

HPS2022

HIGH-PERFORMANCE SUMMIT

Renaissance Nashville Hotel

Tuesday, September 13

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

Make the Most out of HPS

Edgehill

12 p.m. - 6:30 p.m.

Registration

Event Hub Lobby

1 p.m. - 6 p.m.

The Hub Open

Broadway Ballroom 3

2 p.m. - 2:30 p.m.

Make the Most out of HPS

Edgehill

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

PATIENT ACCESS/DIGITAL FRONT DOOR

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.

Mclain Causey, Director, Product Management, Experian Health

Germantown 3

No Surprises Act: Solving for the Good Faith Estimate mandate

Estimate mandates are here & more 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, Banner Medical Group

Germantown 1

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

MANAGING DENIALS

A multi-state Contract Manager implementation journey and how the Data Export file changed accounting accuracy

Learn about the United Urology journey with Contract Manager across their multi-state enterprise and how the solution changed their financial landscape.

Courtney Pompey, Revenue Integrity Analyst, United Urology

Germantown 2

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 and Tammy Etheridge, Lead Biller, Schneck Medical Center

Midtown 1

PAYMENTS AND COLLECTIONS

People, Processes and Technology: 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, processes and technology.

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

Midtown 2

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Tuesday, September 13, cont.

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

Make the most out of HPS

Edgehill

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

PATIENT ACCESS/DIGITAL FRONT DOOR

Mobile estimates and payment options

West Tennessee Health presents their vision and process to provide patients with pre-service estimates and payment options.

**Anthony Myers, Director of Patient Access, West Tennessee Health
*Germantown 2***

No Surprises Act Risk Mitigation of Medical Group Contract Manager and Claim Scrubber

Learn how enhancements to Medical Group Contract Manager and Claim Scrubber will help organizations identify out-of-network patients with workflow updates and new Log and Edit Messages, including Median Price / Expected Allowed Amount calculations. Reduce your risk by identifying out-of-network patients and service to prevent patient balance billing.

**J. Scott Milne, Sr. Director, Product Management and Tricia Ibrahim, Director Product Management, Experian Health
*Germantown 1***

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

MANAGING DENIALS

Denials management with the Experian Health portfolio

Explore several Experian Health solutions all designed to knock out your denials. Optimize your alerts configuration to minimize denials, while balancing against alert fatigue.

**Stan Salwei, Director, Revenue Cycle, Altru Health System
*Midtown 1***

CLIENT KNOWLEDGE BASE

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.

**Collin Smith, VP, Security Operations, Experian Health
*Germantown 3***

6:30 p.m. - 9:30 p.m.

Welcome Reception
Broadway Ballroom

HPS2022

HIGH-PERFORMANCE SUMMIT

Renaissance Nashville Hotel

Wednesday, September 14

6 a.m. - 7 a.m.

Fun Run & Walk

Registration Lobby

7 a.m. - 8:30 a.m.

Breakfast

Broadway Ballroom

7 a.m. - 8:30 a.m.

The Hub Open

Broadway Ballroom 3

8:30 a.m. - 9 a.m.

Welcome & Opening Remarks

Grand Ballroom

9 a.m. - 10 a.m.

Keynote

Jon Acuff

Grand Ballroom

10 a.m. - 12:30 p.m.

The Hub Open

Broadway Ballroom 3

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

PATIENT ACCESS/DIGITAL FRONT DOOR

Diving into the details of Price Transparency

Go deep into the Transparency in Coverage mandate. Discuss requirements and important considerations for the machine-readable file and learn about Experian Health's strategic partnership with Cleverley + Associates.

Jamie Cleverley, President, Cleverley + Associates

Germantown 1

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

Patient Access/Digital Front Door

An Enhanced Eligibility Strategy: MBI Lookup Service and Advanced Network Status Identification

Discover a new way to look at Eligibility Verification (*Benefits + Advanced Content Enrichments*). We will discuss: The value Eligibility continues to provide and how we are tackling new industry challenges and opportunities to capture **more** than just Eligibility.

David Olson, Project Manager, Field Operations, Steward Health

Midtown 1

Key considerations when implementing your organization's patient access vision

IU Health presents their Patient Access Vision and related journey implementing an enterprise digital scheduling solution resulting in higher patient, providers, and staff satisfaction.

Dr. Lee McHenry, Vice-President, Patient and Provider Access; Ashlee Ruddick, Director, System Patient Access; Josh Brown, Program Manager, Provider Match; Maria English, Executive Director, System Patient Access and Kim Ammon, Vice President, Practice Operation, IU Health Physicians

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

MANAGING DENIALS

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, Physician Revenue Cycle and Patient Access and Elizabeth Eldridge, Senior Director, Professional Billing, NYU Langone Health System
Wedgewood

The 12 Pearls of Claim Scrubber

Discover the basics of weekly and monthly tasks to ensure your Claim Scrubber is providing your organization with the greatest value. 12 easy steps to follow that will optimize performance and reduce denials.

J. Scott Milne, Senior Director, Product Management, Experian Health
Midtown 2

PAYMENTS AND COLLECTIONS

Charity care in a complex world

Hear from a fellow revenue cycle leader about his experiences utilizing PFC at two health systems to engage with patients at every touchpoint in their care experience.

Brandon Burnett, VP, Revenue Cycle, Community Medical Centers
Germantown 2

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
Germantown 3

CLIENT KNOWLEDGE BASE

Intro to Experian's new Power Data™ services

Is your organization utilizing an internal enterprise data warehouse? Discover how Experian Health is now able to provide a single platform for large-scaled and monitored data extraction. Learn how to eliminate the manual tasks associated with data acquisition.

Chris Hunter-Salas, Director, Client Success & Sales Enablement, Experian Health
Midtown 3

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Wednesday, September 14, cont.

11:30 a.m. - 12:30 p.m.

Lunch

Broadway Ballroom 1 & 2

12:30 p.m. - 12:55 p.m.

Experian Health product innovation spotlight

Grand Ballroom

12:55 p.m. - 1:25 p.m.

Fireside chat with Experian Health's
Technology Leaders

**Daniel Curling, CTO, and Grant Porteous VP
of Engineering, Experian Health**

Grand Ballroom

1:25 p.m. - 2:00 p.m.

Healthcare regulatory update

Grand Ballroom

2 p.m. - 6 p.m.

The Hub Open

Broadway Ballroom 3

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

PATIENT ACCESS/DIGITAL FRONT DOOR

**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, Business System
Analyst, Olmsted Medical Center, and
Brent Rikhoff, Director of Patient Access
UCHealth**

Germantown 1

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

Patient Access/Digital Front Door

**Getting most out of your eligibility in an
Epic environment**

Hear how UCHealth optimized Eligibility in
their Epic enterprise by mapping Service
Type Codes (STCs) to have their billed
transactions, and chaining Medicare
replacement plans to boost their
thresholds.

**Amy Gehrke, RTE Epic Analyst and Louis
Ledder, System Architect for Registration
Products, UCHealth (Colorado)**

Wedgewood

**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 Health 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 for
Physician Partners and Michael DiCarlo,
Director, Front End Revenue Cycle,
Northwell Health**

Germantown 2

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

PATIENT ACCESS/DIGITAL FRONT DOOR

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, Online Scheduling,
Provider Network Continuity & CRM, HCA
Edgehill**

MANAGING DENIALS

Contract Manager innovations and workflow enhancements

Discover the latest innovation projects tied to the Contract Manager platform. Our Advanced Edit Builder and Scheduled Batch Edit will automate the ability to schedule edits for a large subset of claims. We'll also touch on supporting an automated bot workflow.

**J. Scott Milne, Senior Director, Product
Management, Experian Health
Midtown 3**

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

CLIENT KNOWLEDGE BASE

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)**

Germantown 3

System availability, reliability and scale

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

**Michael Kirton, Sr. Director, Architecture
and Raj Mittra, VP, System Operations,
Experian Health**

Midtown 2

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

PATIENT ACCESS/DIGITAL FRONT DOOR

Leveraging RQA Best Practices to Drive Registration Accuracy

Hear about how partnership with Experian Health on executive, operational, and technology levels delivered superior results for Registration Quality Assurance at Orlando Health.

**Greg Salvador, Supervisor, Products;
Stephanie Colwell, Sr. Director, Patient
Access and Ruthy Felipa-Daley, Sr.
Director, Patient Access Orlando Health
Midtown 2**

Get the plan code right, every time: Exchange Bad Plan Code Detection and repair best practices with your peers

Learn how Premium EDI Bad Plan Code Alerts can automate Bad Plan Code Repair in your HIS system and additionally get a preview of Experian Alerts in the Cerner platform. And hear how real-time API integrations can streamline your workflow.

**Mclain Causey, Director, Product
Management, Experian Health
Germantown 2**

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

Patient Access/Digital Front Door

Data Insights to improve the patient scheduling experience

Discover how one health system utilizes their Epic practice management system with Experian's Patient Schedule. Learn how to combine the power of digital scheduling tools and analytics to optimize patient healthcare access across a multi-specialty organization.

**Moishe Singer, Senior Director, Englewood
Hospital
Germantown 3**

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
Germantown 1**

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MANAGING DENIALS

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, Director, Consulting Services and Dianne Martin, Claims/Coding Applications Coordinator, University Physicians at Stony Brook Wedgewood

Win the Golden Ticket in Contract Analysis, use data analytics to maximize revenue

Protect your revenue by leveraging Contract Analysis to identify shifts in payment structure and your organizations revenue models. Hear from Mount Sinai as they share details on the millions of dollars they protected in revenue with the tool.

Alexandra Monard, Sr. Director Hospital Contract and Analytics and Brian Skelley, Director, Hospital Contract Support, Mt. Sinai Midtown 1

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

PAYMENTS AND COLLECTIONS

Collections experience elevated

Discover how to achieve new heights in Cx and Ex with Collections Optimization Manager in this session with the University of Utah Health Care.

Tyson Ripley, Manager, Self-pay Business Office, University of Utah Health Care Midtown 3

4:45 p.m. - 6 p.m.

Small Group Roundtables
Various Rooms

6:30 p.m. - 7:30 p.m.

Optional transportation to evening party
Hotel Lobby

7 p.m. - 11 p.m.

Wednesday night party
Luke's on Broadway

HPS2022

HIGH-PERFORMANCE SUMMIT

Renaissance Nashville Hotel

Thursday, September 15

7 a.m. - 8:30 a.m.

Breakfast

Broadway Ballroom 1 & 2

7 a.m. - 8:30 a.m.

The Hub Open

Broadway Ballroom 3

8:30 a.m. - 9:30 a.m.

Client Panel: Healthcare's hottest trends

Grand Ballroom

9:30 a.m. - 9:50 a.m.

Co-creating your client experience: how we're listening and taking action

Grand Ballroom

9:50 a.m. - 10 a.m.

Closing Remarks

Grand Ballroom

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

The Hub Open

Broadway Ballroom 3

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

PATIENT ACCESS/DIGITAL FRONT DOOR

The path to find previously unidentified billable coverage

Discover how Wooster Community Hospital and Luminis Health have created processes, coupled with analytics, to flag more encounters with found coverage.

Kristen Shoup, Director of Revenue Cycle, Wooster Community Hospital Health System and Sheldon Pink, VP of Revenue Cycle, Luminis Health
Germantown 3

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

Patient Access/Digital Front Door

The value of automating eligibility error resolution

Improved denials, increased revenue, and staffing efficiencies. Hear from IU Health on how they have gained all of these things and more by tackling registration and insurance errors with automation, specifically RPA.

DJ Plavsic, Executive Director System Patient Access, IU Health and Rand Hager, Director, Product Management, Experian Health

Wedgewood

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

Liz McCarrick, Revenue Cycle Program Manager; Ryan Foley, Assistant Manager, Revenue Cycle, UHS; Alayna Tuetken, Director of Patient Access Services, Memorial Health; and Gina Riley, Director of Patient Registration, Lakeland

Midtown 1

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

MANAGING DENIALS

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
Edgehill

Design and optimize Claim Scrubber edits to improve AR management

Discover how your organization can optimize custom charge scrubber edits with payer specific policy logic to improve Days in A/R and initial rejection rates for Professional Billing. Use standard Scrubber tools to track improvements and measure KPI's.

Penny Flynn, Senior Manager MSO Coding and Compliance and Brenda Stanford, Manager MSO Coding and Compliance, University of Alabama Health Services Foundation
Midtown 3

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

MANAGING DENIALS

There is a Pot of Gold at the end of the rainbow!

In this session Dignity Health will share a few projects they have completed that have helped them achieve a return on their investment in Experian Contract Manager. From Fee Schedule analysis to working Small Balances you will hear directly from end users and see the Filters and/or Reports they used to help find their pot of gold.

Margaret Boggs-Hatfield, Director Revenue Cycle Management; Alex Rubio, Reimbursement Analyst; Angie Williams-Lee, Reimbursement Analyst, Common Spirit Health - West
Germantown 1

PAYMENTS AND COLLECTIONS

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 Analyst, Stanford Health Care
Germantown 2

12:45 p.m. - 1:45 p.m.

Lunch

Broadway Ballroom