**April 22 - 23, 2026**

# CHC Billing: Manager Blueprint

## Training Description

Strong billing department leaders don't just keep the wheels turning—they set the pace.

This two-day, interactive virtual training is designed for Community Health Center billing and revenue cycle leaders who want to strengthen oversight, improve performance, and lead with confidence. This program focuses on the people, process, and performance side of billing—moving beyond day-to-day tasks to effective leadership and strategic decision-making.

Delivered in collaboration with Achieve Revenue Management, the course covers key performance benchmarks, practical management strategies, compliance considerations, staff training programs, and insurance contract evaluation. Participants will engage in discussion and real-world application and should be prepared to participate, leaving the program with a clear, actionable blueprint for leading a high-performing CHC billing department.

**Presenter: Rebekah Wallace Pardeck, CMPE CPC®, CPCO™**

## Continuing Education

This program is AAPC CEU-eligible for up to 11.0 hours. CEUs may be applied toward Core A and applicable specialty credentials in accordance with AAPC guidelines.
Granting of this approval in no way constitutes endorsement by AAPC of the program content or the program sponsor.

## Suggested Audience

Community Health Center billing and coding supervisors, revenue cycle managers and directors, and clinic or office managers who oversee billing

## Learning Objectives

Upon completion of this program, participants will be able to:

- Identify benchmarks and key performance indicators.
- Employ management strategies.
- Organize a billing department training program.
- Evaluate insurance contract components.

## Delivery Method

Virtual

## Program Level

Intermediate

## Advanced Preparation

None

## Prerequisites

Attendees should have experience or knowledge comparable to CHC billing and coding professionals.

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## Agenda

Times are in Eastern.  Agenda is tentative and subject to change.

| Day 1 | Wednesday, April 22 \| 11:00 a.m.–4:30 p.m. ET |
|---|---|
| 11:00 a.m. – 1:00 p.m. | Welcome & Introductions<br><br>Roles & Responsibilities of Successful Billing Managers |
| 1:00 p.m. – 1:30 p.m. | Lunch Break |
| 1:30 p.m. – 4:30 p.m. | Billing Department Structure & Staffing<br><br>Denial Monitoring, Management & Follow-Up Strategies<br><br>Insurance Contract Considerations |

| Day 2 | Thursday, April 23 \| 11:00 a.m.–4:30 p.m. ET |
|---|---|
| 11:00 a.m. – 1:00 p.m. | Policy & Procedure Development<br><br>Billing Department Training Development Program |
| 1:00 p.m. – 1:30 p.m. | Lunch Break |
| 1:30 p.m. – 4:30 p.m. | Billing & Coding Compliance<br><br>Key performance indicators (KPIs)<br><br>Wrap up, Q&A |

## Attendance Policy