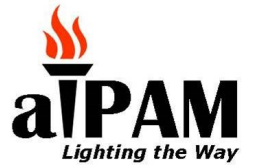


association of Illinois Patient Access Management
Presents



Patient AccessFest

Thursday September 17, 2015

Co-sponsored by
 **hfma** first illinois chapter
healthcare financial management association

HOFBRÄUHAUS

5500 Park Place Rosemont, IL

- **Maxine Wilson**, NAHAM Ambassador, tells all during the Fireside Chat, journey through the Access Profession and her role as the NAHAM ambassador
- **Theresa Marshall**, MT(ASCP), CPC - provides Ten ICD-10 Tips for 10/1/15
- **Chuck Cox** returns to discuss, MetroChicago Health Information Exchange Status, Use Cases, & Participant Benefits
- **John Zaharias** of Presence Health explores optimizing central scheduling operations and improving patient satisfaction
- **Medix** introduces the **Positively Impacting Lives Scholarship**
- **Katherine Murphy**, CHAM, FHAM presents the NAHAM Patient Experience Task Force and showcases real life experiences
- **Hot Topics Roundtable Networking** – Quench your thirst for ideas and information! This is an opportunity to share and learn from your peers! Metrics, operations, compliance & more!
- **Visit our exhibitors** and discover the latest innovations with their solutions and services!

Quench your thirst for Patient Access knowledge & earn 5.0 Education Contact Hours



THANK YOU TO OUR FANTASTIC SPONSORS



For every 4 people who attend from your facility the 5th registration is FREE!
Register online at aipam.net

Agenda for September 17, 2015

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

- 7:30—8:30 Registration & Check-in / Vendor Exhibit / Continental Breakfast
- 8:30—8:40 **Welcome & President's Message**—Philip Quick, aIPAM President
- 8:40—9:30 **aIPAM is honored to present a Fireside Chat with Maxine Wilson, NAHAM Ambassador**
Journey through her professional challenges and triumphs as well as her role as NAHAM ambassador. Engage in her vision for Access Professionals and evaluate how to apply her wealth of knowledge and experience to your career.
- 9:30—10:20 **Centralization and Operational Change to Maximize Reimbursement and Satisfaction**
John Zaharis, System Director for Pre-Access at Presence Health
Explore centralization of Central Scheduling Operations and converting to a real-time work driver for Pre-Access in order to decrease denials at Presence Health. Unveil the secrets to success and evaluate how to successfully implement change to produce efficiencies, improve financial outcomes and the customer experience.
- 10:20—10:50 Break and Meet the Exhibitors
- 10:50—11:00 **Awards**
- 11:00—11:50 **MetroChicago Health Information Exchange Status, Use Cases, & Participant Benefits**
Chuck Cox, Director, MetroChicago HIE, MCHC
Explore the HIE and Patient Access processes and bring your questions.
- 11:50—12:10 **Positively Impacting Lives Scholarship**
Christy Appleton, Account Executive & Andrew Braun, Account Executive, Medix
Medix is committed to fulfilling our core purpose as an organization, which is to positively impact the lives of our talent, clients and patients through employment, philanthropy and creating opportunity. In conjunction with the Association of Illinois Patient Access Management, we are thrilled to recognize 3 outstanding Patient Access professionals who have demonstrated the ability to deliver quality care and an exceptional experience for patients, team members, and the community within the Patient Access space.
- 12:10—1:00 Lunch & visit with our vendor exhibitors/sponsors plus updates from Philip Quick, Maxine Wilson & more.
- 1:00—1:50 **ICD-10 is Nearly Here—Ten Tips for 10/1**
Theresa Marshall, MT(ASCP), CPC, Senior Director Compliance Data, Experian Health
The clock is ticking down to Oct. 1 when the health care industry transitions, ready or not, to new diagnostic codes that bring the language of disease into modern times. Let's review some of the real world changes that ICD-10-CM brings and any updates as this hallmark in U.S. Healthcare Information Technology approaches. Q & A time will be provided for Access Operations.
- 1:50—2:50 **At This Moment—You have the ability to make a positive difference**
Katherine Murphy, CHAM, FHAM, VP Revenue Cycle Consulting, Experian Health
Patient Access has the supreme opportunity to give the greatest gift at a time when humanity needs it most. This presentation showcases real life experiences from the field. Get updated on the NAHAM Patient Experience Task Force.
- 2:45—3:30 **Hot Topics** – ask a question and learn from your colleagues.
Use this session as a power tool for you Patient Access problem solving.
- 3:30—4:30 **Cocktail reception and raffle!** (you must be present to win)
Enjoy networking and time with our vendor exhibitors/sponsors while having a beverage and hors d'oeuvres. Marvel at the education and information you just received by attending the aIPAM fall conference!
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Information About our Speakers

Charles Cox, Director, MetroChicago HIE, MCHC

Charles has been with the MetroChicago HIE since 2011, first as the Technical Project Manager, and then as Director since July of 2012. The MetroChicago HIE is a Health Information Exchange active in a nine county area surrounding Chicago, IL. The MetroChicago HIE currently serves 33 Hospitals and other ancillary organizations throughout their respective networks. The patient service area is estimated to be 9.5 million patients, and currently the Exchange is servicing 40% of that population, with current projections for expansion of that service to 60-70% market share before the end of 2014.

Charles Cox is responsible for all activities of the MetroChicagoHIE as well as several Health IT related Grant Sub-Award projects administrated by Metropolitan Chicago Healthcare Council. Charles brings a versatile background to the role with 15 years of Systems experience: eight of those in Healthcare, with other time in Manufacturing IT with a strong concentration in MRP/ERP, EDI, and related Systems Integrations work.

Theresa Marshall MT(ASCP), CPC, Senior Director Clinical Content Services, Experian Health

Theresa has been a healthcare professional in clinical laboratory sciences overseeing all areas of the clinical laboratory for over twenty years. Also a professional coder, Theresa was part of the team that was first with installation and use of electronic ABNs. Responsible for all medical necessity coded content nationally for Experian Health gives her a unique view of diagnosis codes nationally.

Katherine H. Murphy, CHAM, FHAM, Vice President Sales Consulting

Katherine has over 25 years of experience in hospital revenue cycle management specializing in Access process redesign and implementation. She has a BA from Northern Illinois University and graduate Certificate from Benedictine University. She served five years on the Board of Directors for NAHAM, five years as Illinois affiliate President and is a member of HFMA. As Access Director in a multi-facility health system, Katherine chaired the Registration Council and the Metropolitan Chicago Healthcare Access Group. Joining Nebo Systems in 2004, she applies her experience to

automated solutions and provides industry insight, education and subject matter expertise to operations.

In 2014 Katherine was inducted into the NAHAM Fellows Program, a group of industry professionals recognized for their outstanding contributions to NAHAM and the field of Patient Access Services. She is the recipient of the 2015 NAHAM Cart Satterfield President's Award.

Maxine Wilson, CHAM, NAHAM Ambassador

Maxine has over 30 years of Access experience and has served on many NAHAM committees as well as several Board positions including Southeast Regional Delegate, Vice-President, President and Past - President. She has been instrumental in the progress of the CHAM (Certified Healthcare Access Managers Certification) as well as the CHAA (Certified Healthcare Access Associate Certification), proctoring over 2,000 people.

Maxine has presented many topics for different organizations and loves to network with the different organizations and has a great sense of humor as well as a desire to help people. She lives in Tennessee and is an avid TENNESSEE VOLUNTEER FAN! Maxine loves to sing – especially Rocky Top! She enjoys spending time with her family and friends and she is also very active in her church.

John Zaharis, System Director for Pre-Access, Presence Health

John has been with Presence Health for six years. As System Director for Pre-Access, John is responsible for Order Management, Central Scheduling, Pre-Registration and Insurance Verification for 11 Presence ministries. During his tenure at Presence, he served as a Patient Access Manager, Patient Access Director, and Director of System Financial Clearance.

John served as a Revenue Cycle Consultant for Ernst and Young and Accretive Healthcare and as a Provider Relations Coordinator for Trinity Hospital in Augusta, GA. He assisted with six Epic go-lives at Presence, is a credentialed EPIC ADT/Prelude/ Cadence trainer and participates in Lean Process Improvement initiatives at Presence Health to streamline operations and decrease denials. John has a Bachelor of Science Degree from Creighton University and a Master of Business Administration degree from Georgia Regents University.

Conference attendees will earn NAHAM & HFMA CEU credits.

Conference Registration Form



hfma first illinois chapter
healthcare financial management association

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 _____

Spring Conference Fee = \$135. Attendees will earn 5 CEU.

Name	Title	email
I am a member of: <input type="checkbox"/> HFMA <input type="checkbox"/> NAHAM		
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Please complete this form and mail it with your check—**payable to aIPAM**—to:
aIPAM, PO Box 582, Lemont, IL 60439. Or better yet... **register online at aipam.net**

Interested in speaking?

Contact: **Katherine Murphy**
katherine.murphy@passporthealth.com
630-812-2559

Interested in exhibiting?

Contact: **Lee Remen** or **Rozanne Hickok**
lremen@tapcloud.com
847-767-8581

rozanne.hickok@advocatehealth.com
847-723-5988

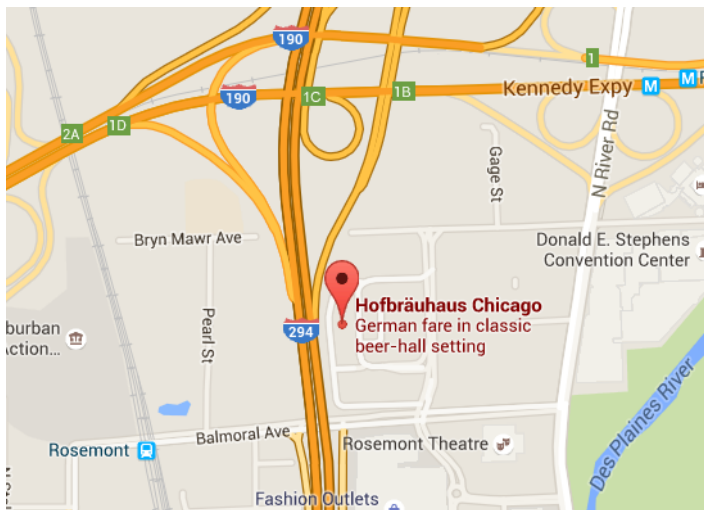
HOFBRÄUHAUS CHICAGO

5500 Park Place
Rosemont, IL
847-671-2739



Parking instructions:

Park in the parking garage and get your ticket validated for free parking.
DO NOT park in the lot next to Hofbrauhaus! There is a 2-hour limit which is strictly enforced and you will be ticketed. And that will suck :(



We look forward to seeing you on September 17th!