



COMPLIANCE WEBINAR

Overview of the No Surprises Act
from the Provider Perspective

JULY 21 | 11:00 AM EST

Welcome

Your Webinar Will Start Shortly...

Opportunities and benefits to explore...

Key Benefits and Resources for healthcare finance professionals



Professional Development

- Certification Program
- Access to more than 70 hours of online education each year
- Discount pricing on all live education events



Unlimited Content

- Focused e-newsletters, articles, webinars and podcasts
- Access to HFMA magazine and HFMA daily newsletters
- Regulatory updates and resources



Community Participation

- Build relationships at both the local and national level with local Chapter membership
- Access to online member directory



HFMA Content

- Access to HFMA Career Center to find candidates or find your next job opportunity
- Career self assessments to identify your strengths and qualities needed for future roles

** Additional Benefits for Business Partner members and Special Enterprise Organization members*

Engage with the HFMA MA-RI Chapter



Participate with the HFMA MA-RI Members

Events



Annual Summer Golf Tournament
August 8, 2022
Register Today!



NEHIA Joint Internal Audit & Compliance Conference
November 30 – December 2, 2022
Save the Date!

Look out for more information on upcoming events/opportunities.

HFMA Blog

Are you interested in writing for the HFMA blog?

- Articles can cover a range of topics from educational pieces, member spotlights, social event news, and event recaps.
- Submit your articles by emailing admin@ma-ri-hfma.org.

Volunteer for a Committee

We encourage you to volunteer and participate in various networking activities and opportunities.

For additional information on HFMA MA-RI Chapter, please visit the chapter website: <https://www.ma-ri-hfma.org> or contact the HFMA general mailbox admin@ma-ri-hfma.org

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Panelist:
Angela Confoey
Associate Vice President
for Hospital Billing,
UMass Memorial Health



Panelist:
David C. Tolley, JD
Chair of the Boston Litigation
and Trial Department,
Latham & Watkins LLP



Moderator:
Dhara Satija, Director
Life Sciences and Healthcare
Consulting
Paul Hastings LLP

Introduction

This moderated panel discussion will provide an overview of the new requirements introduced by CMS for providers and facilities and providers of air ambulance services to protect individuals from surprise medical bills and related enforcement activities.

Learning Objectives:



Full scope of the No Surprises Act requirements in terms of services provided to individuals based on health care coverage



Key challenges and best practices faced by providers when implementing No Surprise billing rules and good faith estimates process



Current enforcement activities and landscape at the Federal and State level

Earn CPE and CEU Credits

- Number of Credits: **HFMA 1.25 / CPE 1.2**
- Please note, in order to receive CPE Credits attendees must answer four polling questions as they are presented by the speakers

Zoom controls and functionality

- All attendees will be placed on mute for the entire length of the call
- At any time during this call, please **use the Q&A function in Zoom** to ask questions



Polling Question #1

What industry sector do you represent?

- A. Hospital
- B. Physician practice
- C. Post-acute
- D. Integrated health system
- E. Other

Agenda

- 1 | No Surprises Act – Overview and Provider Story
- 2 | Panel topics addressing key considerations, challenges and best practices
- 3 | Open Q&A

Polling Question #2

Are you involved with your organization's efforts for operationalizing requirements of the No Surprises Act?

- A. Yes, involved
- B. No, not involved
- C. Partially involved

No Surprises Act – High-level Overview



No Surprises Act – High-level Overview

Purpose: Protect patients from surprise billing and excessive cost-sharing

What is Surprise Balance Billing? A “surprise balance bill” is an unexpected medical bill from a health care provider or facility when a person with health insurance unknowingly gets medical care from a provider or facility outside their health plan’s network, in both emergency and non-emergency care.

Why does it matter? On average, 18%* of U.S. emergency department visits result in a surprise bill.

How does the No Surprises Act protect patients?

- Limits cost-sharing for out-of-network services and requires cost-sharing to count towards in-network deductibles and out-of-pocket maximums, and prohibiting balance billing under certain circumstances
- Promotes transparency by requiring health care providers & facilities to provide notices to patients describing how they are protected from balance billing
- Provides a good faith estimate of the cost of services to uninsured patients for services scheduled in advance

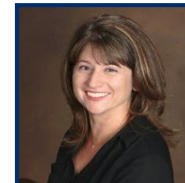
Who does it apply to? Most emergency services, air ambulance services from out-of-network providers, and non-emergency care from out-of-network providers at certain in-network facilities, including in-network hospitals and ambulatory surgical centers.

Current enforcement activities and landscape at the Federal and State level



David C. Tolley, JD
Chair of the Boston Litigation
and Trial Department
Latham & Watkins LLP

Operationalizing No Surprise Act Requirements – UMass Memorial Health Story



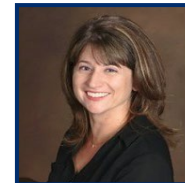
Angela Confoey
Associate Vice President for
Hospital Billing
UMass Memorial Health

Panel Q&A

By HFMA MA-RI Compliance Committee Members



David C. Tolley, JD
Chair of the Boston Litigation
and Trial Department
Latham & Watkins LLP



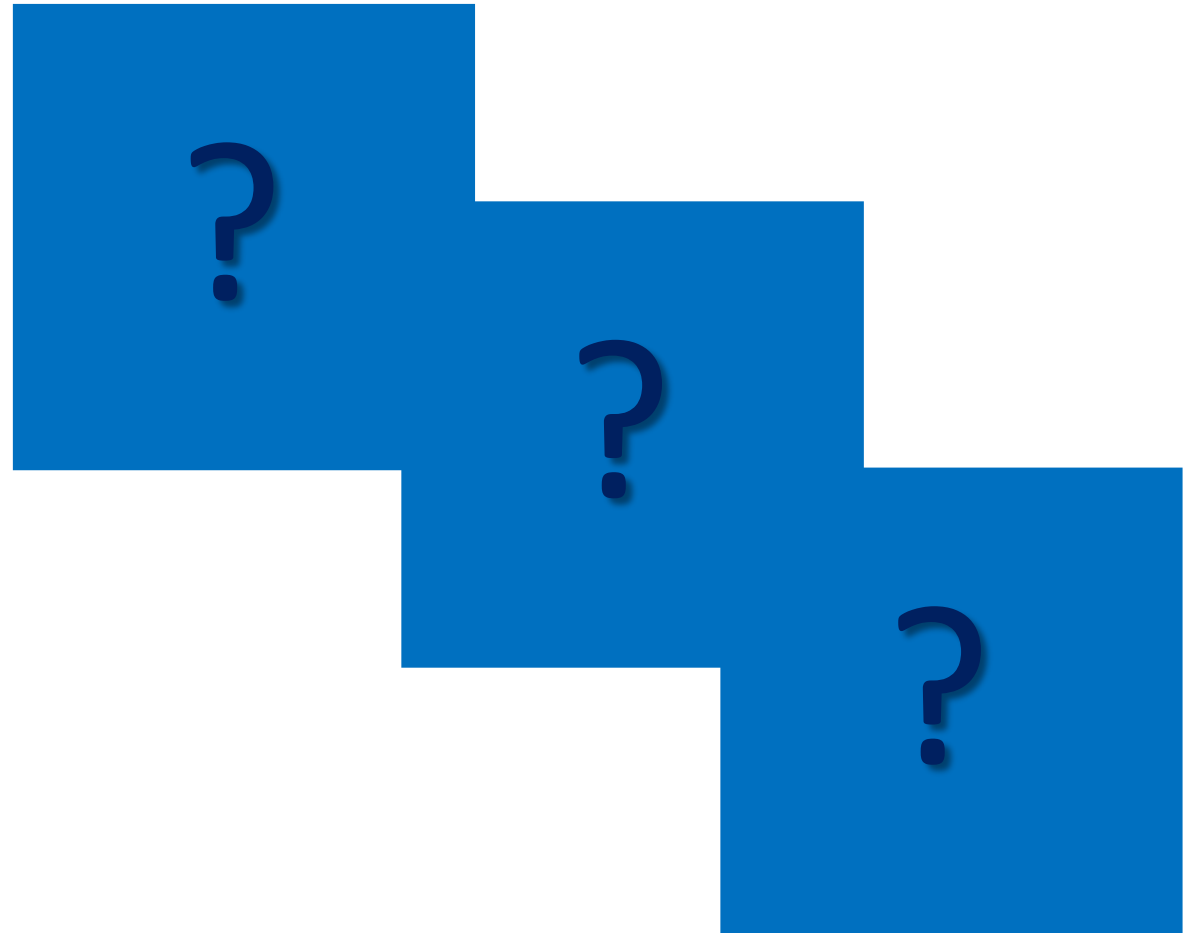
Angela Confoey
Associate Vice President for
Hospital Billing
UMass Memorial Health

Polling Question #3

How confident do you feel about your organization's current efforts to comply with the No Surprises Act?

- A. Very confident
- B. Somewhat confident
- C. Not very confident

Open Q&A



Resources

- CMS: No Surprises Act - <https://www.cms.gov/nosurprises>
- CMS Training on The No Surprises Act's Prohibitions on Balancing Billing - <https://www.cms.gov/files/document/a274577-1a-training-1-balancing-billingfinal508.pdf>
- HFMA: No Surprise Act - <https://www.hfma.org/topics/landing-no-surprises-act.html>
- **AMA: Implementation of the No Surprises Act** - <https://www.ama-assn.org/delivering-care/patient-support-advocacy/implementation-no-surprises-act>

Bios



Angela Confoey
Associate Vice President
for Hospital Billing
UMass Memorial Health
Angela.Confoey@
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Angela has been working in Revenue Cycle for 20+ years and is currently serving as Associate Vice President for Hospital Billing at UMass Memorial Health. Prior to her time at UMass, she served as the Senior Director for Revenue Cycle for Mount Auburn Hospital, part of the Beth Israel Lahey Health System. Angela has an impressive track record of improving revenue cycle metrics, reducing denials and write-offs, and building collaborative relationships with other revenue cycle leaders to drive improvements across the revenue cycle. She holds a Master's degree in Health Care Administration from Simmons University, and has extensive Epic experience, including certification in Hospital Billing. Angela co-authored the article "Explaining the No Surprises Act" for the Society of Vascular Specialists.



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Mr. Tolley represents clients in a variety of investigative, litigation, regulatory, and compliance matters. He represents a full spectrum of industry clients, including: Hospital systems, Insurers, Medical device and pharmaceutical companies, Pharmacy benefit managers, and Pharmaceutical distributors. He helps clients navigate their highest-stakes issues involving the False Claims Act, the Anti-Kickback Statute, and their state analogs. He draws on extensive experience with government regulators and prosecutors including those from the: Department of Justice, Department of Health and Human Services (HHS) - Office of Inspector General, Centers for Medicare & Medicaid Services, HHS - Office for Civil Rights, and State Attorneys General.



Dhara Satija
Director, Healthcare Consulting
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Dhara Satija is the Director of Healthcare Consulting in the Life Sciences Consulting Group of Paul Hastings. Dhara has nearly 15 years of consulting experience serving healthcare and life sciences clients across an array of issues, including projects ranging from strategy and operations to regulatory and corporate compliance, risk management, and investigation and litigation support. In particular, Dhara has led projects related to: development and implementation of compliance programs (i.e., written standards, training, and monitoring/auditing); design and delivery of internal compliance audits, investigations, and corrective action plans; support for provider self-disclosures/voluntary refunds; government-initiated audits; litigation support services; and Corporate Integrity Agreement (CIA) requirements.

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SAVE THE DATE

Mystic, CT



**2022 Compliance &
Internal Audit Conference**

**Mystic Marriott Hotel & Spa
November 30 - December 2, 2022**

Announcing the dates for the 2022 Compliance & Internal Audit Conference in collaboration with [New England Healthcare Internal Auditors \(NEHIA\)](#). Registration will open in the next couple of months, but get a jump on reservations by [booking your room at the hotel now](#).

Polling Question #4

Are you planning to attend the HFMA-NEHIA November 30th – December 2nd, 2022 Compliance & Internal Audit Conference?

- A. Yes, absolutely!
- B. No
- C. May be

Thank you!

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[**hfma.org**](http://hfma.org)

