East Coast CORE

Fall 2026 Meeting

HYATT REGENCY SAVANNAH
2 WEST BAY STREET
SAVANNAH, GEORGIA 31401

WEDNESDAY, OCTOBER 28TH

5:00 PM – 10:00 PM — **Welcome Reception**
Hyatt Regency Savannah – Harborside Ballroom
2 West Bay Street
Savannah, GA 31401

Our opening networking ghostly gala kicks things off conveniently on the river level of our host hotel. There will be live music and dancing, great food and drinks, and lots of fun activities. Enjoy opportunities to reconnect with old friends and make new ones as you take in the Savannah riverfront atmosphere. You can jump into the action on the dance floor, network over delicious bites, create your own leather-embossed souvenir, or visit with aura readers for a fun and mystical experience. There will also be an opportunity for everyone to join in a Savannah Trolley ghost tour. Raffle tickets and phenomenal raffle prizes will be available. It's the perfect way to set the tone for an epic couple of days!

Important: All attendees must pick up their conference badge from the Registration Desk at the Hyatt before heading to the event.

THURSDAY, OCTOBER 29TH

7:30 AM – 8:30 AM — **Registration & Breakfast – Regency Ballroom**

8:30 AM – 8:50 AM — **Welcome to East Coast CORE! – Regency Ballroom**
East Coast CORE Board Members

8:50 AM – 9:00 AM — **Meet Our Sponsors: AGS Health and Aspirion – Regency Ballroom**

9:00 AM – 9:45 AM — **Keynote Address by Sanjiv Baxi, MD – Partner, McKinsey & Company – Regency Ballroom**
Reimagining Revenue Cycle in the Era of AI: Where is Value Being Created and Lessons Learned

9:45 AM – 9:55 AM — **Meet Our Sponsors: DCM Services and HBiz – Regency Ballroom**

9:55 AM – 10:10AM — **Break**

10:10 AM – 10:55 AM

Breakout Session 1A – Regency Ballroom

From Manual to Machine: Leveraging Epic AI Medical Necessity to Transform Prior Authorization

Makeyta Cheers-Chism, Senior Manager of Patient Financial Clearance & Mary Jane Mendoza-Nap, Senior Manager, Patient Financial Clearance at Stanford Health Care

Stanford HealthCare's Patient Financial Clearance team embarked on an enterprise-wide initiative to reduce manual medical necessity review burden through the implementation of Epic's AI Medical Necessity tool.

Breakout Session 1B – Scarbrough 1-2

Reimagining Transplant Success: Unifying Teams, Elevating Workflows and Redefining Revenue Performance

Amanda Ahsler, Associate Director of Revenue Cycle & Allison McCullough, Senior Director of Hospital Billing at Memorial Sloan Kettering Cancer Center

Following Memorial Sloan Kettering Cancer Center's recent Epic go-live, they seized the opportunity to reimagine their stem cell transplant and cellular therapy program from the ground up. By harnessing real-time visibility into data and strengthening collaboration across clinical, revenue cycle, and managed care partners, they've built workflows that work for them – not against them. This session will explore how integrated partnerships and redesigned processes have reduced errors, streamlined follow-up, and unlocked new revenue opportunities, ultimately driving both financial and patient success in transplant care.

Breakout Session 1C – Scarbrough 3-5

Beyond Compliance: The Financial Case for Building Confidence in your Patient Estimates

Lily Steckman, Program Director of Back End Revenue Cycle & Jennifer Wooley, Executive Director of Financial Clearance, Estimates and Customers Service at Johns Hopkins Medicine

Accurate patient estimates are essential to a good patient financial experience and to staying compliant with legislation, but how confident is your organization in the accuracy of the estimates you're producing? Join this interactive session to discuss how Johns Hopkins built an estimate accuracy task force that analyzes data to identify inaccuracy trends and drive resolutions across the health system, including some surprising registration and charging workflow improvements uncovered along the way. We'll open the floor for attendees to share how their own organizations prioritize estimate accuracy work and compare notes on the tools and strategies different groups have used to build greater confidence in their estimates.

10:55 AM – 11:05 AM

Break with Refreshments

11:05 AM – 11:50 AM

Breakout Session 2A – Scarbrough 1-2

Where's Waldo? A Simplified Implementation Journey for Epic's Find a Provider

Nicholas Thompson, IT Director of Patient Access & Himani Sodhi, Senior IT Project Manager at RWJBarnabas Health

Implementing Epic native tools seems easy enough until you bring all the players to the table, the project's operational sponsor changes midway through, and unforeseen upgrade impacts affect the project timeline. Our pain points provide lessons learned for others looking to optimize and accelerate launching Find a Provider integration on their website/in MyChart.

Breakout Session 2B – Scarbrough 3-5
Consecutive Accounts: Progress over Perfection
Karen Zetterstrom, Application Manager & David Roach, Director of IT Revenue Cycle at RWJBarnabas Health

Discover how RWJBH has leveraged Epic's consecutive account automation to streamline revenue cycle workflows while safeguarding optimal reimbursement outcomes. This session will explore the collaborative partnerships between operational and application teams to strategically implement Epic's best practice, evaluate reimbursement trends and balance automation with financial integrity. Attendees will gain insight into the positive downstream impact on coding and billing teams, key lessons learned and practical strategies for aligning operational efficiency with reimbursement excellence.

Breakout Session 2C – Regency Ballroom
A Journey Through Epic CDI Implementation
Stephanie Kramer, IT Director of HIM Systems & Carolyn Maguire, Vice President of HIM Coding, Coding/Quality and CDI at RWJBarnabas Health

Discussion of our experience moving from Nuance CDEOne to Epic CDI for our Clinical Documentation Improvement solution. Highlighting the different features we're using in Epic CDI, HITEKS for NoteReader CDI, and our homegrown AutoCDI program. Discuss the realized benefits from Epic CDI as well as our goals as we implement more of Epic's automated features such as Provider Nudges, AI Generated Queries, etc.

11:50 AM – 12:00 PM — Break

12:00 PM – 12:45 PM — Breakout Session 3A – Scarbrough 3-5
PCI Compliance PCI (Post-Chaos Installs)
Shari Back, IT Manager of ARCR 3rd Party Applications & Himani Sodhi, IT Project Manager at RWJBarnabas Health

After 5 years of intense Epic roll-out, our organization turned attention to our PCI compliance policy and procedure. New hardware was deployed at a rapid pace without regard to tracking. This session will discuss our journey to define the P&P in a way that makes sense for a large organization, and then to executive. A long, strange trip it's been.

Breakout Session 3B – Regency Ballroom
Point to Where it Hurts: Estates & Bankruptcy – The Revenue Cycle Blind Spots No One Talks About
Albert Galinn, Executive Director of Revenue Cycle Operations and Innovations at Johns Hopkins Medicine; Jeff Hinkle, Chief Revenue Officer at Temple Health; Steven Honeywell, AVP of Professional Billing at Penn Medicine; Sandra Johnson, VP & Chief Revenue Officer at MedStar Health

The session will be a panel discussion about the significant opportunities discovered in creating programs around estates and bankruptcy, two areas that are so often overlooked – including how the programs work, the revenue and compliance gains, and how to protect the valuable patient relationships in the process.

Breakout Session 3C – Scarbrough 1-2

Demystifying Provider Search Terms (MAG) Records: A Collaborative Approach to Referral Optimization

Nicholas Thompson, IT Director of Patient Access & Susan Yannuzzi, IT Manager at RWJBarnabas Health

Provider search term (MAG) records are a newer feature in Epic that can be used throughout the patient's journey from time of order through WQ routing and ultimately scheduling via the decision tree. Patients can also directly leverage these terms on Epic's Find a Provider pages to find the best providers for their specific needs. RWJBH recently brought live Epic Find a Provider and has piloted full-scale implementation of search term records within Cardiology to appropriately route referral orders and drive scheduling workflows. This transformation has high potential to improve and simplify workflows. And we want to showcase the approach we took, lessons learned along the way, and ultimately our outcomes from implementing this in Cardiology with the larger CORE community.

12:45 PM – 1:45 PM — Lunch – Regency Ballroom

1:45 PM – 1:55 PM — Meet Our Sponsors: MaxRTE and R1 – Regency Ballroom

1:55 PM – 2:40 PM — Breakout Session 4A – Regency Ballroom

eMPA: Reducing Friction with Electronic Prior Authorizations

Fran McMurran, AVP of Revenue Cycle and Patient Access & Susan Yannuzzi, Patient Access IT Manager at RWJBarnabas Health

Why prior authorization is a bottleneck. Traditional vs. electronic workflows, how eMPA integrates into clinical and operational workflows. Benefits for patients, providers, and staff. Success metrics (TAT, staff effort, automating clinical package documentation.

Breakout Session 4B – Scarbrough 1-2

From Chaos to Clarity: Scaling Epic Revenue Cycle Release Management

Kristina Bradigan, Systems Analyst Lead in Revenue Management & Nikki Killian-Seigfried, Electronic Health Record Analyst III at Geisinger Health System

Geisinger developed a standardized approach to managing Epic Revenue Management upgrades, transforming a fragmented process into a scalable governance model. This framework improves visibility, accelerates decision-making, and ensures operational readiness. Attendees will gain a practical, repeatable model to operationalize Epic upgrades, align stakeholders, and maximize revenue cycle outcomes.

Breakout Session 4C – Scarbrough 3-5

AI-Driven Letter of Agreement Review

Marija Cerelli, PFS Director & Kristie Carmargo, Senior Manager of Patient Financial Services at Stanford Health Care

Learn how Stanford Health Care created an AI-driven LOA review solution for Patient Financial Services that automates extraction of LOA terms from PDFs with large language models, aligns them to hospital accounts in Epic and applies rule-based matching to determine coverage. This significantly reduced manual review time (from 10-15 minutes per LOA) and backlog, enabling faster payments and more efficient staff use.

2:40 PM – 2:50 PM **Break**

2:50 PM – 3:35 PM **Breakout Session 5A – Scarbrough 1-2**
Transforming Infusion Scheduling with Epic Template Generator
Susan Yannuzzi, Patient Access IT Manager at RWJBarnabas Health

The challenge of manually building and maintaining infusion templates is real. This session will introduce Epic's infusion template generator & the positive impact on access, scheduling accuracy, and staff productivity. Highlighting the reduction of scheduling delays and faster patient access to infusion therapy.

Breakout Session 5B – Scarbrough 3-5
CLARE: Charge Reconciliation Bot
Jazmyn Cunningham, Manager of Physician Billing Revenue Cycle Education and Support at St. Luke's University Health Network

CLARE is an automated AI bot that ensures the Charge Reconciliation Report within Epic is completed by the practice. CLARE's sole intent is to optimize and bring to the practice's attention missed opportunities in revenue from their completed visits. The session will go over charge reconciliation steps, to CLARE's criteria, into Revenue Guardian practice edits.

Breakout Session 5C – Regency Ballroom
Using Epic Data to Drive Payer Accountability
Ryan Scott, AVP of Hospital Billing & Ryan Hammonds, Director of HB Operations, Penn Medicine

A walk through how Penn Medicine has been using payer scorecard, a homegrown payer report card, Slicer Dicer and Copilot to work with Managed Care contracting teams and payers to drive payer accountability for performance.

3:35 PM – 3:45 PM **Break with Refreshments**

3:45 PM – 4:00 PM **Meet Our Sponsors: State Collection Services, Verisma and Wells Fargo – Regency Ballroom**

4:00 PM – 5:00 PM **The History of Health Care Insurance: How Learning from the Past Helps Inform the Future**
Ben Reigle, Chief Executive Officer of Tarpon Health, RCM Influencer & Podcaster

Explore how the decisions and forces that drove the creation of health insurance is still impacting today's healthcare system. Ben Reigle will take you through a journey back in time that you almost won't believe. Based on that history, he'll paint a vision of how we might fix some of the issues we experience daily. You'll leave with a deeper understanding of how we created the system we have today and how employers have the greatest opportunity to change it.

5:30 PM – 10:00 PM

Networking Reception
Savannah Smiles Dueling Pianos
314 Williamson Street
Savannah, GA 31401

On Thursday, we're heading to the Haunted Harbor at Savannah Smiles. It's an easy walk from the hotel, and guidance will be provided along the way. We'll be accompanied by our Haunted Harbor Pirate Captain and mermaids as we make our way there. Everyone will be part of the entertainment in this lively dueling piano bar. Enjoy exciting interactive experiences, entertainment, and delicious food and drinks catered by a local Lowcountry chef, along with moments designed to bring our community together in a truly special setting. Sweet treats will include a build-your-own candy bar and a famous praline station, where pralines will be made on site for a fun dessert experience. If you need a break from the music and energy inside, there will also be an outdoor fire pit area where you can step away and relax. Trick-or-treating and costume items will be available, and awesome gifts will be raffled off at the end of the evening.

Your East Coast CORE registration covers all food, drinks, and entertainment for both nights—just bring your badge!

FRIDAY, OCTOBER 30TH

7:30 AM – 8:30 AM

Breakfast – Regency Ballroom

8:30 AM – 8:40 AM

Welcome to Day 2 of East Coast CORE! – Regency Ballroom
Steven F. Honeywell – President, East Coast CORE

8:40 AM – 8:45 AM

Quick Break

8:45 AM – 9:30 AM

Breakout Session 6A – Scarbrough 3-5
Capturing Out of Network Patients at Time of Scheduling
Christina VanHorn, Revenue Management Director & Ellie Middleton, Patient Access Director at Geisinger Health System

Geisinger has implemented a process in Epic using standard Epic functionality that stops scheduling when a patient is out of network. Through this process workflow, these patients receive individual attention from a dedicated team of individuals that are versed in out-of-network patient/insurance handling. This new process has saved our organization significant dollars and has been well received by our patients. We know many organizations struggle to capture these patients prior to services being rendered so wanted to share what we've done to help others.

Breakout Session 6B – Regency Ballroom
Cutting the Cord: How Epic-Native Charge Capture Delivered $10M in 5 Year Savings and Zero Audit Findings
Brenda Glaspell, Director of IT Enterprise Revenue Cycle at WVU Medicine

WVU Medicine faced rising third-party software costs, slow charge capture (10-day lag), and inefficient charge capture from third-party vendors – creating financial risk and operational bottlenecks. We solved this by fully migrating to Epic-native revenue cycle functionality, eliminating up to $2.4M/year in vendor fees and cutting charge lag by 65% -- all without adding staff or comprising coding accuracy.

Breakout Session 6C – Scarbrough 1-2
Transforming Patient and Call Center Team Member Experience by Integrating the Telephony Solution with Epic
Amanda Thornton, Manager of Customer Service & Collections at Wellstar Health System

In this session we will walk you through our technical and operational journey of moving from an old, siloed telephony system to an integrated new age telephony system with Epic. We will cover the operational roadmap and vision, planning and implementation journey, technical considerations, lessons learnt and efficiencies accomplished.

9:30 AM – 9:40 AM — Break

9:40 AM – 10:25 AM — Breakout Session 7A – Regency Ballroom
AI-Powered Autonomous Coding
Jessica Nave, MD, Vice President of Middle Revenue Cycle at Emory Healthcare

A candid, in-the-trenches look at what it took to implement and integrate autonomous coding with Epic for radiology services moving from a 40% automation rate at go-live to over 70% within 90 days -- including aligning coding quality standards with automation targets, resolving go-live issues, building a phased optimization strategy across CT, MR, and beyond -- and how we used denial analytics to connect automation gains directly to revenue cycle outcomes.

Breakout Session 7B – Scarbrough 1-2
Enterprise-wide Alignment for Chronic Disease Readmission
Chrissy Kissinger, Project Administrator for the Transformation and Innovation Office; Meera Lakhani, Project Manager of Transformation and Information Office; and Jack Carpenter, Transformation Architect at Virtua Health

Learn how Virtua Health reduced readmissions for heart failure, COPD, AMI, and pneumonia by aligning clinical, operational, and IT teams across five hospitals. Using Epic tools – Readmission Risk, LACE+, SmartSets, Discharge Checklists, Reporting Workbench – teams standardized ED → Inpatient → Post-Acute transitions, scheduled follow ups, and made risk visible to drive accountability and outcomes.

Breakout Session 7C – Scarbrough 3-5
Building Inova's Denials Prevention Model
Kimberly Yelton, Director of Revenue Integrity; Amanda Slonsky, Senior Manager of Denials Prevention; and Kimberly Daughtry, Senior Revenue Integrity Specialist - Denials Prevention at Inova Health System

Learn how Inova developed and implemented an organizational approach focusing on data analysis and partner collaboration to better understand and reduce denials.

10:25 AM – 10:35 AM — Break with Refreshments

10:35 AM – 12:00 PM — EPIC Update: Current/Future Functionality and Q&A – Regency Ballroom