



MAPAM

2018 ANNUAL FALL CONFERENCE

"CREATING AN OUT-OF-THIS-WORLD PATIENT FINANCIAL EXPERIENCE"

RED JACKET BEACH RESORT ★ OCTOBER 22-23, 2018

MAPAM FALL CONFERENCE AGENDA

MONDAY, OCTOBER 22, 2018

8:00 am to 9:15 am

Registration and Breakfast

9:15 am to 9:45 am

MAPAM and AAHAM Updates
Patrick McDonough, MAPAM President

9:45 am to 10:30 am

AAHAM Certification: One Man's Journey
Joshua Siebalt, Steward Healthcare

Josh recently went through the process of preparing for and taking the CRCP Exam offered by AAHAM. He will share his story with us as a great way for our membership to become familiar with the AAHAM certification process.

10:30 am to 11:30 am

Partners Patient Service Center: Journey to Success
William O'Brien, Partners Healthcare

Bill and his team at Partners Healthcare have revamped their Patient Access group to increase efficiency and productivity. Learn what Bill and his team have done to increase revenue, increase retention, and add to a successful revenue cycle team.

11:30 am to 12:30 pm

NCCI Edits: Working Together to Get it Right
Robin Ingalls-Fitzgerald, Medical Reimbursement Specialists

Robin Ingalls-Fitzgerald shares her expertise on NCCI edits at the hospital level. Presentation content will include a discussion of medical necessity and use of modifiers in reference to denials management and will stress the importance of coding and revenue cycle professionals working together as a team.

12:30 pm to 1:15 pm

Lunch



1:15 pm to 2:30 pm	<p><u>What's the COST: Can Organizations Support Transparency?</u> Moderator: Beth Sanborn, Healthcare Finance News; Heather Kawamoto, Recondo Technology; Asha Strazzero-Wild, RxRevu</p> <p>The patient financial experience is becoming increasingly important to hospital margin and the foundation of a patient's general medical experience. This session will bring in perspectives from both front-end registration and pharmacy, which both touch and impact the patient financial experience. The Managing Editor of HIMSS will facilitate a discussion about challenges in the market today, where regulations may be headed, and what conversations both payers and providers should be in today to meet the changing healthcare landscape.</p>
2:30 pm to 3:30 pm	<p><u>Marine Corps Leadership and the Practical Application to Healthcare Business Office</u> Timothy Moore, Marcam Associates</p> <p>In this presentation, Tim Moore shares the story of how his experience in the United States Marine Corps shaped his life and describes how those extremely valuable lessons transfer not just into management overall but specifically to the Healthcare Business Office.</p>
3:30 pm to 4:00 pm	<p><u>Networking and Hotel Check-In</u></p>
4:00 PM	<p><u>MAPAM Annual Polar Plunge</u></p> <p>We're pleased to announce our Third Annual Polar Plunge. There is a \$25 entrance fee to participate and all proceeds will be donated to The Brain Aneurysm Foundation. Participants will be given a commemorative t-shirt.</p>
6:00 pm to 11:00 pm	<p><u>Evening Reception</u></p> <p>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 "Creating an Out-Of-This-World Patient Financial Experience" and we welcome all intergalactic travelers to grab their light sabers and "use the Force" to dress the part.</p>



TUESDAY, OCTOBER 23, 2018

8:30 am to 9:30 am

Full Breakfast

9:30 am to 10:30 am

Work from Home Strategies **Michael Friedberg, Parallon**

As the Revenue Cycle continues to change and evolve, more and more positions are moving remote. Michael Friedberg of Parallon will go over the reasons why the industry is moving this way and best practices to properly implement it within your own organization, either now or in the future.

10:30 am to 11:30am

A Common-Sense Approach to Denial Management **Tim Bavosi, RevSpring**

Failures in configuration or maintenance often result in underperforming claim editors, either routing claims for manual intervention that could be fixed automatically, or passing claims that will eventually be denied. In this session, attendees will learn how to critically interpret industry definitions of Clean Claim Rate (CCR), how to understand what *their* CCR means, how to achieve a CCR that strikes a balance between minimizing denials and labor costs, and ten steps to improve their CCR.

11:30 am to 12:30 pm

Strategies for Retaining Top Revenue Cycle Employees **Amy Sherman, Central Vermont Medical Center**

There is no magic wand that can be waved to make all good employees stay. But there are several techniques we can employ to make them want to stay. In this presentation, Amy takes us through some real-world examples of how she has been able to retain her top employees.

12:30 pm

Closing Remarks and Additional Networking Opportunities



REGISTRATION AND OTHER CONFERENCE INFORMATION

Registration

Fees:

- \$ 395.00 Full program, **MAPAM Member** -Includes 1 Participant for lodging (Monday night), program materials, refreshments, reception dinner, breakfast, lunch, and room gift
- \$ 450.00 Full program, **Non-MAPAM Member**, includes above
- \$ 175.00 Spouse/Partner – includes lodging and meals
- \$ 70.00 Single-day seminar only (Non-member Rate) – includes program materials plus daytime meals
- \$ 100.00 Single-day seminar attendance only (Non-member Rate)

All full program registrations should be made through the MAPAM web site www.mapam.org. If you have any questions about fees, please contact MAPAM Treasurer Dennis Scott at Dscott@pvkent.com

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-red-jacket-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 8th, 2018 with your registration fee received no later than October 15th, 2018 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, 2018!

Cancellations

Cancellations made on or before September 21 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.

