

Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Client and the Facility

Chlamydia Screening Change Package: Best Practice 4

How to Use This Guide	<p>This guide is designed to support facilitation of an interactive learning session on how to Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Client and the Facility: Best Practice 4 from the Chlamydia Screening Change Package, whose purpose is to drive improvement on the chlamydia screening performance measure.</p> <p>Facilitators should feel free to adapt and revise this guide. Facilitators may choose to:</p> <ul style="list-style-type: none"> » Convene staff from one or more clinics for a standing meeting (e.g., monthly) to discuss each Best Practice (in order or as needed) from the Chlamydia Screening Change Package. <i>(See other Best Practice discussion guides.)</i> » Convene a one-time meeting with clinic staff about this topic.
Learning Objectives	<p>By the end of the discussion, participants should be able to:</p> <ul style="list-style-type: none"> » Describe the rationale for reducing cost as a barrier to chlamydia screening » Identify at least one strategy to reduce cost as a barrier for access to chlamydia screening » Identify at least one resource to support you in utilizing diverse payment options
Length	<p>At least 60 minutes, with more time for discussion as schedules allow. Example discussion questions are provided; facilitators can use them based on participant interest.</p>
Materials	<ul style="list-style-type: none"> » Chlamydia Screening Change Package: Summary of evidence-based recommendations for increasing chlamydia screening rates, strategies, case studies, tools, and resources » PowerPoint Slides with Notes: Slides with speaker notes and discussion questions
Format	<p>Discussions can be facilitated virtually or in person.</p>
Suggested Participants	<p>Staff from one or more family planning clinics. Involving multiple sites can facilitate peer-to-peer sharing. Having representation of clinical, administrative, and financial staff can help address system issues.</p>
Before You Start...	<p>Participants should calculate site-level performance on the chlamydia screening performance measure using the Chlamydia Screening Performance Measure Calculator (if needed).</p>

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Orientation to Utilizing Diverse Payment Options to Reduce Cost: Topics and Objectives



10 minutes



Slides 1-6



Present Slide

Facilitate

1 Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Client and the Facility: Chlamydia Screening Change Package Best Practice 4

Activity:

- » Conduct participant and facilitator introductions.

2 Introduction to the Chlamydia Screening Change Package

3 Chlamydia Screening Change Package: Best Practice 4

4 Meeting objectives

5 Rationale for utilizing diverse payment options

6 Overview of strategies

Strategies



20 minutes



Slides 7-13



Present Slide

Facilitate

7 Ensure policy aligns with Title X Program Requirements

8 Ensure client confidentiality

Discussion:

- » What strategies do you use to ensure vulnerable clients can make informed choices around confidential billing?
- » How do you ensure that you bill when appropriate (and do not “leave money on the table”), but also maintain confidentiality?

9 Obtain third-party reimbursement

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10 Optimize billing and coding

Discussion:

- » How do you know if you are getting reimbursed appropriately?
- » How do you keep track of updates to codes?
- » How do providers and billing staff communicate about unpaid services, and how often?
- » How can you better assess the quality of your coding?

11 Provide insurance eligibility screening and application assistance

12 Develop strategies to pay for safety net screening

13 Using Title X funds

Confidential Billing: Case Study and Resources



20 minutes



Slides 14-20



Present Slide

Facilitate

14 Case study: Tina

15 Billing and reimbursement challenges

16 Confidential billing workflow

Discussion:

- » What challenges do you have related to confidential billing?
- » How do you ensure confidentiality for clients (e.g., adolescents) who require it?
- » How do you do this and still obtain reimbursement for methods (especially for adolescents)?
- » What strategies have you used to ensure no EOB is sent?

17 STD Billing and Reimbursement Toolkit

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18 Billing and Coding eLearning Series

19 Coding Podcast Series

20 Coding Palm Card

Success Story: Lessons Learned from the Field



5 minutes



Slide 21



Present Slide

Facilitate

21 Success story: Family Planning Council of Iowa

Discussion:

- » What opportunities exist for you to reduce cost as a barrier?

Next Steps and Conclusion



5 minutes



Slides 22-23



Present Slide

Facilitate

22 Closing and reflection

Discussion (if time allows):

- » What other questions do you have for each other before we end? Are there other issues or challenges that we haven't discussed yet?
 - » What is one thing you will take away from today's discussion?
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23 Thank you