



Vanderbilt University Medical Center

Office of Healthcare Compliance
1909 21st Avenue South • Nashville, TN 37212

September 30, 2020

Dear Evaluation and Management Coding Trainers:

On behalf of the Compliance Office and the Evaluation and Management Changes Work Group, thank you for your willingness to provide live training to members of your specialty. We know you are very busy, especially during this very challenging time, and we greatly appreciate your commitment to compliance and to optimal documentation and coding. This memo will succinctly outline the training process and describe the resources and support available to you. Please reach out to any of the listed [Work Group Members](#) if you have any questions or need assistance. (Please note, login to Box and MFA required for some links.)

Thanks again,

Ted

Edward G. Case
Chief Compliance Officer

1. Project Overview

The AMA and CMS have adopted changes to simplify and improve the requirements for documenting evaluation and management (E&M) visits performed in office and outpatient settings. The changes take effect January 1, 2021, and are expected to be followed by all payers. To ensure VUMC clinicians receive the full benefits of the changes and document and code compliantly, all VUMC clinicians who provide E&M services will receive training regarding the new rules. There are two components to the training: (1) Live Training, which you will be providing; and, (2) On-Line training, which will be assigned through the Learning Exchange. Each component is mandatory for the clinicians who perform outpatient and office E&M services and must be completed by December 18, 2020. Clinicians who do not complete both components by that date will lose their eStar privileges until they complete them.

2. The Role and Responsibility of Trainers

You are among a group of clinicians who were carefully chosen to train your colleagues in the department, division, or specialty assigned to you, because of your leadership and commitment to documentation and compliance excellence. The following is an overview of your role and responsibilities in the process.

- a. Become familiar with the new rules by reviewing the [model presentation](#) developed by the E&M work group and taking the Learning Exchange training when it is assigned to you. Consider reviewing the [official materials](#) developed by the American Medical Association as additional background.
- b. Attend a one-hour Train the Trainer sessions. Four dates and times have been scheduled:
 - October 1 at 5pm
 - October 13 at 7am
 - October 15 at 7am
 - October 19 at 5pm

The sessions are designed to provide you with a complete understanding of the new rules and the training program, while allowing ample time for questions and feedback. You need only attend one session but are welcome to attend as many as you would like. You should have received an invitation to each of these sessions. If you did not, please contact Frances O'Connor. If, for some reason you are unable to attend any of the 4 scheduled sessions, please reach out to Dr. Glazer or Dr. Sternberg to discuss how the training of your clinicians can proceed.

- c. Work with your Chair, Chief, or other clinical leadership to schedule one or more training sessions for the Department, Division, or subspecialty you have been assigned to train. To maximize clinician participation, we recommend scheduling the training session(s) as far in advance as possible, and, if feasible, repurposing Grand Rounds or other standing meetings that your colleagues may already have on their calendars.
- d. Advise Frances O'Connor in the Compliance Office of the scheduled training date as soon as possible. If we know the dates of the training, we will, based on availability, make members of the Compliance Office staff or members of the Coding Group available to participate virtually in the training and provide you with support. We also intend to maintain a master schedule of training sessions so that clinicians who are, for some reason, unable to attend their department or division's training session(s), can participate in a live training session offered by another appropriate specialty. The schedule will be posted in the [Box folder](#).
- e. Invite your colleagues who need to be trained to the scheduled live training session(s). Please include both physicians and advanced practice providers. To assist you in identifying individuals who will need training, we have a [list of every physician and APP](#) who has billed an office of outpatient E&M service in the past 12 months. Work with your residency program coordinators to identify those residents and fellows who need to be trained and to develop a plan for training them.
- f. Encourage your colleagues to complete the Learning Exchange module before the live training session. While this may not always be possible, we believe that it will improve the discussion during the live training session.
- g. Customize the model training materials to include examples that will resonate with your colleagues. The Work Group has developed [model examples](#) you are free to use or to adapt.
- h. Hold the training session. Take attendance so those who participate will receive credit for the live component of the training. If possible, record the session so it will be available for future use and for those of your colleagues who are unable, for some reason, to attend.
- i. Be sure the individuals within your department scan the QR code provided on the last slide of the [model presentation](#) to ensure they are marked complete for receiving in-person training no later than Friday, December 18, 2020.

3. References and Resources (please feel free to make these available to your colleagues):

- [American Medical Association Resources](#)
- Online Training in the Learning Exchange (under development)
- [Code with Confidence by Codeman Application](#)
- [E&M Changes Resource Box Folder](#) (this is a public folder that may be shared; it contains all the documents listed below)
 - [Model Examples by Specialty](#)
 - [Transcript of Learning Exchange Narration](#)
 - [Q&A with Codeman](#)
 - [Contacts for Support and Assistance](#)
 - [Designated Trainer Contact List](#)
 - [List of Physician and APPs by Department](#)
 - Model Presentation for In-Person Trainings
 - Frequently Asked Questions (under development)
 - Master Training Schedule (under development)

4. Important Dates and Trainer Checklist

ACTION DATE	ACTION
10.01.2020 5pm 10.13.2020 7am 10.15.2020 7am 10.19.2020 5pm	Review the model presentation. Participate in a train the trainer session.
Before You Hold Your Training Session	Schedule Department or Division Training Session(s).
	Notify Compliance of the confirmed Training Date(s). Based upon availability, Compliance and the VMG Coding Group will designate individuals to participate in the training to help you with questions and provide other assistance. Compliance will also add the dates to the master schedule.
	To reinforce the lessons provided during the Train the Trainer session, complete the module in the Learning Exchange.
	Revise the Model Presentation to Include Department Specific Examples.
October 2020	Online training will be assigned in the Learning Exchange to all Clinicians who use 99201-99215
10.02.2020-11.25.2020	Hold Your Scheduled Training Session(s). Be sure to: <ul style="list-style-type: none"> • Remind attendees to complete the online survey (linked at end of the model presentation) so that they receive credit for attending the online course. • Explain that clinicians must also complete the Learning Exchange module by December 18. • Consider recording for future use and those who cannot attend.
12.18.2020	Deadline for Clinicians to complete Learning Exchange module. Clinicians who do not complete the online and in-person trainings by the deadline will lose privileges in eStar until completion.
01.04.2021	First business day of 2021. Revised outpatient/office rules take effect.