



RETRAINEE - JOB CREATION
Training Proposal for:
Conifer Revenue Cycle Solutions, LLC
Agreement Number: ET15-0364

Panel Meeting of: January 22, 2015

ETP Regional Office: San Diego

Analyst: S. Godin

PROJECT PROFILE

Contract Attributes:	Job Creation Initiative HUA SET	Industry Sector(s):	Services Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Orange, Los Angeles, Contra Costa, Riverside, San Luis Obispo, Stanislaus	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 854	U.S.:12,000	Worldwide: 12,000
<u>Turnover Rate:</u>	8%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$147,000		\$0	\$0		\$147,000

In-Kind Contribution:	100% of Total ETP Funding Required	\$223,146
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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 SET	Business Skills, Commercial Skills, Computer Skills, Continuous Impr	200	8-200	0-100	\$450	\$27.09*
				Weighted Avg: 30			
2	Retrainee HUA SET	Business Skills, Commercial Skills, Computer Skills, Continuous Impr	20	8-200	0-100	\$450	\$14.90*
				Weighted Avg: 30			
3	Retrainee Job Creation SET	Business Skills, Commercial Skills, Computer Skills, Continuous Impr	40	8-200	0-100	\$1,200	\$12.19*
				Weighted Avg: 60			

Minimum Wage by County:

Job Number 1: (SET Frontline Worker) \$27.09/hr Statewide Average Hourly Wage

Job Number 2: (HUA/SET) \$14.90/hr in Riverside and Stanislaus Counties

Job Number 3: (Job Creation) \$13.32/hr in Orange County; \$13.37/hr in Los Angeles County; \$13.55/hr in Contra Costa County; and \$12.19/hr in Riverside and Stanislaus Counties

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Employer-paid health benefits of up to \$2.29 per hour may be used to meet the Post-Retention Wage in Job Numbers 1-3.

Other Compensation: Bonuses (Job Number 1) In addition to employer paid health benefits, employees earn monthly bonuses. Hourly bonus amounts of at least \$9.14 per hour may be used to meet the \$27.09 SET wage for the occupations of Claims Representatives, Payment Processing Staff and Patient Services Staff. Approximately 70 out of 125 trainees in the aforementioned occupations may use bonus pay, in addition to employer paid health benefits, to meet or exceed the ETP required minimum wage.

*This proposal was scheduled to be heard in December. Staff recommends “grandfathering” the CY2014 wages to ensure there is no detriment caused by the cancellation of December’s meeting where, as here, some occupations would not meet CY2015 wages.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1 – SET Frontline		
Claims Representative, Payment Processing Staff		50
Information Technology (IT) Staff		10
Patient Services Staff		75
Support Staff		65
Job Number 2 – SET / HUA		
Claims Representative, Payment Processing Staff		5
Patient Services Staff		10
Support Staff		5

Job Number 3 – SET / Job Creation		
Claims Representative, Payment Processing Staff		5
Information Technology (IT) Staff		5
Patient Services Staff		15
Support Staff		15

INTRODUCTION

Founded in 2008 and headquartered in Frisco, Texas, Conifer Revenue Cycle Solutions, LLC (Conifer) and its affiliate, Conifer Value Based Care (Conifer VBC) (www.coniferhealth.com), provide comprehensive services to client hospitals and healthcare systems across the United States. Services range from patient pre-registration, patient access through billing, and collection processing of governmental, managed care, and self-pay claims through Revenue Cycle Solutions. Conifer will be the lead contractor in this proposal in conjunction with its affiliate, Conifer VBC. Conifer VBC offers clinical integration services to align hospitals and physicians, financial risk management, and client health management.

The Companies maintain locations throughout the United States, including two business support centers in Anaheim and Encino. They also station employees at 11 client hospitals located in Orange, Contra Costa, Los Angeles, San Luis Obispo, Riverside and Stanislaus Counties. ETP training will be for all California locations, including the employees at the 11 client hospitals. Conifer is eligible for Special Employment Training (SET) funding for frontline workers.

PROJECT DETAILS

The Patient Protection and Affordable Care Act has resulted in increased paperwork required for each patient. Compliance with ever-changing regulations related to patient services has become more challenging. Internet technology related to electronic medical recordkeeping has become more complex. To meet its clients' changing needs, Conifer must stay current on changes effecting patient medical records and billing. It must also be able to navigate industry software revisions.

The need for workforce training is also being driven by a major revamping to the International Statistical Classification of Diseases and Related Health Problems (ICD), a coding of diseases and signs, symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases, as classified by the World Health Organization (WHO). This code set is used in all aspects of medical recordkeeping. The existing code set known as the ICD-9 is outdated (in place for 30 years). The new code set, ICD-10, includes thousands of new diagnoses and procedure codes which will enable greater specificity in service descriptions and must meet the increased level of detail needed to recognize advancements in medicine and technology. The ICD-10 allows for more accurate claim information which will result in more accurate and timely claims payment and coverage decisions. ICD-10 compliance must happen by October 1, 2015. It will require new and re-designed forms, processes, policies, communications, and software systems. This sweeping change throughout the medical records services industry will require a significant amount of training to successfully implement.

Retrainee – Job Creation

To meet growing demands and industry changes, Conifer has increased the scope of its Claims and Patient Payment Resolution Services through the acquisition of accounts previously serviced by outside vendors. This action requires the hiring of employees in order to handle the increased workload.

Conifer also decided to expand its service offerings by creating a new Third Party Liability Department (TPL). This new department will be exclusively dedicated to conducting research and follow-up with patients to obtain third party auto and medical insurance information for the hospital and to ensure sufficient payment is received in a timely manner.

As a result of the business expansion described above, Conifer has committed to hiring 40 employees in all occupations (Job Number 3). The date-of-hire for all trainees will be within the four-month period before contract approval or within the term-of-contract. These trainees will be hired into "net new jobs" as a condition of contract.

Training Plan

Computer-Based Training (CBT) will be provided to all occupations as a supplement to class/lab instruction, either as a prerequisite or as a follow-up to Class/Lab training to ensure trainee competency in subject matter. CBT is capped at 50% of the total training hours per trainee.

Business Skills (20%) – Training will be offered to all occupations. Training will provide the skill sets needed to provide improved and consistent customer service through improved communication skills, new customer service skills, finance/accounting skills, and negotiation skills.

Commercial Skills (35%) - Training will be provided to Claims Representatives and Payment Processing Staff, Patient Services Staff and Support Staff to ensure that frontline workers have an in- depth understanding of compliance and regulatory changes affecting medical records and billing and the requisite skills needed to support customers and expanding service offerings.

Computer Skills (30%) - Training will be offered to all occupations in the use of various medical software solutions. Training will encompass new ICD-10 coding and electronic health records management software. Select trainees will receive Intermediate and Advanced Microsoft Office.

Continuous Improvement (15%) - Training will be delivered to all occupations and will focus on performance and quality improvements. Training will provide frontline workers with skill sets in change management, leadership, and problem solving.

SET/HUA

Under Special Employment Training (SET), companies 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 retention.

The trainees in Job Number 2 work in High Unemployment Areas (Riverside and Stanislaus Counties), exceeding the state average by at least 25%. The Panel may qualify these trainees under the ETP Standard Minimum Wage rather than the Statewide Average Hourly Wage. Conifer is requesting this wage modification in order to reach 20 trainees who otherwise would not be reachable.

Wages: Use of Bonuses to Meet Required ETP Wages

Conifer has requested to use bonuses to meet the Post-Retention wage of \$27.09 for approximately 70 trainees in the occupations of Patient Services Staff, Claims Representatives, and Payment Processing Staff for Job Number 1 only. Conifer represents that employees receive monthly bonuses in addition to salary or hourly pay as a normal recurring part of their compensation. Bonuses are paid to employees who exceed individual monthly performance benchmarks that support company specific goals. Conifer reports that wage information for the

last 12 consecutive months shows that these occupations earned an average of \$7.84 an hour in bonus pay, up to a maximum of \$33.66 an hour. Conifer also reports that trainees earning \$15.66 per hour (lowest hourly wage in Job Number 1) earned at least \$9.14 per hour in bonuses during the same time frame. With bonuses and employer paid health benefits, all ETP trainees will meet or exceed the required ETP SET wage of \$27.09 for Job Number 1.

Training Infrastructure/Electronic Recordkeeping

Conifer's training department will work directly with Training Funding Partners to administer and develop the proposal. Conifer expects to start training within two weeks of Panel approval. All training will be managed by the Company's Anaheim facility. The Company will be using its LMS system to track/record the delivery of all ETP-funded training. ETP staff has approved the Company's use of its LMS.

Impact/Outcome

ETP Funding will substantially contribute to Conifer's ability to provide comprehensive revenue cycle services to client hospitals and healthcare systems and to implement new technologies needed to remain competitive. In addition, funding will be a catalyst for the Company to implement extensive training for newly-hired and incumbent trainees needed to respond to the challenges of healthcare reform.

Commitment to Training

Conifer states that its budget for training in California is approximately \$256,000 for 2015. Employee training includes basic new employee orientation, anti-harassment and violence in the workplace prevention, diversity, basic computer skills, ethics, safety training, job specific onboarding, and expense report processing.

ETP funds will allow Conifer to roll-out system-wide initiatives and technologies and provide staff with skill sets necessary to implement new services and process improvements. ETP funds will not displace the existing financial commitment to training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

RECOMMENDATION

Staff recommends approval of this proposal with the wage modification for Job Number 2.

DEVELOPMENT SERVICES

Conifer retained Training Funding Partners (TFP) in Fountain Valley to assist with development of this proposal for a flat fee of \$9,500.

ADMINISTRATIVE SERVICES

Conifer also retained TFP to perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum

Class/Lab/E-Learning Hours

8-200 (Job Numbers 1-3)

Trainees may receive any of the following:

BUSINESS SKILLS

- Communication Skills
- Conflict Resolution
- Customer Service Skills
- Finance/Accounting Skills
- Negotiation Skills

COMMERCIAL SKILLS

- ICD-10/Coding Skills
- Medical Eligibility Skills
- Medicare Plans
- Patient Access/Billing/Payment Processing
- Insurance Plans

COMPUTER SKILLS

- Billing Systems Skills
- Conifer Proprietary Systems Skills
- EPIC Patient Accounting Systems Skills
- inContact Customer Call Center Management System
- Intermediate/Advanced Microsoft Office Skills
- MedAssets System Skills
- OnBase Enterprise Content Management System Skills
- OnDemand Electronic Document System

CONTINUOUS IMPROVEMENT

- Change Management Skills
- Leadership Skills
- Problem Solving/Troubleshooting
- Process Improvement Skills

CBT Hours

0-100

BUSINESS SKILLS

- Billing Compliance: Segment 1 (1.85 hours)
- Billing Compliance: Segment 2 (0.87 hours)
- Billing Compliance: Segment 3 (1.55 hours)
- Billing Compliance: Segment 4 (0.77 hours)
- Conifer - Introduction to Standardized Payor Methodology (0.67 hours)
- Conifer - Writing Effective Appeals Letters-rcd10256 (1.5 hours)
- Conifer Privacy and Security Awareness (2.18 hours)
- Conifer-Automated Collection Environment (ACE) -Eligibility-270/271 (1.25 hours)
- Conifer-Credit Balance Resolution Module 1 (1 hour)
- Conifer-Credit Balance Workflow Changes (0.58 hours)
- Conifer-Customer Value Management (CVM): Customer Care Center

- (CCC) Rep View (1.17 hours)
- Conifer-CVM: CCC Rep View (1.17 hours)
- Conifer-Fair Debt Collection practices Act (FDCPA) Training Refresher (1 hour)
- Conifer-Insurance Basics (1.67 hours)
- Conifer-Medicare Fraud and Abuse 2014 (1.58 hours)
- Conifer-Patient Access Forms Compliance (0.5 hours)
- Conifer-WorkForce Management (WFM)-Agents (0.58 hours)
- Connecting Through Communication (1 hour)
- Improving Employee Engagement (1 hour)
- Overseeing Compliance with Conifer Precertification, Clinical Admission Reviews, Case Management and Clinical Appeals (0.68 hours)

COMMERCIAL SKILLS

- Conifer - ACA Overview for MECS and Patient Access (0.75 hours)
- Conifer - Affordable Care Act (ACA) Overview for Medical Eligibility Counseling Specialists (MECS) and Patient Access (PA) (0.75 hours)
- Conifer - HIM (Health Information Management) at a Glance (0.78 hours)
- Conifer - MediCal Diagnosis Related Group (DRG) Conversion Training (1 hour)
- Conifer - MediCal DRG Conversion Training (1 hour)
- Conifer - Medicare Basics 2014 or 2015 (0.5 hours)
- Conifer- Emergency Medical Treatment and Labor Act (EMTALA) 101 (1.5 hours)
- Conifer- Quarterly Coding Quality Assurance Refresher Training (1 hour)
- Conifer-ACE-Eligibility-270/271 (1.25 hours)
- Conifer-Admission Source Codes (1 hour)
- Conifer-Automated Collection Environment (ACE) Action Result Code Training (1 hour)
- Conifer-Automated Collection Environment (ACE) -Claims-276/277 (1.25 hours)
- Conifer-Automated Electronic Defibrillator (AED) (0.67 hours)
- Conifer-Center for Patient Access Services (CPAS) at a Glance (0.5 hours)
- Conifer-Financial Clearance Activity Code Standardization (0.5 hours)
- Conifer-Managed Exchange Revenue Category (0.83 hours)
- Conifer-MedAssets KnowledgeSource - Code Correct Training Link (1.6 hours)
- Conifer-Medicare Basics 2015 (0.5 hours)
- Conifer-Medicare Eligibility via HETS (270/271 review) (0.92 hours)
- Conifer-Medicare Eligibility via HIPAA Eligibility Transaction System (HETS) - 270/271 review (0.92 hours)
- Conifer-Non-Staff Referring Physician Service (1.2 hours)
- Conifer-PA-Financial Clearance (1.5 hours)
- Conifer-PA-Regulatory Requirements (1 hour)
- Conifer-Patient Access (PA)-New Hire Training (NHT)-Pre-Courses-Curriculum (11.92 hours)
- Conifer-QuadraMed Customer Value Management (CVM) v5.6 for Non-Facility Users (0.5 hours)

- Conifer-Resolving Payer Refund Inquiries for Tenet (1.25 hours)
- Conifer-Revenue Reclass Revisions (0.5 hours)
- Conifer-WFM-Agents (0.58 hours)
- Conifer-WFM-Supervisors (0.75 hours)
- Digestive System Terminology (0.53 hours)
- ECG Lead Systems, Complications, and Nursing Interventions (1.23 hours)
- Emergencies of the Genitourinary System (1 hour)
- Function of the Autonomic Nervous System (0.9 hours)
- Sensitivity: Considerations and Issues with the Obese Patient (2 hours)
- Transplants, Overdose, and Burns (1.58 hours)
- Abdominal, Genitourinary (GU), Limb, and Vascular Injuries (1.17 hours)
- Age-Related Changes in the Gastrointestinal System and Selected Conditions (1.83 hours)
- Anatomy and Physiology of the Human Body (1.11 hour)
- Anatomy and Physiology of the Pulmonary System (1.1 hour)
- Anatomy and Physiology of the Vascular System (0.83 hours)
- Assessment and Diagnostic Tests for Acute Myocardial Infarction (0.85 hours)
- Cancer Rehabilitation (0.72 hours)
- Cardiac Cells and Tissues (0.93 hours)
- Cardiomyopathy (1.22 hours)
- Cardiovascular Alterations (1.15 hours)
- Care of the Anesthetized Patient (0.83 hours)
- Childhood and Less Common Cancers (0.67 hours)
- Confidential Medical and Financial Assistance (1.73 hours)
- Radiation and MRI Safety (0.75 hours)
- Radiology, Radiotherapy, and Nuclear Medicine Terminology (1.37 hours)
- ICD–10
 - GEMs: Reimbursement Mappings and Crosswalks (1.25 hours)
 - A Day In the Life of ICD-10 (1 hour)
 - Anatomy and Physiology of ICD-10-CM (0.5 hours)
 - Anatomy and Physiology of ICD-10-CM (CM=clinical modification) (0.5 hours)
 - Anatomy and Physiology of ICD-10-PCS (0.5 hours)
 - Anatomy and Physiology of ICD-10-PCS (PCS=procedure classification system) (0.5 hours)
 - Conifer-ICD-10-PCS Official Coding Guidelines 2014 (1.17 hours)
 - Conifer-ICD-10-Procedure Coding System (PCS) Official Coding Guidelines 2014 (1.17 hours)
 - ICD-10 and Blood and Blood Forming Organs and the Lymph System (1 hour)
 - ICD-10 and the Circulatory System (1 hour)
 - ICD-10 and the Delivery and Business of Healthcare (1 hour)
 - ICD-10 and the Digestive System (1 hour)
 - ICD-10 and the Ear and Mastoid (1 hour)
 - ICD-10 and the Endocrine System (1 hour)
 - ICD-10 and the Eye and Adnexa (1 hour)
 - ICD-10 and the Female Reproductive System (1 hour)

- ICD-10 and the Integumentary System (1 hour)
- ICD-10 and the Male Reproductive System (1 hour)
- ICD-10 and the Muscular System (1 hour)
- ICD-10 and the Nervous System (1 hour)
- ICD-10 and the Organization of the Human Body (1 hour)
- ICD-10 and the Physician (0.5 hours)
- ICD-10 and the Respiratory System (1 hour)
- ICD-10 and the Skeletal System (1 hour)
- ICD-10 and the Tissue Level of Organization (1 hour)
- ICD-10 and the Urinary System (1 hour)
- ICD-10 Virtual Coding Simulator - SDS - Virginia Miller (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Donna Smith (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Jessica Simpson (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Mary Ortiz (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Ricardo Moon (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Robert Duke (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Shelia Hamilton (0.75 hours)
- ICD-10 Virtual Coding Simulator- ED- Tom O'Hara (0.75 hours)
- ICD-10 Virtual Coding Simulator- Inpatient- Albert Clooney (0.75 hours)
- ICD-10 Virtual Coding Simulator- Inpatient- Brittney Taylor (0.75 hours)
- ICD-10 Virtual Coding Simulator- Inpatient- David McKenna (0.75 hours)
- ICD-10 Virtual Coding Simulator- Inpatient- Edna Riley (0.75 hours)
- ICD-10 Virtual Coding Simulator- Inpatient- Evan Harris (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- Arthur Johnson (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- Gary Thomas (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- Jamal Abbasi (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- James White (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- Justin Block (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- Maya Rizzo (0.75 hours)
- ICD-10 Virtual Coding Simulator- Physician Office- Tom Scott (0.75 hours)
- ICD-10 Virtual Coding Simulator- SDS- Alex Rodriguez (0.75 hours)
- ICD-10 Virtual Coding Simulator- SDS- Barbara Forbes (0.75 hours)
- ICD-10 Virtual Coding Simulator- SDS- Mark Rhodes (0.75 hours)
- ICD-10 Virtual Coding Simulator- SDS- Pat Cohen (0.75 hours)
- ICD-10 Virtual Coding Simulator- SDS- Renee Cantrell (0.75 hours)
- ICD-10 Virtual Coding Simulator- SDS- Vivian Anderson (0.75 hours)

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- ICD-10-CM Coding: Chapter 1: Infectious and Parasitic Diseases (1 hour)
- ICD-10-CM Coding: Chapter 10: Diseases of the Respiratory System (1 hour)
- ICD-10-CM Coding: Chapter 11: Diseases of the Digestive System (1.5 hours)
- ICD-10-CM Coding: Chapter 12: Diseases of the Skin and Subcutaneous Tissue (1 hour)
- ICD-10-CM Coding: Chapter 13: Diseases of the Musculoskeletal System and Connective Tissue (1.5 hours)
- ICD-10-CM Coding: Chapter 14: Diseases of the Genitourinary System (1 hour)
- ICD-10-CM Coding: Chapter 15: Pregnancy, Childbirth, and the Puerperium (1.5 hours)
- ICD-10-CM Coding: Chapter 16: Certain Conditions Originating in the Perinatal Period (1 hour)
- ICD-10-CM Coding: Chapter 17: Congenital Malformations, Deformations, and Chromosomal Abnormalities (1 hour)
- ICD-10-CM Coding: Chapter 18: Symptoms, Signs, and Abnormal Clinical and Laboratory Findings, Not elsewhere classified (1.5 hours)
- ICD-10-CM Coding: Chapter 19: Injury, Poisoning, and Certain and Other Consequences of External Causes (1.5 hours)
- ICD-10-CM Coding: Chapter 2: Neoplasms (1 hour)
- ICD-10-CM Coding: Chapter 20: External Causes of Morbidity (1 hour)
- ICD-10-CM Coding: Chapter 21: Factors Influencing Health Status and Contact with Health Services (1 hour)
- ICD-10-CM Coding: Chapter 3: Diseases of the Blood and Blood-forming organs and certain disorders involving the Immune Mechanism (1 hour)
- ICD-10-CM Coding: Chapter 4: Endocrine, Nutritional, and Metabolic Diseases (1.5 hours)
- ICD-10-CM Coding: Chapter 5: Mental and Behavioral Disorders (1 hour)
- ICD-10-CM Coding: Chapter 6: Diseases of the Nervous System (1.5 hours)
- ICD-10-CM Coding: Chapter 7: Diseases of the Eye and Adnexa (1.5 hours)
- ICD-10-CM Coding: Chapter 8: Diseases of the Ear and Mastoid Process (1 hour)
- ICD-10-CM Coding: Chapter 9: Diseases of the Cardiovascular System (1 hour)
- ICD-10-CM Coding: Chapter 9: Diseases of the Circulatory System (1 hour)
- ICD-10-CM: Introduction to the ICD-10 Classification System (0.5 hours)
- ICD-10-CM: Introduction to the ICD-10-CM Code Book - Using The Book (1 hour)
- ICD-10-CM: Introduction to the ICD-10-CM Code Book: The Conventions (1 hour)
- ICD-10-CM: Introduction to the ICD-10-CM Guidelines: Outpatient Coding Guidelines (1 hour)

- ICD-10-CM: Introduction to the ICD-10-CM Guidelines: Principal Diagnosis and Additional Diagnoses (1 hour)
- ICD-10-CM: Introduction to the ICD-10-CM Guidelines: The General Coding Guidelines (1 hour)
- ICD-10-PCS Coding: Detailed Overview of PCS (1 hour)
- ICD-10-PCS Coding: Fundamentals of Assigning Codes in the Ancillary Sections (1 hour)
- ICD-10-PCS Coding: Fundamentals of Body Systems and Body Parts (1 hour)
- ICD-10-PCS Coding: Medical and Surgical Approaches (0.5 hours)
- ICD-10-PCS Coding: Medical and Surgical Devices (0.5 hours)
- ICD-10-PCS Coding: Medical and Surgical Qualifiers (0.5 hours)
- ICD-10-PCS Coding: Medical and Surgical Root Operations Groups 1 to 3 (1.5 hours)
- ICD-10-PCS Coding: Medical and Surgical Root Operations Groups 4 to 8 (1.5 hours)
- ICD-10-PCS Coding: Medical and Surgical-Related Devices, Equipment, and Substances (1 hour)
- ICD-10-PCS Coding: Other Values in the Medical and Surgical-Related Section (0.5 hours)
- ICD-10-PCS Coding: Overview of the Ancillary Section (1 hour)
- ICD-10-PCS Coding: Overview of the Medical and Surgical Section (1 hour)
- ICD-10-PCS Coding: Overview of the Medical and Surgical-Related Section (1 hour)
- ICD-10-PCS Coding: The Fundamentals of Assigning ICD-10-PCS Codes (1 hour)
- ICD-10-PCS Coding: The Root Operations of the Medical and Surgical-Related Section (1.5 hours)
- ICD-10-PCS Coding: The Section Value of the Medical and Surgical-Related Section (1 hour)
- Documenting in ICD-10 -CM (0.5 hours)
- Documenting in ICD-10 -PCS (0.5 hours)
- Language of ICD-10: Specificity and Granularity (1 hour)
- Medical Terminology of ICD-10-CM (1 hour)
- Prologue to ICD-10-CM for Coders (1 hour)
- Prologue to ICD-10-CM for Non-Coders (1 hour)
- Prologue to ICD-10-PCS for Coders (1 hour)
- Prologue to ICD-10-PCS for Non-Coders (1 hour)
- Using the Code Book for Non-Coders (1 hour)

COMPUTER SKILLS

- Conifer-Customer Value Management (CVM): Online Patient Portal (1.17 hours)
- Conifer-CVM: Online Patient Portal (1.17 hours)
- Conifer-WorkForce Management (WFM)-Supervisors (0.75 hours)
- Microsoft Advanced Level Excel 2003: All About Auto Filter - rcd11334 (0.53 hours)
- Microsoft Advanced Level Excel 2003: Charts III-Create a Professional Looking Chart - rcd11335 (0.7 hours)
- Microsoft Advanced Level Excel 2003: Excel Statistical Functions (0.87 hours)

- Microsoft Advanced Level Excel 2003: Find Functions and Enter Arguments (0.87 hours)
- Microsoft Advanced Level Excel 2003: Get in the Loop with Excel Macros (0.87 hours)
- Microsoft Advanced Level Excel 2003: Help Secure and Protect Data in Excel (0.7 hours)
- Microsoft Advanced Level Excel 2003: Import Data-Import Text Files into Excel (0.53 hours)
- Microsoft Advanced Level Excel 2003: PivotTable I (0.53 hours)
- Microsoft Advanced Level Excel 2003: PivotTable III (0.87 hours)
- Microsoft Advanced Level Excel 2007: PivotTable I-Get Started with PivotTable Reports in Excel 2007 (0.87 hours)
- Microsoft Advanced Level Excel 2007: PivotTable II-Filter PivotTable Report Data in Excel 2007 (0.53 hours)
- Microsoft Advanced Level Excel 2007: PivotTable III-Calculate Data in PivotTable Reports in Excel 2007 (0.53 hours)
- Microsoft Advanced Level Excel 2010: VLOOKUP-What it is, and When to use it (0.7 hours)

Note: Reimbursement for retraining is capped at 200 total hours per trainee, regardless of method of delivery. CBT is capped at 50% of total training hours, per-trainee.