

EAST COAST



Combined CORE Conference Agenda

March 24 & 25, 2021



Time (PST)	Time (EST)	Topic	Category	Presenter	Session Description
WEDNESDAY 3/24/21					
8:00-8:10am	11:00-11:10am	Welcome and Conference Opening	ALL	CORE / East Coast CORE Board	Welcome, Conference Agenda, Website Overview
8:10-8:20am	11:10-11:20am	Break			
8:20-8:50am	11:20-11:50am	Feedback Fuels Opportunity for Improved Patient Experience	ALL	Mindy McNamara - Patient Financial Experience Coordinator (Yale New Haven Health)	Yale New Haven Health explores current strategies to compile, analyze, and share patient feedback. In addition, this session looks at how YNHH has engaged revenue cycle leaders collaboratively to identify and address trends with the ultimate goal of further improving the patient financial experience.
8:20-8:50am	11:20-11:50am	Working from Home-Importance of Productivity Tracking Tools	PAS	Amy King - Manager of the PreAccess Insurance Verification Support (UCHealth)	With many staff working from home, it is becoming increasingly important to utilize tools within Epic to track productivity and quality to ensure that goals are being met. These tools can also help support the benefits of allowing staff to work from home or validate if an employee is more productive in the office.
8:20-8:50am	11:20-11:50am	Coding Denials Management Strategy	HB/PB	Tracy Peffley - Senior Director, RCM/HIM Stacey Singer - Program Manager, Coding Compliance Michael Mooney - Manager, Coding Denials (Cleveland Clinic)	Cleveland Clinic's coding denials management strategy incorporates team of teams approach with innovation, data analytics, root cause analysis, and re-engineering workflows while optimizing Epic to reduce and prevent technical and professional (HB/PB) coding denials.
8:50-9:00am	11:50-12:00pm	Break			
9:00-9:50am	12:00-12:50pm	SlicerDicer Demo	ALL	Michael Laukaitis - Director, Revenue Cycle Analytics (UTSW) Katy Michaud - Sr Director Revenue Cycle (Franciscan Missionaries of Our Lady Health System)	New to data or a seasoned pro? Either way come look into how to incorporate Slicer Dicer into your daily routine, from PB to HB to PAS, come learn all there is to slicing into the data and building meaningful reports while incorporating them into Epic Dashboards.
9:50-10:00am	12:50-1:00pm	Break			

10:00-10:50am	1:00-1:50pm	The Real Future of Revenue Cycle	ALL	Benjamin Reigle - Founder (Revenue Cycle Leadership Forum, LLC & Reigle Holdings, LLC)	<ul style="list-style-type: none"> • WFA is now Talent from Anywhere. Adapt to a new world or settle for the leftovers • You're not good at everything. How your Ego could be in the way of making a great organization • Automation. Separating fact from fiction • Bureaucracy has killed innovation . Why creating a separate company might be the answer to achieving real change • Cost Pressure. There's no reason we can't lower our transaction costs and achieve yield performance. Yet few are doing it.
10:50-11:00am	1:50-2:00pm	Break			
11:00-11:30am	2:00-2:30pm	Charge Corrections Gone Wild	PB	Angela Powell - Assistant Director, Revenue Cycle Operations Support & Training Brenna Thiem - Assistant Director Coding Compliance & Education (Texas Children's Hospital)	<p>PB charge corrections are time-consuming rework that historically have been hard to track. Texas Children's created a workflow that leverages follow up activities and generic items within their charge correction process to analyze their charge correction reasons. They then leveraged this data to target education or establish front edit coding edits that helped lower their coding denials. PB charge corrections are time-consuming rework that historically have been hard to track. Texas Children's created a workflow that leverages follow up activities and generic items within their charge correction process to analyze their charge correction reasons.</p>
11:00-11:30am	2:00-2:30pm	Gaining Operational Efficiency with increased RTE Data Accuracy	PAS	Laurie Finigan - Program Director, Digital Health, Access Team Jennifer Carmichael - Business Analyst, Digital Health Grand Central/Prelude Team (Partners)	<p>We will provide an overview of how we analyzed operational "inefficiencies" to identify how RTE data and Epic build could automatically improve outcomes. Operational inefficiencies include working unnecessary edits, resolving rejections and denials and improving the accuracy of patient co pays and benefit level information. We will share how we involved operations in the design and implementation of "chain query" and Automatic Filing Order (AFO) & Visit Filing Order (VFO).</p>
11:00-11:30am	2:00-2:30pm	Revenue Guardian Expansion & Net Revenue Impact	Revenue Integrity	Brianna Lum - Director, Revenue Integrity (Texas Children's Hospital)	<p>As part of a larger Charge Capture & Revenue Integrity effort, TCH partnered with Nordic to identify opportunities for net revenue enhancement. As part of this broader effort, the creation of 5 Revenue Guardian rules alone resulted in over \$1 million in net revenue. This session aims to describe the identification of these opportunities, the level of effort to implement, key considerations for optimal execution, and the resulting net revenue impact.</p>
11:30-11:40am	2:30-2:40pm	Break			

11:40-12:10pm	2:40-3:10pm	Workqueue Management and Accountability	ALL	Kevin Haley - Sr. Revenue Cycle Analyst Kristien Karmarkar - Director, CDM & Revenue Capture (Stanford Children's Health)	Does your organization struggle with managing workqueues? We bet you're not alone! Join us as we walkthrough step by step our yearlong journey of developing a culture of accountability (made possible with analytics) regarding workqueues of all types. We will cover both sides of the coin: the operational ownership and expectation setting as well as data collection and dashboard creation. When attendees complete this session they will be provided the tools (handouts) to begin brainstorming approaches on how to implement a workqueue accountability process at their own organization. Additionally, technical attendees (Reporting or System analysts) will be provided specifications on how advanced Workqueue Dashboards can be rapidly built and deployed.
11:40-12:10pm	2:40-3:10pm	Using Decision Trees to Enforce the Minimum Data Set for All Scheduled Appointments	PAS	Lindsey Butterfield - Business Analyst for the Patient Financial Experience Catalysts Jenna Zabor - Manager, Patient Financial Experience Catalysts (Hartford HealthCare)	Hartford HealthCare rolled out a system-wide "Minimum Data Set," which encompasses 11 registration elements required at the time of scheduling an appointment through the use of decision trees.
11:40-12:10pm	2:40-3:10pm	Quick wins during COVID PHE times	PB	Edward Peterson - Sr. Director, IT PB & Ambulatory Patient Access Paul Francaviglia - Sr. Director Richard Nagengast - VP, Revenue Cycle Shawn Lee - Associate Director (Mount Sinai Hospital)	Mount Sinai's quick win's for Covid PHE Times. A timely collaboration of IT and Revenue Cycle in the interest of our patients.
THURSDAY 3/25/21					
8:00-8:10am	11:00-11:10am	Welcome and Conference Opening	ALL	CORE / East Coast CORE Board	Welcome, Conference Agenda, Website Overview
8:10-8:20am	11:10-11:20am	Break			
8:20-9:05am	11:20-12:05pm	Epic Optimizations	ALL	Kelly Thornton - AVP, Revenue Cycle Operations (UT Southwestern Medical Center), Heather Dunn - VP, Revenue Cycle Services (Vanderbilt University Medical Center), Crystal MacNeil - President & CEO (Acentus Practice Management)	Three dynamic executives share three differing approaches to optimizing Epic.
9:05-9:15am	12:05-12:15pm	Break			

9:15-9:45am	12:15-12:45pm	Using Net Collection Ratio to Drive Revenue Cycle Improvements	HB/PB	Angie Williams - Interim Revenue Cycle Executive Heather Hubbard - System Director - Health Information Enterprise Billing Regina McIntyre - System Director Patient Access and Financial Clearance (Columbus Regional Health) Joyce Predmore - System Director	In 2020, Columbus Regional Health chose to focus on improving their PB and HB Net Collection Ratios as an organization-wide goal in 2020, which led to amazing results and a culture of collaboration and teamwork. In this session, we will share why we chose this metric at the Executive Level, how it allowed us to focus on improving both cash collection and quality of billing, and how it created a culture where all parts of the organization (Clinical, Billing, Patient Access, HIM, IT, etc.) came together to work towards the same goal. We will show specific reports we used in Epic, talk through specific case studies of how we prioritized and what projects we worked on, and share the outcomes.
9:15-9:45am	12:15-12:45pm	Like a Hurricane: Categories of Telehealth CPT Codes Before, During and After the PHE	PB	Carol Yarbrough - Business Ops Mgr, Telehealth (UCSF)	Learn the three categories of telehealth CPT codes and how to orient yourself to a CPT's life span in those categories
9:15-9:45am	12:15-12:45pm	Making a Big Impact by Going Small	PAS	Sam Seeger , Manager, Epic Reg/Scheduling/ADT Kory Termine – Director, Ambulatory Business Services Nicole Sanders – Business Analyst, Welcome/Cadence (UT Southwestern Medical Center)	Access and operational leadership found themselves in a situation needing a more mobile solution for registration. In addition, and entirely unrelated to registration mobility, they were displeased with the look and cost of our sign-in kiosks. So, in 2019 they challenged our department to solve both problems. The presentation will cover the challenges and ultimate success of both initiatives. The presentation can address both projects or can be split into separate ones.
9:45-9:50am	12:45-12:55pm	Break			
9:55-10:25am	12:55-1:25pm	Economic Cycles	ALL	Michael P. Lyons - Head of Corporate & Institutional Banking (The PNC Financial Services Group)	Addressing whether COVID is perpetuating the economic cycle or is the cycle itself.
10:25-10:35am	1:25-1:35pm	Break			
10:35-12:15am	1:35-3:15pm	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.
12:15-12:30pm	3:15-3:30pm	Adjourn	ALL		

If you are interested in speaking at an upcoming 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 our users group so valuable and successful. We look forward to hearing from you.