

2016

MAPAM FALL CONFERENCE



***"SURVIVING THE
HEALTHCARE APOCALYPSE"***

OCTOBER 17 - 18, 2016

**RED JACKET BEACH RESORT
SOUTH YARMOUTH MA**

MAPAM FALL CONFERENCE AGENDA

MONDAY, OCTOBER 17, 2016

8:00 am to 8:45 am	<u>Registration and Continental Breakfast</u>
8:45 am to 9:00 am	<u>Opening Remarks - MAPAM</u> Tim Moore, MAPAM President
9:00 am to 9:15 am	<u>Opening Remarks - AAHAM</u> Kenneth Koerner, MBA, CRCE, AAHAM National Treasurer
9:15 am to 9:45 am	<u>National AAHAM Updates</u> Paul Miller, National AAHAM Lobbyist
9:45 am to 10:30 am	<u>Keys to Successful Financial Clearance, Pre-Registration, and Pre-Service Collections</u> James Callahan and Coreen Menard, Steward Health Care A deep dive into centralized financial clearance, prior authorization obtainment, and pre-registration workflows. This session will highlight how to leverage people, process, and technology to deliver a consistent level of service to patients, providers, and hospitals.
10:30 am to 11:15 am	<u>Apocalyptic Revenue Losses - Avoiding Small Missteps that Can Lead to MAJOR Revenue Cycle Shortfalls</u> Julie Hall & Jonathan Menard, ROI As a Revenue Cycle professional you may often encounter challenges that make you feel like the <i>Walking Dead</i> . After this session you will know how to prevent losses related to charge master set up, charge capture and reconciliation, and other common blunders. Don't let any Zombie's lack of knowledge impact your Revenue Cycle! We will provide you with the education to assist you in working (walking) amongst them in a safe and compliant environment.
11:15 am to 12:00pm	<u>Bridging the Gap between HIM and Patient Accounts</u> Dan Rossi, Director of HIM, Harrington Hospital With the ever changing payment policies, coding guidelines, and growth of electronic medical record and charging systems in use today, there can develop a gap between HIM and Patient Accounts understanding of their role in the revenue cycle. This presentation will show how with open communication and collaboration, the two departments can effectively and efficiently close that gap to protect current revenue and even identify lost revenue opportunities.
12:00 pm to 1:00 pm	<u>Lunch</u>
1:00 pm to 1:45 pm	<u>Payer Performance Management</u> Ryan Whelan, Senior Associate, athenahealth This session will describe how athenahealth works with payers to help address the most persistent problems that healthcare organizations face. By focusing on metrics such as the number of days in accounts receivable, denial rate, provider collection burden and many more, athenahealth uses performance management to help payers and providers find value in their organizations. This session will help all attendees to look at how they can use performance management and collaboration to drive their mission.



1:45 pm to 2:30 pm	<u>Managing Self-Pay A/R and Customer Service Follow-Up Processes</u> Magda Rodriguez, Credit Manager, Harrington Hospital Simple basics to managing growing self-pay accounts receivable. Moving accounts from one step in the process to the next is one very small piece in how accounts are managed. Focusing on a proactive and customer centric approach can be key in making the best of what can be a pain staking process of hospital Credit & Collections. Leaving no stone unturned while keeping a smile.
2:30 pm to 3:15 pm	<u>Incorporating Quality and Appropriate Expectation into your Revenue Cycle</u> John Behn, President, Stroudwater Revenue Cycle Solutions Few hospitals have established, detailed quality standards for their revenue cycle. Likewise, few hospitals have written performance expectations for their revenue cycle participants. To ensure financial viability, hospitals and physician practices alike, must empower their revenue cycles through a commitment to and a relentless pursuit for quality and excellence. Leadership must push their revenue cycle participants through high standards and lofty expectations. This presentation will detail the importance of setting these standards with your facility and will provide the actionable steps to create and implement a culture of quality and expectation.
4:00 PM	<u>MAPAM Polar Plunge</u> We're pleased to announce our First Annual Polar Plunge at this year's fall conference. There is a \$25 entrance fee to participate and all proceeds will be donated to ALS. While it may not be ice water, there's a really good chance it will feel like it. The ALS Ice Bucket Challenge raised \$115 million in an 8-week period in 2014. Those funds have helped identify three new genes which will lead to the development of new therapies. Help us to support this foundation, raise awareness, and cool off!
6:00 pm to 11:00 pm	<u>Evening Reception</u> 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 "Surviving the Healthcare Apocalypse" and we welcome all zombies, vampires, and defenders of evil.



TUESDAY, OCTOBER 18, 2016

8:30 am to 9:30 am **Full Breakfast**

9:30 am to 10:30 am **Retaining Talent**

James Jacobi, Senior Account Executive, Care Management, Medix Staffing

This presentation will discuss the impact of having engaged employees on your team. We'll explore some of the factors that are causing challenges in hiring the right talent on your team. Then we'll look into challenges and solutions for patient accounts managers to lead and inspire their staff towards becoming high performing teams.

10:30 am to 11:30 am **Reinventing Learning Management Strategies in PFS**

Scott Noel, Director of Learning Management and Development, Advanced Patient Advocacy

This session will provide a case study of the transformation of our Learning Management Strategies from a "Trainer-Centric" facilitation model to a "Learner-Centric" blended approach for onboarding all new hires; and will explore new learning theories and their applications to training and development in the world of PFS with a focus on the onboarding processes while also looking toward full development of staff, management and leadership in their operations.

11:30 am to 12:30 pm **Don't be in Denial**

Jeannie Ciocca, Director of PFS, Lahey Health

A new way to work your denials with education and prevention by getting the physician and department involved in the process with collaboration and front line education. We are no longer the Department of Corrections!

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 Patrick McDonough at patrick@parrishshaw.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 7th, 2016 with your registration fee received no later than October 14th, 2016 to confirm your registration and guarantee accommodations.

This year, as an incentive for early registrants, we will be raffling off a **\$100 American Express Gift Card** among the people who are registered prior to September 16th, 2016!

Dress Code

Please note that dress for all events is business casual.

