



Tribal Health Innovations

Optimizing and Strengthening Tribal Healthcare Operations



Increasing Health Care Resources & Services Through Revenue Cycle Management



*Optimizing and Strengthening
Tribal Healthcare Operations*



Tihtiyas (Dee) Sabattus

Deputy Director of United South and Eastern Tribes, Inc. (USET)
and the USET Sovereignty Protection Fund (USET SPF)



Tihtiyas (Dee) Sabattus is a proud citizen of the Passamaquoddy Tribe of Maine and currently serves as the Deputy Director for the United South and Eastern Tribes (USET) and USET Sovereignty Protection Fund (SPF). USET and its sister organization USET SPF are intertribal organizations that represent 33 federally recognized Tribal Nations from the Northeastern Woodlands to the Everglades and across the Gulf of Mexico.

Ms. Sabattus works to promote, protect, and advance the inherent sovereign rights and authorities of Tribal Nations and in assisting its membership in dealing effectively with public policy issues.

She has 23 years of experience with a majority of her career within the health care administration and has worked tirelessly advocating for increased funding and health care for Tribal Nations through various local, regional and national workgroups. In 2008 and again in 2012 and 2015, while working for USET/ USET SPF, she was nominated and awarded the Indian Health Service Nashville Area Exceptional Performance Award for her dedication, commitment and accomplishments to American Indian Tribes. In 2016 she received a National Service Award from the National Indian Health Board for her dedication work toward advancing the health care of American Indians and Alaska Natives.





Marcia Carlson, CHC

VP Revenue Integrity and Growth



Marcia Carlson is Vice President of Revenue Integrity and Growth. Marcia is responsible for Revenue Integrity including operational efficiency, reimbursement, and expansion of Tribal Health Innovations. Marcia brings more than 20 years of Revenue Cycle experience to the team, with proven ability to strengthen organizations, drive strategy execution, streamline operations, and capture untapped opportunities for growth.

Marcia is Certified in Health Care Compliance (CHC) through the Health Care Compliance Association, recognizing a high-level of compliance knowledge and excellence related to the healthcare Revenue Cycle.



Tribal Health Innovations

Tribal Health Innovations (THI) was established in 2019 as a subsidiary of United South and Eastern Tribes, Inc. (USET), an inter-tribal organization serving thirty-three (33) federally recognized Tribal Nations from the Northeastern Woodlands to the Everglades and across the Gulf of Mexico.

USET is dedicated to enhancing the development of Tribal Nations, improving the capabilities of Tribal governments, and improving the quality of life for Indian people through a variety of technical and supportive programmatic services, including revenue cycle management.

THI was started to increase revenue recovery for not only USET member Tribal Nations, but Tribal Nations across the country to further optimize the healthcare services available to their Tribal citizens. THI not only understands how to navigate the complexities of Indian country, but also brings technical expertise on how to best improve every step of the healthcare revenue cycle.

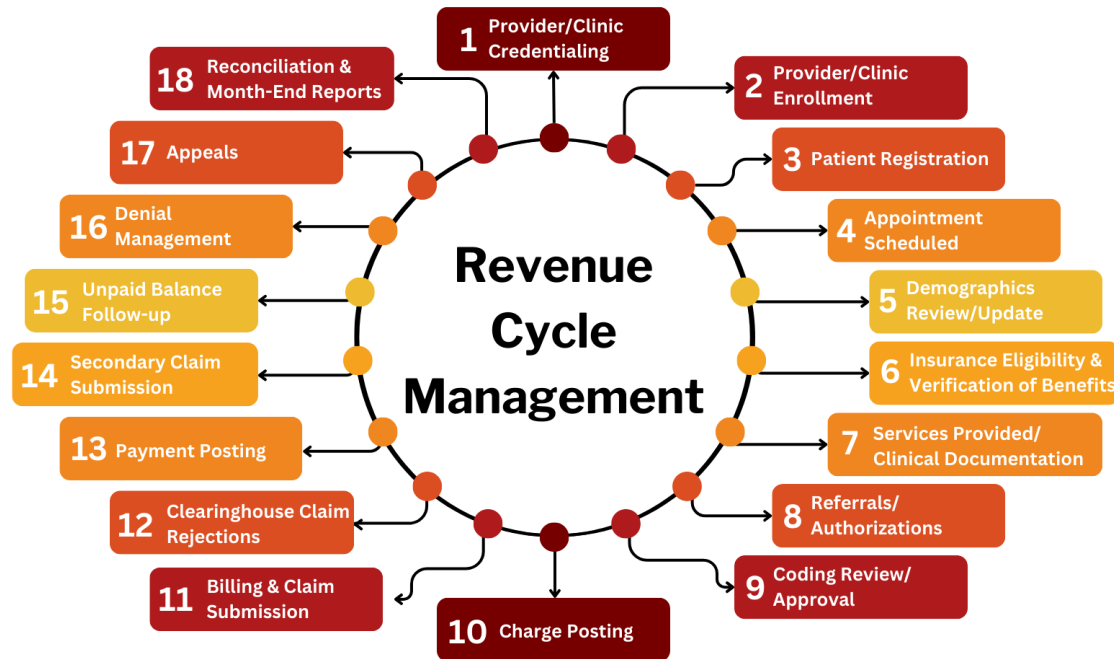


Increasing Health Care Resources & Services Through Revenue Cycle Management



*Optimizing and Strengthening
Tribal Healthcare Operations*

Steps of the Revenue Cycle



- Each and every step is crucial to maximizing third-party revenue
- Does everyone on the team understand how their “step” impacts the full cycle?

#3 Patient Registration

➤ Information Needed

- New Patient Packets
- AOB, ROI, NOPP
- Alternate Resources (Insurance)

➤ Adding to the System

- Accuracy
- Completeness
- Insurance Sequencing

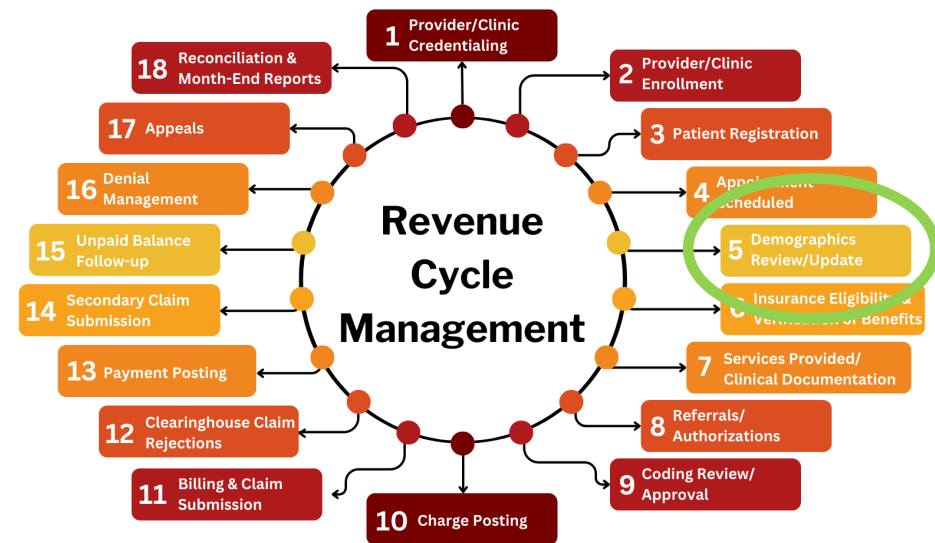


#5 Demographics Review/Update

➤ Demographics Review at Each & Every Visit

- Name
- Address
- Phone Number
- Insurance Information

➤ Script if needed



#6 Insurance Eligibility & Verification of Benefits

- Insurance Eligibility & Verification of Benefits at Each & Every Visit
 - Clearinghouse Eligibility Options
 - Payer Eligibility Portals
- Check Day Before Appointment
 - Same routine as Appointment Reminders
- Patient Benefit Coordinator
 - Uninsured Patient process



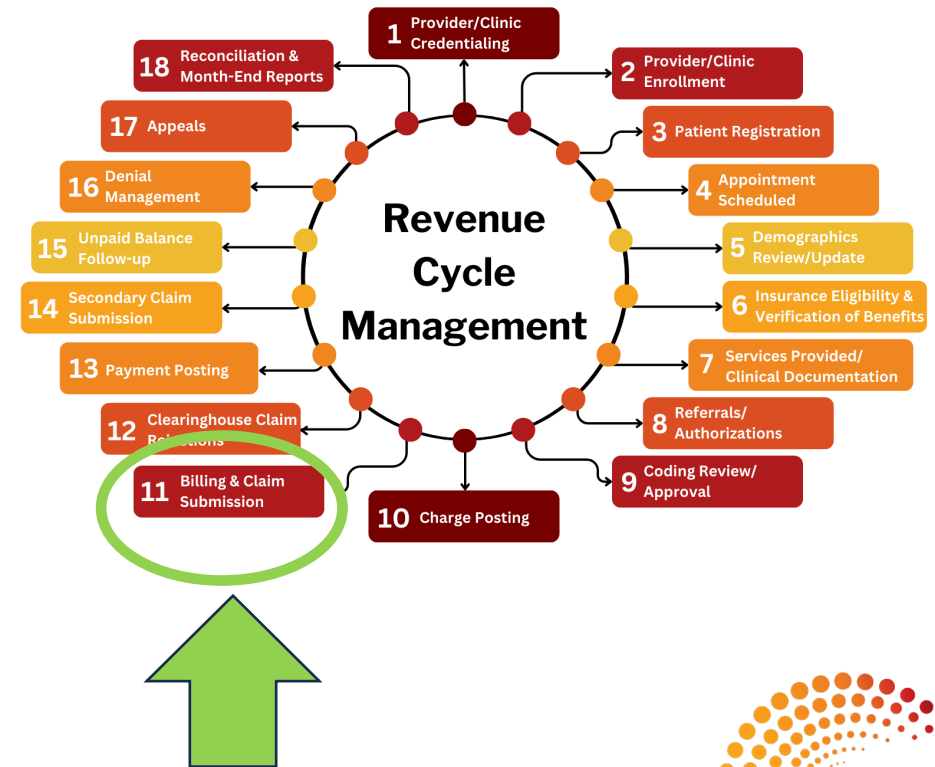
#7 Services Provided/Clinical Documentation

- Checking Patient In & Out
 - Appointment Reconciliation
- Clinical Documentation
 - Internal Policy on Timeliness
 - Accuracy, Quality, Templates, Cloning
 - Timely Responses to Incomplete Encounters
 - Audit Schedule
 - Training
 - Importance
 - Patient Continuity of Care
 - Compliance
 - Third Party Revenue



#11 Billing & Claim Submission

- Process Batch for Billing
 - First step of Claim Scrubbing
- Submit Claims
 - Clearinghouse
 - Direct to Payer
- Clean Claim Rate



#12 Clearinghouse Claim Rejections

- Rejections from Clearinghouse (second step of claim scrubbing – billing system runs first pass as claim scrubber)
- Many can be easily fixed
 - Member ID Not Found (was Eligibility checked?)
 - Coverage Termed
 - COB Info if Secondary
 - Provider Not Enrolled; NPI; Tax ID
- Others may require Coder review
 - Add-on code without primary
 - Invalid CPT
 - Diagnosis Code incomplete



How?

✓ **Assessment**

- Include all 18 steps of Revenue Cycle

✓ **Optimization | Training**

- Include all 18 steps of Revenue Cycle

✓ **Coding and/or Billing Support**

- Coding provided by Certified Coders, includes communication with Clinical Providers on documentation deficiencies
- Billing provided by Certified Billers, includes processing claims, posting payments, follow-up on denied and unpaid claims



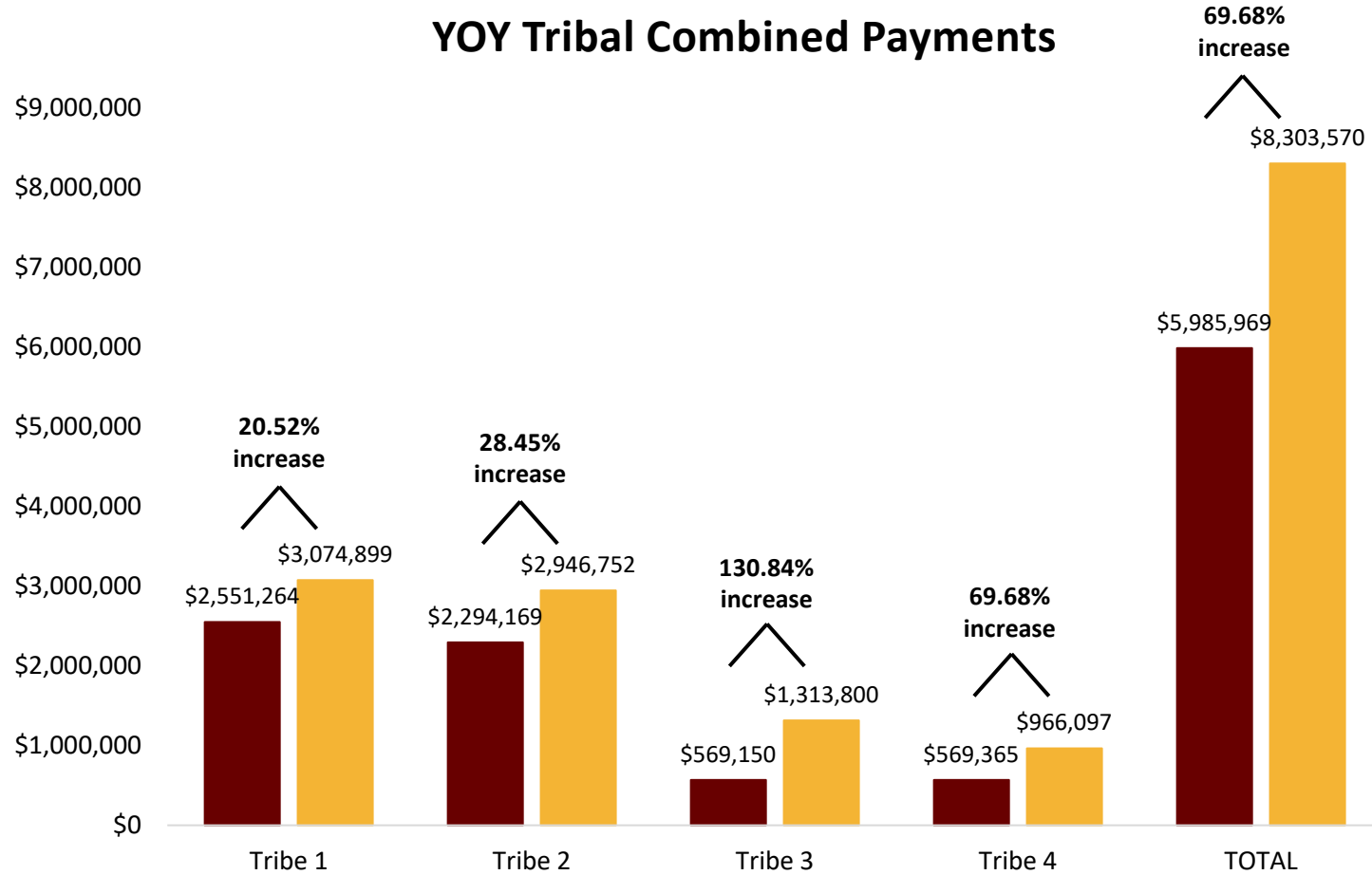
Results

- ✓ Increased third party revenue
- ✓ Recoup previously uncollected revenue
- ✓ Increased efficiency & accuracy in coding and billing
- ✓ Implemented best practices
- ✓ Institute KPIs, reporting and reconciliation
- ✓ Clinical documentation improvement & improved patient continuity of care
- ✓ Compliance following Federal, State & Payer guidelines



Health Center Payment Trends

YOY Tribal Combined Payments



Goal of THI





*Scan the QR code to visit the THI Website
www.tribalhealthinnovations.org*



Tihtiyas (Dee) Sabattus

Deputy Director, USET

P: 207.408.7708

tsabattus@usetinc.org

Marcia Carlson, CHC

Vice President Revenue Integrity & Growth

P: 920.915.0805

mcarlson@tribalhealthinnovations.org

Christa McAuley, MBA

Business Development Representative

P: 661-301-6759

cmcauley@tribalhealthinnovations.org



A Subsidiary of United South and Eastern Tribes (USET)

www.tribalhealthinnovations.org