

EAST COAST CORE

SUMMER/FALL 2017 MEETING

HOSTED BY YALE MEDICINE

NEW HAVEN, CONNECTICUT

Monday, August 14, 2017

7:00 PM

Sponsor Reception

Hosted by Bluetree Network, InstaMed, Practical Data Solutions and State Collection Service, Inc.

Join our wonderful sponsors at Elm City Social in historic downtown New Haven, Connecticut upon your arrival for a great kick-off to the East Coast CORE Summer/Fall 2017 Meeting.

Elm City Social

266 College Street (at Chapel Street)
New Haven, Connecticut 06510

Parking is available across the street from Elm City Social at Crown Street Parking Garage located at 280 Crown Street. Elm City validates parking, but cars must arrive after 4:00 PM and depart by 2:00 AM.

Tuesday, August 15, 2017

7:30 AM

Registration & Breakfast

8:30 AM

Opening Session A welcome to East Coast CORE & Sponsor Presentations, N100

9:30 AM

Keynote Address, N100

Iain Burchell, MBA
Chief Financial Officer, *Yale Medicine*

10:30 AM

Breakout Session 1A Demonstrating Revenue Cycle Leadership in a Systemic Approach to Denial Management and Prevention

This presentation will emphasize the importance of payor scorecards, the key elements in developing a denial management program, and the impact of data analytics in daily management to prevent denials.

Marie Becan, *OhioHealth*, N100

Breakout Session 1B Journey to Centralizing the Coding/Charge Capture Function

How Yale Medicine is transitioning clinical billing from a decentralized academic clinical department model to a centralized coding and billing environment.

Joyce Dupee, *Yale Medicine*, N301

Breakout Session 1C Centralized Services: Registration, Eligibility, Pre-Estimation

Yale Medicine will provide an overview of their centralized services, from registration to pre-estimation.

Sally Thibodeau & Eileen Pepe, *Yale Medicine*, S211

11:30 AM

Breakout Session 2A Volume-Based Staffing: A Framework for Efficient Staff Management to Help Identify Cost Savings or Improve Service Quality

UPMC will present their optimization framework - a mathematic model for software to identify the best shift combinations to achieve the lowest cost and best coverage. The potential of this model is to integrate into live workforce management forecasts to calculate the daily staffing requirements which allows the system to identify staffing surplus and shortages at each location.

Paul Hanna & Yan Zhao, *University of Pittsburgh Medical Center*, [N100](#)

Breakout Session 2B Optimizing Charge Corrections in Professional Billing

An overview of how charge corrections in Professional Billing, moving the process from Pre-AR to AR and allowing users to control which type of corrections require further intervention while allowing others to post directly to accounts with no further intervention.

Robyn O'Connell & Sandra Cabral, *Partners HealthCare*, [S211](#)

Breakout Session 2C Use of Epic Tools to Enhance the Role of Patient Access

Hackensack Meridian Health will share experiences and provide specific examples on how to monitor performance and productivity, enhance job functions, and handle productivity reporting.

George Brindisi & Sharette Davies, *Hackensack Meridian Health*, [N301](#)

[12:30 PM](#)

Lunch

Stiles College
29 Tower Parkway
New Haven, Connecticut 06511

Transportation will be provided to and from Stiles College starting at 12:00 PM.

[2:00 PM](#)

Vignettes, [N100](#)

2:00 PM Vignette A Anesthesia Billing & Claims Set-Up

Partners HealthCare

2:15 PM Vignette B Utilizing Experian Propensity to Pay Software in Epic

During this session, Yale New Haven Health will share information about how they have partnered with a vendor to manage self-pay accounts more effectively and efficiently in Epic.

Kimberly Mule, *Yale New Haven Health*

2:30 PM Vignette C Addressing Edits at the Coding Point

Why should we have multiple people look at a claim, multiple times? Why not have coding address codes and edits? Technically, the Encoder has edits enabled to help with the compliance, completeness and consistency of outpatient claims, but there are more than the technical elements needed for a sustainable "clean claims" initiative.

Waldemar Mena, *Hackensack Meridian Health*

[2:50 PM](#)

Breakout Session 3A Enhancing the Patient Experience through CRM

The Central Billing Office (CBO) at NYU Langone has implemented a patient financial clearance unit and key account WQ tools in Epic to transform the patient experience from a billing perspective. We will discuss how organizations can proactively assist patients to prepare for their services through the financial clearance process; how to use CRM to reduce self-pay aging, increase staff productivity, and manage escalations related to customer service issues; and how to integrate MyChart functionality in

the collections process. The session will end with a discussion of what other facilities are doing to improve the patient experience within the revenue cycle, including patient communication, collection workflows and service recovery platforms.

Giuseppe Siena & Luz Argenal, *NYU Langone Medical Center*, [S211](#)

Breakout Session 3B Working From Home Benefits Verification Staff

Rita Heintz has enabled over 60% of her staff to Work-From-Home while she managed the group in Epic. She plans to share her metrics from the workbench reporting used to watch their weekly productivity and perform Q&A on accounts completed by each staff member.

Rita Heintz, *Lehigh Valley Health Network*, [N100](#)

[4:00 PM](#)

General Session B Training and Innovation: Our Approach to Revenue Cycle Operations Training

Medical University of South Carolina, [N100](#)

[5:30 PM](#)

Networking Reception

The Peabody Museum of Natural History at Yale University
170 Whitney Avenue
New Haven, Connecticut 06511

Transportation will be provided to and from the Networking Reception from the Omni New Haven Hotel to The Peabody Museum starting at 5:00 PM and ending at 8:00 PM.

Wednesday, August 16, 2017

[8:00 AM](#)

Breakout Session 4A Revenue Cycle Performance Support

In today's fast paced work environment, it is a challenge to keep up with rapid changes in our organizations and the systems we use. In this session, we will focus on performance support and the challenges we face to make sure everyone has what they need to get their work done.

Maria Hood, *Partners HealthCare*, [S211](#)

Breakout Session 4B Using the Credit Epic Toolkit to Reduce Credits

UNC has used the credit toolkit to manage credits and reduce credits significantly; the organization is tracking to achieve a 50% reduction in credit dollars after using the credit toolkit for 3 months.

Laura Mowry & Angela Allen, *UNC Health Care*, [N100](#)

Breakout Session 4C Information Governance Equals Increased Compliance

Information Governance is multi-disciplinary structures, policies, procedures, processes and controls with the ability to extract financial value from healthcare information while meeting the organization's compliance needs and mitigating risk. An important principle is ensuring information is available in the right place and timely.

Waldemar Mena, Debra Hall & Maribeth Jimenez, *Hackensack Meridian Health*, [N301](#)

[9:00 AM](#)

Ad Hoc Session Conference Review & Feedback, [N100](#)

What can we do better? What topics do you want to hear about next?

[9:30 AM](#)

General Session D Every Adventure Requires a First Step: How Questionnaires Help Patients

UPMC will discuss the history of the Central Contact Center and how questionnaires came to be used for scheduling for 100+ offices/specialties and over 3,000 physicians.

Colleen McMahon & Rachel Williamson, *University of Pittsburgh Medical Center, N100*

10:30 AM **Epic Update** Current/Future Functionality, Questions & Answers

Epic Systems, N100

12:00 PM **Meeting Adjourned**