



IL AAHAM Spring Conference

Thursday, April 5, 2018

Holiday Inn and Suites Bloomington Airport

3202 E. Empire St.

Bloomington, IL 61704

309-662-4700

Group Code-AHG for IL AAHAM Room Block

\$109.00 plus tax

Meeting Registration:

Members-\$50 Non Members-\$100

Students- Free!



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8:00am-9:00am

Registration and Breakfast

9:00am-9:15am

**President's Welcome, Recognition of First Time Attendees
and Corporate Sponsors**

9:15am-10:00am

National Update and Remarks

John D. Currier, CRCE, National AAHAM President



10:00am-11:00am

Provider Enrollment—The Missing Piece of the Revenue Cycle

Marcy Marquis, CRCP

Client Services Manager, maxRTE

Marcy is the Client Service Manager for maxRTE. She started with maxRTE June 5, 2017. She is responsible for client satisfaction, client implementation, client training, involved with sales, marketing and supporting the I.T. Team. Marcy is also a healthcare consultant. Her expertise is in Practice Management Evaluations (policy/process improvement), AR Management, Denial Management and Provider enrollment.

Prior to maxRTE, Marcy worked at SVA HealthCare Services, a Third Billing Company, as a Healthcare Consultant and Revenue Cycle Manager. Marcy was responsible for the monitoring the clients AR, denial management, review charity care applications, handling suit authorization, witness in small claims court, patient complaints and provider enrollment.

Marcy also worked at UW Health (In Madison WI) as the Supervisor of Credit / Collections and Legal Team. Marcy was responsible for self-pay accounts, payment plans, charity care applications, approve account for third party collections, appear as a witness in small claims, patient complaints, bankruptcy accounts, probate/estate filing and third-party liability claims. Marcy is a CRCP-P (Certified Revenue Cycle Professional-Professional) and Certified Collection Professional. Marcy is the AAHAM WI Chapter President.

11:00am-Noon

BCBSIL Blue Cross Community Health Plans Care Coordination Overview

Charlotte Dennison, Director of Clinical Operations, BCCHP

This presentation will focus on Care Coordination. Charlotte will also cover several of the basics of BCCHP, e.g. where to submit claims, contacts, etc.

In addition to Charlotte Dennison's presentation, Terry Swan and Lisa Fox from BCBSIL Provider Relations will be attending and available to answer questions before and after the presentation.



Noon-1:00pm
Lunch

1:00pm-2:15pm

Cyber Security and PHI Protection

LAUREL DAVIS

Laurel retired from PNC Bank in November 2017 after spending her entire career with PNC and its predecessor banks in Illinois. Over the length of her career, Laurel's expertise spanned integrations, operations and treasury management. Laurel's most recent role was Vice President of Treasury Management in PNC's Healthcare division. In that role, Laurel consulted with healthcare clients across the state of Illinois to design and implement efficient treasury solutions.

Laurel is currently working as an independent treasury consultant for OSF Healthcare. OSF Healthcare, headquartered in Peoria, Illinois, is a 13-hospital Catholic health care system serving Illinois and the Upper Peninsula of Michigan.

Laurel earned a CTP (Certified Treasury Professional) designation in 2003. She holds a B.S. in Finance and an MBA from the University of Illinois at Urbana-Champaign.

Laurel is on the Board of Directors for the McMahan-Illini Chapter of HFMA. She will assume the role of President-Elect for the 2018-2019 HFMA year. She is also a member of the College of Business Alumni Association (CBAA) Board of Directors and sits on the Dean's Business Council for the University of Illinois College of Business.



2:15-2:30

Break

Afternoon Snack!

2:30pm-4:00pm

The Guest Encounter: Better Service, Better Performance, Better Results!

Laurie Guest

What happens when a customer encounters your healthcare facility? Every encounter makes an impression and holds the power to nurture your relationship or nick it, to build your business or bruise it. Now, Laurie shares her insight to help you improve customer service.

Attendees learn:

- Three different categories of encounters and how each impacts the bottom-line
- Ways to self-assess customer service levels
- High-impact opportunities to shine that the competition is most likely missing

Adjourn

14 AAHAM CEU's will be earned for this meeting.