



JOIN US FOR THE NC AHEC PRACTICE MANAGEMENT ACADEMY!

Register Today!

Practice managers are unsung heroes and medical practices with an expert manager are well-positioned for success. However, demanding schedules and limited budgets can make it difficult for practice managers to find the training they need to succeed. The NC AHEC Practice Management Academy has been established to not only to offer cost-effective, relevant, and convenient training for practice managers but also to offer them opportunities for support and connection with their peers.

The NC AHEC Practice Management Academy is designed to answer this basic question: What are the basic skills and knowledge that practice managers need for their practices to thrive? Endorsed by the North Carolina Medical Group Management Association, those who complete the program will receive formal recognition of their accomplishment and CEU credits that can be applied to the continuing education requirement of the MGMA Certified Medical Practice Administrator certification.

Live sessions will be held on Thursdays at 3:00 p.m. beginning on September 28, 2022 and continue through June, 2023. Sessions will last approximately one hour and will be recorded. The cost for Practice Managers Bootcamp is \$250.

FOR MORE INFORMATION

Visit www.southernregionalahec.org/practice-management-academy or contact Jane Moran at practicemanagement@sr-ahec.org or (910) 678-0113. To receive updates, please be sure to sign up for our contact list.

REGISTER TODAY!

Go to: www.southernregionalahec.org/courses-and-events/69219



TOPICS WILL INCLUDE

- Insurance Payment Models
- Insurance Credentialing
- Contracting & Negotiations
- Basics of Claim Filing
- Denials, Appeals, and Audits
- Understanding Coding
- Accounts Receivable
- Accounts Payable
- Understanding and Creating Balance Sheets
- Understanding and Creating Income Statements
- Writing Policies and Procedures
- Creating an Employee Handbook
- Crafting Effective Job Descriptions
- Recruiting, Interviewing and Selecting Employees
- Onboarding the New Employee
- Best Practices for Regulatory Training and Continuing Education
- Dysfunctional Employee Behaviors and How to Address Them
- Evaluations and Job Coaching
- Conflict Management
- Handling Terminations and Resignations
- Retaining Effective Employees
- Employee Appreciation and Staff Morale
- Professionalism and Effective Communication
- Team Building Strategies
- Cultural Competence
- Evidence-Based Medicine and Practice Management
- Social Determinants of Health Care
- Merit-Based Incentive Payment Systems
- Optimizing the Electronic Records System
- Selecting and Contracting Office Technology
- Implementing and Managing Patient Portals
- Privacy and Security Management
- Creating a Strategic Plan
- Creating a Basic Disaster Plan
- Ensuring Effective Workflows
- Continuous Improvement Methodologies
- Customer Service
- Partnering with Providers
- Establishing a Digital Presence
- Marketing Your Practice
- Finding Information on Emerging Trends