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“NEVER BELIEVE  
THAT A FEW  
CARING PEOPLE  
CAN'T CHANGE  
THE WORLD.  
FOR, INDEED,  
THAT'S ALL WHO  
EVER HAVE.”

— MARGARET MEAD  
THE SALLY KESSLER FOUNDATION

LRPHO NewSource is a  
Quarterly Publication for  
our Facility, Physician  
Office Staff & Hospital  
Managed Care Members

## Five Tips for Motivating Medical Practice Staff

[From NORMgroup.org]

Between packed days, angry patients, evolving technology, and other daily challenges, motivation can be hard to come by. So how do you motivate staff and encourage productivity through this daily upheaval and change? It's a huge challenge, but the good news is, many factors can be useful in motivating staff. Keep reading for five creative ways to keep your team motivated and on their game.

### **Nurture a team environment.**

Studies show that your staff will work more productively if they feel like they're part of a team. Set aside some time to arrange an office outing; whether it's a holiday party, a happy hour outing, a painting party, or a hosted potluck. Acknowledge and celebrate staff birthdays and other special occasions. Making an effort to organize team activities shows you care that your staff and allows them to get to know each other more.

### **Provide feedback.**

Let your employees know what you think about their work performance. Praise is an excellent motivator, but constructive criticism is effective as well. It can push employees to make improvements in areas that could use a little more attention. But don't wait for scheduled reviews, frequently praise and critique because it communicates that you care about your employees, their tasks, and your business.

### **Ask for feedback.**

If you give your team feedback, you have to be willing to receive it. Let employees offer their ideas for improving processes that may not be working. Challenge them to assist in making business even better, which leads to our next tip – communication.

### **Communicate often.**

Sometimes the best solutions come from the employees you've got working in the trenches. Because of this, it's a good idea to keep everyone informed about problems that may arise. Managers and staff members must have a trusting relationship and can communicate openly. Managers have to resist the urge to protect employees from issues, as they can often be the ones that help you through

### **Offer opportunities.**

A progressive career path should be part of your team's organizational plan. Titles, promotions, and professional growth are great starting points for opportunities in medical offices. Career growth can be as substantial and motivating for staff as it is good for the bottom line. Offer courses, training, or other educational events to inspire your team and keep them progressing.

Hardworking and happy employees are essential to medical practice success. A motivated team can improve patient satisfaction, productivity, and employee retention. Ultimately, employees bear much responsibility for staying motivated and challenged within their positions. But as the boss, your job is to create a positive environment that encourages and rewards innovation and hard work.



**UnitedHealthcare®**

## **Lunch and Learn**

An Educational Event for LRPHO Office Managers and Staff

**April 4, 2023**

**11:30 a.m. – 1:00 p.m.**

**The Cascade Room**

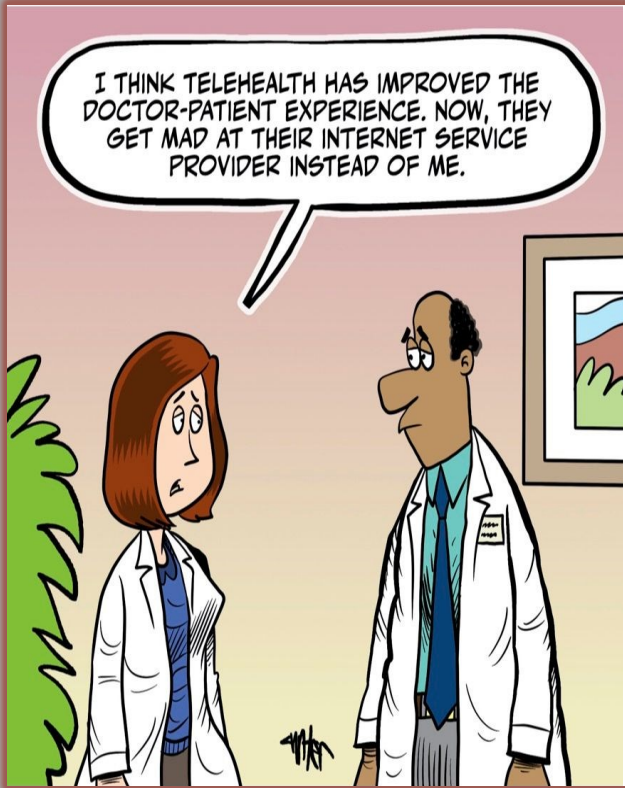
**[Rapides Women's & Children's Hospital]**

*Join us for Lunch and an  
Informational Update and Q&A Session  
with your UHC Representatives!*

**RSVP to Julie at 318-769-7480  
or [julie.simpson@hcahealthcare.com](mailto:julie.simpson@hcahealthcare.com)**

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**LOUISIANA REGIONAL PHO**  
PHYSICIAN HOSPITAL ORGANIZATION



# CARTOON CORNER

## Telephone Etiquette Tips



- 01** Make sure you identify yourself and speak clearly.
- 02** Ask for caller's permission before putting the call on hold.
- 03** It is better to return a call than to keep the caller on hold for too long.
- 04** Do not let the phone to ring more than three times.
- 05** Do not interrupt the person while he/she is talking.
- 06** Never engage in an argument with a caller.
- 07** Do not answer the phone if you are eating.
- 08** Try not to sound rushed. It is better to return the call when you can give the person the time they need.
- 09** Always ask for the best time to have a call returned to the caller.
- 10** Do not call the patients before 8:00AM or after 9:00PM, unless they've given you permission to do so.
- 11** When hanging up the phone, make sure the caller or person called hangs up first.

## IMPORTANT OFFICE STAFF REQUEST:

If ANY of the Demographics and/or Contact INFORMATION for your practice or providers CHANGE, please make sure that you INFORM us immediately. This is VERY IMPORTANT and we need your help to keep the information that we have on file for your office and providers current. Without correct/current information, issues and mistakes are sure to arise. We strive to keep you and your providers informed in the best way possible and with your help in advising of us of all changes, we can accomplish this together. Thank you!

# MEMBER SPOTLIGHT

## JAMES A. WHITE III, MD

**Active Member  
of the LRPHO  
since October of  
1994**

**Board Certified  
Otolaryngologist**

**Actively  
practicing ENT  
and Allergist in  
Alexandria  
since 1972**

**Past Eighth District  
Representative and  
President of LAMPAC  
[Louisiana Medical  
Political Action  
Committee]**



**1964 Graduate  
of Tulane  
University School  
of Medicine**

**Past Governor of  
LA-MS-TENN  
District of  
Kiwanis**

**Past President of  
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State Medical  
Society**

**Past  
Chief of Staff  
Rapides General  
Hospital**

**Hall of Fame  
Member  
Louisiana State  
Medical Society**

## CMS Proposes Changes to the 60-Day Rule

[From [physicianspractice.com](https://www.physicianspractice.com) by Rachel Rose, JD, MBA]

*On March 23, 2010, the 60-Day Rule was enacted as Section 6402 of the Affordable Care Act.*

As is said, “the devil is in the details.” In December 2022, the Centers for Medicare and Medicaid Services (CMS) issued a surprise proposed rule, which would change the 60-Day Overpayment Refund Rule (60-Day Rule) with a few words.

On March 23, 2010, the 60-Day Rule was enacted as Section 6402 of the Affordable Care Act (ACA). Subsequently, CMS issued separate final regulations for Medicare Parts A, B, C, and D. Unsurprisingly, §3729(a)(1)(G) of the False Claims Act often coincides with the 60-Day Rule because it “is known as the reverse false claims section; it provides liability where one acts improperly – not to get money from the government, but to avoid having to pay money to the government.”

An example of the intersection of the 60-Day Rule and the False Claims Act’s reverse false claim is the October 2017 settlement with Jacksonville First Coast Cardiovascular Institute, P.A. (FCCI) for \$488,821.58 after “knowingly delaying repayment of more than \$175,000 in overpayments owed to Medicare, Medicaid, TRICARE, and the Department of Veterans Affairs.”

“When FCCI learned that it had received over \$175,000 in potential overpayments to federal health care programs in 2016, it had a legal obligation to return those funds within 60 days,” stated Acting U.S. Attorney Stephen Muldrow. “Instead, they delayed repayment, ultimately retaining thousands of dollars to which they were not entitled. This settlement should send a message that we will aggressively pursue those who seek to unjustly profit from our nation’s federal health care programs.”

The proposed rule would remove the following language at 42 C.F.R. § 401.305(a)(2):

*A person has identified an overpayment when the person has, or should have through the exercise of reasonable diligence, determined that the person has received an overpayment and quantified the amount of the overpayment.*

*A person should have determined that the person received an overpayment and quantified the amount of the overpayment if the person fails to exercise reasonable diligence and the person in fact received an overpayment.*

The new proposed 42 C.F.R. § 401.305(a)(2), which would replace the previous language follows:

*A person has identified an overpayment when the person knowingly receives or retains an overpayment.*

*The term “knowingly” has the meaning set forth in 31 U.S.C. 3729(b)(1)(A).*

As set forth in 31 U.S.C. 3729(b)(1)(A) of the False Claims Act “knowingly” means “that a person, with respect to information—(i) has actual knowledge of the information; (ii) acts in deliberate ignorance of the truth or falsity of the information; or (iii) acts in reckless disregard of the truth or falsity of the information.”

The take-away – public comments on the proposed rule are due by February 13. The potential liability for these seemingly small changes is significant. Compliance officers and in-house counsel alike should take note of the final rule and update training, as well as policies and procedures, because whistleblowers and the government certainly will.

