Combined CORE Conference Agenda
March 4-6, 2020

EAST COAST CORE

Time	Topic	Category	Room	Presenter	Session Description
				WEDNESDAY, MARCH 4, 2020	
12:30-2:30	Welcome and Conference Opening	ALL	Texas D	**CORE / East Coast CORE Board**	Welcome, Conference Agenda, Host Site Overview, Introduction of Participating Organizations
2:30-2:45	*Break*				
2:45-3:45	Denials Detective: Using Epic to Find and Prevent Denials	ALL	Texas D	**Erica Missildine**, Sr. Manager, Denials Prevention (Stanford Health Care)	The DENIALS DETECTIVE session is an interactive discussion on how to leverage Epic functionality to find and root cause denials, prevent denials, and automate denials processing to minimize rework. Come share about your Denials Prevention finds and successes.
2:45-3:45	Centralized Contact Centers for Scheduling/Referrals	Patient Access	Texas 2	**Kerre Valtierra**, Sr. Director Operations (UCHealth)	This facilitated discussion focuses on how a centralized scheduling and referral/authorization center may or *may not* be working for your organization. Please come prepared to discuss your thoughts on *do's* and *don'ts* when it comes to centralizing, streamlining, and standardizing, along with valuable lessons learned.
2:45-3:45	All Things Staffing	ALL	Texas 1	**Matt Navigato**, Vice President, Revenue Cycle **Jason Baker**, Manager, Revenue Cycle Support (OHSU)	ALL THINGS STAFFING session will showcase any innovative programs you have implemented at your organization. Come prepared with Remote Workers, Training, Onboarding Employees, Offshoring, Flex Positions, Contract Workers and other innovative programs.
2:45-3:45	Operationalizing Analytics	ALL	Texas 3	**Kevin Haley**, Revenue Cycle Analyst (Stanford Children's Health), **Carl Field,** Business Analyst (University Washington)	This facilitated discussion will focus on operationalizing analytics, including: • Where it resides within the organization, • Staffing your analytics group • Coordination and prioritization of project/requests • How is data deployed and how are end users educated Operational Use Cases – real world example of how people have used analytics for operational improvement across revenue cycle operations including: Patient Access, Follow-up, Denials Management and Customer Service.
3:45-4:00	*Break*				
4:00-5:30	Best Practice Breakout Session	ALL	PAS: Texas D PB: Texas 3 HB: Texas 2 RI: Texas 1 SBO: SA 1-3		HB, PB, Patient Access, Revenue Integrity, SBO

6:00-8:30					*Networking Event*
THURSDAY, MARCH 5, 2019					
7:30-8:30	*Breakfast*	ALL			
8:30-9:00	Thursday Opening + Best Practice Overview	ALL	Texas D	**Cliff Skinner**, Vice President of Revenue Cycle (UCSF)	
9:00 - 10:15	Putting Patients First: The Science of Improving the Patient Experience	ALL	Texas D	**John J. Warner**, M.D., EVP of Health System Affairs (UT Southwestern Medical Center)	
10:15-10:30	*Break*				
10:30-11:30	1. Appeal Modifier Report 2. HB/PB Denial Structure Coordination 3. Implementing a Physician Driven Electronic ABN Process	ALL	Texas D	**Robert Starley** (OHSU) **Jill Goldberg-Shifman & Tasha Hogeboom** (Mass General) **Kristi Cushman** (Oregon Health)	3 Mini Presentations
11:30-12:30	*Lunch*				
12:30-1:30	Real Time Authorization: Leveraging Automation to Gain Workflow Efficiency and FTE Savings	Patient Access	Texas D	**Kerre Valtierra**, Sr. Director of Operations, **Brent Rikhoff**, Director of Pre-Access (UCHealth)	This session describes how UCHealth implemented Real Time Authorization to improve efficiency, accuracy, turnaround times (and other performance metrics), while creating bandwidth to process more volumes without adding staff.
12:30-1:30	Measuring & Reporting on Coder Productivity & QA Performance	PB	Texas 3	**Cynthia Trapp**, Director of Coding (Mass General)	Mass General has enhanced reporting to more effectively track coder performance (productivity and quality) in a consistent manner based on accuracy and volumes, and incorporated this information into performance evaluations and identification of opportunities for improvement.
12:30-1:30	Increasing Retention with Revenue Cycle / Customer Service Training	ALL	Texas 1-2	**Shannon Rallison**, Revenue Cycle Manager (University of Utah Health)	Empower employees with training and information to create an ownership level that impacts the entire institution, increase accountability, decrease employee turnover and improve organizational culture.

12:30-1:30	Centralizing Incoming Referrals	Patient Access	SA 1-3	**Rena Cardenas**, Director of PreService **Jenn Mykland**, Executive Director of Patient Access (Multicare)	Mary Bridge Children's Hospital has a high volume of specialty clinics where incoming referrals drive a large portion of their business. Centralizing the incoming referrals led to an increase in business for our clinics and a turnaround time on the referrals entered the same day.
1:30-1:40	*Break*				
1:40-2:40	Managed Care & Insurance Verification Improvement Project	Patient Access	Texas 1-2	**Kristi Cushman**, Director of Patient Access Services, **Ryanne Laurence**, Manager of Centralized Managed Care and Price Estimate (Oregon Health)	Securing authorizations and verifying benefits is essential to ensure a financially stable organization. OHSU has been able to greatly improve their authorizations secured/days out metric by making changes to process and patient work queues in Epic. These changes have lead to 85-90% of authorizations secure, 9 days out. We have seen a decrease in denials for no authorization and have increased patient and provider satisfaction.
1:40-2:40	Tracking ADRs, Audits and Appeals in Epic	HB	SA 1-3	**Karen Zurek**, Assistant Vice President (Atrium Health)	A comprehensive solution to manage workflow/tracking of Government Audits (RAC, CERT, ZPIC, ADRs, etc.) Eliminate the cost of an external vendor to manage audit workflow; build in timers so appeal limits are not missed; Ability to now manage appeal process for effectiveness; allows you to identify payer issues; provides analysis and trending to give educational feedback to departments; Ability to improve overturn rate and reduce risk areas for future government audits.
1:40-2:40	Revenue Cycle Quality Assurance	HB	Texas D	**Krystal Richardson**, Director of Revenue Cycle Management, **Michael Laukaitis**, Director of Revenue Cycle Analytics, **Julie Gordon**, Manager of Quality Assurance (UT Southwestern Medical Center)	Learn how UT Southwestern improved the foundation of Quality Assurance for Revenue Cycle and is now taking it to the next level.
1:40-2:40	Telehealth Revenue Opportunities	PB	Texas 3	**Carol Yarbrough**, Healthcare Compliance and Reimbursement Specialist (UCSF)	Learn more about how to generate revenue for your clinic, facility-based clinic, or other place of service using video, remote physiological monitoring, and other CMS-approved procedures.
2:40-2:50	*Break*				
2:50-3:50	Utilizing Encounter Verification to Reduce Registration Denials	Patient Access	Texas 3	**Julia Nigrelli**, Director of Physician Revenue Cycle (Inova Health System)	Inova Medical Group has worked diligently over the last few years to focus our physician practice patient access staff by closely monitoring Epic's encounter verification rates, and as our practices have gotten better at encounter verification, we've added more requirements in that have increased data integrity, REDUCED coordination of benefits and registration denials and streamlined our intake documentation processes
2:50-3:50	Using the Epic Scorecard to Measure Productivity	PB	Texas D	**Laura Mowry**, System Director of PB Revenue Cycle Cash Management (UNC Healthcare)	UNC has worked with our ISD and Epic to edit and enhance the standard Epic scorecards to more accurately reflect what the users are doing so we can use the tool to effectively measure productivity.

Time	Session		Location	Speaker	Description
2:50-3:50	Artificial Intelligence & Robotic Process Automation Journey	HB	Texas 1-2	**Brandon McCord**, Director of Pre-Service and Strategic Partner of Innovation (Ochsner)	Ochsner started its automation journey with a radiology authorization pilot using a 3rd party vendor. We'll highlight the key metrics used to evaluate our success, which has yielded decreased FTE use and workflow efficiency, and how we're translating this to a longer term road map of increasing automation in other areas.
2:50-3:50	How to Build and Maintain a Successful VBO (Virtual Business Office)	ALL	SA 1-3	**Kelly Clasen**, Sr. Director of Business Operations & Privacy Officer (Middle Park Medical Center)	This presentation will introduce attendees to what a successful, results-driven VBO looks like. We will discuss why a VBO was formed, how we were able to attract a highly-skilled work force, and the obstacles that we faced along the way.
3:50-4:00	*Break*				
4:00-5:00	Why a Love Based Culture Will Fuel Growth For Your Business	ALL	Texas D	**Ivo Nelson,** Author	Love isn't a word used much in the business world. Business is too tough for love, right? Not necessarily. In Love-Based Culture, thought leader Ivo Nelson provides 10 love- based principles that will help you create happy customers, energize employees, and enjoy rich year-to-year revenue growth, all while steering your business away from fear and toward love.
6:00-8:00	*Networking Event*				
FRIDAY, MARCH 6, 2020					
7:30-8:30	*Breakfast*				
8:30-9:30	Administrative Discussion- Feedback and Upcoming Events	ALL	Texas D	**CORE / East Coast CORE Board**	Your Board wants to hear your feedback, thoughts and ideas regarding this conference, future conferences, conference locations as well as other things CORE / ECC could be doing to help membership.
9:30-10:30	Updates from the Farm: New Epic Revenue Cycle Features & Programs	ALL	Texas D	**Bill Kohls** (Epic Revenue Cycle Implementation)	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.
10:30-10:45	*Break*				
10:45-11:30	Continued: Update from the Farm	ALL	Texas D	**Bill Kohls** (Epic Revenue Cycle Implementation)	Epic presentation continued + Q&A
11:30	*Adjourn*	ALL			

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 (coreusersgroup.org). Our member presentations are what make our users group so valuable and successful. We look forward to hearing from you.