

# PATIENT ACCESS: FOUNDATION OF THE REVENUE CYCLE

**LIVE ONLINE  
JULY 18, 2023**

Following the success of the Patient Access: Foundation of the Revenue Cycle meeting hosted in the winter of 2023, the Summer program will continue to expand on topics of greatest concern to Patient Access and Front-End Revenue Cycle teams, tackling topics including registration and eligibility verification, point-of-service collections, securing prior-authorization, delivering timely and accurate patient estimates, and continued compliance with the No Surprises Act.

**10:45** Event Platform Log-in & Networking

**11:10** Opening Remarks & Program Welcome  
Kate Jeter, *Founder*, the healthXchange

**11:15** Increasing Registration Accuracy & Eligibility Verification

- Instilling workflows to increase registration accuracy
- Gathering a full picture of patients' current eligibility
- Remediating registration errors leading to denials
- Tools & technologies supporting registration accuracy
- Leveraging third party partners in real-time eligibility

Lester Asher, *Director of Patient Access*

THE GEORGE WASHINGTON UNIVERSITY HOSPITAL

Carrie Fitzpatrick, *Patient Access Manager*

BRONSON METHODIST HOSPITAL

Becky Peters, *Executive Director of Patient Access*

BANNER HEALTH

Erin Squires, *Regional Director of Patient Access*

TRINITY HEALTH NORTHEAST REGION

**12:00** Networking & Coffee Break

**12:15** Securing Prior-Authorization for Care: Documentation

- Increasing importance of securing prior authorization
- CMS proposed rule to streamline authorization processes
- Meeting documentation demands from payer partners
- Precertification challenges specific to complex treatments
- Addressing last-minute add on's and changes in care plans

Terrence Cunningham, JD, *Director, Administrative Simplification Policy*

AMERICAN HOSPITAL ASSOCIATION

Rosita Green, *Director of Pre-Authorization, Verification, & Eligibility*

LUMINIS HEALTH

Lisa Layton, *Patient Access Manager*

BAMF HEALTH

Hannah Murphy, DHA, FACHDM, *Regional Director for Patient Access*

PROVIDENCE

**1:00** Networking & Coffee Break

**1:15** Delivering Accurate Patient Estimates & No Surprises Act

- Operational challenges in delivering accurate estimates
- Use of dashboards & technology to benchmark accuracy
- Effective methods of communicating estimates to patients
- Ensuring patient acknowledgement of care estimates
- Ongoing implementation of the No Surprises Act: Next steps

Keri Collins-Mooney, *Regional Finance Director - Acute (Former Director, Financial Operations at NEMOURS) UHS, INC.*

Seth Jeremy Katz, *VP of HIM & Revenue Cycle, Finance UNIVERSITY HEALTH*

Laura Kern, *Director, Patient Access UNIVERSITY OF TOLEDO MEDICAL CENTER*

Grace Upleger, *Director of Patient Financial Services VANDERBILT UNIVERSITY MEDICAL CENTER*

**2:00** Networking & Coffee Break

**2:15** Patient Collections: Point-of-Service & Beyond

- Industry collection benchmarks: Increasing collections
- Leveraging transparency in patient collection efforts
- Training & scripting that balances empathy & payments
- Strategies for successfully reducing collection timelines
- Automation & technology supporting collections

Danielle Andujar, *Regional Director, Patient Access NOVANT HEALTH*

Chris Arroyo, CRCR, CRCE-I, *Vice President of Revenue Cycle OPTIM HEALTH SYSTEM*

Fareed Aziz, *System VP, Revenue Cycle Management MOUNTAIN HEALTH NETWORK*

Gary Patterson, *Patient Access Director ESSENTIA HEALTH*

Laura Rasor, *Patient Access Director TEXAS HEALTH RESOURCES*

**3:00** Closing Remarks & Program Conclusion

\*All Times Eastern\*