

# 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!**