

PALMETTO STATE NEWS

In loving memory of Ray High

SPRING EDITION

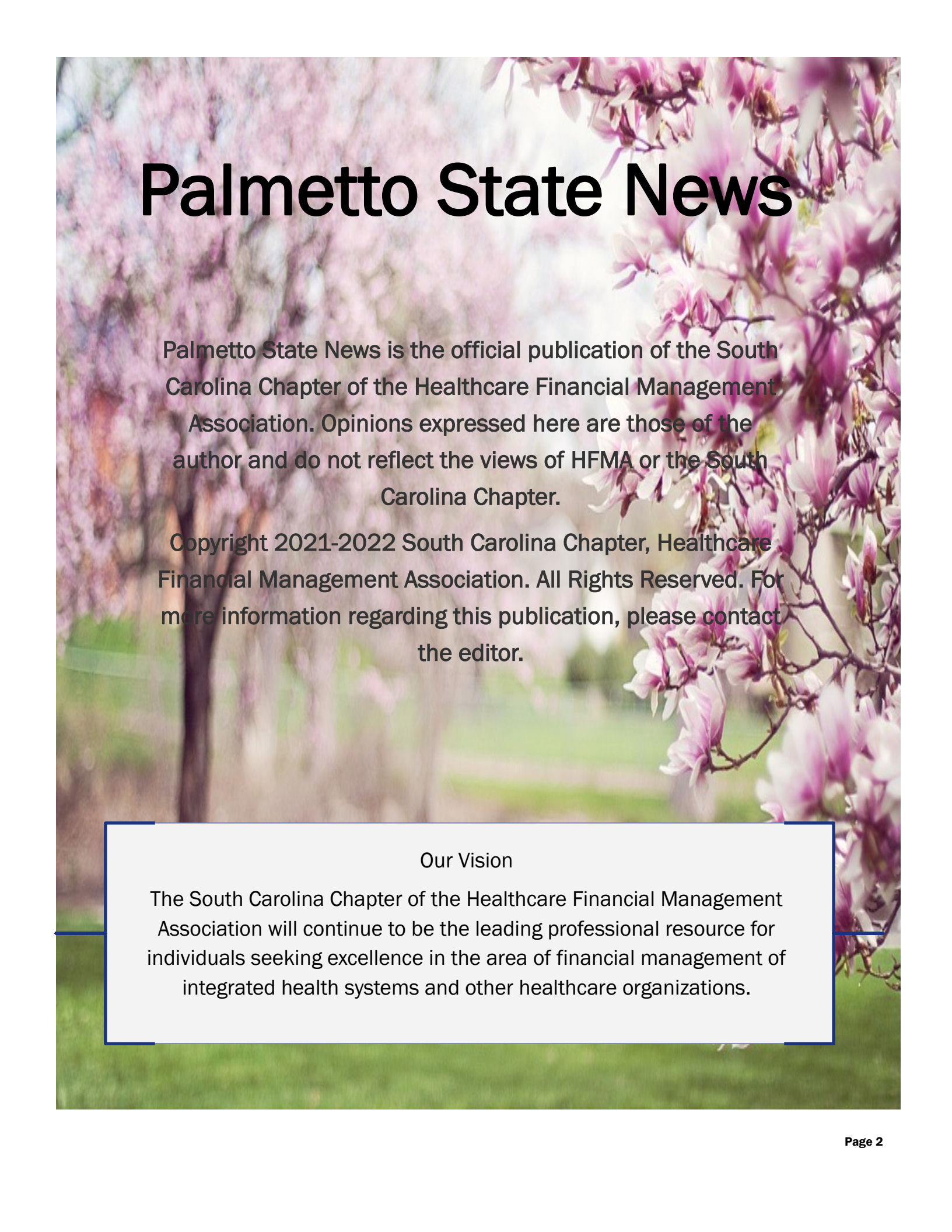


In this edition:

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No Surprises Act

Get to Know Your Board Members



Palmetto State News

Palmetto State News is the official publication of the South Carolina Chapter of the Healthcare Financial Management Association. Opinions expressed here are those of the author and do not reflect the views of HFMA or the South Carolina Chapter.

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Our Vision

The South Carolina Chapter of the Healthcare Financial Management Association will continue to be the leading professional resource for individuals seeking excellence in the area of financial management of integrated health systems and other healthcare organizations.



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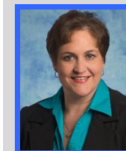
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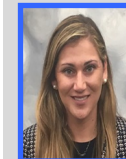
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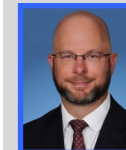
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A Message from the Chapter President



Happy ALMOST Summer Chapter Members! I can't believe my time serving all of you is coming to an end. Serving as your Chapter President over the past two years has been an honor and I am proud of what we have accomplished despite the COVID global pandemic. The chapter pulled together, and we were able to successfully have virtual education sessions, successfully launch our Diversity, Equity, and Inclusion Council with monthly lunch and

learns, and managed to return to safe in-person conferences. A special THANK YOU to the Executive Officers and all my Board of Directors, Committee Chairs, Chapter Volunteers, and Past Presidents – I could not have done any of this without your time, support, advice, and encouragement.

As I reflect on the past two years, we have all certainly encountered some challenging times whether it was adjusting to the virtual workforce, elimination/resignation of jobs, financial impacts to health systems due to the pandemic and regulation changes, loss of loved ones, and social justice issues. When I initially chose my theme for my Presidential year, little did I know just how much we would find ourselves tested through ALL the challenges we faced over the past two years. I hope you all have had a chance to learn and grow from this experience and as you continue with your professional and personal endeavors, challenge yourself. It's so easy to become complacent and when we don't step out of our comfort zone every now and again, we don't grow introspectively. Always remember that sometimes it's good to get uncomfortable to be comfortable so I continue to challenge each of you to get out of your comfort zone and try something new because ***"If it doesn't CHALLENGE you, it doesn't CHANGE you."***

As we enter a new Chapter year, we have some exciting in-person conferences coming up so be sure to **SAVE THE DATE** for the following upcoming events:

SC HFMA Annual Institute | June 1st – 3rd | Hilton Head, SC

HFMA Annual Conference | June 26th – 29th | Denver, CO

SC HFMA Fall Institute | October 26th – 28th | Greenville, SC

NC HFMA Eastern Regional Conference | November 13th – 16th | Asheville, NC

I'm very much looking forward to seeing you in Hilton Head next week as I finally join the ranks as Immediate Past President and pass the baton onto Robert Griffin – he will do a phenomenal job leading the Chapter.

Thank you again for the honor and privilege of serving you.

Stay healthy and stay safe.

Danielle Gori

Danielle Gori, FHFMA, CHFP, CRCA

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No Surprises Act: A Particular Challenge in the Emergency Department

*Barney Osborne, FHFMA, CHFP
VP of Finance and Reimbursement
South Carolina Hospital Association*

A few months ago, 2022 rolled in like any other but, amid the wonderful fireworks and champagne, unfortunately, the not-so-wonderful No Surprises Act (NSA) “rolled in” with it.

In the Emergency Department, the NSA primarily focuses on Physician and other professional services

The NSA’s primary target is physician and other provider independent billing as many patients receiving care are unaware that these charges may even exist prior to a service being performed. Also, facilities are typically contracted with many more carriers than physicians are. In the past, these physician providers were typically in-network with fewer carriers than facilities allowing them to bill patients 100% of the balance after the deductible and coinsurance. Over and over, CMS uses anesthesiologist charges as an example, however the same requirements also apply to ED physicians.

Emergency Departments will function differently from other departments. All out-of-network patients in the ED will require “real-time” estimations without the 72 and 3 hour allowance applied to other departments and services. ED departments and physicians will be required to issue notice and consent forms to out-of-network patients around the clock. It is unlikely that physicians will maintain their own staff in the ED to make NSA determinations. It is widely expected that facilities will perform these requirements on behalf of onsite ED physicians. Issuing Notice and Consents will be a particularly difficult process in the ED due to the volume of registrations and the number of uninsured/non-emergency visits, and the complications determining both. While most commercial third-party patients will still be required to receive a Notice of Balance Billing rights to all Commercial Patients, the remaining requirements of the Advanced Explanation of Benefits by carriers has been delayed.

Patient Flow

Producing a Notice of Noncoverage and a Consent to bill will be a twisted and tangled process in the Emergency Department (ED). Unlike other departments, the Emergency Department has to function in real-time as the patient arrives without an appointment, which creates a number of compliance problems. First, out-of-network registrants will have to be recognized and validated on the spot-day or night. Second and third shift registrants will likely not have the opportunity to validate coverage and providers and facilities will usually have to depend on the patient’s information, which is often misunderstood by the registrant and can be misleading. This and most other requirements will require new functions of registrants-many of which have never been trained in case management, insurance verifications or charge estimations. There may also be less availability of management staff to assist with problems.

Physician Determinations of Emergent is Required

EMTAL Triage determinations does not satisfy the NSA physician determination requirement of determining a patient as emergent. Triage remains unchanged by the NSA. The actual determination of the patient’s condition will likely occur when the patient is physically examined by a physician. Requirements to move a patient to and from the emergency table based on the physician’s determination will be nearly impossible to functionally coordinate.

No Surprises Act *[continued]*

It will be unlikely that a physician will agree to physically move back and forth between triage, registration, and the treatment area to make their determination during triage. CMS recognizes that without further distinctions, it is impossible to judge what a patient “believes” to be emergent.

Consequently, **facilities and providers are advised to treat all Emergency Department visits as emergent. CMS has requested public input on this issue.**

Prior to the NSA out-of-network, many out-of-network physicians billed their patients directly for the entire unpaid claim amount leaving the patient to collect any amount they can from their insurer with the remaining balance being due directly from the patient. The NSA now requires out-of-network providers to bill the patient’s insurer directly for out-of-network claims. The patient’s third-party carrier will then determine a fair amount to pay based on their own claim’s history. Physicians will now only be paid that third-party amount **determined by the insurer**. Physicians can only collect coinsurance and deductible amounts determined by the carrier. **No balance billing to the patient is allowed.** A process in NSA is available to allow providers to negotiate unacceptable payments with third-parties and if no resolution is met, to have an independent arbiter choose a payment amount submitted by the provider and the carrier. This is expected to significantly reduce payments to affected physicians for emergency services. It is important to remember that non-emergent treatments can be billed at 100% of gross charges if the required Notice, Consent, and estimations are signed by the patient.

Post-stabilization Charges

In specified situations, the No Surprises Act allows out-of-network providers and facilities to seek written consent from individuals to voluntarily waive their protection against balance billing for nonemergent post-stabilization services. Very basically, if a physician determines that an emergency patient is no longer emergent, the physician and hospital can begin accumulating billable charges from that point forward, but only if the patient meets very specific travel requirements and agrees to sign a Notice and Consent form accepting the charges. CMS provides the clearest instructions for this process, in their FREQUENTLY ASKED QUESTIONS FOR PROVIDERS ABOUT THE NO SURPRISES RULES.¹ Accumulating these charges separately from the remainder of the ED visit is yet to be explained by CMS.

Closing

Like most CMS modifications, there will be a long and tall learning curve accompanying the new NSA requirements. As implementation continues, we can be certain that CMS, facilities, payers, and providers will find unexpected impacts such as slow payments and billing and payment changes and errors. provider and payer errors and the lawsuits have already begun. While not specifically directed to the Emergency Department, six plaintiffs have already joined in a lawsuit against all of the federal agencies. Each of these have the potential of altering what is required of facilities and providers. There will likely be many more to come and each one has the potential to change the current requirements. For now, all facilities and providers can do is to attempt to meet the current guidelines in order to make later adjustments easier to understand and comply with and record all meetings and other efforts to become compliant with the NSA requirements.²

¹<https://www.cms.gov/files/document/faq-providers-no-surprises-rules-april-2022.pdf>, dated April 6, 2022

²[Banning Surprise Bills: Biden Administration Issues First Rule On The No Surprises Act | Health Affairs](#)

WOULD YOU LIKE TO GET INVOLVED? PLEASE FEEL FREE TO REACH OUT TO ANY OF THE COMMITTEE CHAIRS.

Contact information is listed on the SC Chapter website: <http://www.schfma.org/committees.html>

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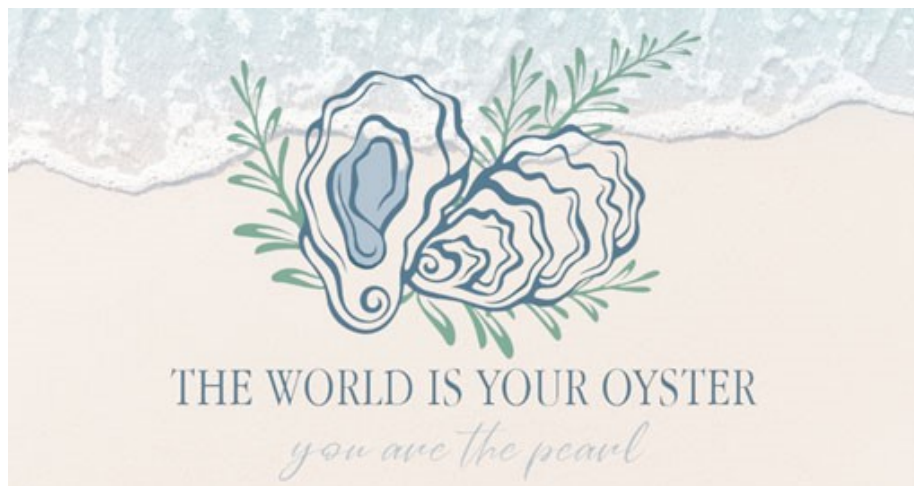
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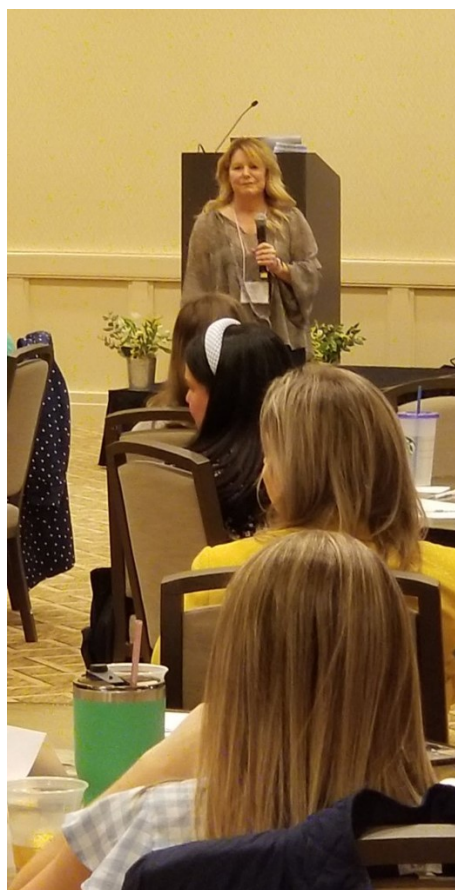
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2022
MARCH 10TH—
11TH, 2022



SC HFMA Welcomes New Members

February 2022—April 2022

Prisma Health

(added 10 new members)

The following entities added one new member:

HCA
Chi-Matic, Inc
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South East Summit 2022 Nashville



Southeastern Summit Service Project



During the Southeastern Summit in Nashville, TN in April, attendees were encouraged to participate in a project to help assemble beds for Sleep in Heavenly Peace. They are a non-profit organization with local chapters throughout the United States with a mission: “No kid sleeps on the floor in our town.”

Special thanks to Capio, Invicta, PwC, Nemadji for coming together to invest in a sponsorship to present a \$10,000 check to this amazing charity.



To learn more about this organization, please visit:
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For details regarding these positions,
please visit the chapter website:

http://www.schfma.org/job_bank.html



Get to Know Your Officers and Board Members

Barney Osborne

Ex-Officio Member

Tell us about your career.

I graduated from the University of South Carolina in 1983 and practically immediately started working for Tuomey hospital (now Prisma Tuomey). After 3 years I was approached by Sun Health, at the time hospital contractors) to become CFO and haven't looked back since. I worked directly for hospitals for 25 years and working for The South Carolina Hospital Association ever since as a financial fire fighter ever since.

How long have you been a member of HFMA?

Unbelievably, this year marks my 40th year as an HFMA member. I was advised to join immediately by Mr. Tom Taylors, at the time CFO of Tuomey hospital. I am a fellow with HFMA and have served on numerous tasks forces and committees and was proudly the Chapter Year 2018-2019 President of our chapter and remain a board member emeritus.

Are there any charities that you support?

My wife and I support several charities. One I am particularly proud of serving is The South Carolina Free Clinic Association where I served two terms as a board treasurer. This group is somewhat similar to the SCHA, but represents clinics not publicly funded receiving no patient resources.

Tell us about your family

Veronica and I have been married for 37 years. We have 5 natural children and a number of informal adoptees. My wife and I have "followed the bus" of practically every swim, cheerleading, baseball, football, basketball, band, and debate teams. Proudly, all of which were not for our natural children (this even includes sitting in the parent's section of home Clemson games for four years-never wore orange though.)

Do you have a secrete talent that very few people know about?

Contrary to the perception of many professionals in the accounting/finance world, I do have a an artsy/crafty side, particularly inclined to Music. For over 40 years I have either directed choirs, played piano, or sang at events. Currently my two sisters, my brother-in-law and I perform as a quartet. I am not inclined to our karaoke parties though. Instead, give me a piece by Bach and Handle.

What is the best advice you've ever been given?

I owe many professional friends gratitude for work advice, but my grandfather wins this question hands down. "Never assume" but don't be afraid to ask it appears that someone needs your help. It's the help that many are ashamed to admit to that need your help the most.

Get to Know Your Officers and Board Members

Taylor Seafross, SC HFMA Director

2023-2024



- Tell us about your family – Pray for my wife (Jessie). We have 3 boys, 4.5 (Harrison), 2.5(Davis) and 7mos(Noah), along with a 95lbs boy German Shepherd named Boscoe
- Tell us about your company/hospital and your role – Vice President of Business Development for Ni2 Health. We focus on revenue integrity and recovering/preventing revenue leakage.
- How long have you been a member of HFMA? – 6 Years
- What is the best advice you’ve ever been given? – Always tell the truth and be true to yourself. Let your integrity show others who you really are.
- Are there any charities that you support? – Big Brothers, Big Sisters
- Do you mentor in any organizations? – Was a “Big” for many years in Big Brothers Big Sisters and youth coach at our church.
- What was the first concert you ever attended? – Parliament-Funkadelic
- What is your favorite vacation destination? – Anywhere with a beach. Our family loves time near the water and just being outside.
- What is your favorite movie? – The Lord of the Rings Series, Big Fish or the Lion King
- What is one item that you can’t live without? – Peanut Butter!
- What is your favorite sports team? – The Chicago Cubs. This family is crazy about all things CUBS!
- Tell us about your hobbies – Refer to question 1! Outside of work and day to day responsibilities, I love nothing more than getting to hang out with my family. Be that coaching my sons little league team, taking family walks and hikes to explore, or small day trips to experience something new together. If I have time outside of all of that, I enjoy golfing, training Brazilian Jiu Jitsu and shooting.

The newsletter committee would like to say thank you to both of our Spotlight members for taking the time out of their busy schedules to say share some fun facts about themselves for everyone to enjoy.



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Anniversary Milestones

February 2022 through April 2022

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Celebrating 35 Years

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Celebrating 30 Years

David Motsinger Gregory Taylor, FHFMA, CPA

Celebrating 20 Years

Sandra Edwards, CRCA

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Barney

40
Years



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*While membership in HFMA is not required for these certifications, except for Certified Healthcare Finance Professional, earn as many as you like when you join HFMA – they are all included with your member dues.

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Certified Revenue Cycle Representative (CRCR)

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Certified Specialist Managed Care (CSMC)

Certified Specialist Physician Practice Management (CSPPM)

Fellow of HFMA (FHFMA)

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The Westin—Hilton Head, SC

May 31st—June 3rd



Just a few more days!

SEE YOU AT THE BEACH!



2022/2023