APM (Ambulatory Practice Management) Course Descriptions

Contents

APM View Only .................. Page 2
APM Advanced Reporting ........ Page 3
APM End of Day Processing ..... Page 4
APM Scheduling Class for Nursing and Technical Staff Page 5
APM Registration/Scheduling Class Pages 6-7
APM View Only and Updating for Billing Page 8
APM Reg/Sched Refresher ........ Page 9
APM Insurance Refresher .......... Page 10
APM Medicare/Medicare Replacement Plans and MSP Questionnaire Page 11
APM View Only

Class Pre-requisites  No prerequisites. Participants should know how to use a mouse.

Class Content:
This class is designed for staff and faculty who need to view schedules. The topics covered will include logging on to APM system, viewing patient appointments, viewing patient registration information and printing resource schedules.

Access:
System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

Staff who should take the class:
This class is for all staff who need to view patient information.
APM Advanced Reporting

**Class Pre-requisites:**  APM View Only

**Class Content:**
The class covers daily reports from APM system and other custom reports from the Reporting SharePoint site. These include printing labels, face sheets, encounter forms, chart pull list, bumped appointment list among others.

**Access:**
System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

**Staff who should take the class:**
This class is for all staff who need to print reports.
APM End of Day Processing

Class Pre-requisites: APM View Only or APM Reg/Sched class

Class Content:
The class covers KMSF cash handling policies, opening and closing void batches, reconciling monies collected, printing bank reconciliation report and completing KMSF Daily Deposit Reconciliation report.

Access:
System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

Staff who should take the class:
This class is for ambulatory practice managers, supervisors and other designated staff who will be doing reconciling cash collections and voiding payments.
APM Scheduling Class for Nursing and Technical Staff

Class Pre-requisites: No prerequisites. Participants should know how to use a mouse.

Class Content:
This class covers APM view only, basic scheduling functions, forcing, canceling and moving appointments.

Access:
System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

Staff who should take the class:
This class is a special scheduling class for nurses and technicians. The class does not cover any insurance or any patient registration function. Staff whose responsibilities include updating insurance or registering patients should NOT take this class.
APM Registration/Scheduling Class

**Class Pre-requisites:** No prerequisites. Participants should know how to use a mouse.

**Class Content:**
This is a 4 day class which covers all patient registration, scheduling and printing functions in APM. Given that different areas have different job responsibilities, the class is divided into modules, which gives managers the flexibility to schedule their staff only for specific modules if appropriate.

**Access:**
System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

**Staff who should take the class:**
Staff who work in clinical areas who greet, register and schedule patients should take all 6 modules of this class.

**Module 1: Introduction to Insurance (Monday 8:30-12Noon)**

**Content:**
This module covers introduction to insurance terminology and guidelines, UKHC contracted insurances and coverage rules.

**Staff who should take the class:**
Staff who work in clinical areas registering, scheduling or updating insurances.

**Module 2: APM View Only and Basic Scheduling Functions (Monday 1:00-4:30pm)**

**Content:**
This module covers introduction to the APM system and basic scheduling functions including canceling, moving and forcing appointments.

**Staff who should take the class:**
Staff who schedule appointments.

**Module 3: RevRunner, AIM, Medicare Insurance Plans (Tuesday 8:30-12:00Noon)**

**Content:**
This module covers Medicaid Plans, Medicare and Medicare Replacement Plans, MSP Questionnaire as well as RevRunner and AIM systems.

**Staff who should take the class:**
Staff who work in clinical areas registering, scheduling patients or updating insurances.
Module 4: APM Patient Registration and Advanced Scheduling Functions (Wed 8:30-4:30pm)

**Content:**
This module covers registering a new patient and advanced scheduling functions in APM including recurring, linked, research, memo appts. The class also covers adding referrals, entering ailments and scheduling worker’s comp and MVA patients.

**Staff who should take the class:**
Staff who work in clinical areas registering and scheduling patients. This is part of a series of classes and user is required to take Modules Part 1-3 to attend this session.

Module 5: APM Check in and Check-out Process (Thursday 8:30-12Noon)

**Content:**
This module covers scanning documents using DMS, opening and closing batches, collecting co-pays, updating demographic information and entering attendance.

**Staff who should take the class:**
Staff who work in clinical areas registering, scheduling patients or updating insurances.

Module 6: APM Printing (Thursday 1:00-3:00pm)

**Content:**
This module covers printing appointment listing, face sheets, patient labels, encounter forms and appointment reminders both in batch and individually.

**Staff who should take the class:**
Staff who work in clinical areas who need to print reports.
APM View Only and Updating for Billing

Class Pre-requisites: No prerequisites. Participants should know how to use a mouse.

Class Content: This is a 1.5 day class which covers insurance, APM view only and updating functions.

Day1: Insurance guidelines, UKHC contracted insurances, AIM and RevRunner (8:30-4:30pm)
Day 2: APM viewing information and updating demographic information, entering and updating insurances, referrals.

Access: System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

Staff who should take the class: This class is primarily designed for CKMS, KMSF and staff who obtain pre-authorizations.
APM Reg/Sched Refresher

Class Pre-requisites: APM Reg/Sched class. Participants should know how to use a mouse.

Class Content:
This class is a review session of APM Reg/Sched class with hands on practice exercises covering all aspects of registration, scheduling and insurance data.

Access:
System access is given by IT Security depending on job function. The department must complete IT Security Access Form and Confidentiality Statement prior to class.

Staff who should take the class:
This class is for staff who need or wish to review registration or scheduling functions in APM. It is designed to answer user questions as well as provide scenarios to review different types of registration and scheduling.
APM Insurance Refresher

**Class Pre-requisites:** APM Reg/SChed class, Insurance class or consent of PAS.

**Class Content:**
This class is a review session of contracted, non-contracted insurances, Medicaid, Medicare and Medicare Replacement Plans.

**Staff who should take the class:**
This class is for staff who need or wish to review UKHC insurance guideline and policy information.
APM Medicare/Medicare Replacement Plans and MSP Questionnaire

Class Pre-requisites: APM Reg/SChed class, Insurance class or consent of PAS.

Class Content:
This class covers Medicare, Medicare Replacement Plans and MSP questionnaire.

Staff who should take the class:
This class is for staff who need or wish to review Medicare information.