

In & About

The Official Newsletter of the Massachusetts Association of Patient Account Management, an Affiliate of AAHAM



March 2023

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Check Out Our 2023 Sponsors Found in the Newsletter!

President's Message

Hello MAPAM Friends,

It is such an honor to begin my first term as MAPAM president. This is a very special organization that is near to my heart. It has provided me with education, resources, contacts, and friendships that have proved invaluable for me both personally and professionally over the years. I am eager to continue this legacy of promoting knowledge and growth in our industry. I strongly encourage everyone to take part in what this great organization has to offer and to recommend it to their staff, colleagues, and friends. They won't regret it.

I must begin by expressing my heartfelt gratitude to those who are also volunteering for MAPAM this year. I consider myself quite lucky to have such a strong team of leaders and industry experts helping to run this chapter. We have a dedicated team of officers and board members working so hard to put together a schedule of events that will provide value to our members.

Our first meeting of the year will be a virtual one on March 16th, with two stellar presentations that cover timely revenue cycle topics. As usual, thanks to the support of our corporate sponsors, this quality education is free of charge for MAPAM members. If you haven't joined or renewed yet, I encourage you to, so that you can begin taking advantage of all the benefits of being a member. I am also very pleased to share that we are working hard to plan several in person events for 2023, including our ever-popular Annual Fall Conference, which I am excited to announce will be returning to the Red Jacket Beach Resort on the Cape. This is a can't-miss event that always delivers with quality education, valuable networking opportunities, and good times on the beach to top it off.

I can't wait to see everyone soon! Please don't hesitate to reach out if there is anything you would like to know about MAPAM or our exciting plans for this year. Wishing you all the best.

Jon Menard

MAPAM President

In blow to payers, CMS implements tougher Medicare Advantage audit rule

Becker's Healthcare By: Rylee Wilson

CMS will implement stricter audits of Medicare Advantage plans, a move that could leave payers on the hook for billions of dollars in repayments to the federal government.

In a final rule issued Jan. 30, the agency said it will strike the fee-for-service adjuster from risk adjustment data validation audits, a tool that would have calculated a permissible level of payment errors and limited audit recoveries to payment errors above that level.

The rule is less harsh than the initial proposed draft, which was first introduced in 2018. That version would have extrapolated the stricter auditing standards to contracts dating back to 2011, which payers heavily pushed back on. The final rule will only apply to contracts dated from payment year 2018 and up.

CMS representatives told the Wall Street Journal the agency estimates it will recover \$479 million in overpayments from 2018, and projects it will recover around \$4.7 billion over the next decade.

Nearly every major insurance company has been accused of or settled allegations of Medicare Advantage fraud, which the industry disputes. Payers have been accused of exploiting the program through elaborate "upcoding" schemes that make patients appear sicker on medical records than they actually are — thereby leading to higher payments from CMS.

MA experts had expected increased scrutiny around the public-private program, which hit a milestone of 30 million enrollees in 2023.

In a news release, HHS Secretary Xavier Becerra said the final rule is "commonsense" and a "critical accountability measure."

"For years, federal watchdogs and outside experts have identified the Medicare Advantage program as one of the top management and performance challenges facing HHS, and today we are taking long overdue steps to conduct audits and recoup funds," Mr. Becerra said. "These steps will make Medicare and the Medicare Advantage program stronger."

Payers had indicated they would likely pursue legal action if the final rule did not include a fee-for-service adjuster.

Matt Eyles, president and CEO of health insurance trade group AHIP, told Becker's ahead of the ruling the association believes the rule is "unlawful in terms of its construction."

"It relies on bad data, some which is almost 20 years old at this point. We think it's going to harm seniors and reduce health equity," he said. "We know how critically important the focus on health equity is, especially when

you look at the higher levels of enrollment by minority populations and low-income Americans in Medicare Advantage plans."

In a news release, Alliance of Community Health Plans CEO Ceci Connolly said the rule does not target the "most egregious diagnosis coding violations."

"We are disappointed by the final regulation and hope CMS reconsiders more targeted approaches to meaningfully address compliance in the MA program and protect the taxpayer dollar," she said.

"While we all can agree that improvements can be made, the failure to adjust for the legitimate differences between Medicare Advantage and original Medicare will have a detrimental effect on the seniors and people with disabilities who rely on the Medicare Advantage program," the BCBS Association said. "CMS should have implemented a narrower solution aimed at a few bad actors, but instead this overreaching regulation will raise costs, reduce choice and make it more difficult for seniors and those with disabilities to effectively manage their health."

Becker's has reached out to representatives for UnitedHealthcare, Elevance Health and Humana for comment and will update this article if more information becomes available. Aetna deferred to AHIP.

New Faces in New Places

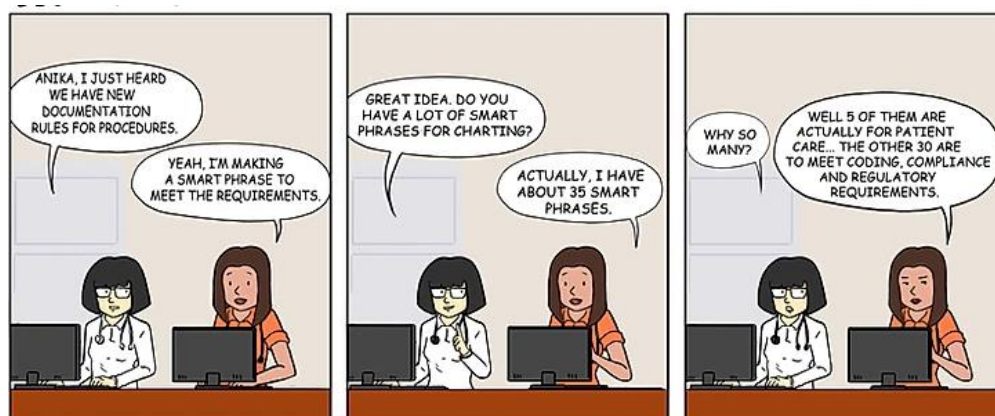
Please join us in welcoming MAPAM's newest members. We are so excited to have you join us!

Aaron Croce
Medix Healthcare

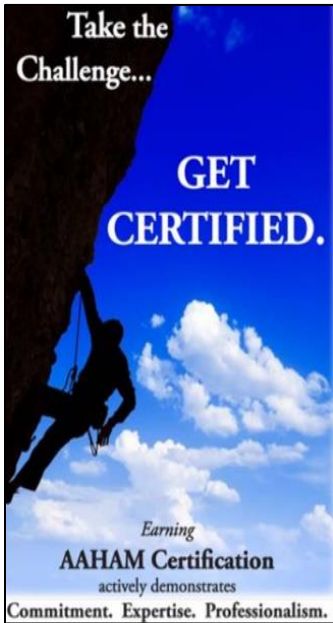
Jeanine Downie
Boston's Children's Hospital

Anne McDonald
Fin Thrive

MAPAM's Comic Corner



Benefits of AAHAM Certifications



- Gives you a competitive advantage over current and potential employers
- Provides the recognition you deserve
- Grants access to the positions you seek and desire
- Allows you to build a network of peers in your industry

Please reach out to Chris Healy chealy@bidplymouth.org or Makayla Hussey mhussey@marcamassociates.com with any questions about becoming certified.



Congratulations!

Jessica Gosselin, CRCP
Beth Israel Deaconess
Medical Center

Successfully passing
the CRCP certification
exam!



March Revenue Cycle Meeting

Don't Miss the March Revenue Cycle Meeting!

Date: Thursday, March 16, 2023

Time: 10:00am to 12:15pm

Location: Webinar

This meeting is being offered at no charge to MAPAM Members and only a one-time fee of \$25.00 for Non-Members. To sign up, please visit:

<http://mapam.org/meetinginfo.php>

Objectives for Learning

- Revenue Integrity Definition
- Evolution of Revenue Integrity
- Key Performance Indicators (KPIs) for Rev Integrity within the Revenue Cycle
- Rev Integrity – Integration with Revenue Cycle

10:00am to 10:10am	<p>Welcome and Introduction Jon Menard - MAPAM President</p>
10:10am to 11:05am	<p>BDO Healthcare Advisory Services Sanjay Pathak, Managing Director Stefany Dresh, Experienced Manager</p> <p>“Optimizing Patient Access – Your Front Door to Care”</p>
11:05am to 12:00pm	<p>Mosaic Healthcare Strategies, LLC Catherine (Kate) H. Clark, CPC, CRCE, CRIP</p> <p>“Optimizing Revenue Through Revenue Integrity”</p> <p>Objectives for Learning -Revenue Integrity Definition -Evolution of Revenue Integrity -Key Performance Indicators (KPIs) for Rev Integrity within the Revenue Cycle -Rev Integrity – Integration with Revenue Cycle</p>
12:00pm to 12:05pm	<p>Wrap Up, closing remarks.</p>

Upcoming 2023 Calendar

Date	Meeting	Location
March 16, 2023	Revenue Cycle Meeting	Webinar
May 3-4, 2023	National AAHAM Legislative Day	Hyatt Regency Washington, DC
May 18, 2023	All Payers Meeting	TBD
July 20, 2023	Member Appreciation Meeting	TBD
October 10-12, 2023	AAHAM ANI (Annual National Institute)	Loews Hollywood Hotel Los Angeles, CA
October 23-24, 2023	Annual Fall Conference	Red Jacket Beach Resort Yarmouth, MA
December 14, 2023	Government Payers Meeting	Webinar

Please note: These dates are subject to change.

MAPAM's Board of Directors

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Integrated Revenue Integrity
jmenard@integratedri.com

Past President

Sandra Magaw
Integrated Revenue Integrity
smagaw@integratedri.com

Vice President

Makayla Hussey
Marcam Associates
mhussey@marcamassociates.com

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Balance Healthcare Receivables
thall@bhrlc.com

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stephanie.clark@vizientinc.com

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jgiunta@partners.com

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tanya.thorpe@tuftsmedicine.org

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louise.tokman@prospectmedical.com

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jennifer.bernatchez@baystatehealth.org

Certification

Chris Healy
Beth Israel Deaconess Medical Center
chealy@bidplymouth.org

Webmaster

Patrick McDonough
The CCS Companies
pmcdonough@ccusa.com

In&About

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On behalf of everyone at MAPAM I would like to express our sincere gratitude for our 2023 sponsors!

