



41st Annual State Institute!

When:

Wednesday December 7th-Friday December 9th, 2022

Where:

Holiday Inn and Suites Conference Center

101 Holiday St., East

Peoria, IL 61611

1-309-698-3333

Rooms-\$ 129.00+tax

Rooms Blocked until November 22nd! Block ID: ILA

Meeting Cost:

\$175.00 for AAHAM members

\$200.00 for non-AAHAM members

**\$75 Entertainment Ticket Only-

**See Entertainment Details Below

Meeting Attire: Business Casual

Special \$75
Pricing for
Students and
Retired Members

Entertainment Theme:

COME PLAY WITH US... Casino Royale! Casino Games, Hors d'oeuvres, Photo Booth, Silent Auction, and More! Semi-Formal Dress Attire



CHARITY SILENT AUCTION

Multiple Ways to Donate

Casino Donation Play

\$20 Donation=25 Casino Chips

\$50 Donation=100 Casino Chips

\$100 Donation=300 Casino Chips

Not Playing, You Can Still Participate in Our Silent Auction!

6 for \$5

Arm Length or \$10

Wing Span for \$20

GIVE Generously!

CHARITY SILENT AUCTION!!!

This Year's ASI Charity is Paws Giving Independence!

<https://givingindependence.org/>

Paws Giving Independence is run completely on public donations. They are unique because their service dogs are placed free of charge and they have no paid staff. That is why they need your help to keep their program running.



Wednesday December 7, 2022

Board Meeting-Holiday Inn & Suites Conference Center
3:00pm-6:00pm

Vendor Exhibit Hall Set-Up

4:00pm-7:00pm

President's Corporate Partner Hospitality Suite
7:00pm-11:00pm

Thursday December 8, 2022

8:00am-9:00am

Breakfast and Registration



9:00am-10:00am

Believe in The Power of Caring: Session 1

Eli Pagonis, Founder and CEO The Power of E4

DESCRIPTION: 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. We identify the fundamentals necessary to aid in the positive interaction with employees and the communities served. We explore the basic building blocks that support an exceptional patient/customer experience and leads to exceptional results. This interactive session offers the what's, why's and how's in building an organization founded on excellence.

Course Objectives:

- To provide insight to how each person impacts the overall experience
- To offer solutions that are meaningful for front line staff all the way to sr. leadership
- We will identify how each individual must define and identify what caring means to them and how it is projected to the patient/customer and family member

ABOUT ELI: 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. Full Bio.



Thursday December 8th, 2022

10:00am-10:30am

Vendor Networking Opportunity/Break

10:30am-11:30am

**What Keeps You Up at Night...Denials,
Underpayments, Appeals Oh My!**

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

Overview: 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.

11:30am-12:30pm

Lunch

President's Remarks

National Update

First Time Attendee and Certification Recognition

12:30pm-1:30pm

**Promote Exceptional Patient Interactions
and Collect at the Point of Service**

Rick Rogers CRCE, VP, and Darren Cook, CRCS, Magnet Solutions



DESCRIPTION: 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. The best part is that when they walk away, they will feel good about their experience and will be loyal to your brand, all while you are playing a pivotal role in a strong revenue cycle.

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.](#)



Thursday December 8th, 2022

1:30pm-2:30pm

Vendor Networking Opportunity/Break



2:30pm-3:30pm

Prior Authorization Transformation

Alicia Auman, Regional Sales Director, AccuReg

DESCRIPTION: 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. We'll explore the challenges and causes of authorization denials and real-world strategies to automate determination, submission and retrieval so you can leave no auth denials behind!

- Learning Objectives:
- Adopt a strategy to prevent no-auth denials prior to service
- Identify and automate all 5 steps of prior authorization to improve efficiency, costs and revenue
- Improve patient engagement and financial experience using digital technology

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. [Full Bio](#)



3:30pm-4:30pm

Legislative Updates!

Richard A. Lovich, Co-Managing Partner, SAC

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. [Full Bio](#)



Thursday December 8th, 2022

5:30pm-6:30pm

President's Networking Reception

6:30pm-10:30pm

Annual Membership Appreciation Reception - 2022

Join Us For Casino Games, Hors d'oeuvres, Photo Booth, Silent Auction, Vendor Give-A-Ways and more!





Friday December 9th, 2022

**8:00am-9:00am
Breakfast Buffet**



**9:00am-10:00am
Believe in The Power of Caring: Session 2
Eli Pagonis, Founder and CEO The Power of E4**



**10:00am-11:30am
IHA Legislative and Regulatory Updates
Cassie Yarbrough, Senior Director and Lance Kovacs, Director**

DESCRIPTION

This presentation will cover significant issues that have impacted the hospital community at the federal, state, and local level over the past year.

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.



Friday December 9th, 2022



11:30am:12:30

Finding Your Flow: Prevent Burnout and Manage Stress

Amanda Norris, Sustainable Mental Wellness, Inc

DESCRIPTION: 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.

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. [Full Bio](#)

Adjourn

**17 AAHAM CEUs
for attending this conference**