

# East Coast CORE

## Spring 2018 Meeting

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**THE MEDICAL UNIVERSITY OF SOUTH CAROLINA**

**CHARLESTON, SOUTH CAROLINA**

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### **Monday, March 12**

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7:00 – 9:00 PM **Welcome Reception**

Join us to kick-off the East Coast CORE Spring 2018 Meeting as you arrive in Charleston for hors d'oeuvres, cocktails and beautiful views of the city.

**Where:** Pour Taproom: Charleston (*located above the Historic District Hyatt Hotel*)  
560 King Street, Charleston, South Carolina 29403

### **Tuesday, March 13**

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7:30 AM **Registration & Light Breakfast – Drug Discovery Lobby**

A light breakfast will be available at the meeting so please take advantage of the complimentary breakfast served at both hotels.

(6 AM Hampton Inn; 6:30 AM Embassy Suites)

8:30 AM **Opening Session: Welcome to East Coast CORE – Drug Discovery Auditorium (DD110)**

*Katrina Reynolds, Medical University of South Carolina*

9:45 AM **Keynote Address: Affiliations & the National Landscape of Healthcare - DD110**

*Thornton Kirby, President & CEO, South Carolina Hospital Association*

10:45 AM **Breakout Session 1A: Revenue Cycle Dashboards – BioEngineering Auditorium (BE110)**

*Elkin Pinamonti and Christine Sullivan, Novant Health*

Quality and Productivity driven dashboards for Revenue Cycle Leaders and Patient Access users.

**Breakout Session 1B: Automating Credit Resolution – DD110**

*Rachel Correia, Partners Healthcare*

Learn how to leverage EPIC to automatically resolve credit balances by completing root cause analysis, creating filters and effectively testing in SUP. Presentation will cover PLB and over-posted false credit case studies.

**Breakout Session 1C: OnBase Scanning Project – BioEngineering 112 (BE112)**

*Waldemar "Wally" Mena, Hackensack Meridian Health*

Converting paper documentation into an electronic format can make all clinical and legal documentation accessible through Epic. Successful implementation entails such items such as defining the scope of the project, various testing phases, multidisciplinary feedback, efficient training and optimization phase.

11:45 AM

**Breakout Session 2A: Integrating Your Revenue Integrity Team –BE110**

*Robin Pataki, Partners Healthcare*

Integrating a well-designed revenue integrity team into a multi-entity EPIC system of support. Enhancing clinical engagement on the revenue cycle, creating standardized workflows and charging, and setting up governance structures to best support decision making.

**Breakout Session 2B: Independent Diagnostic Testing Facilities (IDTFs) - BE112**

*Carolina D'Alencon and Tara Gibson, Bon Secours Health System*

Overview of Independent Diagnostic Testing Facility (IDTF) enrollment, billing, and reimbursement.

**Breakout Session 2C: Population Health in the Value-Based Model – DD110**

*Steve Honeywell, Jr., Main Line HealthCare*

Detail Population Health initiatives that Main Line Health has participated in, their financial and clinical outcomes and the future of value-based contracting's impact on the health system.

12:45 PM

**Lunch**

Join us for a traditional Southern Barbecue.

2:15 PM

**Vignettes – DD110**

**Vignette A: Cash Management**

*Dawn Mills and Della Murdock, PinnacleHealth System*

Brief description of Cash Management, the benefits and reconciling overall cash with Cash Management.

**Vignette B: Turning Around Documentation Requests in Less Than 5 Days!**

*Ann Adenbaum and Linda Hershon, Weill Cornell Medicine*

In response to increasing payer requests for Medical Documentation prior to payment Weill Cornell redesigned workflow within Epic. The goal was to efficiently manage the documentation submissions and minimize the impact on timely payments.

**Vignette C: Epic Scheduling/Registration Process Provides Optimal Revenue Cycle Benefits**

*George Brindisi and Warren Scott, Hackensack Meridian Health*

An introduction to Epic Access Management tools for Revenue Cycle along with a consistent, formal training model that results in clean claims and optimal turnaround time for the Revenue Cycle, increasing cash flow and less annual intervention to avoid denials, bad debt, and loss of revenue.

**Vignette D: Off-Shore Vendors Can Do More Than Just Revenue Cycle**

*Michael Mercurio, Partners Healthcare*

This presentation will demonstrate how Massachusetts General Hospital is leveraging an off-shore vendor in the Revenue Cycle space to generate savings which are then leveraged to enhance clinical workflows, improve patient safety and greatly reduce administrative burden.

3:15 PM

**Breakout Session 3A: IT & Operations Integration for a Successful CFB - BE112**

*Ryan Scott and Diane Kolodinsky, Penn Medicine*

Discuss how Penn Medicine developed a team of Operations and IT leads to work together at go-live and beyond to maintain a successful CFB.

**Breakout Session 3B: Implementation and Integration, Part 2 – BE110**

*Moishe B. Singer, Hackensack Meridian Health*

Following up on part 1 of this presentation from last year in Charleston, we will dig deeper into ways of integrating new practices and look at tips for success as well as pitfalls to avoid.

**Breakout Session 3C: Decision Trees & Operational Improvements after Implementation – DD110**

*Brooke Bellamy and Kristine Rhodes, The Ohio State University*

A technical description of the difference between questionnaires and decision trees and hints on how to complete the build. An account of the operational implementation and the ensuing improvements possible with this new tool.

4:25 PM

**Sponsor Presentations – DD110**

Each of our sponsors will take five minutes each to discuss their business and how they can assist past, present or future Epic clients.

5:00 PM

**Meeting Day Ends**

5:30 – 7:30 PM **Networking Cocktail Reception**

Network with your colleagues and our generous Spring 2018 Meeting Sponsors after our first day of sessions at the beautiful South Carolina Aquarium with an open bar, hors d'Oeuvres, and beautiful views of the Charleston Harbor and Fort Sumter among other sights.

**Where:** South Carolina Aquarium

100 Aquarium Wharf

Charleston, South Carolina 29401

## Wednesday, March 14

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8:00 AM      **Networking & Light Breakfast**

8:30 AM      **Breakout Session 4A: Epic Infusion Charging: A New Functionality – BE110**

*Robin Pataki and Lynda Brown, Partners Healthcare*

PHS worked with Epic to create a more thorough Epic Infusion administration charging function. We rolled out training, charge readiness, and ongoing support through-out 2017. This would help folks learn about this new functionality and how we implemented it.

**Breakout Session 4B: Patient Cost Estimation - BE112**

*Franco Cardillo and Alyssa Vazquez-Colon, Children's Hospital of Philadelphia*

Offering price transparency to patients to determine out of pocket costs allows them to plan ahead and make informed decisions about their care without jeopardizing quality.

**Breakout Session 4C: Point of Service Collections – DD110**

*Greg Mavraganis and Darlene Pearson, Lancaster General Health*

This presentation details how Lancaster General Health uses the EPIC price estimating tool as well as the Simplee price estimate tool to assist with point of service collections.

9:30 AM      **Open Session – DD110**

10:30 AM      **EPIC Update: Current/Future Functionality and Q&A – DD110**

*Epic Systems -What's coming next in Epic?*

12:00 PM      **Meeting Adjourned**

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*Thank you for attending the East Coast CORE Spring 2018 Meeting!*

We hope you will join us for our upcoming meetings:

**Summer/Fall 2018**

August 16-17<sup>th</sup> ~ New York, New York

**Spring 2019**

TBD ~ Pittsburgh, Pennsylvania

**Summer/Fall 2019**

August 15-16<sup>th</sup> ~ Boston, Massachusetts

*Are you interested in presenting at the next East Coast CORE Meeting?*

Visit our website and submit your Presentation Proposal!

[www.eastcoastcore.org/speaker-information/](http://www.eastcoastcore.org/speaker-information/)