

# Combined CORE Meeting

Fall 2024 Meeting

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## GAYLORD TEXAN RESORT

1501 GAYLORD TRAIL  
GRAPEVINE, TEXAS 76051

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**WEDNESDAY, SEPTEMBER 25<sup>TH</sup>**

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2:00PM –      **Registration**  
3:00PM

3:00 PM –      **Professional Billing (PB) Best Practice Session – Grapevine A**  
4:00 PM      *Moderated by Jamie Murray, University of Utah School of Medicine*

Discuss hot topics with your best practice counterparts.

**Hospital Billing (HB) Best Practice Session – Grapevine B**  
*Moderated by Antonio Fonseca, UCSF Health*

Discuss hot topics with your best practice counterparts.

**Executive Track – Grapevine 1-3**  
*Moderated by Candice Hoshi, UCHHealth & Scott Williams, Retired AVP*

This is an invitation-only session for Revenue Cycle executives.

4:00 PM –      **Break**  
4:15 PM

4:15 PM –      **Patient Access Services (PAS) Best Practice Session – Grapevine A**  
5:05 PM      *Moderated by Kim Pacheco, University of Utah Health & Claudia Peralta, Stanford Healthcare*

Discuss hot topics with your best practice counterparts.

**Patient Experience/Single Billing Office (SBO) Best Practice Session – Grapevine B**  
*Moderated by Terri Meier, University of Arkansas for Medical Sciences*

Discuss hot topics with your best practice counterparts.

**Revenue Integrity (RI) Best Practice Session – Grapevine 1-3**  
*Moderated by Kristien Karmarker, Stanford Children's & Ashley Szocinski, UCI Health*

Discuss hot topics with your best practice counterparts.

5:30 PM -      **Networking Event at Glass Cactus**  
9:00 PM      *Sponsored by JPMorgan, Experian, Chartis, Hollis Cobb & Accuity*

## THURSDAY, SEPTEMBER 26<sup>TH</sup>

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7:30 AM –      **Registration & Breakfast**  
8:30 AM

8:30 AM –      **Welcome to Combined CORE Day 2! – Grapevine CD**  
9:15 AM      *East Coast CORE & CORE Users Group Board Members*

9:15 AM –      **Meet Our Sponsors – Grapevine CD**  
9:20 AM      *Acclara R1 & Accuity*

9:20 AM –      **Keynote Address – Grapevine CD**  
10:10 AM      *Jonathan Efron, M.D., Executive Vice President for Health System Affairs, UTSW Medical Center*

10:10 AM –      **Meet Our Sponsors – Grapevine CD**  
10:15 AM      *Experian & J.P. Morgan*

10:15 AM –      **Break**  
10:30 AM

10:30 AM –      **Vignettes: Ways to Improve Your Authorization Workflows – Grapevine CD**  
11:20 AM

**10:35AM-10:50AM Coordinating Authorizations and Notifications in Epic and Ensuring Timely Approvals and Reimbursements**

*Claire Skelley & Lael Terry, RWJ Barnabas Health*

Attendees will gain a thorough understanding of how hospitals coordinate IP authorizations and ensure timely notifications using Epic and payer portals.

**10:50AM-11:05AM Integrating Authorization Lead Times into Epic Scheduling Workflows**  
*Sharon Lee-Pollard, Mary Jane (MJ) Mendoza-Nop & Josie Cumagun, Stanford Health Care*

This session will explore the integration of authorization lead times into Epic scheduling workflows, a proactive approach designed to ensure timely insurance authorizations in line with payor turnaround guidelines.

**11:05AM – 11:20AM From Planned to Performed: Streamlining Retro Authorization for Surgical Changes**  
*Sharon Lee-Pollard, Becca Wong & Josie Cumagun, Stanford Health Care*

This session explores the development and implementation of a retro authorization process for surgical procedures, addressing the challenge of handling cases where the procedure performed differs from the one initially authorized.

10:30 AM –      **Strategic Alignment to Core Functions with Metrics Reporting – Grapevine A**  
11:20 AM      *Kelli Howard & Salisha Hamid, Mayo Clinic*

Outline of efforts to evaluate and define department core functions to better align the focus of Revenue Integrity and educate Revenue Cycle and Clinical Practices on the department's scope of work, while developing metrics for non-productivity-based work external to Epic management.

10:30 AM – **Crafting Dynamic Dashboards for Effective WQ Management and Improving User Productivity**

11:20 AM **Grapevine B**

*Kalayer Winn & Joseph James, Geisinger Health System*

How do we build a culture of accountability, empowerment, collaboration, and innovation? Geisinger Revenue Management team will reveal their story! We'll delve into our transformation journey, starting with a burning platform. We'll cover how to leverage EPICs overview dashboards and tools to drive productivity while creating accountability and quality through WQ policy/Internal Control. We will demonstrate how Leadership engagement at all level and integration of these WQ expectations into Performance Evaluation system have enabled us to achieve our goals. Key results, accomplishments, Testimonial from the supervisor of Integrated WQ Management department, and plans for the future will be included.

11:20 AM – **Break**

11:35 AM

11:35 AM – **Empowering Patient Access Excellence: Strategies and Skills for Success – Grapevine A**

12:25 PM *Alejandra Leonel Gaitan and Demee Reeves, UC San Diego Health*

This comprehensive training session is designed for patient access leaders, aiming to elevate their team's proficiency in managing patient interactions, data accuracy, and service quality.

11:35 AM – **Reducing the Burden of Peer-to-Peers with a Dedicated Provider Resource – Grapevine B**

12:25 PM *Matt Rohrer, UW Health*

Learn about UW Health's approach to improving the burdensome peer-to-peer (p2p) process for providers and Patient Access staff. This session includes an overview of centralized prior authorization at UW Health, P2P reporting, creating the justification for a dedicated provider resource, Epic workflows, pilot outcomes, and more.

11:35 AM – **Managing AR and Employee Engagement – Grapevine CD**

12:25 PM *Kavita Mamtani, Loma Linda University Health*

Steps taken to reduce AR, 90+aging and increase collections along with special focus on people growth, career progression, engagement, and connections. Presentation will include data driven outcomes and improvements in 2023.

12:25 PM – **Lunch – Grapevine Pre-Function Space/Grapevine CD**

1:35 PM

1:35 PM – **Meet Our Sponsors – Grapevine CD**

1:40 PM *Chartis & Hollis Cobb*

1:40 PM –  
2:30PM

**Bringing Analytics to Every Corner of Your Revenue Cycle – Grapevine CD**

*Jim Seiwert, ProMedica Health System*

ProMedica was able to bring analytics and problem solving to every corner of their Revenue Cycle. This session shares a plug & play solution that leverages Epic's Informaticist coursework to expand analytics and problem solving across your Revenue Cycle.

2:30 PM –  
2:35 PM

**Meet Our Sponsors – Grapevine CD**

*Mercury Global & R1 RCM*

2:35 PM –  
2:50 PM

**Break**

2:50 PM –  
3:40 PM

**How a Centralized Pro-Fee Coding Department Supports Decentralized Business Operations – Grapevine A**

*LaVonna Williams & Courtenay Rennick, Intermountain Health (Peaks Region)*

This session will outline strategies implemented by the Peaks Region of IMH to reduce revenue leakage, maximize charge capture, and reduce denials through collaborative efforts between the centralized PB Coding team and clinic business operations.

2:50 PM –  
3:40 PM

**Compassionate Collections: Integrating Emotional Intelligence into Point-of-Service – Grapevine CD**

*Kristi Morgan Turner, The University of Texas Medical Branch at Galveston*

"Compassionate Collections" is UTMB's buzzword for being emotionally intelligent when we deliver and discuss patient liability. It is also the title of a standardized training presentation for all new hires and is refreshed every 2 years for all registration staff. We deliver a unique perspective on this topic and provide useful scenarios for registrars across our organization: Clinics, Inpatient/ED, and Procedural areas such as day surgery and "cath" lab.

2:50 PM –  
3:40 PM

**MyChart CRM - Patient Messaging Options – Grapevine B**

*Sharita Lawson, Wellstar Health System*

A messaging enhancement to MyChart that enables patients' selection of the appropriate option when submitting billing questions, instead of inadvertently sending clinical inquiries to the billing department. Assuring that patient's billing question option appeared clearly on MyChart, or that and communication regarding clinical matters (e.g., appointments, prescriptions, test results or other medical care) was directed to the physicians' clinical team. This implemented enhancement decreased 70% of clinical messages that were incorrectly routed to customer service billing by patients.

3:40 PM –  
3:55 PM

**Break**

3:55 PM –  
4:00 PM

**Meet Our Sponsors – Grapevine CD**

*State Collection Service & Waystar*

4:00 PM –  
5:00 PM

**General Session – Grapevine CD**

*Daron Larson, Mindfulness Coach*

5:30 PM –  
10:00 PM

**Networking Event at Raleigh Underground**  
*Sponsored by Acclara R1, R1 RCM, Mercury Global, Waystar, and State Collections*

## **FRIDAY, SEPTEMBER 27<sup>TH</sup>**

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8:00 AM –  
8:30 AM

**Breakfast**

8:30 AM –  
8:50 AM

**Welcome to Combined CORE Day 3! – Grapevine CD**  
*East Coast CORE & CORE Board Members*

8:50 AM –  
9:40 AM

**Vignettes: Revenue Cycle Quick Wins – Grapevine CD**

**8:55AM-9:10AM ED Registration**  
*Sandra Manza & Walter Menjivar, Montefiore Medical Center*

Restructuring the staffing model by implementing a '1 stop' registration process with a result in reducing 11.4 FTE's and doubling the Point-of-Service collections in 6 months.

**9:10AM-9:25AM Top 10 Tips & Tricks**  
*Michael Laukaitis, UT Southwestern Medical Center*

UTSW will share their Top 10 Tips and Tricks to help make the revenue cycle a little less painful.

**9:25AM-9:40AM Dashboards**  
*Michael Mercurio, Mass General Brigham*

This session will highlight numerous dashboards and drilldowns which Mass General Brigham uses to monitor performance and productivity as well as identify opportunities for improvement.

9:40 AM –  
9:55 AM

**Break**

9:55 AM –  
10:55 AM

**Updates from the Farm: New Epic Revenue Cycle Features & Programs – Grapevine CD**  
*Epic Systems*

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 AM –  
11:10 AM

**Break**

11:10 AM –  
12:00 PM

**Updates from the Farm – Grapevine CD**  
*Epic Systems*

Epic presentation continued + Q&A

12:00 PM

**Adjourn**