Epic Revenue Cycle Western Users Group (ERWUG) Conference

Oregon Health & Science University - Thursday August 8, 2013 and Friday August 9, 2013

Date	Meeting Time	Topic	Session Organizer/ Moderator	Category	Room	Speaker	Session Description
THURSDAY							
8/8/13	8:00-9:00	*Hot Breakfast*			Old Library		
8/8/13	9:00-9:15	*Welcome and Conference Agenda*	Matt Navigato	Welcome	OHSU Auditorium		
8/8/13	9:15-9:45	*Introduction of Participating Organizations*	Cliff Skinner	Introductions	OHSU Auditorium	All	
8/8/13	9:45-10:45	*Tom Heckler, Sr. Associate Dean for Clinical Practice - Keynote Speaker*	Matt Navigato	Keynote	OHSU Auditorium	Tom Heckler, Sr. Associate Dean for Clinical Practice Oregon Health & Science University	
8/8/13	10:45-11:00	*Break*			Old Library		
8/8/13	11:00-12:00	*Working from Home: A Win - Win for Employees and Employers*	Gil Radtke	General Session	OHSU Auditorium	Sandra Palacios, Billing Manager, University of Utah Jenner Horton, Senior Director of Revenue, University of Washington Physicians	Two organizations will share their experience with employees that are working from home. Each organization will explain how they determined which employees were eligible to work from home, the basic requirements for working from home, productivity measurements and lessons learned during the implementation phase. If you are thinking of implementing a work from home program then don't miss this session!
8/8/13	12:00-1:00	*Lunch*			Old Library		Based upon member interest, we hope to have one or more "roundtable" discussions on ICD-10 during part of the lunch hour. Topics could include: payer testing, approach to "dual coding", physician education, etc.
8/8/13	1:00-1:55	*Charge Capture – ED and Inpatient*	Matt Bucher	Break Out Session 1A- PB	OHSU Auditorium	Deb Moran, Assistant Director, Professional Billing, Stanford Hospital and Clinics Paulette Rangel, Sr. Systems Analyst, Stanford Hospital and Clinics	Your Stanford colleagues will share their approach to exploring and implementing various Electronic Charge Capture methods for the ED and Hospital Rounding professional billing. Discussions will include workflows, challenges, roll out strategy and successes.
	1:00-1:55	*Electronic Eligibility: Going Nuts with Programming and Lessons Learned*	Matt Navigato	Break Out Sessson 1B- Patient Access	Mac Hall 1162	Kim Carter, Director of Patient Access and Health Information Management Legacy Health	Epic's integration with electronic eligibility is packed with potential for front-end registration support. Learn how Legacy tapped into some of this potential and discovered both process improvements and lessons learned. We'll discuss programming automatic coverage creation based on the eligibility response, maintenance and oversight of real-time eligibility, training, and ongoing support of users for optimization of this tool.
	1:00-1:55	*Best Practices in Managing HB Claims*	Tammy Bickle	Break Out Session 1C- HB	BICC 124 & Go To Meeting	Yvonne Vorderstrasse, Sr. Systems Application Analyst, OHSU Kelly Smith, Assistant Director Customer Service, OHSU	This session is one organization's approach to hospital claims. OHSU will share with you how their DNBs are tracked and managed, their claims WQ structure and their claim scrubber challenges. They will also be sharing with you what reporting tools they use to ensure that they have a clean billing shop.
8/8/13	2:00-3:00	*PB Work Queue Routing: The UT Southwestern Story*	Cliff Skinner	Break Out Session 2A-PB	OHSU Auditorium	Kelly Kloeckler, Associate VP, Faculty Practice and Financial Services, UT Southwestern Medical Center	In this informative and fast-paced session, our Dallas-based colleague will share information about her revenue cycle organization, how they manage PB work queues, the strategic use of routing rules to populate WQ's (such as upfront rejections and denials) and other tips and tricks they use to maximize the efficiency of their revenue cycle. Audience interaction is expected so come prepared to participate!!
	2:00-3:00	*HB AR and Denial Management: The University of Utah Heath Care Story and Best Practices Discussion*	Kathy Delis	Break Out Session 2B-HB	Mac Hall 1162	Michael Bennett Director, Revenue Integrity University of Utah Health Care	Brainstorming session to look at best practices and "out-of-the-box" ideas from other users around denials. Presentation and table discussions to focus on how to improve denial management to be more efficient, effective, and transparent.
	2:00-3:00	*Best Practices in Managing PB Claims*	Gil Radtke	Break Out Session 2C-PB	BICC 124 & Go To Meeting	Terri Meier, Director Professional Billing Organization Anthony Nguyen, Assistant Director Professional Billing Organization Brian Krumholz, Senior Claims Analyst Sonia Escobar, Lead Reporting Analyst Stanford Hospital and Clinics	How Stanford IT and Professional Billing operations collaborate to respond to the ever changing payer adjudication environment.
8/8/13	3:00-3:15	*Break*			Old Library		

Date	Meeting Time	Topic	Session Organizer/ Moderator	Category	Room	Speaker	Session Description
8/8/13	3:15-4:10	*MyChart Panel Discussion: Implementing Patient Access and Revenue Cycle Tools*	Miriam Gonzalez	Break Out Session 3A-PB/HB	OHSU Auditorium	Albert S. Chan, MD, MS Chief Medical Information Officer, Palo Alto Foundation Medical Group Medical Director, David Druker Center for Health Systems Innovation Medical Director, My Health Online, Sutter Physician Services Cindi Drew Director, Ambulatory Services UCSF Medical Center Connie Giere Chief Health Informatics Officer Loyola University Health System Jeff Jensen Sr. Systems Application Analyst Oregon Health & Science University	Join us for an interactive panel discussion of the experiences of 3 institutions with implementations of an Epic MyChart patient portal with sizable enrollments. Hear about how this tool has influenced patient access and development of new revenue cycle opportunities. Bring your questions!
		Cash Reconciliation	Tammy Bickle	Break Out Session 3B-PB/HB	Mac Hall 1162	Matt Navigato, Director Enterprise Revenue Cycle (OHSU) Chandra Carney, Assistant Director Enterprise Coding (OHSU)	A lean approach to time of service cash reconciliation. OHSU will tell their story of how they revamped their time of service cash reconciliation process using the lean philosophy and tools to eliminate back log, increase posting accuracy and get money to the bank faster.
		PB & HB Epic Claims	Matt Bucher	Break Out Session 3C-PB/HB	BICC 124 & Go To Meeting	Geoff Palka, Claims and Remittance R&D	This session will discuss upcoming claims functionality, as well as best practices/lessons learned from other Epic users. We will also spend some time with open discussion and feedback on future directions.
8/8/13	4:15-5:15	*Revenue Cycle Reporting Updates and Future Directions*	Matt Navigato	General Session	OHSU Auditorium	Joe Napier, Epic PB/HB Reporting	This session will showcase recent developments in reporting and analytics for Resolute Hospital Billing and Resolute Professional Billing. We will review the latest enhancements in Radar and Reporting Workbench as well as share what's available with BI tools such as cubes and universes. We will also review the upcoming reporting developments in Epic 2014. Please attend to learn more and provide feedback on these revenue cycle reporting enhancements and future directions.
8/8/13	5:15-6:30	*Reception*		Social Hour	Old Library		
FRIDAY							
8/9/13	7:30-8:30	*Hot Breakfast*			Old Library		
8/9/13	8:30-10:00	*Patient Liability Estimators: Side by Side Comparison*	Gil Radtke	General Session	OHSU Auditorium	Katie Harwood, Manager Patient Access Services, University of Utah Health Care Mela Gant Director, Patient Access Services Oregon Health Sciences University	Two organizations will present a side by side comparison of implementing the Epic patient liability estimator and the Clear Quote (Transunion) patient liability product. University of Utah Health Care will provide an overview of the Epic patient liability functionality as they complete their implementation phase. Oregon Health & Sciences University recently implemented Clear Quote, a patient price estimator that uses charge data, insurance contracts, and patient insurance benefits, to produce an estimate for hospital, professional, and anesthesia charges. As part of the estimator implementation the front end work flow was re-engineered with a focus on the patient experience. This presentation will provide an overview of the implementation process, workflow, and lessons learned.
8/9/13	10:00-10:15	*Break*			Old Library		
8/9/13	10:15-11:30	*Open Discussion and Feedback to Epic*	Cliff Skinner	General Session	OHSU Auditorium	All	Similar to a roundtable, in this session participants can ask questions posed to the broader group. This could cover issues relevant to the Revenue Cycle but not application specific. This can also include providing feedback to Epic regarding improvements or enhancement ideas.
8/9/13	11:30-12:00	*Administrative Discussion- Feedback and Upcoming Events*	Karen Wilson	General Session	OHSU Auditorium	All	
8/9/13	12:00	*Adjourn*	Matt Navigato				