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# Managing Receivables by Exception



December 16, 2010

2:00 p.m. – 3:30 p.m.

Part of the Business Office Excellence Series

For more detailed information see [www.ohca.org](http://www.ohca.org)

# Managing Receivables by Exception

## Part of the Business Office Excellence Series



**December 16, 2010**

2:00 pm – 3:30 pm

### Course Description:

This program will review the executive's perspective of managing receivable by exception. A discussion on techniques and objectives that allow the executive to calculate the day's sales outstanding and how the entire process impacts the bottom line will take place.

### Objectives

- Outline a couple of avenues an organization can calculate the days sales outstanding
- Identify how census fluctuations influence the calculations as well as the cash flow of your organization
- Overview the entire process to determine "best practices" for your organization

### Speaker:

**Pam Skrzyński**

Senior Revenue Cycle Advisor

Howard, Wershbaile & Co.

CPAs & Advisors, OHCA Platinum Champion Partner

Pam has extensive health care management experience in long-term care for national and local organizations. Her areas of expertise include: re-engineering nursing home business offices, maximizing A/R billing and collection efficiencies, development of policy and procedures, training, and operational process improvements between interdisciplinary teams. She also has extended knowledge in the acute care and pharmaceutical settings.

Pam's depth of experience is second to none for restructuring and optimizing back office policies and procedures for health care organizations. Her profound knowledge of internal systems and processes allows Pam to provide impressive detail to support corporate efficiencies for CEOs and CFOs across the country. By helping health care providers streamline their claims reimbursement, cost management and corporate compliance systems, Pam has repeatedly facilitated bottom line improvements that don't sacrifice patient care.

Pam relates to the pains and expectations of the health care professional. A billing specialist promoted to software consulting and implementation, Pam has more than two decades of hands-on experience in health care revenue cycling. As a certified PointClickCare Trainer, Pam's mission to help health care leadership and in-house counsel leverage the latest technology puts her at the top of a highly specialized niche.

### CEUs & Other Education Requirements:

This program is approved for one (1.0) hour of credit for nursing home administrators, accountants and nurses. Individual attendance will be monitored throughout the call. Only those attending the entire call will be awarded continuing education credit. All participants regardless of need for CEUs, will receive a certificate of attendance. Upon receipt of your request for continuing education form, certificates will be mailed to the facility.

### How it will work:

One week prior to the webinar, you will receive an email with the toll-free number and access code for your contact person at the facility to enter the webinar, as well as any handout materials and continuing education request forms. The number and access code are only valid for one connection (phone line & computer) per each registered organization. Any additional connections will be billed the webinar registration fee.

### How much does it cost?

Facilities will pay one low fee for an unlimited number of participants. However, the number and access code is valid only for one phone line/computer at the location registered with the Association. Any additional telephone #'s/computers calling in will be billed for the registration fee.

Have a conflict the day or time of the call or just want other shifts to be able to hear the program? This program is being recorded and a cd-rom along with the handouts is available for purchase. CEUs are not available for listening to the CD.

*It is imperative that an email address is provided as this is where call in code and handout materials will be sent.*

**Register on line and save 10% off the registration fee listed.**

**Mail-in Registration**

or **[www.efohca.org](http://www.efohca.org)**

COMPANY INFORMATION:

Facility \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone ( \_\_\_\_\_ ) \_\_\_\_\_

### Registration Fees:

Members: \$ 75 (Prior to December 3) \$ 130 (December 3 and after)

Non-Members: \$ 100 (Prior to December 3) \$ 175 (December 3 and after)

**Payment must be included to be processed.**

Send this completed form and payment to:

**EFOHCA**

55 Green Meadows Drive South, Lewis Center, Ohio 43035 • Fax: 614/436-0939

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address (required): \_\_\_\_\_

Checks accepted with mail-in registrations. Credit cards accepted with online registrations.

**Managing Receivables by Exception**