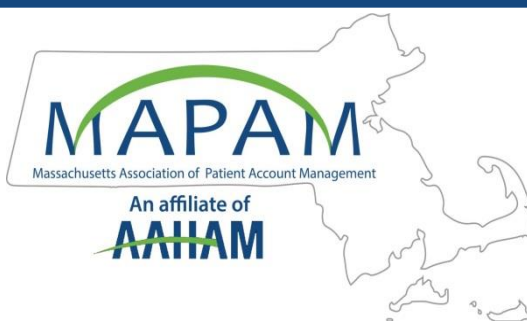




Webinar Agenda

Date: Thursday, March 25, 2021 @ 10:00
Location: Webinar
 Registered attendees will receive an email with login information 3 days prior to the meeting date.

Topic: Revenue Cycle: The importance of your Registration Staff, Consumer Communication Preferences & the Debt Collection Rule

10:00 AM	Introduction Sandra Magaw, President
10:05 – 10:45 AM	The Revenue Cycle – What Your Registration Staff Needs to Know Terri Wyman, Baystate Wing Hospital & Louise Tokman, Prospect Medical Holdings, Inc Terri and Louise will introduce the “Circle of Life” in the revenue cycle and discuss the vital importance of complete and correct patient demographic information and Insurance verification in keeping your revenue cycle moving.
10:45 – 11:30 AM	Consumer Communication Preferences and the Debt Collection Rule Leslie Bender, Clark Hill PLC & George Buck, Accounts Receivable Management Consultant A long-awaited final Debt Collection Rule allowing the use of digital methods of communication in debt collection is published and expected to take effect on November 30, 2021. Reg F explains how to learn and honor patients’ preferred methods of communication including self-service portals, social media, email and texting – creating unique opportunities to improve the patient experience in an efficient manner in regard to past due receivables. Join industry operational and legal professionals, George Buck and Leslie Bender, for this practical program highlighting Reg F’s strategies for implementing digital communication channels.

This meeting is being offered at no charge to MAPAM Members and only \$25.00 for Non-Members. To sign up, please visit:

<http://mapam.org/meetinginfo.php>

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