She is a frequent speaker and author on current health care regulatory and compliance issues. She is a board member of the Jefferson County Medical Foundation Trust, the UAB Callahan Eye Foundation, Inc., University of Alabama at Birmingham Medical Leadership Committee, and the Vestavia Hills Parks and Recreation Foundation.

Dr. Gregory Palega
Dr. Palega was born in New York and attended Columbia University, where he received his BA in biology, magna cum laude. In addition, Dr. Palega was chosen for the Phi Beta Kappa honor society. Remaining in NYC, Dr. Palega graduated as one of three Valedictorians in his class at Cornell University Medical College and was elected to the Alpha Omega Alpha medical honor society in both his third year and fourth year.

After medical school he accepted Duke University Hospital’s offer of an internal medicine residency position. In his third year of residency, Dr. Palega was chosen to be an Assistant Chief Resident. Subsequently, he entered private practice internal medicine, where he practiced for almost 13 years. While practicing medicine, he completed a law degree and passed the California Bar exam, thus obtaining a license to practice law. Dr. Palega worked as General Counsel for New Hanover Medical Group from 2007-2009, where he gained experience in corporate compliance and health law regulations. He is currently board certified in Internal Medicine and licensed to practice both medicine and law. He now practices hospital medicine in North Carolina, and serves as the Medical Director for Regulatory Affairs at MedManagement.
10:15 – 10:45 Medicaid RAC Update and Discussion
Objective: To provide update from the Alabama Medicaid Agency regarding RAC issues.

Jacqueline Thomas
Jacqueline Thomas is the Director of Program Integrity for the Alabama Medicaid Agency. She is responsible for the oversight of all activities surrounding the identification and prevention of fraud, waste, and abuse. This includes ensuring that the Agency is in compliance with all aspects of the Affordable Care Act. The units within Program Integrity include the Director’s Office, Investigations, Provider Review, Recipient Review and Medicaid Eligibility Quality Control (MEQC).

Prior to her current position, Mrs. Thomas has held various positions within the Agency to include Medicaid Eligibility Specialist (MES), Eligibility Division and Associate Director of the Plan Monitoring Unit within the Managed Care Division. In her position as a MES, she was responsible for determining recipient eligibility for various Medicaid programs. Later she was responsible for developing policy for the Elderly/Disabled/SSI Eligibility Division. Mrs. Thomas went on to become the Associate Director of Plan Monitoring where she was responsible for the management of two major Medicaid programs. Her duties included the preparation of waivers, conducting readiness reviews, developing claims processing specifications, monitoring claims processing, and conducting onsite administrative reviews.

Mrs. Thomas is a native of Alabama and holds a degree in Business Administration from Alabama A&M University. She is a Certified Public Manager and was awarded the designation, Professional, Academy for Healthcare Management (PAHM). She currently serves on the National Association for Medicaid Program Integrity (NAMPI) Board.

Vanesia Boyd
Vanesia Boyd is the RAC Program Manager for the Alabama Medicaid Agency. She is responsible for all activities surrounding the RAC program, including being familiar with all policies, rules and regulations pertaining to the RAC program.

Prior to her role as Program Manager, Mrs. Boyd conducted desk reviews within the Recipient Review Lock-In Unit. She was responsible for locking recipients in to one physician, one pharmacy, and/or one controlled drugs prescriber. Mrs. Boyd also had an opportunity to work within the Governmental Affairs Division, in which she attended legislative committee meetings and reviewed bills that would impact the Agency, providers, and Medicaid recipients.

Mrs. Boyd is a native of Alabama. She received a Master’s degree in Business Administration from Troy University and a bachelor’s degree in Health Administration from Auburn University.

10:45 – 11:45 MAC Prepayment Reviews and Rebilling Denied Inpatient Claims
Objective: To provide information on MAC prepayment reviews and rebilling of denied inpatient claims.

Kathy Reep
Kathy is Vice President/Financial Services with the Florida Hospital Association. Her responsibilities include monitoring regulatory issues related to Medicare, Medicaid, managed care, Workers’ Compensation, and TRICARE, determining their impact on Florida hospitals, and educating the providers in the state about their implications. She is also responsible for compliance issues related to billing, reimbursement, and HIPAA.

Kathy has over 30 years’ experience in health care. Prior to joining FHA, Kathy worked with Florida Hospital in Orlando for 18 years. She has held positions in Patients Business, Internal Audit, Systems Management, DRG Management, and as Associate Director of Budget. Prior to leaving Florida Hospital, Kathy held the position of Reimbursement Director.

Currently, Kathy co-chairs the Outpatient Workgroup of the Medicare Technical Advisory Group with CMS. She is a member of American Health Lawyers Association, HFMA, and AAHAM, as well as chairman of the State Uniform Billing Committee and a voting member of the National Uniform Billing Committee. Kathy is a Past President of the Florida Chapter of HFMA. Kathy holds an MBA degree from Rollins College.
11:45 – 1:15    Legal Update
Objective: To provide update on legal issues related to government payer audits.

Linda Fothergill
Linda Fothergill is a nationally recognized expert on denial and appeals management, is a founding member of Washington & West, LLC and is a partner in the law firm of Fothergill & Wade, LLC. Ms. Fothergill successfully assists hospitals across the country in overturning "hopeless" denials and generating millions of dollars in revenue that would otherwise be lost. She has also represented clients in insurance contract disputes and medical malpractice litigation. Ms. Fothergill began her career as a hospital-based Physician Assistant in the areas of general surgery, oncology, neurosurgery and trauma. She also had fourteen years of experience in the insurance industry as a claims representative with Medical Mutual Liability Insurance Society of Maryland. Ms. Fothergill graduated cum laude from the University Of Baltimore School Of Law. Her memberships include AAHAM, HFMA, the Maryland State Bar Association, and the American Bar Association.

Ms. Fothergill has published numerous articles on appeals and payment recovery in Hospital Case Management, Hospital Access Management, and Hospital Payment and Information Management. She co-founded the Denial Management Institute, and is on the Editorial Board of the RAC Monitor. Ms. Fothergill has provided denial management education for organizations such as the American Hospital Association, the California Hospital Association, the Missouri Hospital Association, the Indiana Hospital Association, and the Georgia Hospital Association, among others. In addition, she has provided presentations for the HFMA National and HFMA Regional Chapters, as well as for AAHAM, CAHAM, and NAHAM.

1:30 – 3:00  Hospital Panel Discussion on Audit Best Practices
Objective: To provide specific examples of successful provider audit review strategies.

Shannon Pavel
Shannon Pavel is a Registered Nurse and Certified Professional in Health Care Management with 18 years of experience in an acute care hospital and expertise in the fields of Case Management and Utilization Review.

She is employed by The Infirmary Health System, one of the largest health systems in the state of AL, and has served as the Clinical Appeals and Denials Coordinator since 2009 managing all aspects and types of governmental post payment and prepayment clinical audits including RAC, MAC prepayment denials, Medicare Advantage audits, and CERT audits.

Shannon is a member of the Cahaba GBA Provider Outreach and Education Advisory Board and serves on the Alabama Hospital Association RAC and RIC steering committees as an advocate for improvements and greater transparency in all clinical governmental audit programs. She was recently honored with the opportunity to speak at the 7th National RAC summit in Washington D.C. among a panel of distinguished presenters and attendees.

Jeff Butler
Jeff Butler is the Supervisor of Compliance Audit with Baptist Health System of Birmingham, AL. He has been with Baptist just over 3 years. He is responsible with handling Government type audits (RAC, MAC, and Medicare Advantage) as well as helping with other compliance type audits. Prior to working at Baptist, Jeff was a Financial Analyst for an Aerospace Company which built defense missiles for our allies. He is originally from Hatton, AL in rural North Alabama. Jeff received his BS Degrees from The University of Alabama and Athens State University and his MBA from The University of North Alabama. Jeff also has a Master’s of Science in Health Informatics from UAB.

Jeff currently lives in Helena, AL with his wife Rosemarie and they have 3 boys: 8, 14, and the oldest is a United States Marine currently at his MOS School at Camp Johnson in North Carolina.
Jimmie Loats
Jimmie Loats is Manager of Revenue Cycle for UAB Hospital in Birmingham, AL. He has extensive experience with operational and process enhancement and measurement utilizing technology. This includes over twelve years in a data analytics role and the development and implementation of multiple data management systems, quality improvement systems, and efficiency enhancing tools. He has been with UAB in Birmingham, AL for over ten years.
Jimmie began working with Recovery Audit Contractor Audits in November, 2011 and has since grown into his current role as Manager of Revenue Cycle where he is now responsible for managing departmental staff and initiatives designed to successfully respond to External Audits and Quality Improvement across the Revenue Cycle.

Jimmie received his B.S. from Southeastern Louisiana University in Hammond, LA and his M.B.A. from UAB in Birmingham, AL.

Pam Pitts
Pam Pitts is a Registered Health Information Management Professional with DCH Health System where she serves as Administrative Director of Health Information Management. Pam has 30+ years working with hospitals in Louisiana, Tennessee, and Alabama in health information management and medical records. In addition to HIM, Pam is responsible for both the RAC and MAC audit services at DCH Health System.

Pam received her BS in Medical Record Administration from Louisiana Tech University and her Master of Health Administration from Tulane University.