

MAPAM 2019

Annual Fall Conference



Peace - Love - Revenue Cycle

Red Jacket Beach Resort ☺ October 21-22 2019

MAPAM Fall Conference Agenda

Monday, October 21, 2019

8:00 am to 8:45 am **Registration and Breakfast**

8:45 am to 9:00 am **MAPAM and AAHAM Updates**
Sandra Magaw and Patrick McDonough, MAPAM Interim and Past President

9:00 am – 10:30 am **Achievement Now!**
Tyler Enslin – Keynote Speaker – Tyler Enslin International

Tired of the same old motivational speeches on goal setting and time management? While the principles behind such trainings are often legitimate you may be left thinking: That was a great story, but how does it apply to me and my career? What did I actually learn that I can implement in my life today?

Achievement Now! Success Characteristics is a highly interactive program that was created to examine both the timeless core principles of success and specific modern techniques to implement them. For those that want to prosper in today's competitive business market, it is essential to develop confidence, a mindset for growth and productivity, strong consistent habits, and outstanding people skills.

This one of a kind program is designed to help people to cultivate these very traits. Each attendee will leave with a clear list of their own energizing goals, an action plan, and daily practices to manage their mindset and promote constant growth. Whether you aspire to take your career to new heights, build a successful business, improve your physical health, or personal relationships, this program will provide you with the tools that you need to thrive.



10:30 am – 11:30 am **Charge Master and Charge Capture: Risks, Opportunities, and Best Practices**
Jon Menard – Principal – Integrated Revenue Integrity

Charge Master management and charge capture methodologies are exceedingly complex and both areas involve significant risks. It is essential that facilities have the right people with the right knowledge and resources to manage these critical functions. This session will cover risk areas related to CDM management and charge capture as well as opportunities for improvement and industry best practices. The session will also discuss key success factors and discuss the important connections between the CDM and charge capture.



Monday, October 21, 2019

Developing an Outstanding Patient Access Team and a Robust Training Program That Will Ultimately Improve Your Overall Revenue Cycle

Leah Milano – Senior Director – Healthcare Program Advisors (HCPA)

11:30 am – 12:30 pm

The success of your revenue cycle depends on how well patient access services staff performs. The cycle of a patient account originates with the initial contact and entry of patient information. Building and training a dynamite patient access team is a crucial step toward improving your revenue cycle performance.

12:30 pm – 1:30 pm

Lunch

PIP + Liens + Attorney's: Oh My! Best Practices to Help Manage Accident Claims AR

Donald Drummy, CHAM – Specialty VP, Healthcare Revenue Cycle – Change Healthcare

1:30 pm – 2:30 pm

For most providers, managing accident claims presents a difficult challenge for patient access and business office staff. Accident claims, on average, make up 2-5% of a provider's AR volume, but can represent up to 10%+ of total gross charges! The eligibility process for coverage is almost always manual, is confusing for the patient, and often too time consuming for patient access teams to be successful. This complexity then compounds into the business office where staff struggle to reach patients, employers, attorneys, etc. to complete the billing process. These confusing and manual processes cause delays, compliance issues, and headaches for patients and providers!

The purpose of this session is to educate providers on the impact of Accident Claims on patients and providers and teach best practices to effectively manage this complex AR.

DRG Optimization – Still an Unsolved Problem

Laura Legg – Director of Revenue Integrity Solutions – BESLER

2:30 pm – 3:30 pm

In a new study from BESLER and HIMSS Media which looked at revenue cycle vulnerabilities, almost one-half of finance leaders indicated that clinical documentation and coding errors pose the highest risk for lost or decreased revenue. Join Laura Legg, Director of Revenue Integrity Solutions at BESLER, as she shows you how DRG integrity validation can help you reduce denials, improve reimbursement, and maintain compliance.



Monday, October 21, 2019

3:30 pm – 4:00 pm **Networking and Hotel Check-In**

MAPAM Annual Polar Plunge

We're pleased to announce our Fourth Annual Polar Plunge. There is a \$25 entrance fee to participate and all proceeds will be donated to Hospitality Homes, a local non-profit organization. Participants will be given a commemorative t-shirt.

4:00 pm

Hospitality Homes provides free short-term housing in volunteer host homes and donated apartments for families and friends of patients seeking care at Boston-area healthcare organizations. Since 1983, this unique home-away-from-home experience has brought a compassionate response as well as emotional and financial relief to guests in need.

<http://hosp.org/>

Evening Reception

6:00 pm – 11:00 pm

The Annual President's Dinner will be hosted in the courtyard. Enjoy waterfront views, a cocktail hour with passed hors d'oeuvres, dinner, and reception to follow.



Dress to impress and be entered in our costume contest. This year's theme is "Peace, Love, Revenue Cycle " and we welcome all attendees to grab their hippie gear and dress the part.



Tuesday, October 22, 2019

8:30 am to 9:30 am	<u>Full Breakfast</u>
9:30 am – 10:30 am	<u>Hospital and Community Health Center (CHC) Alliances in the ACO World</u> Bob Urquhart – Former CFO at Greater Lawrence Family Health Center – Retired This session will discuss how hospitals and community health centers working together can reduce the total cost of care and improve their individual financial performance
10:30 am – 11:30 am	<u>How to Decrease Physician Practice Financial Loss</u> Kyle Kobe – Vice President, Analytics Consulting – nThrive According to the Medical Group Management Association, losses in excess of \$200,000 per employed physician are not uncommon. As health care organizations drive toward value-based care, the ability to lessen physician practice losses continues to be progressively more critical as declining payments and revenues are more common. In this session, you will learn what steps should be implemented to improve productivity and operational efficiency across your organization.
11:30 am – 12:30 pm	<u>Best Practices in Financial Clearance and Denial Prevention</u> Evan Dressel, MBA, CHFP – Senior Healthcare Advisor – Baker Newman Noyes In today's dynamic healthcare environment, it is critical for providers to align people, processes, and technology to optimize the front end of their revenue cycle. From effective patient scheduling and prior authorization management to ensuring accurate post-procedure reconciliation, financial clearance leaders have a lot to keep them up at night. This session will discuss best practices in financial clearance operations and describe the process of using denial analysis to drive strategic business decisions in a large Boston-based academic medical center.
12:30 pm	<u>Closing Remarks and Additional Networking Opportunities</u>



Registration and Other Conference Information

Registration Fees

\$395 – Full program, **MAPAM Member** – includes one participant for lodging (Monday night), program materials, refreshments, reception dinner, breakfast, lunch, and room gift

\$450 – Full program, **Non-MAPAM Member** – includes above

\$175 – Spouse/Partner – includes lodging and meals

\$70 – Single day seminar only (member rate) – includes program materials plus daytime meals

\$100 – Single day seminar only (non-member rate)

\$150 – Sunday night hotel room

All full program registrations should be made through the MAPAM website, www.MAPAM.org. If you have any questions about fees, please contact MAPAM Treasurer Tanya Thorpe at tanya.thorpe@lahey.org.

Location and Accommodations

The Red Jacket Beach Resort is located at 1 South Shore Drive in South Yarmouth, MA. (Please note: if you are using a GPS, using the address 28 South Shore Drive may yield more accurate driving directions.)

Information for the hotel, including directions, can be found at <http://www.redjacketresorts.com/red-jacket-beach-resort/driving-directions-redjacket-beach-resort/>

There is no need to contact the hotel for accommodations. All registrations for the seminar and hotel accommodations are to be made through the MAPAM web site.

Registration Deadline

Your registration must be received no later than October 7th, 2019 with your registration fee received no later than October 14th, 2019 to confirm your registration and guarantee accommodations.

This year, as an incentive for early registrants, we will be raffling off a **\$100 Visa Gift Card** among the people who are registered prior to September 1, 2019!

Cancellations

Cancellations made on or before September 20, 2019 will receive a full refund. Unfortunately, after that date we cannot provide any refunds, but you may substitute another attendee in your place.

Dress Code

Please note that dress for the conference is business casual.

