Jointly funded by the federal and state government, Medicaid provides healthcare services to at-risk populations. In 2011, New Jersey began efforts to restructure the Medicaid program, shifting almost all beneficiaries and services to managed care. This transition poses many challenges for long term care, assisted living and home and community-based providers (referred to as long term services and supports under managed care) including understanding and working under a vastly different regulatory and payment structure from fee-for-service.

To assist long term services and supports providers with this changing landscape, NJHA is offering a two-day managed care “boot camp.” This intensive, interactive program will afford long term care, assisted living and home and community-based providers an opportunity to fully understand the impact of shifting long term services and supports to a managed care environment.

Attendees will have an opportunity to learn from Department of Human Services, Division of Medical Assistance representatives as well as representatives from the Medicaid Managed Care Organizations, and others about the sea-change that is taking place. Attendees will gain in-depth insight into regulatory and legislative requirements managed care organizations must adhere to; care management, the impact on claims payments; the process to appeal denials; and the complexity of contracting with managed care organizations.

To ensure this program is a truly interactive experience, enrollment will be limited to two individuals per organization. Organizations will be able to send different attendees per day, based upon who is most appropriate for the focus of the day. Call 609-275-4181 to verify if two representatives from your organization have already registered.

DAY ONE: INTRODUCTION TO MANAGED CARE
9 AM-3:30 PM ■ APRIL 23

As we enter the final phase of Medicaid reform, providers are presented with a myriad of changes that require familiarization with the requirements governing managed care organizations. It is imperative that providers understand the rules and regulations that health plans are subject to. Day One is designed to give providers an understanding of the transition, as well as an overview of the rules and contract requirements that govern managed care organizations.

ONE DAY (TWO PEOPLE PER ORGANIZATION):
NJHA & LeadingAge New Jersey Members: $249
Non-members: $340

BOTH DAYS (TWO PEOPLE PER ORGANIZATION):
NJHA & LeadingAge New Jersey Members: $400
Non-members: $540

DAY TWO: THE CLAIMS PAYMENT PROCESS — FROM DROPPING THE CLAIM TO APPEALS
9 AM-3:30 PM ■ APRIL 24

Ensuring proper payment in the managed care environment begins with the contract and often can end with the appeals process. Providers need to understand that the moment a resident or client begins receiving care there are obligations that must be met or payment can be denied. Often, the process of obtaining payment is viewed as a “deny and chase” process – meaning, managed care organizations will deny a claim and the provider must chase the payment through the appeals process. Providers must be fluent in the federal and state regulations that govern each piece of the claims payment process in order to succeed.

WHO SHOULD ATTEND
Administrators, Heads of Business Office, Directors of Nursing, Directors of Care Management, Financial Officers and Providers new to managed care.

Lunch will be provided both days.
CONTINUING EDUCATION CREDITS

**DAY ONE: INTRODUCTION TO MANAGED CARE**
This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) education credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for 5.25 LNHA/CALA credits.

**DAY TWO: THE CLAIMS PAYMENT PROCESS – FROM DROPPING THE CLAIM TO APPEALS**
This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) education credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for 4.75 LNHA/CALA credits.
Managed Care Boot Camp
For Managed Long Term Supports and Services
New Jersey Hospital Association, Princeton, NJ

April 23 & 24, 2014

AGENDA

DAY ONE: APRIL 23

8:30 a.m.  Registration and Continental Breakfast

9:00  Welcome and Opening Remarks

9:15  The Changing Landscape of Medicaid Funded Long Term Care
Update on the shifting movement in the nation towards a managed care market environment along with an overview of the ACA impacts and Medicaid expansion.

Sarah Barth
Director
Center for Healthcare Strategies

10:00  State Reform: NJ’s Approach
Update on New Jersey’s Activities: Restructuring Medicaid For MLTSS

Lowell Arye
Deputy Commissioner
New Jersey Department of Human Services

10:45  Break

11:00  The State/MCO Contract: The State’s Expectations
Providers will have an opportunity to learn more about the state’s expectations of the Medicaid managed care organizations with emphasis on the MCOs responsibilities with regard to continuity of care.

Carol Grant
Chief, Office of Managed Care
Department of Human Services

Joseph Bongiovanni
Quality Assurance Coordinator
Department of Human Services
11:30  Transitioning Patients: Care Management Issues
Providers will have an opportunity to identify how patients will be transitioned not only into a Medicaid Managed Care Plan but also what rules the MCOs must follow.

Joseph Bongiovanni

12:00 p.m.  Networking Luncheon

1:00 p.m.  Medicaid Managed Care 101/Rules To Play By
Providers need a comprehensive understanding of state statutory and regulatory requirements for managed care plans, including specifics on claims filing and processing requirements, deadlines and network adequacy especially given many providers will be new to the direct contracting environment.

Sarah Lechner, Esq.
General Counsel
New Jersey Hospital Association

1:45  Boots on the Ground Implementation
Update on the State’s committees and groups.

Theresa Edelstein, MPH, LNHA
Vice President, Post-Acute Care Policy & Special Initiatives

2:30  Medicaid MCO Panel
Providers will have an opportunity to discuss with representatives of the MCOs what policies and processes they have in place.

Representatives from the Medicaid Managed Care Organizations:
- Amerigroup New Jersey, Inc.
- Healthfirst Health Plan of New Jersey, Inc.
- Horizon NJ Health
- UnitedHealthcare Community Plan
- WellCare Health Plans of New Jersey

3:15  Q&A/Evaluation

3:30 p.m.  Adjournment
Managed Care Boot Camp
For Managed Long Term Supports and Services
New Jersey Hospital Association, Princeton, NJ

DAY TWO: APRIL 24

8:30 a.m.  Registration and Continental Breakfast

9:00  Welcome and Opening Remarks

9:15  Medicaid Enrollment

  Jennifer Sryfi
  Director of Community Programs
  New Jersey Hospital Association

10:00  Claims Processing: The Operational Impact of a Managed Care World
Providers must understand the operational changes their business offices must implement to achieve success in a managed care environment.

10:45  Break

11:00  Never Leave Money Behind: New Jersey’s Appeals Processes
New Jersey has two distinct appeals processes, one for denials that result from utilization management and one for inappropriate claims payment. It is imperative that providers understand the rules governing each and which to access if they hope to be successful in their appeals.

  Sarah Lechner, Esq.
  General Counsel
  New Jersey Hospital Association

12:00 p.m.  Networking Luncheon

1:00  Contracting 101
Providers will have an opportunity to learn from post-acute providers what contract negotiation with managed care organizations is like and some key concerns to keep in mind when entering contract negotiations.

  Debra E. Bornstein
  Principal
  Creative Health Concepts Group of WeiserMazars LLP

2:30  Question/Answers

3:00 p.m.  Adjournment
Registration Information

PAYING BY CREDIT CARD

Guarantee your seat now by registering and paying online with a credit card. It’s secure and easy.

Note: For security purposes, please DO NOT mail credit card information with your security code to the P.O. Box. Save time and register online through our secure website.

PAYING BY CHECK

Please fax your registration prior to mailing with payment. Your registration will be incomplete until your payment is received. A copy of the registration must accompany your check in order to allocate your payment properly.

FAX: 609-275-4271

Make Check Payable to: HRET of NJ

Mail to: HRET of NJ | PO Box 828691 | Philadelphia, PA 19182-8691

Payment is due by April 16, 2014

Note: For security purposes, please DO NOT mail credit card information with your security code to the P.O. Box. Save time and register online through our secure website.

CANCELLATION POLICY

- Cancellations received by 4/16/14 will receive a refund minus a $50 administrative fee. Cancellations received after 04/16/2014 will not be eligible for a refund.

- Registrants unable to attend may send an alternate.

GENERAL INFORMATION

- On-site registration: We will do our best to accommodate walk-ins, but cannot guarantee seating. If a conference does have availability, payment is due at that time.

- For program inquiries, please contact the program coordinator at: kjackson@njha.com

- For registration and payment inquiries, please contact JPerfette@njha.com

- In the event of inclement weather, call 609-275-4140 before coming to the conference

- For directions visit NJHA at: http://www.njha.com/directions.aspx (parking is behind the conference center building)

- If you have a disability and need special accommodation, please call 609-275-4181.
**REGISTRATION**

**Seminar # 1408**

**ATTENDEE #1:**
Select the day(s) you will be in attendance:  
- [ ] April 23 ONLY  
- [ ] April 24 ONLY  
- [ ] April 23 & April 24

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<tr>
<th>Full Name:</th>
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<td>Degrees/Credentials (MD, RN, LNHA, etc.):</td>
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**ATTENDEE #2:**
Select the day(s) you will be in attendance:  
- [ ] April 23 ONLY  
- [ ] April 24 ONLY  
- [ ] April 23 & April 24

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*Limited to two attendees per organization.  
Call 609-275-4181 to verify if your organization has already registered two representatives.*

**NOTE:** Your registration will not be complete until payment has been received.  
Payment is due no later than April 16, 2014.  

Date: April 23, 2014 / April 24, 2014  
Registration Start: 8:30 a.m. - 9 a.m.  
Program Start: 9 a.m. – 3:30 p.m.  
Location: New Jersey Hospital Association, 760 Alexander Road, Princeton, NJ 08543  
Fee:  
- **ONE DAY** *(two people per organization)*:  
  - NJHA & LeadingAge New Jersey Members: $249  
  - Non-members: $340  
- **BOTH DAYS** *(two people per organization)*:  
  - NJHA & LeadingAge New Jersey Members: $400  
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