



2009 Annual Convention Las Vegas – April 20, 2009

Urgent Care Billing Essentials – AGENDA
Faculty: Elizabeth Woodcock
Location: Claudius Ballroom 1-2

Monday, April 20

7:00-8:00am	Registration and Breakfast	2:15-3:15pm	Insurance Collections (cont.) <ul style="list-style-type: none"> • Denials and Underpayments • Open Claims • Out of Network Patients
8:00-9:30am	The Basics of Billing <ul style="list-style-type: none"> • The Practice Management System • Charge Tickets • Payment Posting • Staffing • Internal Controls • Contracts 	3:15-3:30pm	Break
		3:30-4:30pm	Patient Collections <ul style="list-style-type: none"> • Time of Service Scripts • Statements • Collections Cycle • Collection Agency • Dismissal • Collections Strategies
9:30-9:45am	Break		
9:45-10:45am	Benchmarking <ul style="list-style-type: none"> • Key Performance Indicators 	4:30pm	Program Adjourns
10:45-11:00am	Break	5:00-6:00pm	PreConference Reception & Opening of Exhibit Hall
11:00am-12:00pm	Benchmarking (cont.) <ul style="list-style-type: none"> • Determining when there are Problems 		
12:00-1:00pm	Group Lunch		
1:00-2:00pm	Insurance Collections <ul style="list-style-type: none"> • Claims Submission • Handling Rejections 		
2:00-2:15pm	Break		