East Coast CORE
Fall 2022 Meeting

LIVE! CASINO & HOTEL
900 PACKER AVENUE
PHILADELPHIA, PA 19148

WEDNESDAY, SEPTEMBER 21ST

6:00 PM – 8:30 PM	**Welcome Reception**
	XFinity Live!
	1100 Pattison Avenue
	Philadelphia, PA 19148

Our East Coast CORE Meeting Sponsors invite you to join them for cocktails and heavy hors d'oeuvres at XFinity Live! to kick-off the Fall 2022 Meeting! This is a great way to begin networking with your colleagues as you arrive in Philadelphia, the "City of Brotherly Love!"

THURSDAY, SEPTEMBER 22ND

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

8:30 AM – 8:45 AM	**Opening Session: Welcome to East Coast CORE**
	Steven F. Honeywell, AVP of Professional Billing at Penn Medicine & President of East Coast CORE

8:45 AM – 10:00AM	**State of the Industry**
	Susan M. McDonald, Executive Partner, The Advisory Board Company

10:00 AM – 10:15 AM	**Break**

10:15 AM – 11:15 AM	**Breakout Session 1A (HB/PB): Consolidated Billing**
	Douglas Weaver, Michigan Medicine

In Michigan Medicine's Revenue Cycle, we have created a Consolidated Billing Unit (we called it "CB" in keeping with Epic's vernacular). In this unit, billers learn both HB and PB. They develop a whole account approach to accounts receivable management. This approach grew out of my experience in the patient billing call center, where the answer to a particular HAR was often found by looking at the entire patient account.

Breakout Session 1B (PB): Lessons Learned from an Epic Install
Carl Field & Kate Hull Pease, University of Washington Medicine

Lessons learned from a complex Epic install: adding 20+ applications to a base of Ambulatory and Resolute

Breakout Session 1C (Access): Endoscopy Move from OpTime to Cadence
Brooke Bellamy & Dorothy Maxim, The Ohio State University

Strategies for converting orders, schedules, authorizations and referrals, as well as monitoring operations, as one organization transitioned its endoscopy activity from OpTime to Cadence.

11:15 AM – 11:30 AM	**Break**

11:30 AM – 12:30 PM	**Breakout Session 2A (PB): Insurance Credit and Payment Automation** Michael Williams, The Ohio State University Diamond Trophies are possible! We want to share our journey as we reduced insurance credits by 50%, streamlined the PLB process with automation, and implemented Payment Posting automation. **Breakout Session 2B (HB/PB): Vignettes** (20-minute short presentations including 5 minutes of Q&A) 1. Executive Dashboards – Austin Nichols, Mass General Brigham 2. CPT Annual Updates & The Importance of Collaboration – Kathy Roessel & Tracy Nalewalski, University of Rochester 3. Crossing the Bridge from Provider Credentialing to Claims Payment – Carol Martinelli & Barbara Ortolf, Penn Medicine **Breakout Session 2C (HB): Sustaining Successful CFB Management** Diane Kolodinsky & Ryan Hammonds, Penn Medicine Learn how one organization has effectively maintained CFB days at 3.4 while timely resolving edits, monitoring charge capture activity and ensuring cash collection meets targeted goals.

12:30 PM – 1:15 PM	**Lunch**

1:15 PM – 1:35PM	**Meet our Meeting Sponsors!** *Moderated by Ann F. Adenbaum & Crystal MacNeill*

1:35 PM – 2:20 PM	**How to Use a "Build, Buy, Partner" Framework to Thrive in a Time of Disruption** Mike Manna, J.P. Morgan & Peggy Mangot, JPMorgan Chase Healthcare delivery is undergoing rapid transformation. New technologies, business models, shifts in site of care delivery, and even new competitors from retail and big tech are all impacting an industry already reeling from the impacts of Covid and buffeted by an uncertain economic outlook. To thrive in this environment, healthcare organizations are looking for ways to "self-disrupt" and re-imagine their operations. But executing transformational change is not easy. Should new technologies and procedures be organically developed? Is the acquisition of talent and intellectual property the fastest path to change? Or is partnering with an existing company the safest path forward?

2:20 PM – 2:35 PM	Break
2:35 PM – 3:35 PM	**Breakout Session 3A (HB): Reducing Payor Authorization Denials** Johanna Weller, Main Line Health Through the use of A/I (bots) and a dramatic change in workflow, Main Line Health is beginning to see a positive impact. This will not be a presentation that showcases a vendor (Waystar) but will focus on people, process and technology to address a critical Rev Cycle challenge. **Breakout Session 3B (PB): Streamlining Bundled Episode/Single Case Agreement Workflow within Epic** Daphne Barron, Boston Children's Hospital Using a transaction generic item to route charges within charge review among 6 workqueues for enrollment and episode creation allowed us to leverage these same items to shepherd charges through claims and follow-up, thus avoiding rework by the billing office and resulting in proper, timely payment. **Breakout Session 3C (SBO): Multi Hospital Customer Service Center** Michael Barewicz, UVM Health Network Lessons learned from insourcing and centralizing customer service and self-pay for a six-hospital network.
3:35 PM – 3:50 PM	Break
3:50 PM – 4:30 PM	**Open Forum: Revenue Cycle Questions & Answers** *Moderated by Scott Williams & Michael Mercurio*
4:30 PM – 6:30 PM	**Networking Reception** Our meeting co-host, J.P. Morgan invites everyone to join them for a Networking Reception following our first meeting day!

FRIDAY, SEPTEMBER 23RD

7:30 AM – 8:30 AM	Breakfast
8:30 AM – 8:45 AM	**Welcome to Day 2 of East Coast CORE!** Steven F. Honeywell, AVP of Professional Billing at Penn Medicine & President of East Coast CORE
8:45 AM – 9:45 AM	**Breakout Session 4A (Access): Deployment of New Patient Scheduling via MyChart** Brooke Bellamy & Kristine Rhodes, The Ohio State University Leveraging Decision Trees and Scheduling Tickets to move patient scheduling into MyChart

Breakout Session 4B (PB): Claim Attachment Automation
Jeff Gruett, The Ohio State University

Using Epic functionality and RPA, this session will describe how The Ohio State University developed a no touch process for claim attachment submission, fully automating the process from ROI WQs to faxing attachments (or sending 275 files) to our payors. This led to reduction of 2 FTEs.

Breakout Session 4C (HB): Denial Mitigation
Marji Karlin & Alison Smith, NYC Health + Hospitals

NYC Health + Hospitals began a denial reduction initiative in mid-2020, then re-launched in earnest in early 2021. They formed teams across all revenue cycle areas, partnering closely with Enterprise Information Systems. By adhering to a schedule of weekly evaluations of top denials it steadily reduced denials from a peak of 27.5 to 9.6 in 10 months.

9:45 AM – 10:00 AM	**Break**
10:00 AM – 11:00 AM	**Keynote Address** Kevin Mahoney, Chief Executive Officer of Penn Medicine
11:00 AM – 11:15 AM	**Break**
11:15 AM – 12:45 PM	**EPIC Update: Current/Future Functionality and Q&A** Kevin Alexander, Peg Horner, Mark Morris and Mia Ventura – Epic Systems
12:45 PM – 1:00PM	**Closing out the East Coast CORE Fall 2022 Meeting!**