East Coast CORE
Spring 2024 Meeting

HYATT HOUSE CHARLESTON/HISTORIC DISTRICT
560 KING STREET
CHARLESTON, SOUTH CAROLINA 29403

WEDNESDAY, MARCH 20

6:00 PM –
9:00 PM

Share House
23 Ann Street
Charleston, SC 29403

The East Coast CORE Board along with our meeting Co-Hosts - Bank of America and CodaMetrix - and Sponsors – Aspirion, The Craneware Group, Huron Consulting Group, and Synchrony - invite you to a Welcome Reception at Share House in downtown Charleston! Join us for cocktails, hors d'oeuvres and live music to kick-off the Spring 2024 Meeting. This is a great way to begin networking with your colleagues as you arrive in Chucktown!

THURSDAY, MARCH 21

7:30 AM –
8:30 AM

Registration & Breakfast

8:30 AM –
9:00 AM

Opening Session: Welcome to East Coast CORE – Grand Magnolia Ballroom A, B, C
East Coast CORE Board Members

9:00 AM –
9:05 AM

Meet Our Sponsor: Aspirion - Grand Magnolia Ballroom A, B, C

9:05AM –
9:50AM

Keynote Address – Grand Magnolia Ballroom A, B, C
Elliot Blackman, Chief Operating Officer, Medical University of South Carolina

9:50 AM –
9:55 AM

Meet Our Sponsor: Huron Consulting Group – Grand Magnolia Ballroom A, B, C

9:55 AM –
10:05 AM

Break

10:05 AM –
10:50 AM

Breakout Session 1A: Artificial Intelligence in the Business Office – Grand Magnolia Ballroom B, C
Katy Michaud, VP Revenue Cycle, Franciscan Missionaries of Our Lady Health System
This session will introduce the concepts of integrating new artificial intelligence technology in the business office – beyond the standard bot experience.

Breakout Session 1B: The Prior Auth Journey Continues – Grand Magnolia Ballroom A
Johanna Weller, Main Line Health

This presentation focuses on using automation to facilitate prior authorization and reduce denials. We must continue to press payors to work with Health Systems to reduce the administrative burden associated with prior authorization. Bots and API will be discussed in conjunction with partner vendors.

Breakout Session 1C: PB Charge Review Optimization and Automation – Palmetto-Carolina Room
Rebecca Dayton, Cape Cod Healthcare

A review of workflows in Epic to establish avenues where we leverage technology to reduce the manual work on the coding team in a compliant manner.

10:50 AM – 11:05 AM **Break**

11:05 AM – 11:50 AM **Breakout Session 2A: Leveraging Technology for Efficiency – Grand Magnolia Ballroom B, C**
Melissa Koehler, Inova Health System

The Health Information Management department has achieved a landmark transformation in its mid-revenue cycle operations by leveraging Epic Simple Visit Coding (SVC) and an autonomous coding solution. Initially challenged with traditional and complex workflows, the department embarked on a strategic journey, embracing technological advancements to enhance efficiency and effectiveness. The HB Coding leadership team, bringing fresh expertise and perspective, initiated a comprehensive revamp of Epic system processes and coding workflows. This strategic pivot focused on updating antiquated workflows, maximizing technology use, and adopting cutting-edge practices in health information management.

Breakout Session 2B: Centralizing Patient Access – Palmetto-Carolina Room
Shawn Landin, Inova Health System

Inova Health System has been able to centralize Primary Care, Specialty Care, Imaging, and Physical Therapy. We will present tools that have made it possible to answer over 2 million patient calls in 2023, while increasing automation and self-service.

Breakout Session 2C: Successful Use of Autonomous Coding – Grand Magnolia Ballroom A
Anne Robertucci & Jacqueline Roach, Prisma Health

This session will highlight the benefits and success observed at Prisma Health with the utilization of autonomous coding. Presenters will share key aspects of their implementation with this new technology, understand key performance measure to monitor, and help inform organizations interested in learning more about this innovative technology.

11:50 AM – 12:00 PM **Break**

12:00 PM – 12:45 PM **Best Practices and Observations on Running and Maintaining a Multisite Epic Environment – Grand Magnolia Ballroom A, B, C**

Moderated Discussion hosted by Bank of America highlighting Jason Seidman's, WellStar VP of RCM, experience, and supplementing that with the national perspective of the Bank of America Revenue Cycle Specialists.

12:45 PM – 1:45 PM Lunch

1:45 PM – 1:50 PM Meet Our Sponsor: Synchrony - Grand Magnolia Ballroom A, B, C

1:50 PM – 2:35 PM Vignette #1: Productivity Reporting: Auths & Reg - Grand Magnolia Ballroom A, B, C
Erin Casey, Mass General Brigham

We presented our approach to productivity reporting for authorizations and registrations in Spring 2023 CORE. There was lots of interest, so we are sharing our progress and connections with other sites.

Vignette #2: Automation Governance and RC Efficiency - Grand Magnolia Ballroom A, B, C
Jacqueline Samuel, Grady Health System

An overview of the Automation Governance process used to create a pipeline of automation opportunities for our Strategy team to implement to increase the efficiency of revenue cycle.

Vignette #3: 10 Quick Wins in Epic - Grand Magnolia Ballroom A, B, C
Christina Corkery and Craig Crawford, Main Line Health

Ten things you should have in your Epic production system, including low-hanging fruit that will increase your automation and free up valuable FTE time to be spent where human intervention is truly needed.

2:35 PM – 2:40 PM Meet Our Sponsor: The Craneware Group - Grand Magnolia Ballroom A, B, C

2:40 PM – 2:55 PM Break

2:55 PM – 3:40 PM Breakout Session 3A: RTE Challenges and Successes - Grand Magnolia Ballroom B, C
Michael Neofytides and Allison Hartmann, New York City Health

RTE Topics, including optimizing batches, plan mapping, automatic coverage creation, alerts for end users, copayment prompts, error workqueues, education for staff, payor plan workgroup, and QA audit programs.

Breakout Session 3B: Digital Transformation: Emerging Technologies in Healthcare - Grand Magnolia Ballroom A
Franco Cardillo, Medical University of South Carolina

Use of technology in transforming the revenue cycle and the patient experience from a digital perspective.

Breakout Session 3C: SBO Refuel & Bringing Bad Debt In-House – Palmetto-Carolina Room
Sam Franklin & Rebecca Meyer, Cincinnati Children's Hospital Medical Center

This presentation will focus on CCHMC's self-pay follow up processes (including bad debt) were optimized, including the challenges addressed, outcomes achieved, and financial impact. This will also highlight how modeling core workflows after foundation allowed CCHMC the flexibility to implement new features, updates, and modules more efficiently.

3:40 PM – 4:25 PM	CodaMetrix - Grand Magnolia Ballroom A, B, C

Hamid Tabatabaie, President and CEO of CodaMetrix, will highlight the ongoing shift in healthcare away from fee-for-service models towards opportunities relevant to value-based care, research and population health. CodaMetrix is the pioneer of customer-centric and customizable AI-powered solutions with the experience to address medical coding deficiencies across the enterprise and maximize customer investment in Epic.

4:25 PM – 4:30 PM	**Meeting Day Closes**

5:30 PM – 8:30 PM	Ritual Rooftop Restaurant & Lounge 145 Calhoun Street, Unit 301 Charleston, SC 29401

Join us for great food and drinks at our Networking Reception hosted by Bank of America & CodaMetrix on Ritual Rooftop overlooking Marion Square with the amazing Midnight City Band playing all night long!

FRIDAY, MARCH 22

7:30 AM – 8:30 AM	**Breakfast**

8:30 AM – 8:40 AM	**Welcome to Day 2 of East Coast CORE! - Grand Magnolia Ballroom A, B, C**

8:40 AM – 9:25 AM	**Open Table Revenue Cycle Discussion: Issues, Opportunities, and Q&A - Grand Magnolia Ballroom A,B,C** *Hosted by Michael Mercurio & Scott Williams, Education Committee Co-Chairs*

9:25 AM – 9:35 AM	**Break**

9:35 AM – 10:20 AM	**Breakout Session 4A: Doing More with Less: Cash Consolidation – Grand Magnolia Ballroom B, C** *Tyler Bowenschulte, Main Line Health* Learn how Main Line Health consolidated cash operations for PB, HB, and SBO cash into a team 50% of its original size. This session will outline steps we took to consolidate operations, providing information on automation opportunities as well as projects that contributed to our overall success. **Breakout Session 4B: Need Access? Teach an Old Dog New Tricks – Palmetto-Carolina Room** *Chrissy Kissinger and Dr. Angela Skrzynski, Virtua Health* This presentation includes an innovative approach for patients to access healthcare. Virtua Health's medical group paired two primary care practices for the creation of a Primary Care Neighborhood via a Shared Access Model. Patients are already familiar and willing to see another clinician in their PC practice. The model was built to offer access from our Digital First Primary Care practice to support the capacity constrained brick and mortar location.

Breakout Session 4C: Wrangling in Remote Rad Workstations – Grand Magnolia Ballroom A, B, C
Shannon Wilson & Danielle LaPresta, Mass General Brigham
      Remote radiology workstations have been slow to adopt in the academic space compared to that of private practice, mostly due to complexity and lack of dedicated resources. Mass General Brigham has rolled out 255 remote radiology workstations in the last 18 months and with that came a Medicare billing compliance nightmare. We will explain how MGB tracks, maps, and bills compliantly for Medicare reads within Massachusetts and beyond.

10:20 AM – 10:35 AM   **Break**

10:35 AM – 12:00 PM   **EPIC Update: Current/Future Functionality and Q&A -** Grand Magnolia Ballroom A, B, C

12:00 PM   **Closing out the East Coast CORE Spring 2024 Meeting!**