

East Coast CORE

Spring 2019 Meeting

THE TOWER AT PNC PLAZA

300 FIFTH AVENUE

PITTSBURGH, PENNSYLVANIA 15222

Thursday, April 11

7:30 AM Registration & Breakfast, 2nd Floor

8:30 AM Opening Session: Welcome to East Coast CORE, Meet our Sponsors – Rohr Auditorium, 2nd Floor
Steven F. Honeywell, *Penn Medicine*

9:15 AM Keynote Address – Rohr Auditorium, 2nd Floor
– 10:15 AM Michael P. Lyons, Executive Vice President and Head of Corporate & Institutional Banking and Asset Management Group, *The PNC Financial Services Group*

10:35 AM Breakout Session 1A: Integrating Claim Status Tool into Denial Workflow (HB) – Delaware-DC, 16th
– 11:30 AM Floor
Michelle Krynski & Kelly Milheim, *Cleveland Clinic*

An overview of our organization's integration of a claim status tool into existing denial workflows. The presentation will cover workflow enhancements, EPIC build and testing, implementation, ongoing maintenance, metrics and/or reporting, and lessons learned.

Breakout Session 1B: Credits Make Us Crazy (HB/PB) – Rohr Auditorium, 2nd Floor
Jennifer Murray Moran, *Atrius Health*

A presentation the credit re-design and overhaul of system automation and workqueues in 2017 that led to 2.4% improvement in the percentage of credits in one year.

Breakout Session 1C: Front & Back-End Communication Tools (Access) – Carolina-Florida, 16th Floor
Warren Scott & Curet Edwards, *Hackensack Meridian Health*

Utilizing communication tools/notes & workqueues to reduce denials, and improve reprocessing and analyzing denial trends.

11:40 AM Breakout Session 2A: Simple Visit Coding (HB/HIM) – Delaware-DC, 16th Floor
– 12:35 PM Julie Hall & Kelley Maloney, *Bayhealth*

The process of simple visit coding outpatient accounts from nightly processing to claims.

Breakout Session 2B: Journey to Centralized Pre-Estimation: Onsite & Offsite (PB) – Carolina-Florida, 16th Floor

Michelle Colaccio, *Yale Medicine*

Yale Medicine’s journey to the centralized Pre-Estimation model, including staffing decisions, benchmarks, rollout, scripting, patient education and expectation and transparency. Review our Estimate tools and how they work, as well as discuss trended metrics.

Breakout Session 2C: MyHealth Bill Pay & Function Expansion (Other) – Rohr Auditorium, 2nd Floor

Jennifer Murray Moran, *Atrius Health*

The functions implemented since 2016 including Bill Pay, automatic optimization for paperless statements, patient messages. This technology has assisted in maintaining 1.07% self-pay bad debt rate and minimal patient dissatisfaction. This presentation will also show increases in payments, statements, paperless statements, patient messages and all marketing efforts.

12:35 PM
– 1:35 PM

Lunch

Lunch will be set up on both the 2nd & 16th floors, so please find the closest station to your previous breakout session location.

1:35 PM
– 2:30 PM

Breakout Session 3A: Patient Consolidated Statement (HB/PB) – Delaware-DC, 16th Floor

Mindy McNamara, *Yale New Haven Health*

As a part of our vision to enhance the patient financial experience, Yale New Haven Health hospitals and Northeast Medical Group created a consolidated patient statement with both hospital and professional services patient balances within a non-SBO environment.

Breakout Session 3B: Adjustment Approval Work Queue Process (PB) – Carolina-Florida, 16th Floor

Paige Butler, *Weill Cornell Medicine*

Weill Cornell’s leveraging of Adjustment Review Workqueues to monitor, approve and decline adjustments performed by insurance receivable staff.

Breakout Session 3C: Registration Liaisons: Provide Support, Improve Quality & Denials (Access) – Rohr Auditorium, 2nd Floor

Katie Pochatek & Cheryl Myers, *Cleveland Clinic*

In 2017, Cleveland Clinic developed a Front End Optimization project to improve registration quality during check in at our Main Campus Outpatient locations. The registration liaison position was created to provide shoulder to shoulder support and coaching to our caregivers. Their efforts yielded significant results in reducing registration denials by over 30% and claim edits by over 50%. The program was expanded to include liaisons for our regional facilities in 2018.

2:30 PM
– 3:20 PM

Breakout Session 4A: Payment Posting Workflows in HB (HB) – DC-Delaware, 16th Floor

Angela Coppola, *Yale New Haven Health*

Breakout Session 4B: Epic Tools for Automation & Efficiency in PB (PB) – Rohr Auditorium, 2nd Floor
Georganna Price & Shawnda Akers, *The Ohio State University*

OSU Physicians will share tips and tools that have helped to improve efficiency and automation across the physician revenue cycle, including workqueues for eligibility and provider enrollment, workqueue scoring, auto debiting of commercial credits, refining the retro profile, the learning home dashboard and more.

Breakout Session 4C: Epic Fast Pass to Improve Patient Access (Access) – Carolina-Florida, 16th Floor
Mythili Raghunath, *Weill Cornell Medicine*

Describe how Fast Pass was rolled out & piloted with Primary Care practice. Share results & plan to spread across specialties.

3:40 PM
– 4:10 PM

How to Tackle the Challenges of Epic Together – Rohr Auditorium, 2nd Floor
Ann Adenbaum, *Weill Cornell Medicine* & Crystal MacNeill, *Virtua Health System*

4:15 PM
– 5:15 PM

Vignettes – Rohr Auditorium, 2nd Floor
Moderated by: Sally Thibodeau, *Yale Medicine*

Vignette A: SBO & POS Reconciliation Reporting
Eileen Murray, *Penn Medicine*

Penn Medicine's approach to reconciling/reporting payments deposited to a single account that are for multiple entities.

Vignette B: Electronic Remittance Splitter Utility
Sherry Reyno & Catherine Shang, *Partners Healthcare*

Vignette C: Session Limits & Visit Type Standards
Shawn Grendzinski & Carolyn Haas, *UPMC Pinnacle*

At UPMC Pinnacle we have standardized and limited visit types and then employed a session limit strategy to optimize scheduling for the central scheduling, portal and offices in Primary Care, Internal Medicine and Pediatrics.

Vignette D: Integrating Epic with Electronic Claim Status Investigation (eCSI)
Karla Lesh & Stephanie Hughes, *University of Pittsburgh Medical Center*

5:30 PM
– 7:30 PM

Networking Reception *hosted by our generous Co-Host and Sponsor, PNC Healthcare!*
The Tower at PNC Plaza, 3rd Floor

Friday, April 12

8:00 AM

Networking & Breakfast

Breakfast will be set up on both the 2nd & 16th floors, so please find the closest station to your breakout session location.

8:35 AM

– 9:40 AM

Breakout Session 5A: Collaborative Physician Revenue Cycle: Operations, Coding, & Billing (PB) – Rohr Auditorium, 2nd Floor

Keri Barlow & Marianna Hegedus, *Allegheny Health Network*

Discuss how Allegheny Health Network has formed a collaborative Physician Revenue Cycle integrating our back-office functions (coding, billing, and insurance follow-up) to create a synergistic environment. Achieved through huddles, monthly-operating reviews, edit reviews, and team-based coding denial review. Additionally, Institute Analysts are in the fold to liaison between the Institutes and Revenue Cycle.

Breakout Session 5B: Patient Access KPIs & Optimization (PB) – Delaware-DC, 16th Floor

Jeff Ludwig, Kaitlin O'Donnell, Hannah Ramsdell & Megan Hindman
University of Pittsburgh Medical Center

A collaborated presentation by UPMC's Analytics, BI, and IOT teams showing how Patient Access KPIs and self-service reporting helps to optimize site performance.

Breakout Session 5C: Model for Self Check-In Success (Access) – Carolina-Florida, 16th Floor

Molly Cissell & Jaime Lampshire, *Cleveland Clinic*

Cleveland Clinic discusses their model for kiosk self-check-in success.

9:55 AM

Epic Update – Rohr Auditorium, 2nd Floor

– 11:55 AM

Current/Future Functionality and Q&A

11:55AM

Closing Comments

Steven F. Honeywell, *Penn Medicine*

12:00 PM

Meeting Adjourned