

# **2017 FALL CONFERENCE**

## *HEALTHCARE:* **BACK TO THE FUTURE**

Thursday, September 28, 2017  
Belvedere Events & Banquets  
1170 W. Devon Ave.  
Elk Grove Village, IL 60007



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## 2017 Fall Conference | HealthCare: Back to the Future

### Agenda

- 7:30-9:00am Registration & Check-In / Exhibit Floor Open / Continental Breakfast
- 9:00-9:10am **Welcome & President's Message from Rozanne Hickok**
- 9:10-10:00am **Habitual Happiness: A Foundation for Leadership You'll be "Happy" to Stand On**  
**Marianne Renner, Professional Development Coach**  
We're all on a continual search to improve: become better leaders, develop stronger teams, and increase performance. In this presentation, Marianne will challenge your thoughts about keys to achieving professional growth and success. Learn a fresh and powerful approach to leading your teams and achieving greater accomplishments in your career and other key areas of your life. You'll walk away with practical tools to building a strong foundation for success.
- 10:00-10:50am **Best Practices: How to Achieve Qualified Care**  
**Al Mulaomerovic, Chief Product Officer at HealthNautica**  
This presentation will explore the concept of Qualified Care and the ever increasing role of patient access in coordination of patient care. As patient outcomes and satisfaction become more imperative to the financial stability of healthcare organizations, the need to optimize processes and aggregate patient access with clinical information is necessary to achieve the standards of Qualified Care. We will cover electronic physician orders, automated insurance eligibility, automated insurance pre-certification, patient engagement and online registration.
- 10:50-11:10am Break / Exhibit Floor Open
- 11:10-11:20am Awards Ceremony
- 11:20-12:10pm **Sponsorship / Vendor Introductions from Amanda Hayes**
- 12:10-1:10pm Lunch / Exhibit Floor Open
- 1:10-2:00pm **State of Illinois Updates: Medicaid MCO Expansion & Next Steps**  
**Paula Dillon, Director of Managed Care at Illinois Health & Hospital Association**  
**Helena Lefkow, Senior Director, Patient Financial Services at Illinois Health & Hospital Association**  
The Medicaid landscape continues to evolve in Illinois. Following the implementation of mandatory Medicaid managed Care in 2014, the Department of Healthcare and Family Services (HFS) plans to re-launch the managed care model in 2018, expanding the program statewide and reducing the number of participating Managed Care Organizations (MCOs). IHA's presentation will provide a comprehensive overview of HFS' changes to the managed care program; outline IHA's efforts with both HFS and the selected MCOs to improve transparency and accountability; describe HFS' rollout and communications strategy, as well as IHA's provider training opportunities.
- 2:00-2:45pm **On Purpose**  
**David Dyke, Vice President Product Management at Change Healthcare**  
Our industry is caught between two worlds: wrestling with a legacy of being mission minded and the reality of being metrics driven. To build organizations that can leverage our legacy in support of our reality, we need to lead people on purpose. We will look at several approaches you can consider as you develop your teams and look at specific areas of revenue cycle that are overflowing with opportunity for better context.
- 2:45-3:40pm **Round Table: Future of Health Care Discussion**  
Session details to follow
- 3:40-4:30pm **Cocktail Reception & Raffle - Must be present to win!**  
Enjoy networking and time with our vendor exhibitors/sponsors while having a beverage and hors d'oeuvres.

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### About Our Speakers

#### **Paula Dillon**

##### **Director of Managed Care at IHA**

Paula has over 22 years' of experience in the healthcare industry. Paula's background includes experience on both the payer and provider side of the industry, with 14 years of experience specifically focused with healthcare systems. In her role at IHA, Paula has responsibility for advocacy and policy work related to Health Information Technology, Commercial Exchanges, Commercial and Medicare Advantage insurance product development; legislative and policy work related to Illinois Workers Compensation initiatives; and advocacy on the implementation of Managed Medicaid models in the state of Illinois, oversight for insurance related member forums, including IHA's Medicaid MCO Workgroup and ongoing work with the Department of Healthcare and Family Services (HFS) to ensure greater departmental oversight and performance improvement by Medicaid MCOs.

#### **David Dyke**

##### **Vice President Product Management at Change Healthcare**

David's team is focused on innovating and delivering solutions to help providers proactively engage patients both financially & clinically, while preparing the organization to deliver the right care at the right place. David has over 20 years of experience across many areas of the healthcare revenue cycle and financial management in acute, ambulatory and subacute settings. He's passionate about helping healthcare organizations achieve their financial potential while positively impacting their patients' lives.

#### **Helena Lefkow**

##### **Senior Director, Patient Financial Services at IHA**

Helena is responsible for IHA's PFS program, which provides participating hospitals and health systems with timely information on regulatory and administrative changes impacting revenue cycle operations, a forum for sharing best practices and addressing collective revenue cycle concerns, and technical assistance on a variety of Medicare, Medicaid, and private payer billing and payment issues. She also works closely with IHA's policy and advocacy team to address operational challenges arising from the Illinois Medicaid managed care expansion.

#### **Al Mulaomerovic**

##### **Chief Product Officer at HealthNautica**

Al is responsible for HealthNautica's product design, product development, implementation and marketing. Prior to joining HealthNautica, Al co-founded Loxogon where he was Chief Operating Officer responsible for day to day operations and overall product design and company strategy. In 2014 he was part of a team that lead mergers between Loxogon and HealthNautica. Earlier in his career, Al was Senior Director of Product Development for Nebo Systems/Passport Health. Since 2001 Al has dedicated his career to creation of Revenue Cycle Management solutions with emphasis on Patient Access Management. Al was elected Treasurer of Illinois Association of Patient Access Managers for 2006-2009. For his contributions to Patient Access in 2007 he received the aIPAM Leadership Award. Al is contributing member for HIMSS, HFMA and NAHAM.

#### **Marianne Renner**

##### **Professional Development Coach**

Marianne helps high-achievers eliminate barriers to success in their careers and businesses. She has provided team-building and leadership presentations for hundreds of leaders in health-care, local government, and for-profit businesses. Her effective techniques for problem-solving, and her insights to personal behaviors, have made her a highly impactful coach. Marianne has worked as a marketing and public relations professional and has served as a Lean process improvement practitioner, with over 10 years' experience in the healthcare industry. Her strategic approach to problem-solving has led to award-winning marketing initiatives and financial improvements in healthcare.

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Registration Form

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Interested in exhibiting at the conference? Contact:  
Amanda Hayes ([amanda.hayes@presencehealth.org](mailto:amanda.hayes@presencehealth.org) | 815-666-8255)

**We look forward to seeing you on September 28th!**

*Conference attendees earn NAHAM & HFMA CEU credits!*