AAHAM

American Association of Healthcare Administrative Management

Maryland Chapter

47th Annual Institute

Agenda/Schedule of Events
September 10th – 12th, 2019

Powering Through the New Age of Revenue Cycle

Princess Royale
9100 Coastal Highway
Ocean City, Maryland

Maryland AAHAM 47ᵗʰ Annual Institute
Schedule of Events
Tuesday, September 10ᵗʰ, 2019

1:00 pm - 5:00 pm Registration

3:00 pm - 3:30 pm **Career Laddering Through Certification**
Presented by Amy Weber, CPC, CRCP-I Karen Moore, CRCE-I and Toby Muller, CRCE-I, CCT

3:30 pm - 5:00 pm **Have a Great Day on Purpose**
Master and Cultivate Awareness of "Living A Purposeful Life"; Gain valuable knowledge and Insight of what it truly means to be a Leader; Maximize Performance by creating a culture and work environment that inspires employees to perform at their greatest potential.
Presented by Melinda Harvey, CRCE-I, UM Charles Regional Medical Center

5:00 pm - 6:00 pm **Member Reception-Networking Event**
Corporate Partner Exhibit Hall
Sponsored by ProCo & Credit Management Company

6:00 pm - 7:00 pm **President's Reception-Networking Event**
Corporate Partner Exhibit Hall
Sponsored by DECO & Nationwide Credit Corp.

Enjoy dinner on your own at one of the many restaurants in Ocean City, Maryland

Return to Schooner's at the Princess Royale to hear DJ "Johnny B"

Maryland AAHAM 47ᵗʰ Annual Institute
Schedule of Events
Wednesday, September 11ᵗʰ, 2019

7:30 am - 9:00 am Registration

7:30 am - 9:00 am Breakfast and Networking presented in the Corporate Partner Exhibit Hall
Sponsored by Bolder Healthcare Solutions

9:00 am -10:30 am **The Danna Orlando Keynote Address -Revenue Cycle Impacts of Disruption from the Patient, Provider, Payer and National Perspective**
Presented by: Day Egusquiza, AR Systems, Inc.

10:30 am -10:45 am BREAK – *Sponsored by Kohler Healthcare Consulting*

10:45 am -12:00 pm **Break Out Sessions**

Revenue Cycle Management
Attacking Managed Care and Medicare Advantage-The New battleground
Learn three key areas of challenge with Managed Care and Medicare Advantage plans; The 3 "D's"-DRG downgrades, Inpatient vs Observation disputes and readmission denials; Case examples from providers will be incorporated to teach the 3 D's. **Presented by: Day Egusquiza, AR Systems, Inc.**

Revenue Integrity
Revenue Integrity within the Revenue Cycle
Define Integrity and Revenue Integrity, Identify Revenue Integrity Areas, and discover opportunities for Revenue Integrity Improvement within your Organization. **Presented by: Kate Clark, CRCE-I, CRIP, CPC, Mosaic Healthcare Strategies**

Access/Patient Experience
GeoFences and their Impact on the Electronic Health Record
Discuss this new technology of texting patients as they arrive in your facility and enhance the speed check-in process and auto-arrive them in the EHR. **Presented by: Amy Repman, WellSpan**

12:00 pm - 1:00 pm **Lunch and Networking presented in the Corporate Partner Exhibit Hall**
Sponsored by Kohler Healthcare Consultants & TSI

1:00 pm - 2:30 pm **Break Out Sessions**

Professional Leadership
BIGData, Technology and Contracting 2.0
Appreciate the structured data required for quality data code, electronic clinical measures, specifications and proprietary measures, as well as the nuances, necessary for health plan reporting; Gain an exclusive first look at the 2018 findings of gaps between clinician reported metrics and automated measure collection in certified electronic health records in MIPS/APMS and proprietary health plan programs; Employ strategies to improve data capture and clinician satisfaction with quality reporting and electronic health record use. *Presented by*: **Jennifer Searfoss, SCG Health**

Revenue Cycle Management
Best Practice Denials Management to Optimize Reimbursement
A comprehensive program of best practices focused on ensuring revenue recovery for wrongfully denied and unpaid claims. Tips for putting competing strategies of staff allocations and outsourcing to work for your organization will be discussed. Clinical and payer trends, Medicare Contractor, including RAC updates, will be highlighted.
Presented by: Sarah Mendiola, Fotheringill and Wade, LLC

Access/Patient Experience
Delivering Legendary Customer Service! Are You Part of a Dream Team?
Learn how to offer Legendary Customer Service; How to build and be part of a "Dream Team"; Tips to delivering excellence from your Patient Access Team.
Presented by: Joshua A. Johnson, CRCS, CRCP, CRCE-I, Gibson Hospital

Enjoy dinner on your own at one of the many restaurants in Ocean City, Maryland

Return to Schooner's at the Princess Royale to hear music by "Johnny B"

Maryland AAHAM 47th Annual Institute
Schedule of Events
Thursday, September 12th, 2019

7:30 am - 9:00 am	Registration
7:30 am - 9:00 am	Breakfast and Networking presented in the Corporate Partner Exhibit Hall
	Sponsored by Change Healthcare
9:00 am - 10:30 am	**Keynote Address-presented in the Caribe Ballroom; When Payor's Won't Listen**
	Presented by: Ed Norwood, ERN The National Council of Reimbursement Advocacy
10:30 am - 10:45 am	BREAK
10:45 am - 12:00 pm	**Break Out Sessions**

Executive Session
The Champions Leadership Playbook Series: The T.I.M.E Sheet
If you are going to be successful in life you need to learn how to manage your time and team members.
How to create a life message; How to move the message to your people; How to increase maximum productivity
with staff through The Champions T.I.M.E Sheet.
Presented by: Ed Norwood, ERN The National Council of Reimbursement Advocacy

Revenue Cycle Management
Super Powers of Artificial Intelligence
How to identify opportunities within PFS that are a good fit for Robotic technology; How to partner
with your vendor to assure successful implementation; How Robotics changed the day to day business
management. **Presented by: Maria Brisueno-Burnett, CRCE-I and Debbie Harthman, CRCE-I, CPC, Medstar Health**

Professional Leadership
Cost: It's the Name of the Healthcare Reform Game
Understand how health plans attribute patients and their cost to your organization; Identify pending cost models that
will update the program for specialist care-Including Maryland Total Cost of Care; Crystalize the role of care
management in the model and ways that practices can tap into existing workflows to improve care management;
Work with sample cases, utilize Medicare data points, what they mean, and options to improve quality and cost scores.
Presented by: Jennifer Searfoss, SCG Health

12:00 pm - 12:45 pm	Lunch and Networking presented in the Corporate Partner Exhibit Hall
12:45 pm - 1:00 pm	**Sponsor Drawings and Giveaways & National Update**
1:00 pm - 3:00 pm	**Closing Session**
	Civilian Response to Active Assailants; Understand background of Active Assailants; Run/Hide/Fight; Law Enforcement Response. **Presented by: Senior Deputy First Class Brad Crossley #634, Harford County Sheriff's Office**
6:30 pm - 7:30 pm	**Cocktail Hour and Silent Auction-Networking Event**
	Sponsored by Proximal & EBO Solutions
7:30 pm - 8:45 pm	**Annual Cecelia Moore Dinner Banquet-Networking Event**
	Sponsored by ARCH
8:45 pm - 12:00 am	**Dessert, Dancing, Networking and Karaoke by DJ Johnny B**

For more information please visit: www.MDAAHAM.com
Find us on Facebook
Registration opens June 20th, 2019
Questions?
Please Contact Erin Miskelly, CRCE-I, MD AAHAM Chairman of the Board
emiskelly@aurora-healthcare.com