



## CORE Conference Agenda

March 22-24, 2023



### WEDNESDAY, MARCH 22, 2023

Time (PST)	Topic	Category	Room	Presenter	Session Description
12:30-1:30	Welcome and Conference Opening	ALL	Palace I	<b>The CORE Board</b>	Welcome, Conference Agenda, Host Site Overview, Introduction of Participating Organizations
1:30-1:45	<b>Break</b>				
1:45-2:35	Sign, Scan and Pay at Patient Bedside	PAS	Palace II	<b>Margaret Crowley</b> , Operations Manager, Patient Access Services <i>Eskenazi Health</i>	Come learn how Eskenazi Health does mobile registration with the use of peripheral devices to support their Epic workflows. Learn the do's and don't's from an organization who currently uses e-signature pads, card readers, and scanners at the patient bedside and will be using Welcome on Surface Pros in early 2023. Engage in a facilitated conversation with other organizations about what sorts of tools they may have tried, may be using or may have on their bedside registration wish list.
1:45-2:35	HB / PB Analytics Facilitated Discussion	HB/PB	Palace I	<b>Carl Field</b> , Manager Analytics <i>UW Medicine</i>	This will be a facilitated discussion focused on HB/PB Analytics including organizational analytics structure, governance, tools and hot trends in reporting.
2:35-2:50	<b>Break</b>				
2:50-3:40	PB Best Practice Session	PB	Palace II	<b>Jamie Murray</b> , Operations and Finance Manager <i>University of Utah School of Medicine</i>	Discuss hot topics with your best practice counter parts.
2:50-3:40	HB Best Practice Session	HB	Palace I	<b>Antonio Fonseca</b> , Director, Patient Financial Services <i>UCSF Health</i>	Discuss hot topics with your best practice counter parts.
2:50-3:40	Executive Track	Invite Only	Palace III	<b>Scott Williams</b> , AVP, Revenue Cycle <i>Duke Health System</i>	This is an invitation-only session for revenue cycle executives.
3:40-3:55	<b>Break</b>				
3:55-4:45	PAS Best Practice Session	ALL	Palace II	<b>Kim Pacheco</b> , Director, Patient Access <i>University of Utah Health</i> , <b>Claudia Peralta</b> , Senior Manager, Patient Access & Financial Counseling <i>Stanford Health Care</i>	Discuss hot topics with your best practice counter parts.
3:55-4:45	SBO Best Practice Session	ALL	Palace I	<b>Terri Meier</b> , Assistant Vice Chancellor Revenue Cycle <i>University of Arkansas Medical Sciences</i>	Discuss hot topics with your best practice counter parts.
3:55-4:45	RIT Best Practice Session	ALL	Palace III	<b>Angie Labadie</b> , Revenue Integrity Assistant Director <i>UCI Health</i>	Discuss hot topics with your best practice counter parts.
5:00-8:00	<b>Reception sponsored by InstaMed, The Wilshire Group, Chi-Matic and Vitalware</b>				

**THURSDAY, MARCH 23, 2023**

Time (PST)	Topic	Category	Room	Presenter	Session Description
7:30-8:30	<b>Breakfast</b>				
8:30-8:40	Thursday Opening	ALL	Palace I	<b>Cliff Skinner</b> , CORE President	
8:40-9:30	A New Era of Revenue Cycle Transformation	ALL	Palace I	<b>Morgan Haines</b> Vice President in Revenue Cycle Solutions <b>Rob Linnander</b> Vice President and Practice Lead <i>Optum Advisory Services</i>	Learn about the hottest trends impacting HB, PB and Patient Access.
9:30-9:45	<b>Break</b>				
9:45-10:35	Don't Sweat the Small Stuff	HB	Palace III	<b>Marija Cerelli</b> , Senior Manager, Patient Financial Services <i>Stanford Health Care</i>	A presentation on what Stanford Health Care has done to optimize and automate those low-dollar high-volume accounts we all struggle with.
9:45-10:35	Using Bypass Warning/Error Dashboards to Improve System Functionality and Employee Performance	PAS	Palace I	<b>Kevin Haley</b> , Senior Revenue Cycle Analyst <b>Kristien Karmarkar</b> , Director Revenue Integrity <i>Stanford Children's Health</i>	Learn how the creation of custom dashboards around bypass warnings/errors in registration has lead to consolidation and cleanup of Epic Registration and Scheduling workflows, as well as providing users and managers insights on opportunities for improved employee performance.
9:45-10:35	PB Contracts: Implementation and Reporting for Underpayment Recovery	PB	Palace II	<b>Katie Heinz</b> , Application Analyst <b>Jaime Garcia-Visaya</b> , Business Intelligence Developer <i>UCLA Health</i>	Presenting an overview of UCLAs journey to move our reimbursement contracts from a third-party contract manager platform into Epic. We'll discuss the successes and lessons learned, such as the creative workarounds we built to address business needs for our underpayment follow-up WQs. Additionally, we will share our approach to reporting and discuss how our new underpayment review process has driven improvement in our registration processes.
10:35-10:50	<b>Break</b>				
10:50-11:40	Financial & Denials Pulse Trophy Session	ALL	Palace I	<b>Zach Dechant</b> , Sr. Director, Business Services <i>UCHealth</i> <b>Kristine Grajo</b> , Director, Self Pay Management Office <i>Stanford Health Care</i> <b>Heather Marsh</b> - Sr. Director, Patient Financial Services <i>Essentia</i>	Come learn how 3 different orgs use Epic's Financial and Denials Pulse to consistently maintain their shiny trophies. Discussion will center around CFB, denials, and patient payment strategies.
11:40-12:45	<b>Lunch</b>				
12:45-1:35	Automation Opportunity Dashboard	ALL	Palace I	<b>Zach Dechant</b> , Sr. Director Business Services <i>UCHealth</i>	During this session, UCHealth will share the work effort, successes and lessons learned from building a dashboard to uncover cost and manual hours savings through automation. As a result of this effort, UCHealth was able to implement several automation strategies to not only improve automation pulse metrics, but also create more efficient workflows for end users on their teams.
1:35-1:50	<b>Break</b>				

Time (PST)	Topic	Category	Room	Presenter	Session Description
1:50-2:40	Understanding and Leveraging Epic's Net Collection Ratio	HB/PB	Palace II	<b>Jim Seiwert</b> , AVP, Central Business Office <i>ProMedical Health System</i>	In this session, we will review how Epic's net collection ratio is calculated, do adjustment code mapping exercise to standardize your adjustment codes and bring integrity to the figure and learn how to drill down into the metric and leverage it for denials mgmt/root cause analysis of non-payment or underpayment. ProMedical Health will also explain the latest drill-down functionality to Slicer Dicer.
1:50-2:40	Centralizing Revenue Cycle Management Training to Improve Quality Assurance and Revenue Collections	PAS	Palace I	<b>Leo Sutton</b> , Director of Patient Financial Services <b>Benson Ky</b> , Revenue Cycle Training and Quality Office Manager <i>Inova Health System</i>	Inova Health System centralized the training program across Revenue Cycle Management from Patient Access Services (Front-End) through Patient Financial Services (Back-End) to document all workflows and standardize processes. The centralized training created a documentation process uniform for all areas affecting Revenue Cycle Management and allowed the organization to establish standard work to implement at all the hospitals and physician practices for the enterprise leading to an improvement in quality assurance scores system-wide.
1:50-2:40	The State of the Patient Financial Experience 2023	SBO	Palace III	<b>Facilitator:</b> <b>Terri Meier</b> - UAMS <b>Kristine Grajo</b> - Stanford Health Care <b>Panelists:</b> <b>Tyson Ripley</b> , Revenue Cycle Manager – <i>University of Utah</i> <b>Michele Glenn</b> – <i>UT Southwestern</i>	Panel Discussion - The patient financial experience is a powerful differentiator. Done well, it will not only increase patient satisfaction and drive loyalty, but can also provide a true competitive advantage.
2:40-2:55	<b>Break</b>				
2:55-3:45	We Built a Bot - Now What?	HB/PB	Palace I	<b>Nicole McAdam</b> , Lead Analyst, RPA <b>Shannon Duncan</b> , Automation Lead for Process Innovation <b>Mane Chilingaryan</b> <i>MGB - Combined Professional Billing Office</i>	MGB has over 20 automations live in the revenue cycle space and there are challenges maintaining, enhancing and ensuring optimal performance. While the Bots save time for business owners, additional time and consideration is required on the development side. We can't just build it and walk away. We will discuss how best to organize and adapt to the demanding time and challenge of ongoing maintenance, break fixes, enhancement and Epic upgrades.
2:55-3:45	Real-Time Alerts for Hospital Charges on a Visit	Rev Integrity	Palace III	<b>Angie Labadie</b> , Assistant Director, Revenue Integrity <b>Jennifer Botelho</b> , Clinical Applications Professional <i>UC Irvine Health</i>	Participation in a panel to discuss one organization's approach to decrease missing hospital charges on closed encounters using a clinically focused real-time alert to support hospital billing practices.
2:55-3:45	MSPQ Automation: Applying Automated Workflows to Medicare Secondary Payor Questionnaire	PAS	Palace II	<b>Claudia Peralta</b> , Sr Manager, Patient Access & Financial Counseling <b>Ben Syang</b> , Lead Clinical Systems Analyst <i>Stanford Health Care</i> <b>Kim Birrell</b> , Patient Access Manager <i>University of Utah HealthCare</i>	In August 2018 CMS updated their rules allowing providers the ability to leverage the common working file (CWF) to confirm patient insurance changes. U of U and Stanford Health Care quickly began to implement opportunities to automate the MSP questionnaire. Leveraging RTE and CWF responses, both organizations are able to "carry forward" patient responses within the MSPQ if no insurance changes were made within the past 180 days. Within just 6 months, both organizations were able to improve MSPQ denials and write-off's, reduce back end edits related to Medicare denials and rejections, ensure timely claim reimbursement, and significantly improve the patient experience
3:45-4:00	<b>Break</b>				
4:00-4:50	Surprise Session	ALL	Palace I		End of the Day Surprise Session!!!
5:00-8:00	<b>Reception sponsored by Mercury Global, Tegria, and Waystar</b>				

**FRIDAY, MARCH 24, 2023**

<b>Time (PST)</b>	<b>Topic</b>	<b>Category</b>	<b>Room</b>	<b>Presenter</b>	<b>Session Description</b>
7:30-8:30	<b>Breakfast</b>				
8:30-8:35	Friday Opening		Palace I	Cliff Skinner, CORE President	
8:35-9:25	Payer Platform - Part 2	ALL	Palace I	<b>Noel Juaire</b> , Exec. Director HB & PB Patient Financial Services <i>Stanford Health Care</i>	If you attended our last CORE session you know Stanford had just started their implementation of Payer Platform with Anthem. This was our first implementation and our sights were set high in preparation for clinical data exchange, auto authorization submission and other important functionality. Fast forward and we are now live with data that reflects our lessons learned and ROI.
9:25-9:40	Administrative Discussion-Feedback and Upcoming Events	ALL	Palace I	<b>The CORE Board</b>	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.
9:40-9:55	<b>Break</b>				
9:55-10:55	Updates from the Farm: New Epic Revenue Cycle Features & Programs	ALL	Palace I	<b>Bill Kohls</b> (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.
10:55-11:10	<b>Break</b>				
11:10-12:00	Continued: Update from the Farm	ALL	Palace I	<b>Bill Kohls</b> (Epic Revenue Cycle Implementation)	Epic presentation continued + Q&A
12:00	<b>Adjourn</b>				

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](http://coreusersgroup.org)). Our member presentations are what make CORE so valuable and successful. We look forward to hearing from you.