



NATIONAL ASSOCIATION OF  
Community Health Centers



NATIONAL COUNCIL  
FOR COMMUNITY BEHAVIORAL HEALTHCARE

## Business Operations for Behavioral Health Collaborative

The National Council for Community Behavioral Healthcare, the National Association of Community Health Centers, NIATx, and the State Associations of Addiction Services (SAAS) have come together with SAMHSA funding to form the **Business Operations for Behavioral Health Collaborative**. Its mission is to provide cross-cutting, high quality training, educational opportunities, and resources for service providers to implement efficient and cost effective business solutions.

The four primary training areas are

- Health Information Technology
- Billing Operations
- Compliance
- Patient Eligibility/Access.

### Webinar Series:

A Webinar Series, hosted by collaborative members includes topics from all four of the training areas. The full schedule with topics is below.

**Mark your calendars now** and watch for updates on descriptions, presenters, and call-in information.

### Coming up next:

Tuesday, April 12, 2011    Noon EDT Hosted by NIATx	Thursday, April 14, 2011    2:00 EDT Hosted by NACHC
<p><b>“Improving a Third Party Liability (TPL) Billing System” with 8 easy (or not so easy) Tips</b></p> <p>This webinar will share eight tips to help participants work on improving their TPL billing system. When TERROS began this process their TPL collection rate was 14% and today their TPL collection rate is 70%. He will include lessons learned from knowing what part each staff person plays in the billing and collection process? Why is important to know what you are tracking – receipts, authorizations, and denials? Find out what they learned when they asked the question “Are we billing for all the services we are providing?”</p> <p>John Greenawalt, Director of Quality Management, TERROS</p> <p><a href="http://niatx.adobeconnect.com/beg/">http://niatx.adobeconnect.com/beg/</a> 1-866-642-1665 pass code 821938 Select "Enter as a Guest" and enter your name and organization</p>	<p><b>Practice Management Systems and Electronic Health Records</b></p> <p>This presentation will cover the basics of what constitutes a PMS and EHR system, and will provide practical advice on how to identify, evaluate and choose suitable PMS &amp; EHR systems. It will include lessons learned by the presenters, who between them have produced, chosen and successfully implemented such systems in Federally Qualified Health Center (FQHC) environments.</p> <p><b>Participant Pre Registration information:</b> <a href="https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&amp;Conference_ID=6109529&amp;passcode=5350462">https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&amp;Conference_ID=6109529&amp;passcode=5350462</a> Conference number: 6109529 Passcode: 5350462</p> <p><b>To register for this event:</b></p> <ol style="list-style-type: none"> <li>1. Go to the URL listed above and choose Web RSVP under Join Events.</li> <li>2. Enter the conference number and passcode.</li> <li>3. Provide your information for the event leader and then click submit.</li> </ol> <p><b>For Participants to Join Event Directly:</b> URL: <a href="https://www.mymeetings.com/nc/join/">https://www.mymeetings.com/nc/join/</a> Conference number: PW6109529 Audience passcode: 5350462</p> <p><b>Participants can join the event directly at:</b> <a href="https://www.mymeetings.com/nc/join.php?i=PW6109529&amp;p=5350462&amp;t=c">https://www.mymeetings.com/nc/join.php?i=PW6109529&amp;p=5350462&amp;t=c</a></p>



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## **In-person training opportunities:**

### **National Council for Community Behavioral Healthcare: May 1, 2011 San Diego, CA**

- **One-day training on Business Development, covering topics such as strategic planning, marketing, and development of new service lines.**
- **One-day training on Business Process Improvement, addressing such areas as access, performance measurement, utilization management, and cost-based performance indicators.**
- **One-day training on Business Relationships with health homes and Accountable Care Organizations.**

60 scholarships are available to providers for attendance at these Institutes. For more information [Stacey Larson \(StaceyL@thenationalcouncil.org\)](mailto:StaceyLarson@thenationalcouncil.org) **no later than COB Monday, April 11.**

### **NIATx Summit/SAAS National Conference: July 10, 2011 Boston, MA**

- **One-day training on the NIATx Billing Guide**
- **One-day training on Health Information Technology from the FQHC experts**

Low cost pre-conference training. For more information and/or to register go to [www.saasniatx.net](http://www.saasniatx.net)



Date all times are Eastern	Webinar	Hosted by	Call-in information/archives
Tuesday, Feb 8	<b>Let's Get Going - Strategies to start building your billing system and keep the momentum going</b> Clara Boyden, San Mateo County, California Don Holloway, NIATx Coach	NIATx	Link to NIATx website for recording of this webinar: <a href="http://www.niatx.net/Action/WebinarLibrary.aspx">http://www.niatx.net/Action/WebinarLibrary.aspx</a>
Thursday, Feb 17	<b>Setting up Billing Systems – how to bill third party payers</b> Pat Kimball & Sheila Ashburn, Wellspring Michelle Marks and Laura Shelby, Acadia Family Center	NIATx	Link to NIATx website for recording of this webinar: <a href="http://www.niatx.net/Action/WebinarLibrary.aspx">http://www.niatx.net/Action/WebinarLibrary.aspx</a>
Tuesday, March 8	<b>Before Clinical Care Begins – Determining &amp; Verifying Eligibility</b> Michael Braxton, Empowerment Clinic, Milwaukee Wendy Danicourt, OperPAR, Florida	NIATx	Link to NIATx website for recording of this webinar: <a href="http://www.niatx.net/Action/WebinarLibrary.aspx">http://www.niatx.net/Action/WebinarLibrary.aspx</a>
Thursday, March 17	<b>"Creating the Behavioral Health Future: What to do?"</b> Victor Capoccia, NIATx	NIATx	Link to NIATx website for recording of this webinar: <a href="http://www.niatx.net/Action/WebinarLibrary.aspx">http://www.niatx.net/Action/WebinarLibrary.aspx</a>
Thursday, March 31 2:00	<b>HIT 101</b> This webinar will provide an overview of HIT and applications used in healthcare. You'll hear from three Health Center Controlled Networks (HCCNs) that have extensive experience in defining and explaining HIT to both new and experienced users. This session is a building block for future sessions on HIT in this series. Space is limited, so please register prior to the session.	NACHC	<a href="http://www.samhsa.gov/healthreform/webinar">www.samhsa.gov/healthreform/webinar</a> (will be posted soon!)
Tuesday, April 12 Noon	<b>"Improving a Third Party Liability (TPL) Billing System" with 8 easy (or not so easy) Tips</b> This webinar will share eight tips to help participants work on improving their TPL billing system. When TERROS began this process their TPL collection rate was 14% and today their TPL collection rate is 70%. He will include lessons learned from knowing what part each staff person plays in the billing and collection process? Why is important to know what you are tracking – receipts, authorizations, and denials? Find out what they learned when they asked the question "Are we billing for all the services we are providing?" John Greenawalt, Director of Quality	NIATx	<a href="http://niatx.adobeconnect.com/beg/">http://niatx.adobeconnect.com/beg/</a> 1-866-642-1665 pass code 821938 Select "Enter as a Guest" and enter your name and organization

	Management, TERROS		
Thursday, April 14 2:00	<p><b>Practice Management Systems and Electronic Health Records</b></p> <p>This presentation will cover the basics of what constitutes a PMS and EHR system, and will provide practical advice on how to identify, evaluate and choose suitable PMS &amp; EHR systems. It will include lessons learned by the presenters, who between them have produced, chosen and successfully implemented such systems in Federally Qualified Health Center (FQHC) environments.</p>	NACHC	<p><b>Participant Pre Registration information:</b> URL: <a href="https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&amp;Conference_ID=6109529&amp;passcode=5350462">https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&amp;Conference_ID=6109529&amp;passcode=5350462</a> Conference number: 6109529 Passcode: 5350462 To register for this event: 1. Go to the URL listed above and choose Web RSVP under Join Events. 2. Enter the conference number and passcode. 3. Provide your information for the event leader and then click submit.</p> <p><b>For Participants to Join Event Directly:</b> URL: <a href="https://www.mymeetings.com/nc/join/">https://www.mymeetings.com/nc/join/</a> Conference number: PW6109529 Audience passcode: 5350462 <b>Participants can join the event directly at:</b> <a href="https://www.mymeetings.com/nc/join.php?i=PW6109529&amp;p=5350462&amp;t=c">https://www.mymeetings.com/nc/join.php?i=PW6109529&amp;p=5350462&amp;t=c</a></p>
Thursday, April 21 Noon	<b>Working and Billing in a Medicaid Environment</b>	NIATx	<p><a href="http://niatx.adobeconnect.com/beg/">http://niatx.adobeconnect.com/beg/</a> 1-866-642-1665 pass code 821938 Select "Enter as a Guest" and enter your name and organization</p>
Thursday, April 28 2:00	<b>HIT: Benefits and Economies of Scale in working with an HCCN</b>	NACHC	<p><b>Participant Pre-Registration information:</b> URL: <a href="https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&amp;Conference_ID=6109537&amp;passcode=5350462">https://www.mymeetings.com/emeet/rsvp/index.jsp?customHeader=mymeetings&amp;Conference_ID=6109537&amp;passcode=5350462</a> Conference number: 6109537 Passcode: 5350462 To register for this event: 1. Go to the URL listed above and choose Web RSVP under Join Events. 2. Enter the conference number and passcode. 3. Provide your information for the event leader and then click submit.</p> <p><b>For Participants to Join Event Directly:</b> URL: <a href="https://www.mymeetings.com/nc/join/">https://www.mymeetings.com/nc/join/</a> Conference number: PW6109537 Audience passcode: 5350462 <b>Participants can join the event directly at:</b> <a href="https://www.mymeetings.com/nc/join.php?i=PW6109537&amp;p=5350462&amp;t=c">https://www.mymeetings.com/nc/join.php?i=PW6109537&amp;p=5350462&amp;t=c</a></p>
Tuesday, May 10 Noon	<p><b>The Impact of Billing &amp; Third Payer Participation on Your Workforce: Implications &amp; Strategies</b></p> <p>John Morris, Executive Director, The Annapolis Coalition and Independent Consultant Wayne Daily, Project Director, Pacesetter</p>	NIATx	<p><a href="http://niatx.adobeconnect.com/beg/">http://niatx.adobeconnect.com/beg/</a> 1-866-642-1665 pass code 821938 Select "Enter as a Guest" and enter your name and organization</p>



	Initiative, The Annapolis Coalition		
Thursday, May 19 Noon	<b>Marketing and Finding New Revenue Sources</b>	NIATx	<a href="http://niatx.adobeconnect.com/beg/">http://niatx.adobeconnect.com/beg/</a> 1-866-642-1665 pass code 821938 Select "Enter as a Guest" and enter your name and organization
Thursday, May 26 2:00	HIT: Overview of CMS Final Rule on Meaningful Use and Gap Analysis	NACHC	
Thursday, June 9 2:00	HIT: The Planning and Assessment Process	NACHC	
Thursday, June 16 2:00	Compliance	NCCBH	
Thursday, June 23 2:00	HIT: Contracting with EHR vendors	NACHC	
Thursday, July 14 2:00	HIT: Workflow Redesign – Best Practices/Models	NACHC	
Thursday, July 21 2:00	HIT: EHR Selection Process	NACHC	
Thursday, July 28 2:00	Compliance	NCCBH	
Thursday, Aug 11 2:00	HIT: EHR Implementation	NACHC	
Thursday, Aug 18 2:00	Using Provider Networks to Address Business Operations	SAAS	
Thursday, Aug 25 2:00	HIT: Disaster Planning and Recovery	NACHC	
Thursday, Sept 8 2:00	HIT: Data Warehouse	NACHC	
Thursday, Sept 15 2:00	Revenue Cycle Management	NCCBH	
Thursday, Sept 22 2:00	HIT: Electronic Health Information Exchange and Behavioral Health	NACHC	



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Thursday, Oct 13 2:00	HIT: Telemedicine and Behavioral Health	NACHC	
Thursday, Oct 20 2:00	Increasing Patient Access with Marketing	SAAS	
Thursday, Oct 27 2:00	Developing Relationships with Third Party Payers	NCCBH	
Thursday Nov 10 2:00	Compliance	NCCBH	