

association of Illinois Patient Access Management
Presents



Patient Access

The First to Pin Things Down

Thursday, September 26, 2013 at
PINSTRIPES, Oak Brook, IL

Earn 5.0
Education
Contact Hours

Co-sponsored by

aIPAM's Fall Conference will set 'em up & knock 'em down



hfma[®] first illinois chapter
healthcare financial management association

- ▶ Pin down your *Style of Leadership* and learn how to set up improved communications and performance
- ▶ Explore value-add measures to your strategies for financial success and understand the mechanics of *disputed claims*
- ▶ Hear *real-life stories* about meeting the challenges of a service industry with a lighter heart ♥
- ▶ Discover impactful approaches to *patient satisfaction* you will remember and enjoy
- ▶ Bowl them over with the new insight and knowledge you will gain from payers such as **BCBSIL, Medicaid, and Land of Lincoln Health - Illinois' first and only consumer operated and oriented health insurance organization (CO-OP).**
- ▶ Network with your peers while sharpening your **COMPETITIVE EDGE!** Bowling and Bocci Ball at Pinstrips will be the ultimate test of our team skills!

For every 4 people who attend from your facility the 5th registration is FREE!

Agenda for September 26, 2013

Please note, NAHAM & HFMA CEUs will be awarded to those in attendance.

- 7:30—8:30 Registration & Check-in / Continental Breakfast / Visit with the Vendors
- 8:30—8:40 Welcome & President's Message
- 8:40—10:00 ***Solving the Team Puzzle to Create Greatness***
John Bently, President at Power 2 Transform
Participants will experience the importance of developing a new mindset and toolset to unleash every team member's highest contribution toward organizational goals. You will learn how to:
- Enhance and improve collaboration between leaders and followers
 - Build problem solving skills for the leader to encourage the team
 - Increase the level of employee engagement
- 10:00—10:20 Vendor Introductions / Break
- 10:20—11:30 ***Disputed Claims Management: Focusing Energy upon a Value-Added Opportunity***
John Woerly, RHIA, CHAM, FHAM, Senior Principal at Accenture
Disputed Claims include any response by a 3rd party payer that does not provide full expected payment the first time, as well as the capture of internal rejections. This session will examine leading practice mechanisms to identify, prevent, recover and report Disputed Claims. The presented case study will discuss methods to set-up a successful program, including the conceptual design, organizational framework, technology enables and the deployment strategies. Participants will come away with a better understanding of the potential financial opportunities that may exist within their own operations, and of how to establish a value-added program.
- 11:30—12:00 ***Pinning Down Blue Cross Updates***
Lisa Fox, Provider Network Consultant at BCBSIL
Maggie Goncerzewicz, Provider Network Consultant at BCBSIL
- 12:00—1:00 Lunch / Vendor Exhibits / NAHAM Updates / Networking
- 1:00—1:45 ***Illinois Medicaid Care Coordination***
Jodie Edmonds, Vice President, Medicaid Revenue Consultant at Passport
States have traditionally provided consumers Medicaid benefits using a fee-for service system. Illinois Medicaid is in the process of implementing a managed care delivery system for Medicaid benefits. In a managed care delivery system, consumers get most or all of their Medicaid services from an organization under contract with the state. It may be an unwelcome change for providers. With the signing of Senate Bill 26, the state will be required to allow provider sponsored organizations an opportunity to form integrated delivery systems and coordinated care in the Medicaid program rather than have the state rely solely on HMOs.
- 1:45—3:00 ***Fish Sticks***
John Currier, CPAM, CCT, Executive Director at Gibson Area Hospital & Health Services
Fish sticks is a lighthearted, fun presentation dealing with customer service in today's fast-paced competitive world. The program covers interaction with all the customers we deal with on a daily basis and the challenges that uncovers. John's unique approach to customer service will leave you with something to remember and take back to your shops.
- 3:00—3:30 ***Pinning Down the Rollout of the Land of Lincoln Plan***
Daniel Yunker, Senior Vice President & CFO at Metropolitan Chicago Healthcare Council
- 3:30—5:00 Conference Reception / Raffle (you must be present to win) / Bocci & Bowling! / Vendors & Networking
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Information About our Speakers

John Bentley
President
Power 2 Transform

John Bentley has been called a "catalyst for courage" and an "inspiration for change." Since beginning Power 2 Transform, he has earned a reputation for helping organizations develop a culture where employees routinely operate at their full creative power ensuring the highest levels of business performance and customer loyalty.

John provides practical training programs that equip leaders to transform their organizations into healthy work environments where employees feel valued, manage tasks better, and truly invest in themselves – important factors in solving such chronic workplace problems as customer dissatisfaction, employee mistrust and defective work processes.

John Woerly, RHIA, CHAM, FHAM
Senior Principal
Accenture

John Woerly is a Senior Principal with Accenture, focusing on Revenue Cycle strategies. He is recognized as a Subject Matter Advisor and the Solutions Development Methodology Champion for Health Information Management and Patient Access. John has over 25 years of progressive management experience in large, multi-site healthcare providers, with the past 14 years spent in consulting at many of the country's leading healthcare organizations.

John holds a Master's degree in Health Sciences Administration from Central Michigan University and a dual Bachelor's degree in Business Administration and Medical Records Administration from Illinois State University. He has served twice on the NAHAM Board of Directors and is presently a member of NAHAM's Special Projects and Membership committees.

Lisa Fox
Provider Network Consultant (PNC)
Blue Cross and Blue Shield of Illinois (BCBSIL). Lisa brings over 22 years of experience from diverse responsibilities held at BCBSIL, including experience in claims processes, contact coding and reporting. For the last 11 years Lisa has worked in the Provider Relations Department, first as a Professional PNC, advancing Provider Education Programs and encouraging web-enabled capabilities to BCBSIL Network Professional Providers. After several years as Professional PNC, Lisa was recruited for a Facility Provider Network Consultant position, where she maintains a commitment and "personal touch" service to her assigned hospitals.

Maggie Goncerzewicz
Provider Network Consultant (PNC)
Blue Cross and Blue Shield (BCBSIL)
In her current role, Maggie services the Behavioral Health Provider Community. As BCBSIL moves forward facing the existing challenges of the Affordable Care Act (ACA), Maggie has been dedicated to the development of

Provider Network educational programs that relate to ACA. As the business demands continue to grow for both payers and providers Maggie is looking forward to collaborating with providers on the implementation and understanding of the Federal and State Public Exchanges (The Health Insurance Marketplace) and the associated Risk Adjustment Programs.

Jodie Edmonds
VP Medicaid Revenue Consultant
Passport Health Communications

Ms. Edmonds worked for the State of Illinois for 33 years. Over 20 of those 33 years were spent managing the Illinois Medicaid statewide billing and payment programs. Jodie's role with Nebo Systems/Passport Health is to provide consulting services to Illinois Medicaid providers, helping providers reduce their rate of Medicaid claim rejections and increase revenue. Part of her responsibilities include specialized training and industry seminars to teach best practices relating to Illinois Medicaid Billing & Policy.

John D Currier, CPAM, CCT
Executive Director
Gibson Area Hospital & Health Services

John is the Executive Director of Revenue Cycle Management for Gibson Area Hospital & Health Services in Gibson City, IL. John has been in healthcare management for 25+ years, dealing in Revenue Cycle Management (for hospital & physicians).

In addition to his current duties, John spends a great deal of time delivering presentations on customer service, motivation and team building throughout the country. John holds a BS in Education from IL State University & a MS in administration from the University of IL at Springfield. A father of four and grandfather of nine, his number one priority is his family. John is currently the National AAHAM Second Vice-President.

Daniel Yunker
Senior Vice President and CFO
Metropolitan Chicago Healthcare Council's (MCHC)
Joining MCHC in 2005, Yunker provides strategic executive oversight for MCHC's MetroChicago Health Information Exchange, Business Resource Solutions, Human Capital Services and Employee Benefit Trust.

Yunker also serves as the Chief Executive Officer (CEO) of Land of Lincoln Health, Inc. Yunker is a professor of finance in the University of Illinois at Chicago's master of healthcare administration program, educating the next generation of health care leaders and is the current president of the Healthcare Financial Management Association First Illinois Chapter.

He is a board member for American Specialty Health Insurance Company and a member of the Economic Club of Chicago and the Health Information Management System Society. Prior to joining MCHC, Yunker was a vice president at Aon Corporation and director of Business Development at HFMA.

Conference Registration Form

Advance registration secures your place. Please make your reservation *AS SOON AS POSSIBLE*. The fifth attendee from your facility is FREE! Don't miss this opportunity to spread the benefits!

Facility _____ Phone _____ Total \$ _____

Street _____ City/State/Zip _____

\$135 includes the Fall Conference AND aIPAM membership for the 2014 fiscal year.

Name	Title	email
I am a member of: HFMA NAHAM		
Name	Title	email
I am a member of: HFMA NAHAM		
Name	Title	email
I am a member of: HFMA NAHAM		
Name	Title	email
I am a member of: HFMA NAHAM		
Name	Title	email
I am a member of: HFMA NAHAM		

Please complete this form and mail it with your check—**payable to aIPAM**—to: **aIPAM**
PO Box 582
Lemont, IL 60439

Interested in speaking? Contact: **Katherine Murphy**
katherine.murphy@passporthealth.com
 630.812.2559

Interested in sponsorship? Contact: **Liz Burnstine**
sponsors@aipam.net
 847.535.6380

Conference attendees will earn NAHAM & HFMA CEU credits.

We look forward to seeing you on September 26th!

PINSTRIPES: 7 Oakbrook Center Mall, Oak Brook, IL
 Free parking at the Oakbrook Center Mall!

