The consultants on this panel acknowledge a financial interest in the subject matter of this presentation.

**AGENDA**
- EMR issues
- MACRA/MIPS
- Rogue providers
- Audits and Revenue Cycle Management (RCM)
- Collections and Cash
- Outsourcing

**EMR ISSUES**
- New unexpected problems
  
  Discuss a problem that occurred when implementing or updating your EMR that you did not anticipate.

**EMR ISSUES**
- How did you decrease paper?

**EMR ISSUES**
- How are you capturing patient signatures?

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EMR ISSUES

- Most creative “out of the box” solution

MACRA AND MIPS

- What are you doing to prepare?

MACRA AND MIPS

- How are you educating your team?

ROGUE PHYSICIANS

- How did you discover them? How did you deal with the physician?

ROGUE PHYSICIANS

- How did you discover them? How did you deal with the physician?

AUDITS & RCM

- What benchmarks or expectations do you set on claims filing/processing?
AUDITS & RCM

- What benchmarks or expectations do you set on claims filing/processing?
- Claims accuracy
- Data entry errors
- Reports for tracking

COLLECTIONS AND CASH

- Collection rate benchmarks
- Collection at time of service or bill patients?
- Benefit verification process?

OUTSOURCING

- Have you outsourced any services?
- When does it make sense?

SUMMARY

- EMR Challenges
- MACRA and MIPS are here
- Rogue physicians – proceed with caution
- Audits & RCM- develop tools and benchmarks
- Collections/Cash - establish a process
- Outsourcing another option

THANK YOU!

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