

PARADIGM HEALTHCARE PRESENTS

# SCHOOL MEDICAID BILLING

EDUCATION SERIES 2024

WORKSHOP CATALOG

MAR 4 - 8, 2024

## Navigate with Intention, Maximize with Insight

Tap into a wealth of real-world experiences that will light the path toward maximizing program impact.



Published:  
January 4, 2024

# WELCOME

Thank you for registering!

SMBES 2024

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### Education Series Introduction



#### Constance Laflamme

Constance has more than 30 years of experience working with public agency and school-based Medicaid programs. Throughout her career, she has helped shape and inform debates on program implementation and policy in California and has produced numerous publications for school partners and clients in support of the medically underserved and special needs populations.

Her leadership is influenced by her experience in public health, hospital services, and disaster medical programs gained as a U.S. Air Force officer. Constance holds a Masters in Public Health from Boston University and a BS from Michigan State University.

#### Dear Attendees,

We are excited to present the School Medicaid Billing Education Series 2024, a week-long virtual event featuring two workshops per day for a total of 10 unique learning opportunities. All series workshops will cover the essential topics of safeguarding, managing, and maximizing your school Medi-Cal programs.

Whether you are new to California's school Medicaid programs or have advanced knowledge, this series is designed to provide a comprehensive learning experience for professionals of all levels and roles.

The School Medicaid Billing Education Series will be hosted virtually on Paradigm's learning platform. Once you register, you will be provided with information on how to access the platform. No special software is required –

just an internet connection and speakers.

As a member of the school Medicaid billing community, Paradigm is committed to supporting the success of these programs throughout California. We are delighted to offer the School Medicaid Billing Education Series to all California schools at no cost this year. Don't miss out on this valuable learning opportunity – join us for one, some, or all of the workshops!

Sincerely,

Constance Laflamme,  
Owner/CEO

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Navigate with  
Intention,  
Maximize with  
Insight



# SCHEDULE OVERVIEW

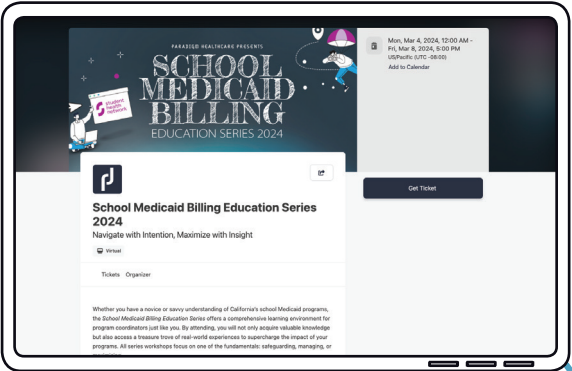
Attending SMBES 2024 isn't just about acquiring knowledge; it's about tapping into a wealth of real-world experiences that will light the path toward maximizing program impact.



1 week-long event, 2 workshops per day, 10 workshops total

Our comprehensive workshop schedule has something for everyone, no matter your level of expertise. From safeguarding your program to maximizing your reimbursement, we've got you covered.

Don't miss this opportunity to take your knowledge to the next level and join us for a dynamic learning experience that will leave you feeling confident and equipped to succeed in your role.



	Monday		Tuesday		Wednesday		Thursday		Friday	
9:00 AM	General Seminar		Mastering Audits: Understanding the process and assuring your readiness		Driving Success through Collaboration: Strategies for program buy-in		9:00 AM	Billing for Gen Ed: A peek into systems that work		Looking Ahead: All-payer fee schedule readiness
9:30 AM							9:30 AM			
10:00 AM							10:00 AM			
10:30 AM							10:30 AM			
11:00 AM	Efficiency & Excellence: Mastering coordination with the coordinator's calendar		Measuring What Matters: Investigating key performance indicators		Consider the View: Authorizations and medical necessity with Dr. Stone		11:00 AM	Unlocking Potential: Maximize your opportunities		Ask Us Anything & Event Wrap-Up
11:30 AM							11:30 AM			

March 4<sup>th</sup> Presenters

- 9 AMConstance Laflamme, Amber Sanchez & Victor Espinoza
- 11 AMMike McCaffrey, Kortney Thompson

March 5<sup>th</sup> Presenters

- 9 AMAmber Sanchez, Elizabeth Brennan
- 11 AMOtis Nelson, Melanie Longo

March 6<sup>th</sup> Presenters

- 9 AMColleen O'Reilly, Nancy Valdez
- 11 AMKortney Thompson, Dr. Stone

March 7<sup>th</sup> Presenters

- 9 AMNancy Valdez, Melanie Longo
- 11 AMColleen O'Reilly, Elizabeth Brennan

March 8<sup>th</sup> Presenters

- 9 AMBrooke Denton, Amber Sanchez
- 11 AMAmber Sanchez, Constance Laflamme & Victor Espinoza





# WORKSHOP PRESENTERS

Paradigm’s annual event is back and better than ever!

The **School Medicaid Billing Education Series** is a week-long virtual event offering 10 comprehensive workshops for program coordinators and other stakeholders. Our experienced Account

(Continued on page 7)

**JOIN US!**  
THE WORKSHOPS ARE DESIGNED TO HELP YOU SUCCEED IN YOUR ROLE.

**MEET OUR EXPERIENCED ACCOUNT MANAGERS & STRATEGIC LEADERS!**



**Amber Sanchez,**  
Manager of Accounts  
10 Years of Experience



**Colleen O'Reilly,**  
Account Manager  
20 Years of Experience



**Elizabeth Brennan,**  
Account Manager  
1 Year of Experience



**Kortney Thompson,**  
Account Manager  
13 Years of Experience



**Melanie Longo,**  
Account Manager  
7 Years of Experience



**Mike McCaffrey,**  
Account Manager  
17 Years of Experience



**Nancy Valdez,**  
Account Manager  
6 Years of Experience



**Otis Nelson,**  
Account Manager  
9 Years of Experience



**Constance Laflamme,**  
Owner/CEO  
30 Years of Experience



**Brooke Denton,**  
COO  
22 Years of Experience

Managers and Strategic Leaders will cover topics such as maximizing reimbursement, navigating changes in regulations, and implementing best practices for your program.

By attending SMBES 2024, you will gain the knowledge, resources, and leadership skills necessary to confidently lead and maximize our local Medicaid billing programs. Unlike our topical Focus Series events,

where coordinators learn more about the subject of Medicaid billing, Paradigm’s Education Series is specifically designed to equip you with the leadership skills and practical knowledge necessary to lead and maximize your Medicaid billing programs.

We look forward to your participation. **See you soon!**



# WORKSHOP DESCRIPTIONS

01

## General Seminar

Kickstart your learning journey in the School Medicaid Billing Education Series with our General Seminar. We'll uncover the event's core purpose, welcome our diverse audience, and lay the foundations of community and learning. You'll gain insights into platform features, rules, and engaging Passcode Games. Join us for an impactful week of learning! • 9:00 a.m. Monday, March 4, 2024

Constance Laflamme, Amber Sanchez, Victor Espinoza

02

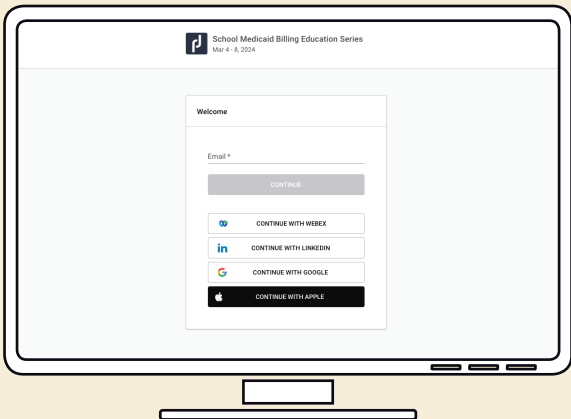
## Efficiency and Excellence: Mastering coordination with the coordinator's calendar

Uncover the keys to effective coordination and program optimization using the Coordinator's Calendar. Engage in peer discussions and real-world scenarios to apply these principles, aligning them with broader program strategies. Elevate your coordination skills and excel in your role. • 11:00 a.m. Monday, March 4, 2024

Mike McCaffrey, Kortney Thompson

Welcome to  
SMBES 2024!

Now that you're registered, please complete these three essential steps before March 4th, 2024, to ensure a smooth experience. Our client care specialists are here to assist with any technical issues.



### Access the Event Platform

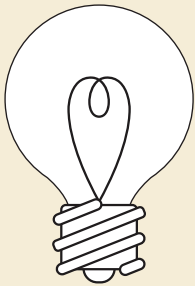
Log in with the same email used for registration and set your password.

### Bookmark for Easy Access

Don't forget to bookmark the event platform page for quick return visits.

### Add Profile Photo

Enhance your networking experience by uploading a photo to your event platform profile.



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03

## Mastering Audits: Understanding the process and assuring your readiness

Master the complexities of the audit process in this workshop. Demystify different audit types, develop a comprehensive audit readiness strategy, and address common challenges. Learn to navigate audit outcomes effectively to ensure program success and compliance in LEA Billing and SMAA. • 9:00 a.m. Tuesday, March 5, 2024

Amber Sanchez, Elizabeth Brennan

04

## Measuring What Matters: Investigating key performance indicators

Discover the power of key performance indicators (KPIs). Identify crucial KPIs for LEA Billing and SMAA, learn to collect and analyze data, and interpret KPI results to drive program improvements and make strategic decisions that enhance program performance. • 11:00 a.m. Tuesday, March 5, 2024

Melanie Longo, Otis Nelson

05

## Driving Success through Collaboration: Strategies for program buy-in

Learn the secrets of generating buy-in and fostering collaboration in your LEA Billing and SMAA programs. Leverage peer stories to boost provider and administrative buy-in, cultivate collaborative leadership and conflict resolution skills, and maximize the potential of the Collaborative for program success. • 9:00 a.m. Wednesday, March 6, 2024

Colleen O'Reilly, Nancy Valdez

06

## Consider the View: Authorizations and medical necessity with Dr. Stone

Join us for a special session featuring guest speaker Dr. Stone as she shares her expert perspective on authorizations and medical necessity in LEA Billing. Explore real-life case studies, gain practical tips and strategies for navigating complex authorization processes. • 11:00 a.m. Wednesday, March 6, 2024

Kortney Thompson, Dr. Stone

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07

Billing for Gen Ed: A peek into systems that work

Delve into billing general education services within the LEA Billing program. Explore proven systems and strategies while engaging in in-depth discussions on capturing parent consent effectively for non-IEP students. • 9:00 a.m. Thursday, March 7, 2024

Nancy Valdez, Melanie Longo

08

Unlocking Potential: Maximize your opportunities

Unlock untapped opportunities in LEA Billing through real-world case studies. Explore the utilization of SIS data for billing mandated screenings, efficient transportation billing strategies, and best practices for annual and amended assessments. Gain insights into federal funding and successful SMAA approaches through detailed case studies. • 11:00 a.m. Thursday, March 7, 2024

Colleen O'Reilly, Elizabeth Brennan

09

Looking Ahead: All-payer fee schedule readiness

Prepare for California's all-payer fee schedule initiative and future program changes. Learn about the implications of the fee schedule, discover the necessary steps to prepare and ensure readiness, and explore how to adapt billing processes to align with new fee schedules effectively. • 9:00 a.m. Friday, March 8, 2024

Brooke Denton, Amber Sanchez

10

Ask Us Anything & Event Wrap-Up

Conclude the event with an engaging Q&A session where participants can ask questions and engage in discussions. Recap the essential insights and learnings from the event, and the winners of the Passcode Challenges will be announced! • 11:00 a.m. Friday, March 8, 2024

Amber Sanchez, Constance Laflamme, Victor Espinoza

Passcode Games, Raffles & Prizes!

Take a look at the 5 fantastic raffle prizes you could win



Fitbit Charge 6



Stanley Quencher & \$50 Amazon Gift Card



Apple AirPods



\$75 Fandango Gift Card



Kindle

Beginning-of-Week Raffles

**Kickstart Your Wins:** Start your week with a bang! We're kicking things off with not one but two fantastic raffles. Are you one of the lucky winners? It's all up to chance!

**Eligibility:** To enter, simply participate in our referral campaign or our pre-event bulletin board campaign. These raffles are a great way to win big right from the beginning.

Passcode Games

**Join the Game:** SMBES 2024 isn't just about learning; it's about securing your spot as one of the 10 Passcode Game Winners.

**How it Works:** Collect special passcodes during the event to earn points and climb the leaderboard. The more passcodes you gather, the closer you get to winning!

**Passcode Challenge Prizes:** Exciting prizes for our Passcode Games will be announced during the event. Keep participating and stay tuned for the big reveal!

End-of-Week Raffles

**Finish Strong:** As we wrap up the event, we're turning up the raffle excitement. For every workshop you attend, you'll earn a ticket for one of our three end-of-week raffles. Attend more workshops to increase your chances of taking home fantastic prizes!

**Earning Tickets:** Attending workshops means more chances to win! The more workshops you attend, the more tickets you earn for our end-of-week raffles. Increase your odds of winning big!

GET READY TO WIN!

STAY ENGAGED, COLLECT PASSCODES, ATTEND WORKSHOPS, AND YOU COULD BE ONE OF OUR FIVE RAFFLE PRIZE WINNERS OR A PART OF THE EXCLUSIVE PASSCODE CHALLENGE WINNERS' CIRCLE.

MAKE THIS EVENT EVEN MORE MEMORABLE!



SMBES 2024

LET'S NAVIGATE WITH  
INTENTION AND MAXIMIZE  
WITH INSIGHT TOGETHER.  
**SEE YOU AT THE EVENT!**



**Remember, our Client Care specialists are just a call away if you need any assistance at (888) 536-0920.**

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San Francisco, CA 94158

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