



THERESA SHEPPARD

SOLUTIONS

Protection • Prosperity • Peace of Mind

Protection • Prosperity • Peace of Mind

Speaker Packet

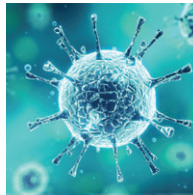


WHAT IS THE DENTAL TEAM NOT DOING THAT PUTS YOUR PRACTICE AT RISK?

Strengthen the clinical, administrative, and risk management aspects of your practice with Theresa Sheppard's reality-driven, team-centered presentations that engage the audience, encourage critical thinking and enhance problem-solving skills vital to the success of any practice.

TOOTHBRUSHES OR TOMBSTONES: THE HOW & NOW OF STOPPING THE SPREAD OF DEADLY DENTAL BACTERIA

The Oral Systemic Link is real. Lack of oral care is a main contributor to serious diseases. By addressing periodontal disease we improve the overall health of our patients while raising the standard of care.



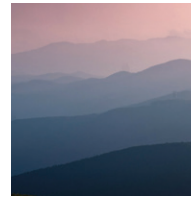
HOW MANY FELONIES DID YOU COMMIT TODAY?

To protect the practice and provider from audit, lawsuit and risk of incarceration, patient records must be documented thoroughly to meet the standard of care. Gain the understanding and skills required to protect the clinical and financial integrity of the practice.



HIPAA: HIGHLIGHTS, HOOPLA AND HOOEY

Putting together a comprehensive HIPAA protocol and policy program can be a daunting task. Gain a deeper understanding of the steps required to achieve compliance and protect both patients and the practice.



DO YOU THINK YOU'RE COMPLIANT? COMPLIANCE IS MORE THAN A CHECKLIST!

With the many layers of compliance needed in a dental practice today it's critical that the team understand their individual roles in the process.



EVERYTHING OLD IS NEW AGAIN: WHY WE NEED TO INCORPORATE TELEDENTISTRY IN THE DENTAL PRACTICE

Healthcare doesn't look the same as it did a year ago. If 2020 taught us one thing it was to be adaptable. Teledentistry allows us to solve some old problems in a new way.



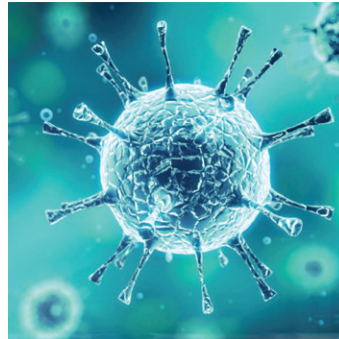
TOOTHBRUSHES OR TOMBSTONES: THE HOW & NOW OF STOPPING THE SPREAD OF DEADLY DENTAL BACTERIA

I work with and speak to healthcare professionals who want a better understanding of how the mouth affects the body, and what they can do to improve the health of both.

I customize every presentation to the audience level, specialty, practice, or care giving environment.

And every talk has just the right mix of cited research, real world examples and practical ways you can help your patients dramatically improve both their dental and overall health.

Your colleagues come away educated, energized and equipped with what they can specifically do to have significant impact on their patients' oral and overall health – ultimately restoring wellness and saving lives.



*Suitable for Dental and
All Healthcare Providers*

PROGRAM OBJECTIVES:

- Recognize the various signs of deadly bacteria not only existing in a patient's mouth, but how it could be dangerously spreading, impacting or aggravating other diseases.
Hint: bleeding gums are not normal EVER.
- Understand the proven pathway of how bacteria gets into the bloodstream, where it then causes infection, injury and inflammation in other parts of the body.
- Review your patient's health history for existing conditions such as cardiac disease, diabetes, cancer, and others that have been shown to start or be aggravated by bacteria originating in the mouth.
- Take specific action and create a treatment plan that addresses the spread of deadly bacteria, preventing, correcting or reversing its devastating impact on the body.
- Simply explain the mouth-body connection to your patients so they are more likely to comply with your treatment plan to reverse impact sooner.

If you would like to explore the fit for your group or meeting, I welcome that conversation.



HOW MANY FELONIES DID YOU COMMIT TODAY?

To protect the practice and provider from audit, lawsuit and risk of incarceration, patient records must be documented thoroughly to meet the standard of care.

This course can be lecture only or paired with interactive exercises designed to sharpen diagnostics and record keeping skills.

Attendees will learn the skills necessary for achieving diagnostic excellence, how coding incorrectly can put both your practice and license at risk, coding for legitimate reimbursement and protecting the practice through proper documentation.

Attendees will gain the understanding and skills required to protect their clinical and financial integrity of the practice and bring peace of mind.



Suggested Audience: Dentist and Team

PROGRAM OBJECTIVES:

- Sharpen communications skills — words matter: say what you mean to say
- Understand aspects of risk management
- Explore how the patient could be better served while protecting the integrity of the practice
- Discover that healthcare fraud does not have to be intentional to be prosecuted
- Learn how proper diagnostics and documentation will help keep you out of court
- Recognize the significance of comprehensive diagnostic information
- Find out which patients are “keepers”, and who’s not

Couple “Toothbrushes or Tombstones” with “How Many Felonies Did You Commit Today?” for a POWERFUL presentation.



HIPAA: HIGHLIGHTS, HOOPLA AND HOOEY

As our practices become more technologically advanced, the risk of patient privacy violation increases. It is not only necessary, it is mandatory to evaluate your practice's privacy policies.

We've all heard about HIPAA, and it has become a big part of our daily lives. Still, many practices do not understand the new regulations and believe they are compliant if they have a patient sign a Notice of Privacy Act. The new HIPAA Omnibus Rule became effective March 26, 2013. Dental practices are required to be compliant (as of September 23, 2013).



Putting together a comprehensive HIPAA protocol and policy program can be a daunting task. In this course, learn the required changes to the Notice of Privacy Practices Form, the financial implications for willful neglect, why a daily data backup is no longer enough, and the communications that must not be sent via email or text. Gain a better understanding of the steps required to achieve compliance and protect both patients and the practice.

Suggested Audience: Dentist and Team

PROGRAM OBJECTIVES:

- Review the steps to mandatory HIPAA compliance
- Discover what is included in comprehensive risk analysis
- Determine what functions the Privacy Officer, Security Officer, and Technology Officer are responsible for
- Learn who Covered Entities and Business Associates are and why it matters
- Recognize the new required changes to the Notice of Privacy Practices Form
- Know who you must have a Business Associate Agreement with
- Understand breach notification: who must be notified and when
- Identify how to avoid fines that could place the practice in financial ruin
- Acquire the skills to manage and resolve privacy complaints
- Gain a better understanding of the steps required to achieve **compliance in a post-Covid world**



DO YOU THINK YOU'RE COMPLIANT? COMPLIANCE IS MORE THAN A CHECKLIST!

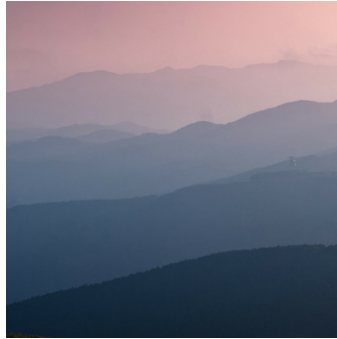
With the many layers of compliance needed in a dental practice today it's critical that the team understand their individual roles in the process.

There are many layers of compliance that a practice is mandated to follow. Whether it is OSHA, HIPAA, or ACA, written procedures and team training must be updated annually.

Gain a better understanding of the regulations and requirements these agencies mandate to keep your practice compliant.

You also need Radiation Safety, Infection Control, and Risk Mitigation in your written policies and procedures.

Understanding these layers makes your practice run smoother.



Suggested Audience: Practice Administrator, Dentist, & Team

PROGRAM OBJECTIVES:

- How to update your HIPAA manual to include protocols regarding protected health information of your patients (during COVID and beyond)
- Review the steps to mandatory HIPAA compliance
- How to ensure your WRITTEN Radiation Safety protocol includes rationale for prescribing x-rays, diagnosis and treatment planning and team training
- Learn what constitutes “a change in your practice?”
- How to perform your own OSHA walk-through assessment
- Fit Tests are mandatory for N95 respirators. Learn how to conduct your own.
- Understanding ACA Regulations for practices that accept Federal Funding

Couple “Do You Think You’re Compliant” with “HIPAA: Highlights Hoopla or Hooey” for an eye-opening presentation.



EVERYTHING OLD IS NEW AGAIN: WHY WE NEED TO INCORPORATE TELEDENTISTRY IN THE DENTAL PRACTICE

Healthcare doesn't look the same as it did a year ago. If 2020 taught us one thing it was to be adaptable. Teledentistry allows us to solve some old problems in a new way.

In 2020 COVID brought us closures, reopening processes, expenses, and serious staffing shortages. We are also experiencing patient reluctance with serious rescheduling challenges. Moving forward requires healthcare providers be willing to pivot and explore new opportunities.



Expanding options for patient care while adapting to the “new normal” brings hope for the future.

Suggested Audience: Dentist and Team

DISCUSSION WILL INCLUDE HOW TELEDENTISTRY:

- Reduces and streamlines clinical and administrative duties
- Allows for flexibility in scheduling
- Increases compliance for patients who are reluctant to come into the practice
- Teledentistry provides another venue in which patients can receive care
- Teledentistry allows us to grow the practice without adding operatories.

Couple “Toothbrushes and Tombstones” with “Everything Old is New Again” for a patient-based presentation.



SnapShots Can Prevent Mugshots



A SnapShot is a limited, virtual, look into your practice that will help uncover areas of clinical and financial risk

Insurance Fraud Examples (Insurance Fraud is a Felony!)

- Change dates to accommodate a patient's benefits
- Waive co-payments and deductibles
- Change a procedure code to a "covered" service

How Many Felonies Did YOU Commit Today?

Willful Neglect is NOT a Defense!!!

- Healthcare fraud doesn't need to be intentional to be prosecuted
- Auxiliaries are NOT exempt from prosecution
- Insurance fraud is a felony punishable by up to five years in state prison and a \$50,000 fine

Let the "Fraud Finder" bring you peace of mind through:

- Accurate treatment planning
- Accurate "set complete"
- Complete diagnostics
- Proper documentation
- Adjunctive services understanding
- Payment posting & proper adjustments
- Accurate insurance breakdowns



(209) 222-0750

Increase Legitimate Reimbursement

Let Theresa show you how to uncover an average of \$2,000 - \$10,000 per month in **miscoded, uncollected or unbilled services!**

Theresa Sheppard provides you with the tools and systems necessary for you to become skilled in all aspects of clinical and administrative practices, risk management, and patient/practice protection. She provides you with the information needed to mitigate your risk against audits, lawsuits, and possible incarceration. With over 40 year of hands-on and frontline experience she is the go-to expert to give your practice the protection, prosperity, and peace of mind that you deserve.

Contact "The Fraud Finder" today!

THERESA SHEPPARD, RDA
"THE FRAUD FINDER"
(209) 222-0750

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WWW.THERESASHEPPARD.COM

SPECIALIZING IN HIPAA, RISK MANAGEMENT,
INSURANCE SOLUTIONS & ORAL SYSTEMIC LINK



MEET THE SPEAKER!

THERESA K. SHEPPARD, RDA

As dental professionals we set our personal bar very high, always making our number one priority to exceed the standard of care. Lack of training is a dangerous way to do business - it can lead to financial and professional devastation.

No matter the length of time team members may have been performing clinical or administrative duties, without proper training the practice and providers are at risk. Theresa Sheppard's presentations provide the tools and systems necessary to become skilled in all aspects of clinical and administrative practices, risk management and patient/practice protection.

Her passion for dentistry and love of teaching merged when she became the **Owner and Director of Career Express Dental Assisting School**, as well as being an **instructor for the California Radiation Safety Course**. Theresa is a Registered Dental Assistant with experience in all clinical and management aspects of the dental office. This, coupled with her extensive hands-on, front lines experience of over 40 years, uniquely qualifies her to train dental teams.

PROFESSIONAL QUALIFICATIONS AND AFFILIATIONS:

- Founder of Career Express Dental Assisting School
- California Radiation Safety Course Instructor
- California Dental Board Continuing Education Provider
- Author, "Doctor, Who is Profiting From Your Practice?" and various industry publications
- Member of American Academy for Oral Systemic Health (AAOSH)
- Member of California Dental Association Allied Health Member (CDAAHM)
- Member of Academy of Dental Management Consultants (ADMC)
- Member of Speaking Consulting Network (SCN)
- Founder of Care 2 U Tele-Dentistry Services
- Founder of Care 2 U Oral Care Administrative Services
- Affiliate DIY Digital Dental Consulting
- Founding member Modesto Holistic Chamber of Commerce
- Member Stanford VA Brain Health Citizen Scientist Advisory Board



Author of

Doctor ~ Who is Profiting From Your Practice?

Get the Insurance Companies to Pay You for Your Services and Improve the Financial Health of Your Practice

WHAT'S BEING SAID ABOUT THERESA'S TRAINING SESSIONS



AN UNBELIEVABLE RETURN ON YOUR INVESTMENT

*"I have known Theresa for over 25 years. I have worked with her in the dental field and have seen her personal ability in every aspect of the dental office. During that time, I saw our office grow under her management. I would encourage any dental office to seek her expertise because you will get **an unbelievable return on your investment.**"*

—Damaris M., RDH

THE QUALITY OF HER SERVICES EXCEEDED MY EXPECTATIONS



*"Theresa's professionalism, attention to detail and the quality of her services **exceeded my expectations.** She has the ability to see the big picture, and provided practical solutions that we could easily implement right away. I highly recommend that you contact her for **any clinical, management, or profitability concerns** that you might have."*

—Myron Strasser, Jr., DDS

THERESA HAS BEEN NOTHING SHORT OF AWESOME

*"Our two dental practices have had the pleasure of hiring **Theresa Sheppard** as our risk management consultant and it **has been nothing short of AWESOME.** She has shared with us amazing tips to help our patients and team provide better patient care as well as make sure we are compliant with many of the confusing codes in dentistry."*

"Theresa makes it super easy and fun to work with us remotely via ZOOM and we highly recommend any dental office that wants to feel better, do better and be better to work with Theresa."

—Jeffrey Goodman, DMD

*"I highly recommend that you contact her for **any clinical, management, or profitability concerns** that you might have."*

HER ABILITY TO TEACH & TRAIN WAS EXCELLENT

*"Theresa was my office manager for over 20 years. Her knowledge of insurance was extensive and **her ability to teach and train** staff members **was excellent.** She taught me to be more accurate with my treatment planning so the insurance part would be uncomplicated."*

—M. R. Boyer, DDS

STRONG KNOWLEDGE IN THE FIELD

*"As a laboratory owner, I know it is essential to form relationships with key personnel. Theresa's ability to **quickly decipher insurance coding** has been a help to me in the laboratory. This is where Theresa shines! Her teaching and clarifications display her **strong knowledge in this field.**"*

—Tara Chapman, Owner Studio 32

