



CORE Conference Agenda

September 22-23, 2021

Time (PST)	Topic	Category	Presenter	Session Description
WEDNESDAY - SEPTEMBER 22, 2021				
8:00-8:20am	Welcome and Conference Opening	ALL	Cliff Skinner, CORE Board President	Welcome, Conference Agenda, Website Overview
8:20-9:05am	Epic Payer Platform Update	ALL	Derek De Young Development Lead, Payer Platform Karsten Smith Product Manager, Rev Cycle and Health Plan Products Epic	Update on Epic's Payer Platform: payer and providers live and installing, currently released and live functionality, and roadmap.
9:05-9:15am	Break			
9:15-10:00am	Best Practice Session	Individual Sessions	<u>Patient Access</u> Kim Pacheco Director, Patient Access University of Utah <u>PB</u> Jamie Murray Operations Manager University of Utah <u>HB</u> Anthony Fonseca Sr. Director HB Mayo Clinic <u>Revenue Integrity</u> Angie Labadie University of Utah Asst. Director, Revenue Integrity UC Irvine Healthcare <u>SBO</u> Terri Meier Director, System Patient Revenue Cycle UCSD	HB, PB, Patient Access, Revenue Integrity, SBO
10:00-10:10am	Break			
10:10-10:55am	To Bot or Not to Bot? That is the question.	PB	Jill Goldberg-Shifman Director, Operational Improvement Nicole McAdam Senior Analyst, Operations Improvement MGB CPBO	MGB CPBO has five Bots in production, and while the direct benefits are obvious, the indirect benefits are less so. During the opportunity assessment phase of RPA, we have identified process improvements and increased efficiencies whose value often outweighs automation.
10:10-10:55am	Revenue Integrity "The 411"	HB/PB	Shannan Bolton , RHIT Executive Director, Revenue Integrity Stanford Health Care Patience Vega , CPC, CRCR Director, Revenue Management University of California, San Francisco Dee Montee Sr. Director Revenue Integrity SCL Health	This panel discussion will explore 3 different organizations in learning about their Revenue Integrity organization and how can your Health Care organization best achieve it.

10:10-10:55am	The Future of Video Visits: Stanford Health Care's Approach on an Everchanging Landscape of Video Visits	PAS	Michael Cross Director, Patient Registration & Financial Counseling Stanford Health Care	The purpose of the presentation is to discuss the changes impacting people, processes, and technology surrounding video visits within health care. During the rise of COVID-19, organizations had no choice but to quickly ramp up video visits in an effort to keep their patients and employees safe. As we begin to explore this "new normal" Stanford Health Care shares its experience as well as future initiatives surrounding an important change impacting multiple levels across the organization.
10:55-11:05am	Break			
11:05-11:55am	Well-Being, Stress and Trauma: Replenishing the Emotional Bank Account	ALL	Quint D. Studer Author of "The Calling", "The Busy Leader's Handbook" & "Building a Vibrant Community"	Please join our keynote speaker as he discusses replenishing our emotional bank account during times of stress and trauma.
11:55-12:25pm	Q&A with Quint Studer	ALL	Quint D. Studer	Immediately following the above presentation, Quint will lead a 30 minute discussion / Q and A within our virtual conference chat room.
THURSDAY, SEPTEMBER 23, 2021				
8:00-8:15am	Welcome and Conference Opening	ALL	Cliff Skinner, CORE Board President	Welcome, Conference Agenda, Website Overview
8:15-8:25am	Break			
8:25-9:10am	Developing and Launching A Virtual Training and Onboarding Program	ALL	Gary Lam Sr. Manager, Revenue Cycle Training Kristie Camargo Program Manager Stanford Health Care	As many teams consider a remote workforce, this presentation walks you through how Stanford Health Care's Revenue Cycle Academy pivoted their fully in person training and onboarding to a virtual program and improved results in the process.
8:25-9:10am	Recognize, Recover and Rebuild Schegistration	PAS	Celeste Hill Revenue Cycle Coordinator Kim Birrell Revenue Cycle Manager University of Utah Health	Presentation on how University of Utah Health operated through the pandemic and how we are recovering our schegistration standards.
8:25-9:10am	Reaching for the Stars	HB	Brenda A. Brault Vice Chair, Revenue Cycle Phil MacTaggart Sr. Director Revenue Cycle Application Support Mayo Clinic	Is 10 Gold Stars on your organization's bucket list? If so, come hear how Mayo Clinic accomplished this feat through collaboration and alignment of efforts between operational experts and the technical team that supports them.
9:10-9:20am	Break			
9:20-10:05am	Stanford Health Care's Paperless Statement Journey – Successes and Lessons Learned	SBO	Kristine Grajo Director, Self Pay Management Office Stanford Health Care	Stanford Health Care switched almost 500,000 patients with MyChart accounts to paperless billing on October 1, 2018. Their opt-out model has proven successful with more than 80% of their statements sent electronically today (an increase from 11% prior to go-live) and 75% of their electronic payments made through MyChart. Learn more about Stanford Health Care's successful paperless statement journey and get tips about their biggest lessons learned.
9:20-10:05am	Gaining Operational Efficiency through RTE Data Accuracy	PAS	Jennifer Carmichael Business Analyst Matthew DeOliveria Application Analyst Mass General Brigham	Provide an update on how we analyzed operational "inefficiencies" to identify how RTE data and Epic build could automatically improve outcomes. Operational inefficiencies include working unnecessary edits, resolving rejections and denials and improving the accuracy of patient co pays and benefit level information. We will share how we involved operations in the design and implementation of "chain query" and Automatic Filing Order (AFO) & Visit Filing Order (VFO).

9:20-10:05am	How UT Southwestern is Mitigating Denials by Utilizing Epic's Slicer Dicer Tool	HB	Scott Smith Director, Hospital Revenue Cycle Operations Natalya Strachenkova Manager, Revenue Cycle Operations UT Southwestern Medical Center	In this session, we will describe UT Southwestern's success at mitigating denials by forming collaborative partnerships with various operations areas, and utilizing the Epic Slicer Dicer tool to effectively locate denials for root cause assessment and trending analysis.
10:05-10:15am	Break			
10:15-11:00am	Price Transparency / Surprise Billing Legislation	ALL	Hailey A. Ritchie Associate General Counsel Office of General Counsel, University of Utah	This session provides an overview of the "No Surprises Act" and its associated interim final rule, including the scope of the surprise billing and balance billing protections and how they intersect with similar laws at the state level. This session also discusses the price transparency requirements established in the "No Surprises Act" and in CMS' hospital price transparency rule.
11:00-11:10am	Break			
11:10-12:25pm	Updates from the Farm: New Epic Revenue Cycle Features & Programs	ALL	Epic	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.
12:25-12:30pm	Adjourn	ALL	CORE Board	

If you are interested in speaking at an upcoming Conference to share your knowledge and ideas then take a few minutes to click on the CORE Presentation Proposal Form located on the CORE website