

Meet Our Consultants! USAgging Consulting Services

March 24, 2026

The Business Institute

The mission of the Aging and Disability Business Institute (Business Institute) is to successfully build and strengthen partnerships between community-based organizations (CBOs) and the health care system so older adults and people with disabilities will have access to services and supports that will enable them to live with dignity and independence in their homes and communities as long as possible.

aginganddisabilitybusinessinstitute.org



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Getting Started

Everyone needs some help with taking that first step. For aging and disability community-based organizations, *Getting Started* provides a collection of business acumen resources to help those beginning their journey toward partnerships and contracts with the health care sector. Start here if you are looking for the basics, or if you need a refresher on health care contracting fundamentals.

01

02

03

LEARN MORE ▶



Featured Content —



Our Funders



The
John A. Hartford
Foundation



RRF | Foundation
for Aging



Margaret A. Cargill
PHILANTHROPIES



Our work

-  Training
-  Technical Assistance
-  Resource Development
-  Information Gathering
-  Consulting Services
-  Thought Leadership
-  Center of Excellence to Align Health and Social Care

Poll Question

What type of organization are you representing today?

- a. AAA/Community-based organization
- b. Community Care Hub
- c. Government entity
- d. Health care
- e. Other

Senior Resources of West Michigan

Primary Care at Home and Behavioral Health at Home



Provider Visits

Standardize visit workflows and documentation to expand Medicare-billable care.



Chronic Care Management

Use CCM to sustain engagement and track billable activities.



Behavioral Health

Provide counseling along with other social work activities to support reimbursement.

CMS GUIDE Model Participant

Established Track participant

Community Health Workers

Billing Michigan Medicaid for direct services

Medicare Enrollment & Compliance for Billing

Assistance Provided

01

Secure provider identifiers

Collect NPI, ownership details, and core compliance policies to enable legitimate Medicare billing.

02

Enroll through CMS

Submit PECOS / CMS-855 accurately; enrollment inaccuracies drive ~15% of claim rejections.

03

Verify & activate billing

Complete Medicare Administrative Contractor (MAC) verification and follow-ups; PTAN issuance activates billing eligibility and reimbursement access.

04

Audit, credential, revalidate

Regular billing audits and credentialing can cut errors by up to 25% and reduce denials and audit risk.

Staff Training and Workflow Development

Assistance Provided



Role-based training

Tailored sessions improve documentation accuracy and reduce missed charges. Billable capture can rise up to 30%.



Medicare + coding clarity

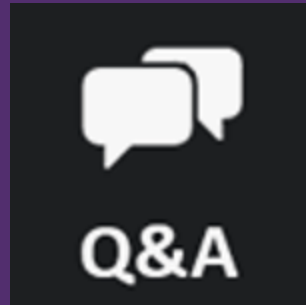
Interactive reviews of regulations and billing codes strengthen compliance and reduce denials and rework.



EHR workflow optimization

Training on efficient documentation and charge entry supports faster claims and higher reimbursement rates.

Questions/Comments?



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PARTNERSHIPS IN ACTION

NEWS AND EVENTS

ABOUT

BLOG

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Consulting Services

USAgings Consulting Services focus on the issues and opportunities that are critical to helping AAAs, other community-based organizations (CBOs), and networks of CBOs prepare for and respond to the evolving demands and opportunities in the health and social care environment, as well as preparing their agencies and networks for the future needs of individuals across the communities they serve.

Our nationally recognized consultants and leading AAA and CBO partners bring deep knowledge and expertise in AAA/CBO/network operations, managed care, health care, Medicare and Medicaid, social care needs assessments, quality and performance improvement, risk management, as well as social care programs and services. We understand that every AAA, CBO, and network are unique and require a tailored approach to address their consulting interests and needs.

Get Connected

For more information about how USAgings Consulting Services can help your organization, contact Maya Op de Beke (mopdebeke@usaging.org) with USAgings Aging and Disability Business Institute, or you can get started by completing our no-obligation [online inquiry form](#) so we can schedule an initial, no-cost discussion.

<https://www.aginganddisabilitybusinessinstitute.org/about/consulting-services/>

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BUSINESS INSTITUTE**
Connecting Communities and Health Care

Get Connected to Consulting Services Today!

- <https://www.aginganddisabilitybusinessinstitute.org/consulting-services-inquiry-form/>
- 1-hour free exploratory call

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USAgging Consulting Services Inquiry Form

Complete the below form to help USAgging determine your areas of need from our Consulting Services Program. USAgging will use this form to prepare for a no-obligation, no-cost one-hour preliminary discussion. Following the submission of this form, we will reach out to the contact person listed to set up an initial meeting.

Organization Name

City State

Contact Name

Contact Title

Phone Email

Type of Organization

Area of Focus of Organization

Stay informed about our resources!

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Create an Account —

Complete the registration form below to access all of the Assessment Tools that the Aging and Disability Business Institute has to offer. Creating a personal profile will allow you to take each assessment and track your results.

Name

FIRST NAME

LAST NAME

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BUSINESS INSTITUTE
Connecting Communities and Health Care

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- Learn about our Center of Excellence to Align Health and Social Care:
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- Learn more about our Consulting Services:
<https://www.aginganddisabilitybusinessinstitute.org/about/consulting-services/>
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BusinessInstitute@usaging.org
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Thank you!