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What the OIG says about training coding and billing staff

The October 5, 2000 Federal Register contained the OIG recommendations for compliance. Several sections were devoted to training of billing and coding staff. A key component of that document states "...that all healthcare providers have a duty to reasonably ensure that the claims submitted to Medicare and other Federal health care programs are true and accurate.

Further, the OIG states, "...There are three basic steps for setting up educational objectives:

Determining who needs training(both in coding and billing and in compliance); Determining the type of training that best suits the practice's needs (e.g., seminars, in-service training, self-study or other programs); and Determining when and how often education is needed and how much each person should receive after their start date and employees should receive refresher training on an annual basis or as appropriate.

Probably the most compelling reason for training is in the following statement from the same publication;

"...., it is in the practice's best interest to ensure that individuals who are directly involved with billing, coding or other aspects of the Federal health care programs receive extensive education specific to that individual's responsibilities