

# East Coast CORE

## Spring 2017 Meeting

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**THE MEDICAL UNIVERSITY OF SOUTH CAROLINA**

**CHARLESTON, SOUTH CAROLINA**

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### **Thursday, March 16**

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7:30 AM      **Registration & Light Breakfast** – 100 Basic Science Building (BSB) Lobby

Complimentary breakfast is served at both hotels.  
(6 AM Hampton Inn; 6:30 AM Embassy Suites)

8:30 AM      **Opening Session: Welcome to East Coast CORE – Rock Star Moments!** - 100 BSB Auditorium

*Katrina Reynolds, Medical University of South Carolina*

10:00 AM      **Keynote Address: Imagine the Future of MUSC Health** - 100 BSB Auditorium

*Patrick J. Cawley, M.D., CEO, MUSC Health*  
*Vice President for Health Affairs, MUSC*

10:45 AM      **Breakout Session 1A: Using Epic Ambulatory for Medical Group Integration** - 349 BSB Classroom

How to establish the parameters, workflows, budget, timelines and business partner resources required to integrate an established medical group with multiple providers/partners and an existing infrastructure into your Epic platform.

*Moishe Singer, Hackensack University Medical Center*

**Breakout Session 1B: Revenue Enhancement using Beaker** - 355 BSB Classroom

Novant Health has developed a tool that connects our CDM back into Beaker to demonstrate the various charge trigger points. It is helping identify discrepancies in the build and is used to facilitate user understanding of how revenue is generated.

*Leslie Robinson, Novant Health*

**Breakout Session 1C: Wow Your Patients with Integrated Estimates** – 100 BSB Auditorium

*Christine Conzett, Medical University of South Carolina*

MUSC has developed a single patient estimate that includes hospital and physician information. The estimates are prepared using claims history and the real time benefits information from the patient. MUSC is using innovative ways of providing the estimate to the patient using MyChart and traditional financial counseling mechanisms.

11:45 AM

**Breakout Session 2A: SBO Strategy and Approach** - 349 BSB Classroom

Review of Partners' overall approach, the efforts in creating our statement and how we leverage our Propensity to Pay strategy.

*Stuart Lerman, Partners Healthcare*

**Breakout Session 2B: Productivity Reporting Rocks!** - 355 BSB Classroom

How to leverage Epic data to generate and measure productivity for registration, financial counseling, HB, PB and our customer service center (SBO).

*Katrina Reynolds, Suzanne Makin, Dan O'Donnell & Dianna Pelay, Medical University of South Carolina*

**Breakout Session 2C: "Grammy Awards"** – 100 BSB Auditorium

Panel Discussion with the top 4 "Rock Star Moments" presented in the opening discussion. Panelists to be determined based on your feedback.

*Crystal Macneill, Mount Sinai*

12:45 PM

**Lunch** - The Wickliffe House, 178 Ashley Avenue (Across from BSB 100 entrance)

2:30 PM

**Breakout Session 3A: Patient Financial Pathways and the Patient Financial Experience**

100 BSB Auditorium

Review of the patient financial pathways at Duke and then lead a discussion about how others are addressing the patient financial experience, particularly around self-pay patients, patients who are out of network, those who are scheduled for future services who also have a bad debt balance and those with high deductibles.

*Leslie Bard and Rodney Williams, Duke Medicine*

**Breakout Session 3B: Research** - 349 BSB Classroom

Determining the route of research charges in large multi-specialty groups and academic facilities requires much review and hand holding to ensure proper billing, limit inappropriate billing to insurances and reduce denials for timely filing. In this session we will explore the use of work ques to process research the charges timely, limit errors related to discounts and charge corrections, and improve the overall communication between the research and billing teams.

*Robyn O'Connell, Partners Healthcare*

**Breakout Session 3C: Epic CareLink improves Veteran's Affairs Medical Records Submission Process** – 355 BSB Classroom

Sharing medical records with an insurance company or government agency for claims payment can be challenging relying on mail or facsimile. Epic CareLink afforded MUSC with the opportunity to share medical records electronically at the discharge of care reducing delays. In this session, the process for sharing the records through Epic CareLink will be shared along with the operational benefits.

*Janet Martin & Angela Malphrus, Medical University of South Carolina*

3:35 PM

**General Session: What's Not To Like About Epic?** – 100 BSB Auditorium

Review of pitfalls every new client (yes, every!) experiences when transitioning to Epic. We also will use this session to brainstorm how we can make Epic great. Again. #MEGA

*Crystal Macneill, Mount Sinai & Julie Crimmins, University of North Carolina Health*

5:30 PM

**Networking Cocktail Reception** - Carolina Ale House Rooftop, 145 Calhoun St.

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**Friday, March 17**

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7:30 AM

**Networking & Light Breakfast** – 100 BSB Lobby

8:00 AM

**General Session: Ad-Hoc Session** - 100 BSB Auditorium

We will hold a panel discussion based on feedback from Thursday's Opening Session.

*Moderated by Scott Williams, Duke Health & Michael Mercurio, Partners Healthcare*

9:00 AM

**General Session: C.U.R.V.E. (Consistency, Understanding, Resolution, Volume Management, Efficiency)** - 100 BSB Auditorium

The C.U.R.V.E. scorecard is a staff production scoring module for billing and follow up at The Ohio State University Wexner Medical Centers hospital billing CBO. Using a combination of five different measurements, we are able to put our team of 39 representatives into three tiers. This tool is beneficial to our leadership in three main ways: 1) it takes very little administrative time to produce 2) it identifies key areas where a staff member is successful/falling short 3) it offers clear guidelines for following up with a struggling representative.

*Matthew Nienaber, The Ohio State University*

10:00 AM

**Breakout Session A1: Clinical Documentation Improvement** - 100 BSB Auditorium

This presentation will provide a view into the expanding role of Clinical Documentation Improvement (CDI) Programs within health care organizations to meet the ever-changing documentation needs of the healthcare landscape.

*Maryellen Osbourne, Partners Healthcare*

**Breakout Session A2: Encore Performance** - 355 BSB Classroom

Based on participant feedback, an encore presentation of our Best Rock Performance of the session will be shared in this session.

*Best Rock Performance, TBD Health*

11:00 AM

**General Session: EPIC Update: Current/Future Functionality and Q&A** - 100 BSB Auditorium

What's coming next in Epic?

*Chirag Bhargava, Epic Systems*