



Utilization Management Workshop Series: Best Practice Applications for the Hospital Setting Webinar Series

To register online, visit www.okoha.com/educationcalendar.

May 16, 23, 30, and June 6, 2024
All sessions are 9:00 – 11:00 a.m.

Series Overview

Utilization management has evolved to be much more comprehensive and encompasses elements of resource management as well as denials management. Physicians are, at times, left out of this important process but must be included in any contemporary case management model that includes utilization management.

This four-part series will introduce the role of utilization management in today's contemporary case management models. The webinars will focus on the role of RN case managers, social work case managers, and other department staff who collaborate with the role of the RN utilization manager. An example of the day in the life of a utilization case manager will also be shared.

The series will address challenges in implementing the utilization management process and will include tips and strategies for streamlining the process. There will also be an emphasis on the importance of collaboration with physicians, the interdisciplinary team, case management department peers, and payers.

Lastly, documentation of utilization management will be discussed. This will include documentation in the medical record and the role of electronic utilization management software.

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Target Audience: CMO, CNO, compliance, ED, Joint Commission, medical records, quality, risk, legal

Speakers: Toni G. Cesta, Ph.D., RN, FAAN, founding partner, Case Management Concepts, LLC
Bev Cunningham, RN, MS, partner and consultant, Case Management Concepts, LLC

Learning Objectives

- Explain the role of utilization management for the RN case manager.
 - Recite best practices for the utilization management role.
 - Discuss the compliance requirements for utilization management.
 - Record medical necessity criteria in the clinical review process.
 - Recall the denial and appeal process.
 - Identify clinical review examples to apply the information learned
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Cancellation Policy

The registration fee, less a \$100 service charge, is refundable if notice is received before 4:00 p.m. five (5) business days prior to the program. No refunds will be issued for cancellations received after 4:00 p.m. five business days prior to the program. The cancellation/refund policy applies to registrations that indicate payment is being mailed prior to the program. No refunds will be issued for those who do not comply with this policy and the full registration amount will be due and owed to OHA.

Substitutions and Transfers

Registrants unable to attend may designate an alternate. Report substitutions to Amanda Bowen at abowen@okoha.com or Shelly Bush at bush@okoha.com prior to the program. Transfers from one OHA educational program to another are not permitted.

Connecting to the Program

After you register for the program(s), you will receive a confirmation notice from OHA. Login instructions for online programs/webinars will be emailed 1-2 days prior to the program.

If you have not received a confirmation email 24 hours prior to the program, please email Amanda Bowen at abowen@okoha.com to confirm your registration has been received.



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Registration fee: \$700 for the entire series for OHA members
\$1,600 for the entire series for non-members

The registration fee is per hospital location. Multiple connections will be allowed.

To Register Online:
Visit www.okoha.com/educationcalendar and select the meeting title.
First-time online registrants may email mia@okoha.com to be assigned a user ID and password.

For fax or email registrations:

Complete the form below and return to OHA by fax at (405) 424-4507 or email abowen@okoha.com.

Please register one contact person who will forward access information to other participants.

Name of Contact Person _____
Title of Contact Person _____
Organization _____
Mailing Address _____
Office phone _____ Cell phone _____
Email _____

Method of Payment

Check in the amount of \$_____ payable to OHERI.

Mail all registrations accompanied by a check to OHERI, Dept. #96-0298, Oklahoma City, OK 73196-0298.

Credit Card amount authorized \$_____ Visa MasterCard Amex Discover
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