Sessions-at-a-glance*

By track

Patient Access / Digital Front Door

Tuesday, Sept. 13

3:15 p.m. - 4:15 p.m.

Experian Alerts for the Cerner Platform

Learn about real time API integrations to streamline your workflow. Discussion will include the integration of Bad Plan Code Repair and RQA tasks directly into Cerner Millennium

Experian Health

Wednesday, Sept. 14

10:30 a.m. - 11:30 a.m.

No Surprises Act: Solving for the Good Faith Estimate mandate

Estimates are here. Mandates are coming. The No Surprises Act and consumerism make this functionality a necessity. Learn more about Patient Estimates.

Ian Jensen, Senior Director, Patient Access Services and Gina Utter, Director, Patient Access Services, Banner Medical Group

2:15 p.m. - 3:15 p.m.

Implement best practice workflows with Coverage Discovery™

See the power play move of combining Experian's Universal Identity Manager platform with Coverage Discovery to lean into cleaner data and ultimately achieve a higher success rate of found coverage and improved patient follow up.

Bonnie Anderst, Lake Regional

Wednesday, Sept. 14, cont.

2:15 p.m. - 3:15 p.m.

Boosting staff efficiency around authorizations

Authorizations are a major headache, and the pandemic only made a difficult situation worse. Attend this session to hear how Experian Heath is tackling this issue for clients, improving its authorizations, medical necessity and notice of care products.

Christine Migliaro, Vice President, Front-end Revenue Cycle Operations, Northwell Health

3:30 p.m. - 4:30 p.m.

Registration Accelerator: Check-in and estimates anywhere

Learn how Banner Health enabled the full digital front door where patients can schedule, register and view estimates prior to service.

Jarrod Brown, Patient Access Senior Director, Banner Health

3:30 p.m. - 4:30 p.m.

Patient Schedule: Improving access with a multichannel approach

Understand how patients are booking their own appointments online and internal staff are able to refer across locations and schedule patient appointments – plus they are able to prompt patients to schedule follow-up appointments. Hear how they do it.

Moishe Singer, Senior Director, Englewood Hospital

**all agenda items subject to change*

Sessions-at-a-glance*
By track

Patient Access / Digital Front Door, cont.

Thursday, Sept. 15

10:30 a.m. - 11:30 a.m.

The path to find previously unidentified billable coverage

Discover how one community hospital health system has combined the power of analytics with an optimized workflow to flag more encounters with found coverage.

Kristen Shoup, Director, Revenue Cycle, Wooster Community Hospital Health System

10:30 a.m. - 11:30 a.m.

Client Panel: User accountability, RQA, and Power Reporting

Clients will exchange how they use Power Reporting to hold their stakeholders responsible, and how they motivate and track continuous improvement. Also includes Bad Plan Code Power Reporting

Lakeland Regional Medical Center; Memorial Health; and Universal Health Services, Inc. (UHS)

11:45 a.m. - 12:45 p.m.

Digital Scheduling – a path to increasing patient volume and patient satisfaction

Learn how HCA built a strategy of creating a digital scheduling journey for patients and their staff across multiple systems and access points to increase patient volume.

John Mercer, Director, Provider Network Continuity and CRM, HCA

**all agenda items subject to change*

Sessions-at-a-glance*

By track

Managing Denials

Tuesday, Sept. 13

3:15 p.m. - 4:15 p.m.

Refining your financial practices with automation in Contract Manager

Leverage the power of Contract Manager to manage your Accounts Receivables, refine processes, and reduce variances been accrued revenue and actual cash collected.

Sue Giles, Crystal Run Transformation Services, LLC

3:15 p.m. - 4:15 p.m.

Tapping into AI to predict and drive down claims denials

Discover Experian Health's newest product, AI Advantage, and hear from early adopters about the benefits they are experiencing in reducing and triaging claims denials.

Skylar Earley, Director of Patient Financial Services, Schneck Medical Center

Wednesday, Sept. 14

10:30 a.m. - 11:30 a.m.

Design and optimize Claim Scrubber edits to improve AR management

Discover how your organization can design custom charge scrubber edits with payer specific policy logic to improve Days in A/R and initial rejection rates for Professional Billing. Developed KPIs tracking of growth in logic on the front end that brought NEMG from 54 Days and 15% rejections to 25 Days and 8% with improvements on going.

Jennifer Wooley, Director, Professional Billing, Yale New Haven Hospital

Wednesday, Sept. 14, cont.

3:30 p.m. - 4:30 p.m.

Advanced edit and exclusion builders; A first look

Take a first look at our Scrubber edit and Exclusion builder on steroids. Optimized and re-designed for nested conditions and added features to permit virtually any condition to be created.

Janet Zwergel and Dianne Martin, University Physicians at Stony Brook

Thursday, Sept. 15

10:30 a.m. - 11:30 a.m.

Speed up your claims processing with enhanced data

Learn how Children's Hospital of Philadelphia's physician group leveraged Enhanced Claim Status to increase visibility and decrease claims processing time.

Tom Campanaro, Director of Revenue Cycle Management IT, Children's Hospital of Philadelphia

10:30 a.m. - 11:30 a.m.

Relax…changing Clearinghouses is not so hard

Do you think implementing a new claims system sounds scary? Learn how NYU and Experian Health partnered for a seamless claims implementation through collaboration and cross-functional resource alignment.

Greg Rhodes, AVP of Physician Billing, NYU Langone Health System

**all agenda items subject to change*

Sessions-at-a-glance*
By track

Payments and Collections

Wednesday, Sept. 14

10:30 a.m. - 11:30 a.m.

Self-service financial assistance screening

Empower patients to complete a financial assistance screen via a mobile-friendly interface – easily deployed over text messages and web portals. A great companion to patient financial advisor and registration accelerator.

Brandon Burnett, VP, Revenue Cycle, Community Medical Centers

10:30 a.m. - 11:30 a.m.

Improving patient collections with PaymentSafe and PatientSimple

TJUH discusses best practices for in-person collections with PaymentSafe and how payment plans benefit patients while decreasing the risks of accounts receivable write-off. Self-service also decreases the number of payment related calls staff has to answer.

Michelle Borkovic, Information Technology Project Manager, Thomas Jefferson University Hospital

Thursday, Sept. 15

10:30 a.m. - 11:30 a.m.

Best-in-class collections in an Epic health system

Learn how Collections Optimization delivers high-performance using data-driven workflows, robust reporting, and expert consulting.

Kristine Grajo, Director, PFS, Self-Pay Management and Teresa Ceja-Diaz, Vendor Management Coordinator, Stanford Health Care

10:30 a.m. - 11:30 a.m.

People, Process and Tech: One health system's journey to an optimal patient collections engine

Connect with UC San Diego Health System's leader as she reveals her organization's path to designing an optimal patient financial experience with their focus on people, process and technology.

Terri Meier, System Director Patient Revenue Cycle, UC San Diego Health

**all agenda items subject to change*

Sessions-at-a-glance*
By track

Client Knowledge Base

Tuesday, Sept. 13

4:30 p.m. - 5:30 p.m.

One Experian Login: a Single-Sign-On experience for Experian Health products

An in depth roadmap review of the upcoming Single Sign On (SSO) capability to simplify end user authentication, authorization and user management for Experian products.

Experian Health

Wednesday, Sept. 14

10:30 a.m. - 11:30 a.m.

Power Reporting: Tapping into data to turbocharge your solutions

As an Experian Health client, you have access to reporting and analytics that are unmatched in the healthcare industry. Do you know how these insights can help you do more on both the front and backend of your revenue cycle engine? Hear from experts and clients on Power Reporting best practices.

Ryan Foley, Assistant Manager Patient Access, Universal Health Services, Inc. (UHS)

10:30 a.m. - 11:30 a.m.

Afternoon boost with Karly and Joe

A lively afternoon discussion with Joe Kelly (UHS) and Karly Rowe (EH) talking about the People, Processes, and Technology needed to create a successful partnership. In this session Karly and Joe will explore 3 critical ingredients to forming of a successful partnership.

Joe Kelly, Senior Director, Revenue Cycle, Universal Health Services, Inc. (UHS)

Thursday, Sept. 15

10:30 a.m. - 11:30 a.m.

System availability, reliability and scale

An overview on the approaches used by Experian Health Technology to keep platforms stable, fast, and reliable

Experian Health

**all agenda items subject to change*