

The Advisor

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Monthly Musings

By Sarah Hanna, CEO

Lessons Learned from the Marine Corps.

With travel opening post-pandemic, I had the chance to travel overseas to work for a few weeks. To take such a business trip, I had to do some serious planning with my team to provide guidance and authorities when I was abroad. While preparing for my departure, I could see some gaps in my operations that needed to be addressed. Taking a lesson from the United States Marine Corps. and the advice of one of my business partners, I realized I needed to decentralize my command. Decentralization is a type of organizational structure in which daily operations and decision-making responsibilities are delegated by top management to middle and lower-level managers. This frees up top management to focus more on major decisions.

Decentralization really is the key to freedom for yourself and your team. The challenge in moving to this format is that it takes planning, time, and buy-in from all levels of your management team. I am fortunate to have a business partner who spent many years as an officer in the Marine Corps., and is still in the Reserves, to help guide me. I have seen the benefits of being able to relieve myself from many of the day-to-day burdens, thereby allowing me to strategize and plan for growth and development. Taking these steps has helped to open my mind to the possibilities and opportunities that can be realized. To learn more, pick up a copy of “Extreme Leadership” by Jocko Willink and Leif Babin. You can also reach out to me to chat.

Till next time...



ECS North Team Spotlight



ECS North is proud to introduce you to a very valuable member of our team... Emily Lutz.

Emily joined the ECS team as a part-time employee in November of 2015 and then came on full-time in August of 2017 as a Billing Assistant. CEO, Sarah Hanna, saw her value and brought Emily on as her Executive Assistant. Emily's primary responsibilities revolve around being Sarah's "right hand" woman taking care of a variety of duties to keep the organization running smoothly and taking on the administrative responsibilities of assisting the CEO so Sarah can focus on the strategic operations of ECS North.

Emily graduated from Calvert High School in 2014 and received her Associate's Degree in Health Information Technology and Medical Coding from Terra State Community College in 2017.

In her spare time, she enjoys spending time with her family and friends. Although she doesn't have any pets of her own, she loves spoiling her parents' 2 Morkie dogs (Sophie and Abbie). She is also an "Auntie" to Cutler, he is a Cane Corso/Bully Mix.

Her favorite family tradition is Christmas Eve when her family gets together and Santa Claus comes to the family party. This has been something that they have done since she was little and now watching her young cousin's experiencing that same tradition warms her heart.

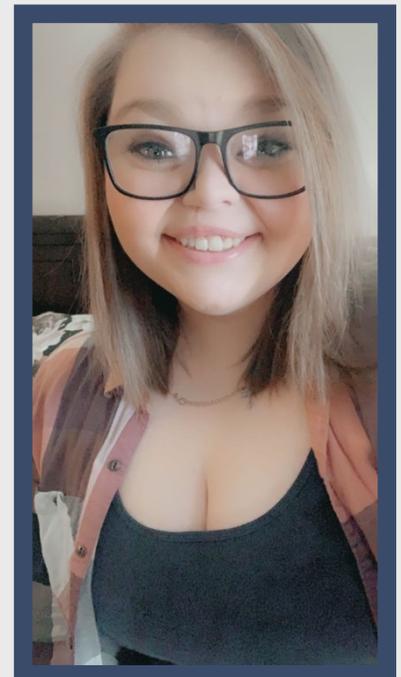
Emily stated that she finds inspiration in other people's success and their stories that she can personally relate to. Her own personal successes drive her toward further excellence. She strives to be 1% better each day.

Emily had this to say about why she loves working at ECS North: "My favorite part about working at ECS is most definitely my co-workers. We are one big family who all strive for the success of the company. Everyone is there to help no matter what department they are in."

"Teamwork Divides The Task And Multiplies The Success" - says Michael Jordan. This is so accurate when it comes to ECS because Emily and her colleagues all work on their separate duties that are assigned, however, those separate duties all lead to the main goal - success for ECS and her clients.

Emily Lutz, Executive Assistant to the CEO

Meet Emily
ECS North's
EOM



Emily Lutz

Tips from the Team!

Education is

The Pandemic, the day-to-day time constraints, and life, in general, tend to upset the apple cart when it comes to scheduling employee training, webinars, and industry updates. Staying on top of the latest information is key to cashflow success. Having your training and departmental managers attend these educational programs and review payor updates promotes the understanding needed to get your claims paid. The next step is having a systematic approach to dispensing the information throughout your organization. Medicare provides many educational offerings that can be used as a basis for core knowledge and most recent updates.

To mention a few.....

[Outreach & Education | CMS](#)

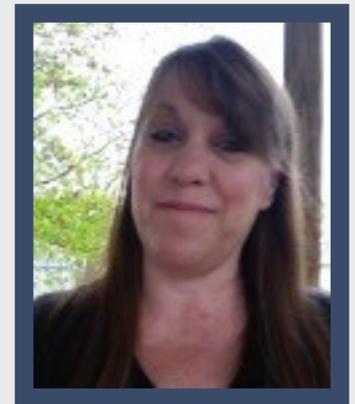
noridianmedicare.com (select Education and Outreach on the main page under each Jurisdiction)

[Education & Events \(cgsmedicare.com\)](http://cgsmedicare.com)

Many payer portals have educational sections available that can benefit your staff. The time spent in researching these portals for updates is time well spent when the ROI nets decreased denials.

In addition to the educational materials offered via the web, some portals have tests and quizzes available to confirm retention. When quizzes are not available, we encourage you to create some of your own to help identify comprehension gaps. ECS North is always available to assist with additional training opportunities virtually or on-site.

Reach out if you would like to learn more!



*Heather Davis,
Collections Specialist*

Payer Prompts!

Increase in Reimbursement for MassHealth

MassHealth has exciting news. Spread the Word to other State Medicaid's to follow suit!

A suggested increase was part of a proposal submitted to the state by the HOMES Association. MassHealth announced a 10% increase for DME claims with dates of service on or after July 1, 2021. All DME HCPCS codes increased by 10%, and AAC codes increased by 10%, and the labor code K0739 increased by 50%. State associations play such an essential role in our industry. Reach out to your state association for industry education and support.

www.mass.gov

Ohio Department of Medicaid postpones new PNM portal

The Ohio Department of Medicaid is postponing the Provider Network Management (PNM) and Centralized Credentialing Phase 1 go-live - originally scheduled for July 26, 2021. They are committed to ensuring that the PNM and Centralized Credentialing functionality will support our goal to reduce the administrative burden on providers, allowing you to spend more time providing quality care to Ohio Medicaid members.

Please check the [PNM / Centralized Credentialing webpage](https://managedcare.medicaid.ohio.gov) on managedcare.medicaid.ohio.gov for additional updates. You can also contact us at Credentialing@medicaid.ohio.gov with questions.

Ohio Department of Medicaid

Payer Prompts!

News from CMS

CMS Proposes Changes to the Oxygen NCD to Expand Coverage and Reduce Provider Burden

CMS has published proposed changes to the Oxygen National Coverage Determination (NCD) based on public comments from last year's opening of the National Coverage Analysis (NCA) for Home Use of Oxygen Use to Treat Cluster Headaches. Proposed changes include but are not limited to:

- Removal of oxygen CMN
- Coverage for acute conditions
- Removal of trial of alternative therapies

The revised changes appear to have the effect of expanding the use of home-based oxygen and other policy recommendations AAHomecare has championed with CMS. In the *Analysis* section discussing changes to *Section D1 of 1993 NCD 240.2 (Conditions for Which Oxygen May Be Covered)*, CMS notes that the new guidance "will reinforce that patients suffering from any medical condition, be it of respiratory or non-respiratory origin, may receive home oxygen and oxygen equipment for the duration of illness, be it short or long term, if this service is otherwise reasonable and necessary." [emphasis ours].

AAHomecare is currently reviewing the changes and will share an updated review of the proposed changes in next week's *Insider*. You can see full details in [CMS' Proposed Decision Memo for Home Use of Oxygen and Home Oxygen Use to Treat Cluster Headaches \(CAG-00296R2\)](#).

CMS is accepting public comments on the proposed changes until August 1 and will publish a finalized Oxygen NCD after their review of the comments.

See the "Comment" tab at the top of the memo linked above to provide input to CMS.

So glad to be back!

Medtrade West Phoenix 2021 was a success! ECS North attended the expo and conducted educational sessions. We could see the excitement from attendees and the speakers during the expo as they reconnected with their peers and interacted with the group during educational sessions. We are excited for Medtrade East-Fall 2021

Don't Miss Out!

Upcoming Speaking Engagements, we would love to see you!

- **Georgia Association of Medical Suppliers (GAMES)**

Monday, August 2, 2021 10:30-11:30 a.m.
"Engaging Your Team to Create an Effective Revenue Cycle" - Sarah Hanna, CEO & Owner

- **VGM Heartland Conference**

Tuesday, September 14, 2021 10:20-11:20 a.m.
"Engaging your team to create an effective Revenue Cycle" - Kit Shellhouse. V.P.
 Ronda Buhrmester, VGM Group

Wednesday, September 15, 2021 3:10-4:10 p.m.
"Start Gaining Traction with Commercial Payers" - Kit Shellhouse, V.P.

- **Pennsylvania Association of Medical Suppliers (PAMS)**

Wednesday, September 22, 2021 2:15-3:15 p.m.
"The Hot Spots in the Revenue Cycle" - Kit Shellhouse. V.P.

- **Texas Medical Association (TexMed)-Virtua**

Tuesday, October 5, 2021
Watch for details in the August ECS Newsletter - Sarah Hanna, CEO & Owner

- **Medtrade East**

Monday, October 18, 2021 9:15-10:15 p.m.
"Managing Expectations Through Marketing Analysis and Strategy" - Kit Shellhouse. V.P.

Thank you for trusting us!
Sincerely, Sarah Hanna & The ECS North Team