

Combined CORE Meeting

Fall 2024 Meeting

GAYLORD TEXAN RESORT

1501 GAYLORD TRAIL
GRAPEVINE, TEXAS 76051

WEDNESDAY, SEPTEMBER 25TH

2:00PM – **Registration**
3:00PM

3:00 PM – **Professional Billing (PB) Best Practice Session**
4:00 PM *Moderated by Jamie Murray, University of Utah School of Medicine*

Discuss hot topics with your best practice counterparts.

Hospital Billing (HB) Best Practice Session
Moderated by Antonio Fonseca, UCSF Health

Discuss hot topics with your best practice counterparts.

Executive Track
Moderated by Candice Hoshi, UCHHealth & Scott Williams, Retired AVP

This is an invitation-only session for Revenue Cycle executives.

4:00 PM – **Break**
4:15 PM

4:15 PM – **Patient Access Services (PAS) Best Practice Session**
5:05 PM *Moderated by Kim Pacheco, University of Utah Health & Claudia Peralta, Stanford Healthcare*

Discuss hot topics with your best practice counterparts.

Patient Experience/Single Billing Office (SBO) Best Practice Session
Moderated by Terri Meier, University of Arkansas for Medical Sciences

Discuss hot topics with your best practice counterparts.

Revenue Integrity (RI) Best Practice Session
Moderated by Angie Labadie, UCI Health

Discuss hot topics with your best practice counterparts.

5:30 PM - **Networking Event at Glass Cactus**
9:00 PM *Sponsored by JPMorgan, Experian, Chartis, Hollis Cobb & Accuity*

THURSDAY, SEPTEMBER 26TH

7:30 AM – **Registration & Breakfast**
8:30 AM

8:30 AM – **Welcome to Combined CORE Day 2!**
9:15 AM *East Coast CORE & CORE Users Group Board Members*

9:15 AM – **Meet Our Sponsors**
9:20 AM

9:20 AM – **Keynote Address**
10:10 AM *Jonathan Efron, M.D., Executive Vice President for Health System Affairs, UTSW Medical Center*

10:10 AM – **Meet Our Sponsors**
10:15 AM

10:15 AM – **Break**
10:30 AM

10:30 AM – **Vignettes: Ways to Improve Your Authorization Workflows**
11:20 AM

10:35AM-10:50AM Coordinating Authorizations and Notifications in Epic and Ensuring Timely Approvals and Reimbursements

Claire Skelley & Lael Terry, RWJ Barnabas Health

Attendees will gain a thorough understanding of how hospitals coordinate IP authorizations and ensure timely notifications using Epic and payer portals.

10:50AM-11:05AM Integrating Authorization Lead Times into Epic Scheduling Workflows
Sharon Lee-Pollard, Mary Jane (MJ) Mendoza-Nop & Josie Cumagun, Stanford Health Care

This session will explore the integration of authorization lead times into Epic scheduling workflows, a proactive approach designed to ensure timely insurance authorizations in line with payor turnaround guidelines.

11:05AM – 11:20AM From Planned to Performed: Streamlining Retro Authorization for Surgical Changes
Sharon Lee-Pollard, Jerome Gloria & Josie Cumagun, Stanford Health Care

This session explores the development and implementation of a retro authorization process for surgical procedures, addressing the challenge of handling cases where the procedure performed differs from the one initially authorized.

10:30 AM – **Strategic Alignment to Core Functions with Metrics Reporting**
11:20 AM *Kelli Howard, Salisha Hamid & Amber Bartell, Mayo Clinic*

Outline of efforts to evaluate and define department core functions to better align the focus of Revenue Integrity and educate Revenue Cycle and Clinical Practices on the department's scope of work, while developing metrics for non-productivity-based work external to Epic management.

10:30 AM – **Crafting Dynamic Dashboards for Effective WQ Management and Improving User Productivity**

11:20 AM *Kalayer Winn & Joseph James, Geisinger Health System*

How do we build a culture of accountability, empowerment, collaboration, and innovation? Geisinger Revenue Management team will reveal their story! We'll delve into our transformation journey, starting with a burning platform. We'll cover how to leverage EPICs overview dashboards and tools to drive productivity while creating accountability and quality through WQ policy/Internal Control. We will demonstrate how Leadership engagement at all level and integration of these WQ expectations into Performance Evaluation system have enabled us to achieve our goals. Key results, accomplishments, Testimonial from the supervisor of Integrated WQ Management department, and plans for the future will be included.

11:20 AM – **Break**

11:35 AM

11:35 AM – **Empowering Patient Access Excellence: Strategies and Skills for Success**

12:25 PM *Alejandra Leonel Gaitan and Demee Reeves, UC San Diego Health*

This comprehensive training session is designed for patient access leaders, aiming to elevate their team's proficiency in managing patient interactions, data accuracy, and service quality.

11:35 AM – **Reducing the Burden of Peer-to-Peers with a Dedicated Provider Resource**

12:25 PM *Matt Rohrer, UW Health*

Learn about UW Health's approach to improving the burdensome peer-to-peer (p2p) process for providers and Patient Access staff. This session includes an overview of centralized prior authorization at UW Health, P2P reporting, creating the justification for a dedicated provider resource, Epic workflows, pilot outcomes, and more.

11:35 AM – **Managing AR and Employee Engagement**

12:25 PM *Kavita Mamtani, Loma Linda University Health*

Steps taken to reduce AR, 90+aging and increase collections along with special focus on people growth, career progression, engagement, and connections. Presentation will include data driven outcomes and improvements in 2023.

12:35 PM – **Lunch**

1:35 PM

1:35 PM – **Meet Our Sponsors**

1:40 PM

1:40 PM – **Bringing Analytics to Every Corner of your Revenue Cycle**

2:30PM *Jim Seiwert, ProMedica Health System*

ProMedica was able to bring analytics and problem solving to every corner of their Revenue Cycle. This session shares a plug & play solution that leverages Epic's Informaticist coursework to expand analytics and problem solving across your Revenue Cycle.

2:30 PM – **Meet Our Sponsors**

2:35 PM

2:35 PM – **Break**

2:50 PM

2:50 PM – **How a Centralized Pro-Fee Coding Department Supports Decentralized Business Operations**

3:40 PM

LaVonna Williams & Courtenay Rennick, Intermountain Health (Peaks Region)

This session will outline strategies implemented by the Peaks Region of IMH to reduce revenue leakage, maximize charge capture, and reduce denials through collaborative efforts between the centralized PB Coding team and clinic business operations.

2:50 PM – **Compassionate Collections: Integrating Emotional Intelligence into Point-of-Service**

3:40 PM

Kristi Morgan Turner, The University of Texas Medical Branch at Galveston

"Compassionate Collections" is UTMB's buzzword for being emotionally intelligent when we deliver and discuss patient liability. It is also the title of a standardized training presentation for all new hires and is refreshed every 2 years for all registration staff. We deliver a unique perspective on this topic and provide useful scenarios for registrars across our organization: Clinics, Inpatient/ED, and Procedural areas such as day surgery and "cath" lab.

2:50 PM – **MyChart CRM - Patient Messaging Options**

3:40 PM

Sharita Lawson, Wellstar Health System

A messaging enhancement to MyChart that enables patients' selection of the appropriate option when submitting billing questions, instead of inadvertently sending clinical inquiries to the billing department. Assuring that patient's billing question option appeared clearly on MyChart, or that and communication regarding clinical matters (e.g., appointments, prescriptions, test results or other medical care) was directed to the physicians' clinical team. This implemented enhancement decreased 70% of clinical messages that were incorrectly routed to customer service billing by patients.

3:40 PM – **Break**

3:55 PM

3:55 PM – **Meet Our Sponsors**

4:00 PM

4:00 PM – **General Session**

5:00 PM

Daron Larson, Mindfulness Coach

5:30 PM – **Networking Event at Rayleigh Underground**

Sponsored by Acclara R1, R1 RCM, Mercury Global, Waystar, and State Collections

FRIDAY, SEPTEMBER 27TH

7:30 AM –
8:30 AM

Breakfast

8:30 AM –
8:50 AM

Welcome to Combined CORE Day 3!
East Coast CORE & CORE Board Members

8:50 AM –
9:40 AM

Vignettes: Revenue Cycle Quick Wins

8:55AM-9:10AM ED Registration

Sandra Manza & Walter Menjivar, Montefiore Medical Center

Restructuring the staffing model by implementing a '1 stop' registration process with a result in reducing 11.4 FTE's and doubling the Point-of-Service collections in 6 months.

9:10AM-9:25AM Top 10 Tips & Tricks

Michael Laukaitis, UT Southwestern Medical Center

UTSW will share their Top 10 Tips and Tricks to help make the revenue cycle a little less painful.

9:25AM-9:40AM Dashboards

Michael Mercurio, Mass General Brigham

This session will highlight numerous dashboard and drilldowns which Mass General Brigham uses to monitor performance and productivity as well as identify opportunities for improvement.

9:40 AM –
9:55 AM

Break

9:55 AM –
10:55 AM

Updates from the Farm: New Epic Revenue Cycle Features & Programs
Epic Systems

Hear from the Epic team about “can’t miss” revenue cycle enhancements in the current release and on the horizon. Get Epic’s perspective on “cool” but less-frequently-used existing functions that everyone should be taking advantage of at their organization.

10:55 AM –
11:10 AM

Break

11:10 AM –
12:00 PM

Updates from the Farm
Epic Systems

Epic presentation continued + Q&A

12:00 PM

Adjourn