



IL AAHAM Spring Conference

Thursday, March 7, 2019



228 W. Miller St., Springfield, IL 62702

Hotel Block: For Wednesday March 6-\$105.00

Hilton Garden Inn Springfield

3100 S. Dirksen Parkway

217-529-7171 (Code: AAHAM) <http://group.hiltongardeninn.com/AAHAM>

Meeting Registration:

Members-\$50 Non Members-\$75

Students- Free!



Thursday, March 7, 2019

8:00am-9:00am

Registration and Breakfast

9:00am-9:15am

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

9:15am-11:00am

Payor Panel

Moderated by Marcus Morrow, Law Offices of Stephenson, Acquisto & Colman

Participants include:

Blue Cross Blue Shield of IL, Health Alliance, Cigna, Molina, Meridian, Illinicare,
BCBS Community Health Plan, United Health Care,
Alaina Kennedy, Associate Director IAMHP



11:00am-Noon

Keeping Score: Utilizing Key Performance Indicators to Transform Your Revenue Cycle

Lori Zindl, President, OS inc. (Milwaukee, WI)

Managing employees without key performance metrics is like playing a baseball game and not keeping score. Staff goals and performance metrics should be aligned to the financial goals of the hospital. In this session, learn how to report key performance indicators across the revenue cycle, increase accountability, and implement results-oriented employee performance evaluations. Serving as an early warning and continuous feedback system, the scorecard empowers employees to take action, problem-solve, and impact the organization through their contributions.

Learning Objectives

Participants will learn how to utilize scorecards to report key performance indicators across the revenue cycle, set goals and performance accountability for staff that is aligned to the financial goals of the hospital and implement results-driven employee performance evaluations.

About Lori:

An entrepreneur and industry leader, Lori Zindl built OS inc., her thriving Wisconsin-based business, on the principles of valuing both clients and employees – equally. Under her direction, OS inc. has become the foremost authority in revenue cycle management for hospitals, clinics and other healthcare providers. Lori has more than 25 years of experience in the revenue cycle management field. She is a nationally recognized speaker, seminar leader, consultant and trainer. Lori has also developed well-received training A/R collection and billing programs, and she has penned several articles for various trade journals.

Never one to shy away from innovation, Lori spearheaded the development of *efficientC* – OS inc.'s state-of-the-art proprietary claim processing and denial management software. Building on the success of *efficientC*, strong client partnerships, a talented staff and proven business philosophies, OS inc. effectively manages billions in client receivables while maintaining GDRO in the 30's and 40's.



Noon-1:00pm

Lunch

1:00pm-2:15pm

Back by Popular Demand...Corporate Partner Speed Dating!

A unique and innovative way for our members to network with our Corporate Partners...and have fun!

Our Corporate Partners support IL AAHAM and we could not do it without them!

During this time we will break into small teams and visit each participating Corporate Partner for a designated time of 4-5 minutes. Each Corporate Partner will have the opportunity to tell you who they are and what they do! During this time you will also have the opportunity to introduce yourself and ask questions! Looking for a new product or service at your facility?? We encourage you to look no further than IL AAHAM's Corporate Partners!

2:15-2:30

Break

Afternoon Snack!



2:30pm-4:00pm

Optimize Workflow by Eliminating Claim Touches

Lori Zindl, President, OS inc.

One of the easiest ways to improve the effectiveness of a business office and increase your collection success is to limit the number of times a claim is touched. Unfortunately, this can be a difficult habit to break and with the way some patient accounting system work queues are set up - limiting touches is easier said than done. Many business offices are unaware of just how much claims touches are costing their organization. This session outlines why understanding claim touch levels is critical to revenue cycle success. Attendees will have an opportunity to calculate these costs for their own organization and learn proven strategies for reducing claim troubles.

Learning Objectives

In this session, attendees will learn how to determine the cost of claim touches including how to calculate and identify opportunities for savings. Presentation will discuss when to escalate trouble claims and when to cut losses on low value and how to set up a work queue to get claims out the door with the least amount of contact.

4:00pm-4:30pm

Revenue Cycle Roundtable Discussion

Moderated by Doris Dickey, CRCE, Chair of IL AAHAM Board of Directors

Adjourn

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



IL AAHAM Gives Generously!
Our meeting charity will be the Land of Lincoln Honor Flight!
<http://www.landoflincolnhonorflight.org/#/Home>

We will host a 50/50 Charity Raffle drawing!

Tickets:

1 for \$1

6 for \$5

½ wingspan for \$10

Full wingspan for \$20





Memorial Center for Learning and Innovation

Driving Directions | 228 W Miller Street, Springfield, IL 62702

From the **NORTH**

Take IL Route 4 (Veterans Parkway) south to J. David Jones Parkway
Turn **Left** at J. David Jones Parkway
Continue on J. David Jones Parkway to Walnut Street
Continue on Walnut Street
Turn **Left** on Carpenter Street
Continue on Carpenter Street for 0.4 miles
Turn **Left** on Klein Street
The **MCLI Parking Garage** will be on your **Left**

From the **SOUTH**

Take I-55BUS (Sixth Street) north through Downtown Springfield
Continue on S Sixth Street
Turn **Left** on Carpenter Street
Continue on Carpenter Street for 0.5 miles
Turn **Right** on Klein Street
The **MCLI Parking Garage** will be on your **Left**

From **WEST-SPRINGFIELD**

Take Veterans Parkway north to W Jefferson Street (IL-97)
Turn **Right** on W Jefferson Street
Continue on W Jefferson Street to Madison Street
Continue on Madison Street for 0.6 miles
Slight left onto Mason Street
Turn **Left** on Walnut Street
Turn **Right** on Carpenter Street
Continue on Carpenter Street for 0.4 miles
Turn **Left** on Klein Street
The **MCLI Parking Garage** will be on your **Left**

From the **EAST**

Take US-36 (Clear Lake Ave) west through Downtown Springfield
Continue on Clear Lake Ave to W Jefferson Street
Continue on W Jefferson Street
Turn **Right** on N First Street
Turn **Left** on Carpenter Street
Continue on Carpenter Street for 1 block
Turn **Right** on Klein Street
The **MCLI Parking Garage** will be on your **Left**



THE MCLI PARKING GARAGE

Guest parking is available on
Levels 1 & 3 at signs that read
"Reserved for MCLI Events Only"

Access the MCLI & MCLI Garage from

Garage Level 3 – Red

MCLI Level 2