



CORE Conference Agenda

February 23-25, 2022



Time	Topic	Category	Presenter	Session Description
WEDNESDAY, FEBRUARY 23, 2022				
1:00-2:30	Welcome and Conference Opening	ALL	The CORE Board	Welcome, Conference Agenda, Host Site Overview, Introduction of Participating Organizations
2:30-2:45	Break			
2:45-3:45	Patient Access and HB/PB - Productivity and Technology - How do they impact your staffing model? (Facilitated Discussion)	ALL	Megan Baca , Director Business Services UCHealth Kory Termine , Director Ambulatory Business Services UTSW	Guided conversation to share the latest and greatest about business office and patient access productivity and technology tools. Topics include: automated claims statusing, WQ Scoring, Epic reporting tools, Epic Automation Pulse to drive system enhancements, patient self-scheduling tools and electronic wait list (Fast Pass), prior authorization automation and patient self-service estimates.
3:45-4:00	Break			<i>Break with refreshments</i>
4:00-5:00	Price Transparency/Surprise Billing Group Discussion	ALL	Troy Spring , VP Revenue Cycle Dee Montee , Sr. Director, Revenue Integrity Bill Klossner , Director Process Improvement SCL Health	Price transparency and surprise billing regulations continue to be a challenge for all of us. Join us for a group discussion on how organizations are responding to and dealing with these regulations and the complexities and challenges that we are facing
5:15-8:15	<i>Vendor Reception</i>		<i>Hosted by Cirius Group, Huron, EnableComp & Sphere at Hard Rock Café Hollywood</i>	
THURSDAY, FEBRUARY 24, 2022				
7:30-8:30	Breakfast	ALL		
8:30-8:40	Thursday Opening	ALL	Cliff Skinner , CORE President	
8:40-9:35	The Changing Landscape of Population Health and Accountable Payment Models	ALL	Samuel A. Skootsky , MD Chief Medical Officer UCLA Faculty Practice Group and Medical Group	Our keynote speaker Dr. Skootsky will discuss the changing landscape of Population Health and Accountable Payment Models.
9:35-9:45	Break			

9:45-10:45	Standardizing the Surgery Scheduling Process to Improve Authorizations and Estimates	Patient Access	Brent Rikhoff , Director, Pre-Access UCHealth	<p>UCHealth is a 13 facility health system, combining academic and community services. We had different processes for scheduling surgical procedures depending on the region and facility. This made it difficult to have all of the needed information for authorization and estimates prior to the date of service.</p> <p>We had a yearlong project that standardized what information was required prior to scheduling and where that information was stored. We were able to increase our CPT code capture at time of scheduling to 80% system wide average and decrease authorization denials by \$250K per month during the three-month phased roll out.</p>
9:45-10:45	Letter of Agreement Warnings in Registration	HB/PB	Katy Terry , Project Manager Loma Linda University Health	Learn how Loma Linda University Health incorporated a LOA warning message (Letter of Agreement) for non-contracted plans on scheduled services. This not only improves cash flow, but prevents patient balance billing as required by state surprise billing laws and the federal No Surprises Act.
9:45-10:45	Reporting: Tableau and Slicer Dicer. A denials case study	HB/PB	Troy Spring , Vice President, Revenue Cycle Laurie Hindson , Senior Director, Business Analytics and Intelligence Bill Klossner , Director, Operations Improvement SCL Health	The session will share how SCL uses Tableau and Slicer Dicer together to improve performance and will focus on how SCL had used these tools to help drive down final denials.
10:45-11:00	Break			<i>Break with refreshments</i>
11:00-12:00	PB Credit & Payment Posting Optimization with Automation in Epic	PB	Michael Williams , Revenue Cycle Manager Shawnda Akers , Revenue Cycle Director The Ohio State University	The Ohio State University leverages Epic's full potential to reduce insurance credits by 50% and streamline PLBS & Payment Posting automation. They did this by analyzing workflows, processes and getting to the core root cause. Leveraging their ability to optimize and streamline taking them from a manual time consuming process to automation where they achieved a 99.4% automation rate with Epic leaving them at a Diamond status on Epic's Automation Pulse.
11:00-12:00	Epic Workqueue Monitoring	HB/PB	Kelly Kloeckler-Thornton , Associate VP, Revenue Cycle Operations UTSW	Learn how to utilize the Epic WQ tools to improve overall WQ management. - Epic WQ Dashboards, status, and reporting. Overview of UTSW history of utilizing tools and how we integrated them into our daily processes.
11:00-12:00	Automating Patient Estimates	Patient Access	Matt Kelly , Sr. Director Patient Financial Services Andrew Pederson , Manager Patient Access UCHealth	During this session, UCHealth will share the work effort, successes and lessons learned from a six month project to automate patient estimates. As a result of this project, UCHealth is now auto creating and auto finalizing patient estimates for radiology, outpatient and surgical visits. The accuracy rate for estimates improved by over 25% and the percentage of estimates created automatically without user intervention rose from 14% to 99.8%.
12:00-1:00	Lunch			
1:00-2:00	Best Practice Sessions	ALL	PB: Jamie Murray (University of Utah), PAS: Kim Pacheco (University of Utah), HB: Antonio Fonseca (Mayo Clinic), RIT: Angie Labadie (UCI), SBO: Terri Meier (UCSD)	HB and RIT, Patient Access and SBO, PB
2:00-2:15	Break			

2:15-3:15	Epic Payer Platform	Patient Access	Charlie Perry , Director, Patient Financial Clearance Stanford Health Care	This session will cover Stanford Health Care Payer Platform implementation with Anthem Blue Cross with an emphasis on lessons learned as we strive to improve collaboration between payers and our providers by automating prior authorization.
2:15-3:15	Revenue Cycle Executives	By invite only	Scott Williams , Associate Vice President, Patient Revenue Management Organization Duke University Health System	This is an invitation-only session for revenue cycle executives. Discussion around high-level industry trends and sharing of best practice strategies.
2:15-3:15	Implementing Epic Cash Management: Success and Lessons	HB/PB	Noel Juaira , Executive Director Stanford Health Care	This session will be a facilitated discussion of Stanford Health Care's implementation of Epic Cash Management including: <ul style="list-style-type: none"> • Factors that influenced our decision making • Realized benefits, workflow impacts, areas for optimization • Interface challenges/considerations • Coordination with Denials Management and Finance • Roll-out approach and Timing • Resourcing the project
3:15-3:30	Break			<i>Break with refreshments</i>
3:30-4:30	Employee Engagement	ALL	Anton Loman , Sr. Director of Physicians' Billing Office UCLA Faith Durant , Assistant Director Medical/Surgical Follow-Up Cassandra Maxie , Assistant Director Revenue Cycle UTSW	The COVID 19 pandemic has led to many changes in all aspects of healthcare, including patient access, delivery of care and the way revenue cycle operations are managed. One such momentous and irreversible change is the expansion of remote and hybrid employment models. In either model, we can all agree that staff need to be fully engaged to for purposes of performance, satisfaction and retention. Learn how UTSW and UCLA have leveraged employee engagement surveys, recognition software, multiple communication channels, virtual teambuilding and other activities to continuously improve engagement scores in today's remote and hybrid work environments.
5:00-10:00	<i>Vendor Reception</i>		<i>Hosted by Nordic, Mercury Global & Acclara at Yamashiro Hollywood -- Shuttle will be provided</i>	
FRIDAY, FEBRUARY 25, 2022				
7:30-8:30	Breakfast			
8:30-9:30	Administrative Discussion-Feedback and Upcoming Events	ALL	The CORE Board	Your CORE Board wants to hear your feedback, thoughts and ideas regarding this conference, future conferences, conference locations as well as other things CORE could be doing to help membership.
9:30-10:30	Updates from the Farm: New Epic Revenue Cycle Features & Programs	ALL	Bill Kohls (Epic Revenue Cycle Implementation)	Hear from the Epic team about "can't miss" revenue cycle enhancements in the current release and on the horizon. Get Epic's perspective on "cool" but less-frequently-used existing functions that everyone should be taking advantage of at their organization.
10:30-10:45	Break			
10:45-11:30	Continued: Update from the Farm	ALL	Bill Kohls (Epic Revenue Cycle Implementation)	Epic presentation continued + Q&A
11:30	Adjourn	ALL		

If you are interested in speaking at an upcoming CORE Conference to share your knowledge and ideas then take a few minutes to click on the CORE Presentation Proposal Form located on the CORE website (coreusersgroup.org). Our member presentations are what make CORE so valuable and successful. We look forward to hearing from you.