



**Training Proposal for:
Stanford Medical Billing Services, Inc.**

Small Business

ET16-0321

Approval Date: December 29, 2015

ETP Regional Office: Sacramento

Analyst: M. Jones

CONTRACTOR

- Type of Industry: Services

- Priority Industry: Yes No

- Number of Full-Time Employees
 - California: 10
 - Worldwide: 10
 - Number to be trained: 10

- Owner Yes No

- Out-of-State Competition: No OSC
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 13%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$7,700
- In-Kind Contribution: \$11,220

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 SB <100 SET	Business Skills, Computer Skills, Commercial Skills	10	8-60	0	\$770	\$15.07
				Weighted Avg: 35			

- Reimbursement Rate: Job #1: \$22 SB Non-Priority
- County(ies): Fresno
- Occupations to be Trained: Owner, Financial Counselor, Accounting Staff, Medical Coding Staff, Administrative Staff, Billing Staff
- Union Representation: Yes
 No
- Health Benefits: Job #1: \$2.07 per hour

SUBCONTRACTORS

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: To Be Determined

OVERVIEW

Established in 1997, Stanford Medical Billing Services, Inc. (Stanford Medical) is a professional medical services company that offers medical practice management data support, medical coding, billing services, and invoicing/claims processing for medical specialty groups (such as Oncology and Neurology) and physicians' offices throughout Fresno County and Hawaii. The Company is expanding its services, growing and implementing new initiatives.

The Company also recently expanded its specialty services to include Behavioral Health, Pain Management, Sleep Medicine, and Rheumatology, thus staff must learn the terms, definitions, protocols and processes for these medical specialties.

Stanford Medical is also implementing new software programs: IMS Medical Practice Management software to interface with new clients) and MedSym (a medical specialization program).

All training will be conducted in a Class/Lab setting.

Training Plan

Stanford Medical has held two previous ETP contracts. Although some employees that participated in the previous Agreement will also participate in this new Agreement, repeat trainees will not receive the same training as in the previous Agreement, but will receive training on new initiatives. ETP funding will assist the Company in complying with the medical industry's new ICD-10 system, the expansion into Behavioral Health, Sleep Medicine, Pain Management and Rheumatology to development of employees' skills, and remaining competitive.

Business Skills: Training will be offered to the Owner, Administrative Staff, Accounting Staff and Financial Counselor. Stanford Medical plans to develop a short to medium range Strategic Plan that will take the business to the next level by identifying new market segments and territories for investigation and development over the next three years. Staff will learn the tools and the planning strategies that will be imperative to a successful plan. Their focus will be on strategies for growth within existing service areas, growth into regional markets, and growth in new medical specialty service areas. Training topic will be Strategic Planning.

Commercial Skills: Training will be offered to all occupations in order for staff to better communicate with clients and effectively process various health plans. This training will teach staff proper Rheumatology, Sleep Medicine, Behavioral Health and Pain Management Terminology, Definitions, and Protocols. Medical Coding Staff and Administrative/Clerical Staff will receive training in the ICD-10 coding system, which has approximately six times the diagnostic and treatment codes as the previous ICD-9 version to ensure specificity of coding and billing accuracy. Training topics will be Terms, Definitions and Protocols, and ICD-10.

Computer Skills: Training will be offered to the Owner, Accounting Staff, Administrative Staff, Billing Staff and Medical Coding Staff. Trainees will receive software training in IMS and MedSym. In addition, Medical Coding Staff and Administrative Staff will take the Electronic Health Records Software Training course.

High Unemployment Area

All trainees work in a High Unemployment Area (HUA), with unemployment exceeding the state average by 15%. Stanford Medical Billing is not requesting an HUA wage modification.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

The following table summarizes performance by Stanford Medical under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0331	Fresno	04/05/13 – 10/27/14	\$19,602	\$17,669 (90%)
ET11-0292	Fresno	06/30/11 – 06/29/12	\$34,320	\$25,078 (73%)

Exhibit B: Menu Curriculum

Class/Lab Hours

8 - 60

Trainees may receive any of the following:

Business Skills

- Strategic Planning

Computer Skills

- IMS Training
- MedSym Training
- Electronic Health Records Software Training

Commercial Skills

- Sleep Medicine Terms, Definitions, and Protocols
- Behavioral Health Terms, Definitions, and Protocols
- Pain Management Terms, Definitions, and Protocols
- Rheumatology Terms, Definitions, and Protocols
- ICD-10 Training

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