

# TOOLS OF THE TRADE: Person-Centered Services of the Future

Co-Sponsored by NYSRA & NYSACRA



## TAKE A TEAM APPROACH TO MANAGED CARE READINESS!

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

**Click Here to  
Register Your  
Team Today!**