



Everything RHC Workshop (Various Locations) Live Curriculum Outline

1. **Introduction to the Rural Health Clinic Program (What is an RHC?)**
 - a. History of the Rural Health Clinic Program
 - b. Code of Federal Regulations that apply to RHCs*
 - i. 42 CFR §405: Subpart X
 - ii. 42 CFR §491: Certification of Certain Healthcare Facilities
 - iii. 42 CFR §413.65: Requirements for a determination that a facility or an organization has provider-based status
 - c. Sub-regulatory Guidance for RHCs*
 - i. CMS IOM Program Benefit Manual, Chapter 13
 - ii. CMS IOM Claims Processing Manual, Chapter 9
 - iii. CMS Appendix G: Interpretive Guidelines for RHC Surveyors
 - iv. CMS Appendix Z: Interpretive Guidelines for Emergency Preparedness
2. **General Qualifications and Requirements for RHCS (Who are we and what do we do?)**
 - a. Location
 - i. Rural designation
 - ii. Primary Care Healthcare Shortage Area (HPSA)
 - b. Types of RHCs
 - c. Staffing/Types of Providers
 - d. Provision of Services
 - e. Emergency Care/First Responder
3. **RHC Compliance 101 for Certification (What are the most common survey deficiencies?)**
 - a. Federal, State and Local Laws
 - b. Written Policy and Procedures
 - c. Compliance Plan and Standard of Conduct
 - d. **Staff Training (Also covered in Compliance Maintenance)**
 - e. **Annual Program Evaluation (Also covered in Compliance Maintenance)**
 - f. Survey Readiness:
 - i. Environment
 - ii. Staffing
 - iii. Administrative
 - iv. Medical Management/Patient Care
 - v. Human Resource Administration/Credentialing
 - vi. Emergency Preparedness (general)
4. **RHC Coding, Billing and Reimbursement (How do we report our services?)**
 - a. Definition of an RHC Encounter
 - b. Cost-based Reimbursement Methodology/Cost Reporting
 - c. Medicare Billing
 - i. UB-04/837I claim format
 - ii. Type of Bill (TOB)

- iii. Revenue Codes
- iv. CPT® and HCPCS® Codes (Qualifying Visit List)
- v. Modifier -CG
- vi. Other modifier use (-59 or -25 non-typical use)
- vii. Split Billing of Professional and Technical Components
- viii. Incident-to Services (reasonable window)
- ix. Care Management Services
- x. Preventive Services
- xi. Virtual Communication Services
- xii. Telehealth in the RHC
- xiii. Claim examples for all services above
- xiv. Deductibles and Co-insurance
- xv. Immunizations in the RHC (billing/cost report settlement)
- xvi. Global Period in the RHC
- xvii. Bad Debt

5. Practice Management in the RHC (How do we succeed as an RHC?)

- a. Building a Team-based Culture of Productivity
- b. Patients as Healthcare Consumers (Customer Service)
- c. Front Desk versus Back Office
- d. Provider Productivity/ Productivity Standards
- e. Human Resource Management*
 - i. Hiring and vetting staff
 - ii. Record-keeping requirements
 - iii. Employee Health
 - iv. OIG and other background checks
 - v. **Training Requirements**
- f. Financial Benchmarking for RHCs
- g. Medical Records Management
- h. Cost Report Record-keeping
- i. Quality/Performance Improvement

6. Emergency Preparedness for RHCs (How do we prepare for Disasters?)

- a. All Hazard Risk Assessment
- b. Emergency Preparedness Plan Components
- c. Communication Tree
- d. **Staff Training (also covered in Compliance Maintenance session)**
- e. Community and Regional Resources
- f. Types of Exercises
 - i. Community-wide
 - ii. Facility-wide
 - iii. Tabletop
- g. Annual requirements for EPP maintenance

7. Workshop Wrap-up (How to Bring it all together?)

- a. Q & A
- b. Review of Cited Resources

***References and Citations included in this document**

Everything RHC Workshop Agenda

9:00 – 10:00	Introduction to the RHC Program Qualifications and Requirements for RHCs (OUTLINE #1 & #2)
10:00 – 11:00	Compliance 101 for RHCs Certification of RHCs Survey Readiness (OUTLINE #3)
11:00-12:00	RHC Coding and Billing (OUTLINE #4)
12:00-1:15	Lunch
1:15-2:30	Practice Management in the RHC (OUTLINE #5)
2:30-2:45	Break
2:45-3:30	Annual Program Evaluation & Compliance Maintenance (OUTLINE #3d, 3e and 6d)
3:30-4:30	Emergency Preparedness (OUTLINE #6)
4:30-5:00	Recap with Q & A (OUTLINE # 7)

Everything RHC Workshop

*Reference and Citations

Centers for Medicare and Medicaid Services. Policy Benefit Manual. Chapter 13 - *Rural Health Clinic (RHC) and Federally Qualified Health Center (FQHC) Services*. Rev. 252, 12-07-18. Retrieved from <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c13.pdf>

Centers for Medicare and Medicaid Services. Claims Processing Manual. *Chapter 9 - Rural Health Clinic (RHC) and Federally Qualified Health Center (FQHC) Services*. Rev. 3434, 12-31-15. Retrieved from <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/clm104c09.pdf>

Centers for Medicare and Medicaid Services. State Operations Manual. *Appendix G-Guidance for Surveyors: Rural Health Clinics*. Rev. 177, 01-26-18. Retrieved from https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_g_rhc.pdf

Centers for Medicare and Medicaid Services. State Operations Manual. *Appendix Z- Emergency Preparedness for All Provider and Certified Supplier Types*. Retrieved from <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/Advanced-Copy-SOM-Appendix-Z-EP-IGs.pdf>

Government Printing Office. Code of Federal Regulations. *Title 42, Part 491-Certification of Certain Healthcare Facilities*. 2017-10-01. Retrieved from <https://www.govinfo.gov/content/pkg/CFR-2017-title42-vol5/xml/CFR-2017-title42-vol5-part491.xml>

Government Printing Office. Code of Federal Regulations. *Title 42, Part 413, Section 65- Requirements for a determination that a facility or an organization has provider-based status*. 2011-10-01. Retrieved from <https://www.govinfo.gov/app/details/CFR-2011-title42-vol2/CFR-2011-title42-vol2-sec413-65>

Society for Human Resource Management (SHRM), (July 27, 2018). *Personnel Records: What should, and should not, be included in the personnel file?* Retrieved from <https://www.shrm.org/resourcesandtools/tools-and-samples/hr-qa/pages/includedinpersonnelfile.aspx>