



December 7-9, 2022  
Holiday Inn & Suites  
East Peoria, IL

IL AAHAM 41<sup>ST</sup>  
ANNUAL STATE INSTITUTE

Program Guide



We Welcome You

# ASI OVERVIEW

## WiFi Information

Enjoy free WiFi throughout this conference space!

Network name: **Holiday Inn E. Peoria**  
Password: **capital5224**

## Program Overview

The ASI is the event you do not want to miss! Our revenue cycle experts help you become a more valuable resource to your facility and colleagues while fostering high level networking.

## Learning Objectives

At the completion of this conference, the learner will be able to:

- Improve organization's culture and the overall patient experience
- Gleam best practices shared from peers for effective denial management to improve financial health
- Improve Point of Service Collections
- Prevent Prior Authorization Denials
- Legislative Updates
- IHA and Regulatory Updates
- Managing Mental Burnout

## Continuing Education Information

Obtain valuable CEUS by signing in during registration and providing your Member ID number. The IL AAHAM board will report all certified attendees to National and you will receive 17 CEUs.

# IL AAHAM Gives BACK

IL AAHAM prides itself on being a charitable and giving organization. Our members willingness to give allows IL AAHAM to provide for those in need.

**Casino Play Donations**  
 \$20 = 25 chips  
 \$50 = 100 chips  
 \$100 = 300 chips



**Not Playing?**  
 6 tickets for \$5  
 Arm Length for \$10  
 Wing Span for \$20



Paws Giving Independence is run completely on public donations. We are unique because our service dogs are placed free of charge and we currently have no paid staff. That is why we need your help to keep our program running. Many of our dogs are all rescued from shelters but we need your support to pay for the vet bills and everyday care

Thank you for you support!



# SILENT AUCTION

**This year there are two ways to participate in and support our Paws Giving Independence Charity!**

## **You can be a high roller!**

- **Make a donation for playing chips for Blackjack, Craps or Roulette Play**
- **Participate in Charity Casino play from 6:30 – 9:30**
- **At the end of the night trade your chips in for charity raffle tickets and the chance to win an assortment of prizes.**
- **\$25 in chips = 1 (one) raffle ticket**

**The best part...**

**You can participate both ways!!**



## **You can still participate the way you always have!**

- **Purchase raffle tickets throughout the day**
  - **\$1 = 1 (one) ticket**
  - **\$5 = 6 (six) tickets**
  - **\$10 = 1 (one) arm length of tickets**
  - **\$20 = 1 (one) wing span of tickets**
- **Keep one side of the two piece ticket and drop the other in the raffle bag for the item(s) of your choosing**
- **At the end of the night winners will be drawn from all entries for that item!**

# ACKNOWLEDGEMENTS

## IL AAHAM board & committees:

### Thank you for your service.

IL AAHAM would like to thank the following individuals for making IL AAHAM the best association it can be.

### Executive Board:

Vanessa Haydon, President

Meaghan Coward, 1<sup>st</sup> VP

CJ Tonozzi, 2<sup>nd</sup> VP

Jill Stroot, Treasurer

Chris Bryant, Secretary

Programs: Kayla Boyd, Chris Bryant, Christina Hertzberg, Vanessa Haydon, Paula Short, Cj Tonozzi, Megan Weaver

Membership: Kayla Boyd, Megan Coward, Vanessa Haydon, Cheri Lockhart, Paula Short, Megan Weaver

Corporate Sponsorship: Meaghan Coward, Vanessa Haydon, Cheri Lockhart, Rick Rogers, Jill Stroot, Julie VanPelt

Certification: Kayla Boyd, Chris Bryant, Meaghan Coward, Jill Stroot, CJ Tonozzi, Julie VanPelt

Government Relations: Marcus Morrow, Nick Barthel, Kayla Boyd, Meaghan Coward, Rick Rogers, CJ Tonozzi

Scholarship: Chris Bryant, Leanne Ferris, Julie VanPelt, Paula Short, Megan Weaver

Communications/Website: Nick Barthel, Vanessa Haydon

Audit: Jill Stroot, Vanessa Haydon

Awards: CJ Tonozzi, Vanessa Haydon

Chapter Excellence: CJ Tonozzi, Vanessa Haydon



# ASI EVENT SPONSORS

Thank you to our IL AAHAM  
event sponsors



THANK YOU

# SPEAKERS

## KEYNOTE SPEAKER



**Eli Pagonis**, Founder and CEO, has over 20 years of experience in cultural transformations and enhancement. Eli holds a Master of Science in Counseling and Psychology and a Bachelor of Science in Psychology, with a minor in Music and Business Administration from Troy University. He is certified as a Myers Briggs trainer and served as a two-year adjunct professor at Pensacola State College.

## SESSION SPEAKERS

## REVENUE CYCLE PANEL



Provider Panel Discussion with Representatives from OSF Healthcare, CGH Medical Center and Rochelle Community Hospital, Marcus Morrow Moderator, SAC

**ABOUT RICK:** A graduate of Marquette University, Rick has been in the healthcare industry since 1983; working in clinical medicine, healthcare IT and for the past 23 years, the healthcare revenue cycle. Full Bio.



**ABOUT DARREN:** A graduate of Aquinas College, Darren has over 22 years of experience in the healthcare revenue cycle. He brings years of prior experience in the automotive process engineering world to the revenue cycle table. Full Bio.



**ABOUT ALICIA:** Alicia Auman is an experienced revenue cycle leader with 18+ years of experience with her most recent role as Director of Patient Access at KSB Hospital in Dixon, IL. Alicia has a passion for improving the patient financial experience with a focus on leveraging IT to automate and improve workflow to drive results. She has ADT experience with Soarian Financials, as well as with implementing Cerner Community Works. Understanding the impact on revenue cycle integrity within Patient Access, she implemented a career ladder to identify and develop leaders and introduced a QA Analyst/Educator role to reduce turnover, improve employee satisfaction, and improve accuracy to support a healthy revenue cycle.

# SPEAKERS

## SESSION SPEAKERS



**ABOUT RICH:** Mr. Lovich is SAC's Managing Partner and has over 38 years of litigation and trial experience. His career highlights include being A-V Rated for 27 years, Super Lawyer for 10 years, and serving as national legal counsel for AAHAM since 2014. In addition, in May 2016, Mr. Lovich was invited to testify on behalf of AAHAM before the United States Senate Commerce Committee on the impact of the robocalls and the Telephone Consumer Protection Act ("TCPA") on the healthcare industry. In 2020, Mr. Lovich was appointed to serve on the FCC Hospital Robocall Protection Group, providing best practices for telecommunications providers to protect hospitals from unwanted and illegal robocalls that disrupt patient care.



### **ABOUT CASSIE**

Cassie Yarbrough, Senior Director, Medicare Policy has been with the Illinois Health and Hospital Association (IHA). Cassie is responsible for analyzing and communicating federal healthcare policies, including Medicare payment rules, and how they impact hospitals and health systems across Illinois. Prior to joining IHA, Cassie worked for the American Dental Association (ADA), where her work focused on access to and utilization of dental services under private payers and Medicaid, with recent research focused on the economic and societal impact of expanding dental coverage to traditional Medicare.



### **ABOUT LANCE**

Lance Kovacs, Director of Health Policy and Regulatory serves as the Illinois Health and Hospital Association's lead on key regulatory issues impacting hospitals. He covers a wide array of policy issues including: Certificate of Need, the Hospital Licensing Act, Perinatal and Maternal levels of Care, supplier diversity, health care professional licensure, and as the hospital community's lead responding to public option proposals. Lance has been at IHA for over 5 years and has nearly 15 years of experience in regulatory and government relations roles for various medical professional associations.



**ABOUT AMANDA:** Amanda S. Norris, M.A. holds a Master of Arts in Community Counseling with a Specialization in Latino/a Mental Health from The Chicago School of Professional Psychology and an alumni award for a Distinguished Commitment to Diversity. Amanda aims to promote a mindset-shift in others to identify innate strengths and equip them with actionable steps to seek a meaningful life. As President and Founder of Sustainable Mental Wellness, Inc., her public speaking services, workshop facilitation, group engagement and coaching services are the catalyst for self-discovery and sharing gifts with the greater community. Amanda's specialized background in community-based behavioral health crisis and assessment, medical and school-based therapy services, early childhood evaluation, hospital business development, peace circles, collaborative group work, storytelling and music performance endows her with a unique perspective of wellness and happiness in the modern age.

# Agenda

## Thursday December 8, 2022

8:00 a.m.– 9:00 a.m.	<b>REGISTRATION</b> ( <i>Holiday Inn &amp; Suites Lobby, First Floor</i> ) <b>BREAKFAST   EDUCATION ROOMS</b> ( <i>Bluetown/Levee First Floor</i> )
9:00 a.m.– 10:00 a.m.	<b>KEYNOTE PRESENTATION: BELIEVE IN THE POWER OF CARING: SESSIONS 1</b> (Bluetown/Levee First Floor) <b>Eli Pagonis</b> Believe in the Power of Caring helps participants gain a better understanding of how the engagement of your employees helps drive your organization’s culture and overall patient/family experience.
10:00 a.m.– 10:30 a.m.	<b>VENDOR NETWORKING OPPORTUNITY IN THE EXHIBIT HALL/BREAK</b> (First Floor)
10:30 a.m.– 11:30 a.m.	<b>WHAT KEEPS YOU UP AT NIGHT....DENIALS, UNDERPAYMENTS, APPEALS OH MY!</b> (Bluetown/Levee First Floor) <b>Provider Panel Representatives from OSF Healthcare, CGH Medical Center and Rochelle Community Hospital, Marcus Morrow Moderator, SAC</b> Effective denial management, underpayment and appeal functions are critical for any healthcare organization’s financial health. This session is a panel format to share best practices from your peers on overcoming some of the same challenges you face in receiving correct payment for services rendered.
11:30 a.m.– 12:30 p.m.	<b>LUNCH -</b> (Bluetown/Levee First Floor) (President’s Remarks, National Update, First Time Attendee & Certification Recognition)
12:30 p.m.– 1:30 p.m.	<b>PROMOTE EXCEPTIONAL PATIENT INTERACTIONS AND COLLECTION AT THE POINT OF SERVICE</b> (Bluetown/Levee First Floor) <b>Rick Rogers</b> CRCE, VP, and <b>Darren Cook</b> , CRCS Magnet Solutions Providing an exceptional patient experience requires focus and practice, especially when you are in the role of asking for payments at the time of their service with your provider. We will be presenting methods anyone can employ to create that welcoming patient experience, and by the use of empathy and active listening, diffuse even the most cantankerous of patients and get them to make a payment on their visit, partial or in full..
1:30 p.m.– 2:30 p.m.	<b>VENDOR NETWORKING OPPORTUNITY IN THE EXHIBIT HALL/BREAK</b> (First Floor)
2:30 p.m.– 3:30 p.m.	<b>PRIOR AUTHORIZATION TRANSFORMATION</b> (Bluetown/Levee First Floor) <b>Alicia Auman</b> , Regional Sales Director, AccuReg As insurers continue to increase prior authorization requirements, providers struggle to hurdle these everchanging barriers, putting patient health at risk and losing revenue they have earned. Join this session to learn how to prevent—not reduce—no auth denials using a 5-step best practice process that improves net revenue, efficiency and patient satisfaction.

## Agenda Thursday December 8, 2022

3:30 p.m.–  
4:30 p.m.

**LEGISLATIVE UPDATES!** (Bluetown/Levee First Floor)  
**Richard Lovich**, Co-Managing Partner, SAC

5:30 p.m.–  
6:30 p.m.

**PRESIDENT'S NETWORKING RECEPTION** (Clements/Best First Floor)  
• **Cocktails and Networking**

6:30 p.m.–  
10:30 p.m.

**ANNUAL MEMBERSHIP APPRECIATION RECEPTION** (Clements/Best First Floor)  
Join Us For Casino Games, Hors d'oeuvres, Photo Booth, Silent Auction,  
Vendor Give-A-Ways and more!

## Agenda Friday December 9, 2022

8:00 a.m.–  
9:00 a.m.

**BREAKFAST** (Clements/Best First Floor)

9:00 a.m.–  
10:00 a.m.

**BELIEVE IN THE POWER OF CARING: SESSION II**  
(Bluetown/Levee First Floor)  
**Eli Pagonis**

10:00 a.m.–  
11:30 a.m.

**IHA LEGISLATIVE AND REGULATORY UPDATES**  
(Bluetown/Levee First Floor)

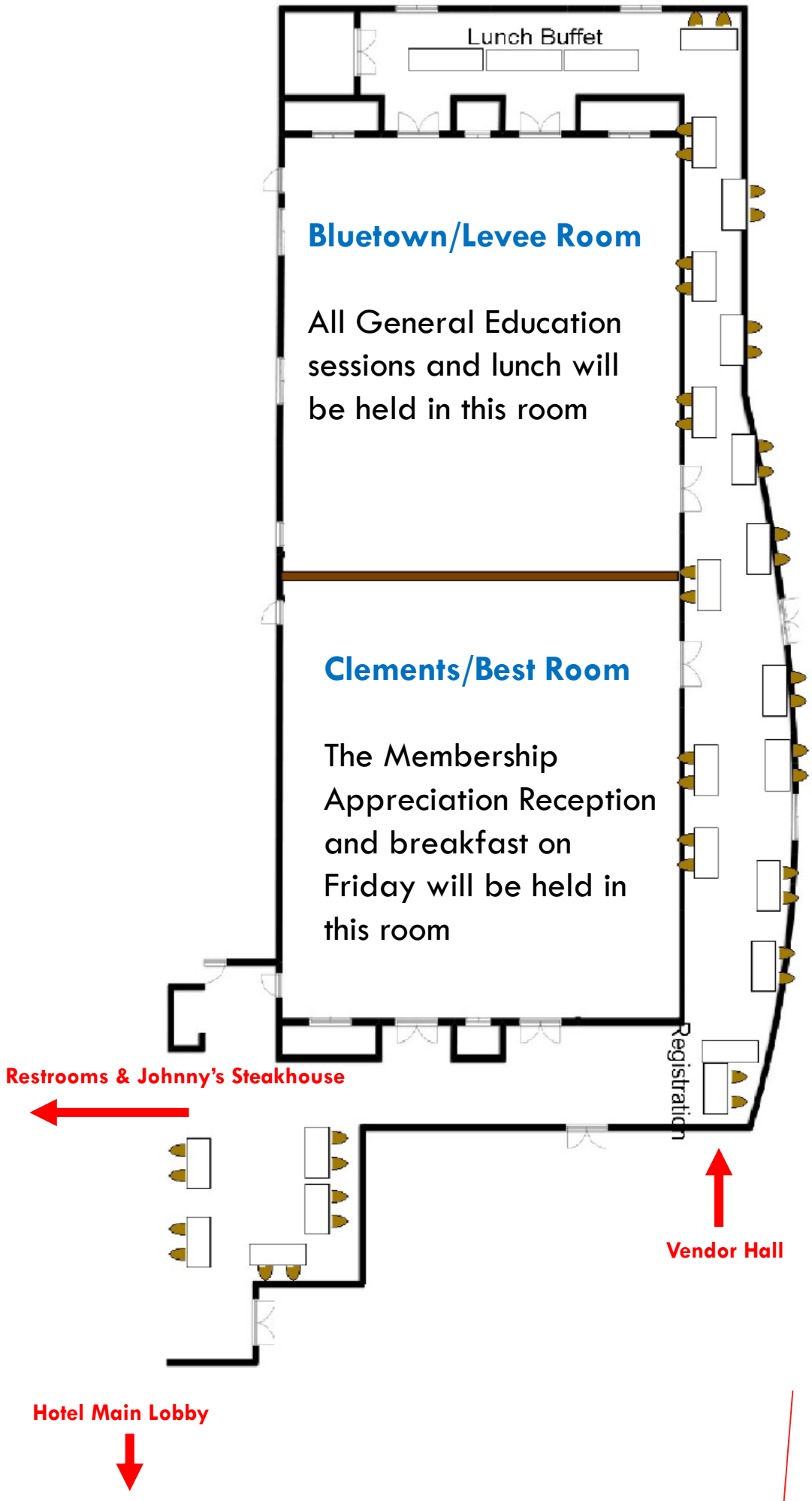
**Cassie Yarbrough**, Senior Director and **Lance Kovacs**, Director  
This presentation will cover significant issues that have impacted the hospital community at the federal, state, and local level over the past year.

11:30 a.m.–  
12:30 a.m.

**FINDING YOUR FLOW: PREVENT BURNOUT AND MANAGE STRESS**  
(Bluetown/Levee First Floor)

**Amanda Norris**, Sustainable Mental Wellness, Inc  
Finding Your Flow offers a deep dive into the thoughts, actions, cultural and societal factors that can influence the spectrum between success and burnout. Participants can expect an entertaining and interactive exploration into the brain-body connections that foster harmony in individuals and communities. Gather new perspectives and practice evidence-based psychology techniques to understand and manage stress.

# FLOOR PLAN





WITHOUT YOU  
THERE IS NO US



THANK YOU TO OUR CORPORATE  
PARTNERS AND SPEAKERS

**CORPORATE PARTNERS**

**PLATINUM:** ACCUREG, ARS/MAGNET SOLUTIONS, EBO SOLUTIONS/NRA ESOLUTIONS, EXPERIAN HEALTH, MIDSTATE COLLECTIONS, OS, INC., OSG, DIAMOND, REVECORE, SAC

**GOLD:** AVADYNE, CCB – TCS UNITED, COMMERCE, ENABLECOMP

**SILVER:** COLLECTION PROFESSIONALS, IC SYSTEM, MANAGED CARE PARTNERS, REVCYCLE, RRCA, SALUD, WAKEFIELD

**BRONZE:** CIRIUS, CRANWARE, CREDITOR'S DISCOUNT&AUDIT COMPANY, EAGLE RECOVERY ASSOCIATES, R3 DYNAMICS

**SPEAKERS**

Alicia Auman  
Darren Cook  
Jacque Dorman  
Zac Heward  
Kenny Koerner  
Lance Kovacs  
Richard Lovich

**SPEAKERS**

Amanda Norris  
Eli Paganis  
Rick Rogers  
CJ Tonozzi  
Debra Whitley<sup>13</sup>  
Cassie Yarbrough

**IL AAHAM looks forward to continue providing you  
with revenue cycle excellence in 2023!**

**Invest in Your Future!**

**Renew Today**

**Certification**

