

DELEGATION ORDER



**Retrainee - Job Creation
Training Proposal for:
Advanced Medical Management, Inc.**

Small Business

ET17-0216

Approval Date: September 14, 2016

ETP Regional Office: North Hollywood **Analyst:** L. Vuong

CONTRACTOR

- Type of Industry: Healthcare
Services
Priority Industry: Yes No

- Number of Full-Time Employees
California: 95
Worldwide: 95
Number to be trained: 62
Owner Yes No

- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 8%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$48,360
- In-Kind Contribution: \$42,930

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee Priority Rate SET SB <100 Medical Skills Training	Business Skills, Computer Skills, Continuous Impr., MS Didactic	52	8-60	0	\$780	\$21.28
				Weighted Avg: 30			
2	Retrainee Priority Rate SET SB <100 Job Creation Medical Skills Training	Business Skills, Computer Skills, Continuous Impr., MS Didactic	10	8-60	0	\$780	*\$13.73
				Weighted Avg: 30			

*It will be made a condition of contract that the trainees in this Job Number will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

- Reimbursement Rate: Job #'s 1 & 2: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Registered Nurse, Licensed Vocational Nurse, IT/Software Staff, Claim Examiner/Coder Staff, Coordinator, Administrative Staff
- Union Representation: Yes
 No
- Health Benefits: Job #'s 1 & 2: \$2.58 per hour

SUBCONTRACTORS

- Development Services: Training Funding Source (TFS) in Seal Beach, assisted with development for a flat fee of \$4,900.
- Administrative Services: TFS will also provide administrative services for an amount not to exceed 13% of payment earned.
- Training Vendors: To Be Determined

OVERVIEW

Founded in 1982 and located in Long Beach, Advanced Medical Management, Inc. (AMM) is accredited by the Joint Commission on Accreditation of Healthcare Organizations and is certified by Medicare/Medi-Cal and numerous Health Maintenance Organizations to provide medical management services which include case management, claim processing, payment review, and medical authorization and administrative. The Company also facilitates home health, palliative, long term and hospice care. AMM operates as a medical management company for independent physician associations in the Long Beach area.

AMM currently faces numerous healthcare challenges. This includes changes to the Affordable Care Act, reduced reimbursement from Medicare/Medi-Cal, an increase in patient care and customer services, and impacts related to new technology. In addition, AMM has experienced a rapid growth in the last year and plans to expand its services to Northern/Southern regions of California. As a result of this expansion and increased demand, the Company anticipates hiring approximately 15 additional new employees and an increase of 20% in business within the next year. This will be AMM's first ETP Agreement. The proposal will target 62 workers at its Long Beach facility where all training will take place.

The Company is involved in healthcare and medical services and is eligible for priority industry reimbursement.

Training Plan

As the Company faces many challenges related to changes in the healthcare industry, AMM's training goal is to improve customer services, provide higher quality care, reduce errors, add new employees, and keep current with healthcare standards and requirements, and technological advances. Workers will gain proficiency and the ability to manage complex systems.

Class/lab, videoconference and Medical Skills training will be delivered on-site by in-house staff in the following:

Business Skills - Training will be offered to all occupations. Training will focus on claims processing, payments and coding to reduce errors and duplications of payments and benefits. Training will also improve assessment, authorization and eligibility processes. Training will also improve communication.

Computer Skills - Training will be offered to all occupations. Trainees will gain knowledge of database tools and learn to effectively navigate patient charts to track data.

Continuous Improvement - Training will be offered to all occupations to improve and increase customer service, patient care, efficiency and procedures.

Medical Skills Training – Training will be delivered to Registered Nurses, Licensed Vocational Nurses, Claim Examiner/Coder Staff and Coordinators. Trainees will participate in Didactic training focused on healthcare regulations and requirements. Trainees will learn to recognize and analyze medical claims to better serve patients and physicians.

Retrainee – Job Creation

Historically, AMM provides services exclusively in the Long Beach area. However, business has grown and services have increased. Therefore, AMM plans to expand its services to

Northern/Southern regions of California. AMM is committed to hiring 10 new employees (Job Number 2). Trainees must be hired within the three-month period prior to Panel approval or during the term of contract. Training for newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage. These trainees will be hired into “net new jobs” as a condition of contract.

AMM will train these new employees to accommodate various business needs and services. These employees will learn skills to enhance medical services to improve quality patient care, utilize internal computer systems and to have a better understanding of AMM’s business operations.

Special Employment Training

Under Special Employment Training (SET), employers are not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period.

➤ Wage Modification

Trainees in Job Number 1 employed in a Priority Industry qualify for a SET wage modification up to 25% below the statewide average hourly wage. The wage modification of \$21.28 is requested for trainees in Job Number 1.

All trainees in Job Number 2 qualify for the ETP New Hire minimum wage of \$13.73 per hour for Los Angeles County. There is no post-retention wage increase required for the Job Creation trainees in Job Number 2.

RECOMMENDATION

Staff recommends approval of this proposal.

Exhibit B: Menu Curriculum**Class/Lab Hours**

8-60

Trainees may receive any of the following:

BUSINESS SKILLS

- Adjudication-Statistical Flags, Contesting a Claim, Duplicate Claim
- Authorizations
- Capitation
- Case Management
- Claims Processing/Coding
- Communication/Coaching
- Credentialing
- Customer Service Skills
- Division of Financial Responsibility
- Documentation
- Eligibility, Capitation Finance & Reporting
- Fraud Waste and Abuse
- Health Plan Options
- Health Insurance Portability and Accountability (HIPAA)
- Independent Physician Associations (IPA)
- International Classification of Disease 10th Edition (ICD-10 Coding)
- Leadership
- Logging/Processing Data
- Marketing Strategies
- Medical Terminology & Reimbursement
- Medicare Advantage Hierarchical Condition Categories
- Member/Vendor/Code Specifics
- Modifiers (Coding)
- Physician organizations and Government agencies (Clients Relations)
- Project Management
- Provider Relations
- Quality Management
- Recovery (Underpayment and Overpayment)
- Referrals/Authorizations
- Sales/Marketing
- Teambuilding
- Star Measures (Performance)
- Time Management
- Trading Partners (Electronic Data Interchange)

COMPUTER SKILLS

- Cerecons – Authorization Patient Services Portal
- CISCO Firewall
- Claim Shop
- Contracting Data Application
- Data Base Management System
- Electronic Claims (EDI) Member Portal
- Enterprise/MRP/Financial

- EZCAP- Patient / Provider Information System
- MS Office Applications
- ADP Payroll System
- Clinical Services Management Systems - PCDW
- Electronic Medical Records (EMR) Applications
- Accounts Receivable/Payable
- SQL Server

CONTINUOUS IMPROVEMENT

- Coordination of Care
- Problem Solving
- Team Building
- Quality Improvement

MEDICAL SKILLS TRAINING – DIDACTIC

- Annual Skills Update
- Behavior Management
- Caregiver
- Functional Mobility & Ambulation
- Home Health
- Hospice
- Neurological Conditions
- Orthopedic Conditions
- Pain Management (Acute & Chronic)
- Palliative Care
- Patient Fall Prevention
- Patient Transfer Techniques
- Wound Management
- Patient Assessment & Care
- Dementia Care
- Diabetic Management
- Medication Administration & Management

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.