

March/April 2012

March 7 Managing Difficult Employees and Reducing Conflict in the Practice – [12:15 – 1:15 p.m.](#)

Very few medical or business schools teach hands-on human resources management skills and techniques. This information-packed workshop will teach you the secrets of how to lead, coach and manage difficult employees; set practice values; and reduce conflict in the practice.

March 21 HIPAA Update 2012 – [12:15 – 1:15 p.m.](#)

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April 4 A Guide to Managing Upset and/or Difficult Patients – [12:15 – 1:15 p.m.](#)

Handling difficult or upset patients is a learned customer service skill. Staff need specific training including role playing to feel confident in turning an unhappy patient into a happy one. Understanding the underlying emotions patients may be experiencing also brings empathy to successfully resolving issues.

April 11 Medicare Audits: How and Why – [12:15 – 1:15 p.m.](#)

Learn more about the current medical review audits currently being conducted by Palmetto GBA, California's Medicare accounting contractor, including how they're being conducted and the reasons for this special study.

April 18 Best Practices for Managing Your Accounts Receivable – [12:15 – 1:15 p.m.](#)

Receiving maximum reimbursement with quick accounts receivable (AR) turnaround is a goal of every medical practice. Using AR reports effectively allows the billing department, manager and physician to keep on top of this consistently.

April 23 California's Public Health Insurance Programs – [12:15 – 1:15 p.m.](#)

This session will provide a brief introduction to California's public health insurance programs. It will be a very high level overview of the programs broken down by population eligibility, including a short example of what it is like to navigate the public health insurance system. We will conclude with a short compare and contrast of the health system in Massachusetts and what lessons can be learned as we move forward into 2014.

The above webinars are being hosted by the California Medical Association. Please register at www.cmanet.org/events.
Once your registration has been approved, you will be sent an email confirmation with details on how to join the webinar.
Questions? Call the CMA Member Help Line at (800)786-4262.