Providers are encouraged to have diverse leadership teams of executive, financial, clinical, program and quality control staff attend all parts of this two-part training series. Teams will gain practical knowledge on the following topics:

**FOR EXECUTIVE STAFF:**
- Changing Business Relationships & Contracting with Managed Care Organizations
- Organizational Change Processes
- Compliance Management & Quality Improvement
- Managed Care and Care Management
- State Requirements for Managed Care Plans (DISCOs, etc.)
- State and/or Managed Care Plan Requirements for Providers, including Eligibility and Credentialing Requirements for Managed Care Paneling
- How an End-to-End Assessment of Governance and Operations Can Help Drive Systems Change
- Member Services and Grievances
- Communicating within Your Organization
- Communicating with Managed Care Organizations
- Communicating with Other Providers
- Health Information Exchange

**FOR FINANCIAL STAFF:**
- Finance and Billing Systems
- Documentation and Billing
- Moving Toward At-Risk, Value-Based Payment
- Other IT Systems that Could Be Implemented to Maximize Value-Based Payments
- Developing Information Systems for Cost-Accounting on an Individual Basis
- Compliant Documentation and Billing Practices
- Revenue Cycle Management
- Internal Audits
- Contracting with Managed Care Organizations
- Outcome-Based Payment: How Shifting from Fee-for-Service to a Value-Based Reimbursement can be Used to Drive Agency-Wide Changes

**FOR CLINICAL STAFF:**
- Intersection with HCBS
- Holistic Care: Relationships with Other Health Care Providers
- Managed Care Requirements for Reporting on Quality Measures
- Using Client Satisfaction and Person-Centered Planning as Part of Clinical and Quality Improvement Efforts
- Records Systems Needed to Comply with Managed Care Organizations’ Requirements

**FOR PROGRAM STAFF:**
- Intersection with HCBS and the Community Rule
- Holistic Care: How Your Supports Must Work with Supports from Others
- Using Data to Identify Outcomes

**FOR QUALITY CONTROL STAFF:**
- Compliance Management and Quality Improvement
- Building Robust Data Reporting Structures for Use as Everyday Management Tool
- Internal Structure and Staffing to Manage Quality Assurance

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