MAPAM
Massachusetts Association of Patient Account Management
An affiliate of AAHAM

Meeting Agenda

Date: **Thursday, March 21, 2019**
Location: **Courtyard Marriott Natick**
342 Speen St.
Natick, MA 01760
https://www.marriott.com/hotels/travel/bosnf-courtyard-boston-natick/
(508) 655-6100

Topic: "Member's Choice" Meeting: Topics determined by member requests over the past year

Coordinators: Melissa Wrigley, Holyoke Medical Center
Tanya Thorpe, Lahey Health
Patrick McDonough, The CCS Companies
Jon Menard, iRi (Integrated Revenue Integrity)

8:30 – 9:00 am	**Registration and Breakfast**
9:00 – 9:15 am	**Updates and Announcements** **Patrick McDonough, MAPAM President**
9:15 – 10:15 am	**Modifier Madness, Let's get this right!** **Julie Hall, iRi (Integrated Revenue Integrity)** Julie will review commonly misunderstood modifiers used on hospital and physician claims. This session will provide guidance and examples on how to use modifiers correctly and compliantly.
10:15 – 11:15 am	**Price Transparency** **Julie Gerdeman, HealthPay24** You've published your prices on your facility's web site. Now what? In this presentation, Julie walks you through the CMS price transparency guidelines and gives you ideas for ways to use price transparency as a competitive advantage for your facility.
11:15 – 11:30 am	**Break**
11:30 am – 12:30 pm	**Bridging the Gap between Prior Authorizations/Referrals Administratively and Clinically** **Stephanie Wilson, Baystate Health**
12:30 – 1:15 pm	**Lunch Discussion and Networking** Discussion Topic: "The pros and cons of staff working from home"
1:15 – 2:15 pm	**"You Denied My Claim/Appeal for WHAT?!?!?!" Ten Insane Denials & How Your Team Can Leverage What I Learned to Get Paid** **Dennis Scott, PV Kent & Associates** As a licensed attorney, Dennis has seen pretty much every reason under the sun that a claim or appeal might be denied. In this session, he takes the lessons learned from those denials to help your team learn how to overcome any obstacle in the path to getting paid.

To sign up, please visit http://mapam.org/meetinginfo.php