



WELCOME

Summer Conference
6/16/22

Housekeeping Items

- Please mute your laptop, phones, etc.
- All presentations will be loaded to the IL AAHAM website post meeting and a link will be sent to all attendees
- NSA Panel - we will review provided questions and any additional questions will be addressed at the end, transcript will be uploaded as well
- An attendee list will be sent to National for 6 CEUs
- If you have any questions or need anything during today's conference, please submit your needs via the chat box

First Time Attendees

- ▶ Thompson Bonner
- ▶ Beverly Donovan
- ▶ Tonya Hemphill
- ▶ Brian Ball

any anyone I may have missed...

Welcome First Time Attendees!



Certification

The following received their CRCS Certification!

- Stacey Tarpley

Reminder -
monthly exams
with
registration
deadline 30
days before



IL AAHAM Charity - CTF ILLINOIS

Creating a culture where people are not defined by their difference, but recognized for the value they bring to their communities

Charity Donation



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At CTF, we understand every person comes to us with unique needs, goals, and desires.

Our supports are designed around you, so you are able to:

LIVE
and thrive in your community.

WORK
and prosper on your own terms.

ADVOCATE
and have your voice heard.



LIVE

We offer a variety of programs to help you live the way you want to in your community. From residential to lifestyle supports, you should have a choice in how you want to live our life.



WORK

Everyone deserves the chance to love what they do for a living. Work as an artist or crafter. Work alongside others in the community. Our employment team works with you to help discover your unique employment goals.

Summer Conference Snapshot

June 16th 12-4

- 12-15-Welcome
- 12:15-1:15-Yolexis Viera and Heather Capron
Denial Prevention|The Pathway to Success
- 1:15-2:15-NSA Panel| What are We Doing? OSF
Healthcare, Trinity Health, Blessing Health
System, Riverside Healthcare, Mason District
Hospital, Memorial Hospital, Magnet Solutions,
Experian.
- 2:15-2:30-Break
- 2:30-3:30-Travis Bell, How to Create & Live Your
Bucket List Before It's Too Late
- 3:30-4:00-Door Prizes

Summer Event Sponsors - We Thank You!!!





Welcome Yolexis and Heather

Denial Prevention

The Pathway to Success

Description: Claim denials remain a major threat to a hospital's financial health, yet 90% of denials are preventable. In this session you will learn to identify the root cause of denials, create a multidisciplinary denials team, and successfully facilitate the prevention and overall reduction of denied claims with an analytics-driven program. This session takes a deep dive into identifying root cause, methods for tracking denials and appeals, and the key strategies and elements required to create a successful Denial Prevention Program. Included are "at-a-glance" case studies to demonstrate where the fail points live within the revenue cycle internally.

About Yolexis: As Director, Denial Prevention for Revecore, Yolexis manages key client relationships and leads a team of Regional Operations Supervisors. Additionally, she develops and maintains digital workflows to maximize efficiency and results, and advises clients on root causes and process improvement. Yolexis has been a nurse for over 24 years with clinical expertise in cardiac, oncology, pediatrics, pulmonary, neurology, and medical/surgical units. She also has extensive experience in utilization review, charge review audits, charge master, appeals and denials, quality, and performance improvement. During her nursing career, she worked as a business intelligence nurse consultant for a large non-for-profit healthcare organization and created the health care system's denial management and prevention datamart within the enterprise data warehouse as well as system wide dashboard that was utilized by the interdisciplinary team consisting of case management, finance, patient financial services, and the managed care contracting departments.

About Heather: Heather Capron is a Manager of Operations, Denials Prevention for Revecore. She leads a team of supervisors and analysts in providing vital analytical data to her numerous clients. She has 8 years of experience in Revenue Cycle and skilled at interpreting payer contracts, determining root causes for both underpayments and denials resulting in success rates that are above industry standards. Heather utilizes her expertise and leadership skills to partner with providers across the country and offers workflow process improvements and prevention strategies to maximize revenue. This crucial feedback has resulted in comprehensive and effective changes for all the hospitals she partners with.

NSA Panel | What are We Doing?

Provider Panel Includes:

Kristin Goff, CRCE, CRCR, Patient Access Director OSF Healthcare System
Melissa Cox, Senior Revenue Management Leader Trinity Health
Christina Hertzberg, EMR Manager Rev. Cycle Riverside Healthcare
Julie Duke, MJ, MA, RHIA , Chief Revenue Cycle Officer Blessing Health System
Cheryl Johnson, BS Director of Patient Financial Services Blessing Health System
Jill Stroot, CRCS, MRA, Director of Patient Access Blessing Health System
Rena Willey, CRCE, CRHCP, Director of Revenue Cycle Memorial Hospital
Megan Weaver, Business Office Director Mason District Hospital
Tanya Kisler, Chief Compliance Officer Magnet Solutions
Liz Serie, Senior Director Product Manager Experian

ABOUT MARCUS

Mr. Morrow serves as a litigation attorney in the Chicago office of SAC. He represents healthcare providers in arbitrations, mediations, and state and federal court proceedings against health plans, insurance companies and the government and is licensed in twelve states, including his home state of Illinois. While attending Loyola University Chicago Law School, Mr. Morrow was a Beazley Institute for Health Law and Policy Fellow and earned a Certificate in Health Law and Policy. Currently, he serves on the Board of Directors and advocates on behalf of the Alzheimer's Association's Illinois Chapter and is the ad-hoc legal counsel for AAHAM's Illinois Chapter and serves on the board of Directors for the Illinois Association of Healthcare Attorneys.



NSA Panel Questions | What are We Doing?

1. How are providers implementing cross-functional implementation teams for NSA Compliance?
2. What tips or tools are you using to update your billing and notification processes to refrain from billing patients prior to whether balance billing protections apply? What are your notice and consent policies?
3. Do you have agreement between your facilities and provider groups to ensure that disclosure notices are going out from both groups? How are you accomplishing this? Any pushback?
4. What strategies or payment amounts have been adopted as a decision to make it financially prudent to accept a payors initial payment as payment in full, if at all to avoid administrative cost increases and the open negotiations and IDR process?
5. What impacts to your budgets have you seen to implement NSA?
6. Do you intend to use the presumption of the qualifying payment amount as the presumptive OON rate in the federal Independent Dispute Resolution (IDR) process or some other rate? If another rate, what is it based on? Do you intend to comply with the IDR process?

NSA Panel Questions | What are We Doing?

7. What tools are you using to provide Good Faith Estimates?
8. Do you have any tips for complying with the updated provider directory requirements?
9. Are you compliant with the current NSA requirements already in place?
10. How prepared is your system for the NSA requirements that will become effective 01/01/2023?
11. What areas are you struggling to comply with and why?
12. Are non-contract insurers returning NSA compliant EOBs for services that meet NSA requirements?



Congratulations
Annette &
Marcus



Love &
Support,
Your IL AAHAM
Board

15 Minute Break





Welcome Travis

How to Create & Live Your Bucket List Before It's Too Late

About Travis: Trav Bell is The Bucket List Guy...The World's #1 Bucket List Expert.

As a self-appointed 'Bucket Listologist', Trav helps people live their Bucket List before it's too late! His unique life-engagement message really wakes you up, stops ground-hog days and helps you to experience more fulfilment.

He says, "A Bucket List is a tangible Life Plan...where our Business Plan or Career Plan should fit into our Life Plan & not be the other way around."

No one practices what they preach more than Trav. His 'crazy' globetrotting adventures are contagious, hilarious & always fresh. He is the author of the best-selling book, the MY BUCKETLIST BLUEPRINT, a TEDx Thought Leader, a Certified Speaking Professional & is also the Founder CEO of Bucket List Coaches who are now on a mission to help 10 million BucketListers #ticketB4Ukickit.

Before Trav became 'The Bucket List Guy', he founded & franchised a chain of personal training studios across Australia. Starting with 1 client, he & his team went on to do over 2 million personal training sessions & motivated 10's of 1000's of clients.

This is why Trav is now regarded as one of the world's most in-demand motivation speakers.



Win Prizes!





DP Question

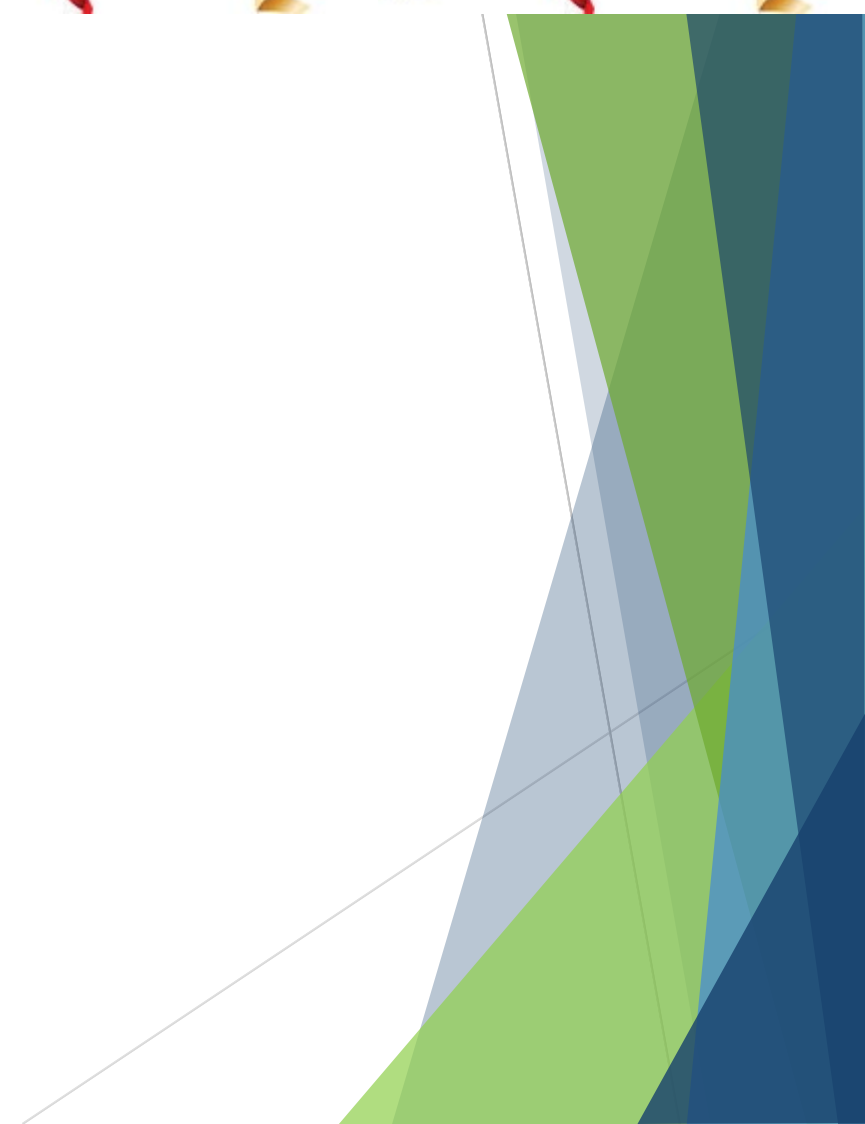
What is the average denial rate?

- 7%
- 11%
- 17%
- 25%



DP Answer

11%





DP Question

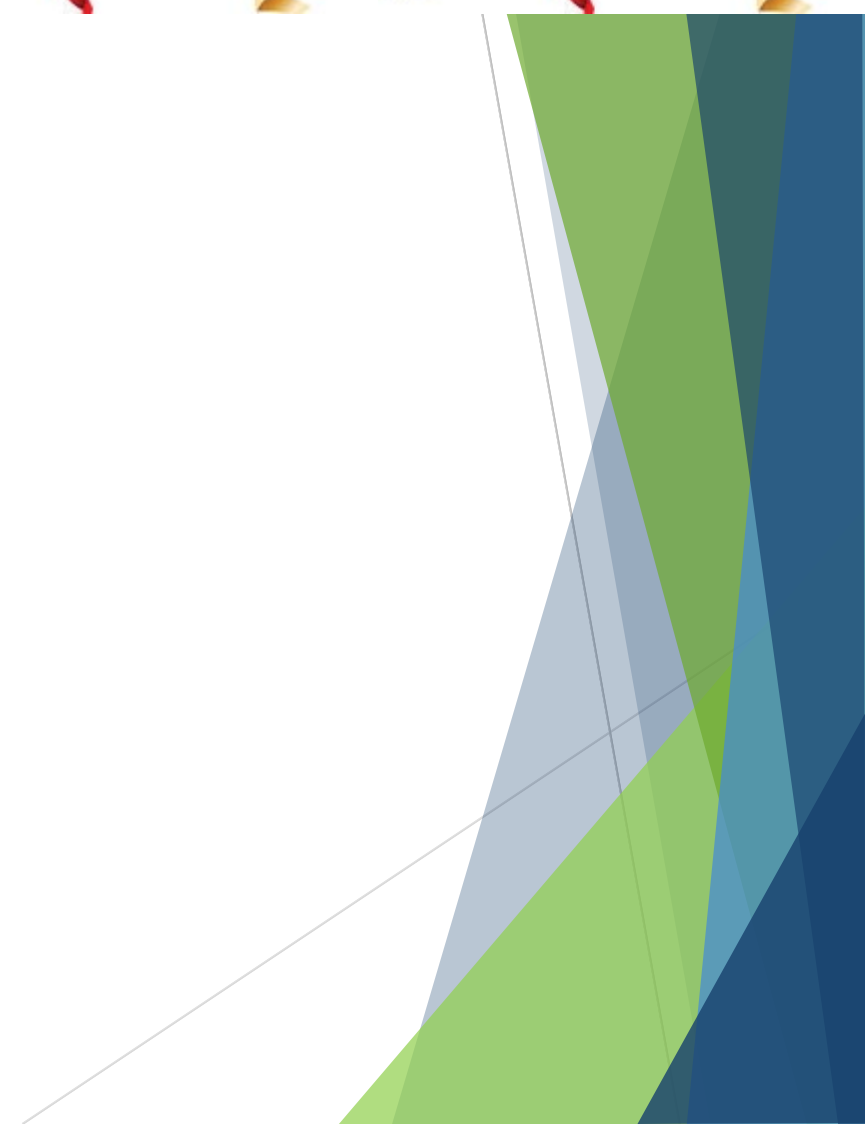
According to the 2020 Revenue Cycle Denials Index, how much has the average denial rate increased?

- a) 23%
- b) 20%
- c) 18%
- d) 15%



DP Answer

23%





NSA Question

Name a minimum of 4 our participants from the NSA panel





NSA Answer

Provider Panel Included:

Kristin Goff, CRCE, CRCR, Patient Access Director OSF Healthcare System

Melissa Cox, Senior Revenue Management Leader Trinity Health

Christina Hertzberg, EMR Manager Rev. Cycle Riverside Healthcare

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Rena Willey, CRCE, CRHCP, Director of Revenue Cycle Memorial Hospital

Megan Weaver, Business Office Director Mason District Hospital

Tanya Kisler, Chief Compliance Officer Magnet Solutions





NSA Question

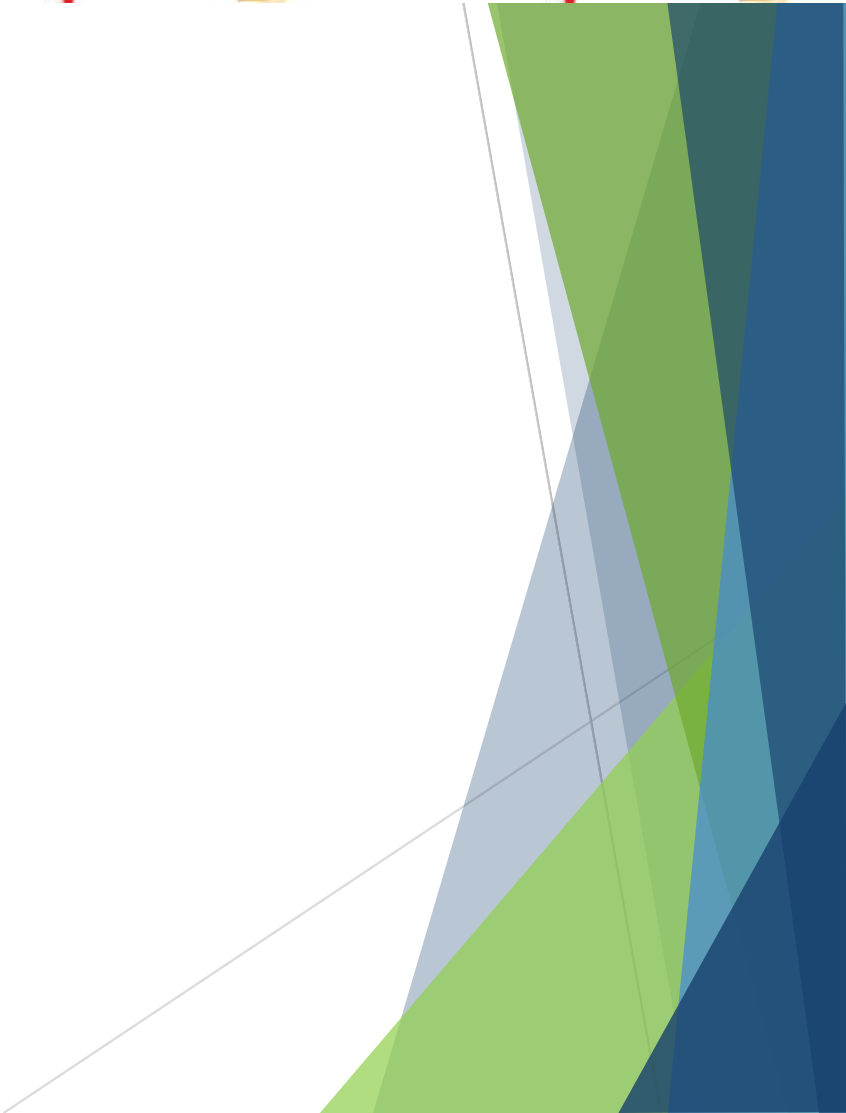
When a good faith estimate is requested by an uninsured (or self-pay) individual, the good faith estimate must be provided no later than x business days after the date of the request.

- a) 1
- b) 3
- c) 5
- d) 7



NSA Answer

3





Bucket List Question

What do the 2 “T’s” represent in the MY Bucket List Blueprint?





Bucket List Answer

Take Lessons & Travel Adventures





Bucket List Question

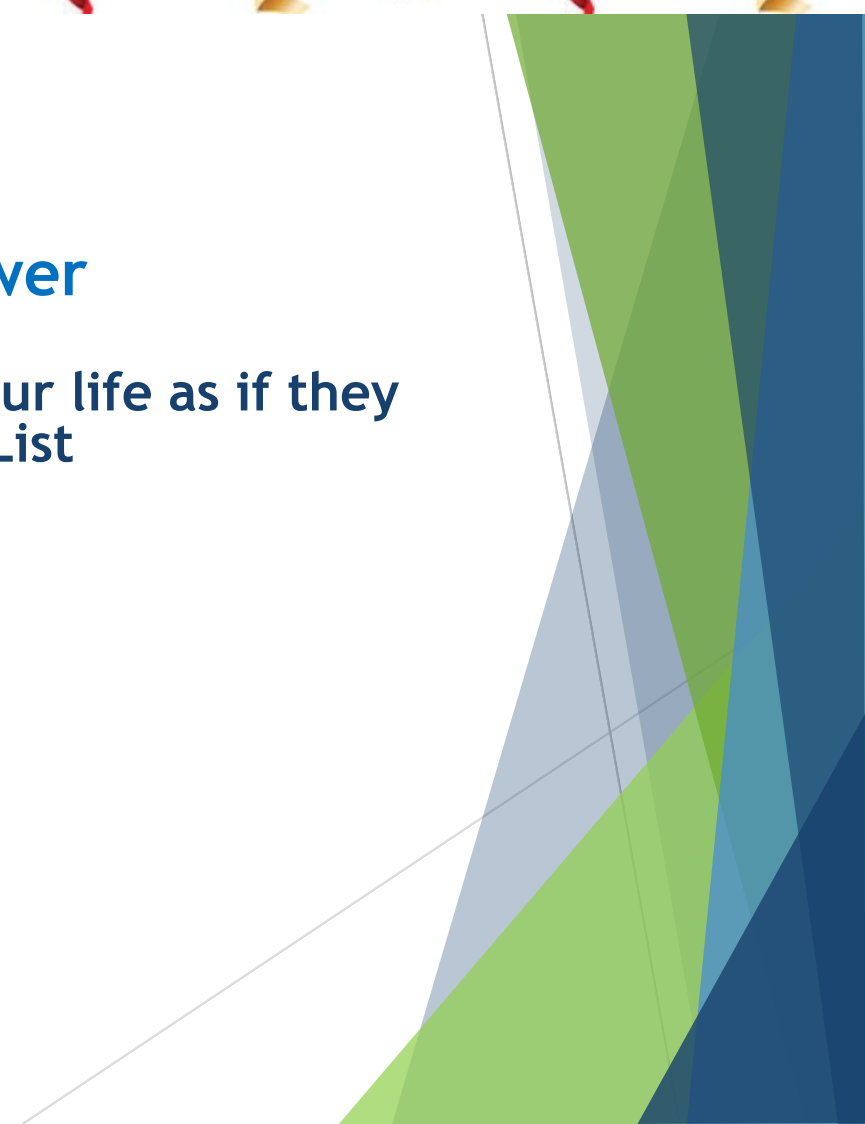
What is a Reverse Bucket List?





Bucket List Answer

All the things you've done in your life as if they were on a Bucket List



Thank You for Attending!
Watch for upcoming educational
events via email and on our
website.

Connect with IL AAHAM on LI

Questions/
Comments
ilaaham1@gmail.
com

Reminder, all presentations and
panel transcript will be loaded
to our secure IL AAHAM website,
a link will be sent to attendees
and your CEUs will be reported
to National on your behalf.

