UMASS Memorial Anticoagulation Center

Staffing, Budgets, Reimbursement

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Staffing

- Determine Model of Care
- Size
- Scope of Service
- Location
- Methodology/INR Measurement
UMMHC ACC Staffing

- Nursing Model
- Medical Director
- 1 FT NP-Provider on site
- 4.35 FTE RN
- 1 FT Office Manager
- 2.5 FTE Patient care Assistant
Registered Nurse Staffing

- 1FTE RN/375 patients
- Assessment
- Dosing Determination
- Next INR Determination
- Education
- Documentation
- New Patient Education
- Home Monitor Training
Registered Nurses

- Manage approximately 325 patients weekly by telephone
- No Reimbursement
Budgets

- FYO8
- Actual Expenses > Budgeted Expenses
- Salary/Benefits
- Purchased Services
- Medical Supplies
- Non Medical Supplies
- Rentals/Leases
UMMHC ACC Billing

- Revenue
  - 99210-Level 1 Established Visit by RN
  - NP E/M Visit
  - PST Initial Education
  - PST interpretation Fee

- No Reimbursement for Telephone Management
Billing Code 99211

- Definition
  - "office or other outpatient visit for the evaluation and management of an established patient that may not require the presence of a physician"

- Problem is minimal
- Typically a 5 minute visit
- Increases Revenue
Billing Code 99211

- Guidelines
  - Must be an established patient
  - Encounter must be face-to-face
  - E/M service must be provided
  - Service must be separate from other services provided on the same day
  - Direct intervention by physician not required
Facility Fee

- Hospital Based Clinic
- Operational Costs
- Covered by Medicare
UMASS Memorial Healthcare Anticoagulation Center

- Management Cost/Patient/Year
  $460.00