



## 2019 MN Gopher AAHAM Chapter Annual Fall Meeting

Best Western Plus Kelly Inn  
100 4th Avenue S  
St. Cloud, MN 56301  
November 13-14, 2019



### Wednesday/ November 13th

**10 - Noon      Board Meeting and Vendor Set-Up**

**1 - 2 PM      Joseph Schindler, Vice President of Finance MHA**  
Minnesota Hospital Association Update and Introduction of Student Members

**2 - 3:00 PM      Professor Heather Rickgarn, Southwest Minnesota State University**  
Ice Breaker and Microsoft Office Tips & Tricks

**3 - 3:30 PM      Charity Presentation, Cindy McKittrick, Executive Director Hope Harbor**

Hope Harbor is a privately funded 501 C3 nonprofit organization licensed by the MN Dept of Human Services, operating as a Christian ministry, committed to serving teens ages 12-17 in a residential setting and reconciling them to their family unit. We currently have home open for girls in Marshall and Winona, MN and are planning for a home for boys in Parker, SD in fall 2019. We offer family style care in a loving environment where just like at home, residents prepare meals together, share bedrooms, do their own laundry, relax in the living room and use the back yard for games. Biblical counseling and private school are provided on site. Our teens take ownership in family life as they build skills to serve them for years to come. Consistent parent involvement, unique to Hope Harbor, is central to each family's program as we remain committed to building strong families.

**3:30-5 PM      Lori Zindle, President EfficientC**  
Why Aren't My Days in the 30's?

Long gone are the days when the benchmark for superior performing hospitals was somewhere under 60 Gross Days Revenue Outstanding (GDRO). With payment turnaround for most major payers averaging 15 days, providers who submit a high volume of clean claims will see GDRO in the 30's.

**5-8 PM      Hospitality Sponsored by Diversified Adjustment Service, IC System and maxRTE**

Join your peers for some fun on Wednesday evening with beverages, Hors d'oeuvres, games and prizes.

### Thursday/ November 14th

**7 - 8 AM      Full Hot Breakfast**

**8:15 - 10:30 AM      Rick Rogers, Vice President Accelerated Receivables Solutions/ Magnet Solutions**  
**Doris Dickey, PFS Manager Rochelle Community Hospital**  
Ice Breaker & Point of Service Collection

In this presentation learn about the core components to a successful point-of- service collection process. The session will go into detail and share some real world experiences on how to get the revenue cycle team to "buy in" to the need for collection at the point of service. We will share examples of how facilities have been able to meet the unique reporting requirements of the roles in the revenue cycle process. Discover some of the unique challenges facing providers when implementing a point-of-service program. (National AAHAM Presentation)

**10:30 - 11 AM      Networking with Vendors/ Check out of hotel**

**11- 12:30 PM Professor Heather Rickgarn, Southwest Minnesota State University**

The Practicality and Pitfalls of Payer Contracting. (National AAHAM Presentation)

**12:30 - 1:45 PM Lunch, Election, Awards**

**1:45 - 3 PM Lori Zindle, President EfficeintC**

What's Eating Your Bottom Line: True Cost of Denials?

(According to Lori, this will be very interaction as we will involve participants to share their stories.) Unnecessary denials are one of the top challenges eating away at healthcare providers' bottom line – causing cash flow delays, accounts receivable problems, increased business office expense and write offs. Denials are no longer just an expected cost of doing business in healthcare because today's technology makes 90% of denials preventable. What would it mean to your business office if less time was spent working

**3 PM Grand Prize Drawing (Must be present to win)**

**Heads/ Tails Game** As usual, we will be playing the Heads/ Tails game throughout the conference for prizes and to support the charity.

## Registration/ Hotel Info

Reservations for Best Western Plus Kelly Inn:

Phone: 320-253-0606/ Toll Free: 1-800-780-7234 or book online by clicking the link below:

Online booking URL:

[https://www.bestwestern.com/en\\_US/book/hotel-rooms.24113.html?groupId=1V3GR6F2](https://www.bestwestern.com/en_US/book/hotel-rooms.24113.html?groupId=1V3GR6F2)

If calling the hotel to make reservations, mention AAHAM for the room block rate.

Best Western Plus Kelly Inn  
100 4th Avenue S  
St. Cloud, MN 56301

**Standard Room Rate \$91 plus tax**

**Room Block available until Novmber 1st.**

Guests will still have access to the discounted rate based on availability.

### Refund Policy

All refunds requested prior to November 1st will be made by check. Please provide the name or entity to whom the check should be made payable as well as a delivery address for the check to be mailed.

### Please Note:

**Refunds will be given until one week prior to conference which would be November 6th.  
No refunds will be given after November 7th; however, substitutions may be made from the same facility until the conference start date, November 13th.**

### Contact Information for Questions, Concerns and Dietary Needs:

Pam Brindley [pbrindley@avadynehealth.com](mailto:pbrindley@avadynehealth.com) 866.812.2149

2019 Conference Rates		
MN AAHAM Member	Non Member	Attending from Same Facility of a Fully Registered Member or Non Member
\$150	\$200	\$75



### **Joe Schindler - Vice President of Finance Minnesota Hospital Association**

#### Healthcare Experience:

Mr. Schindler is Vice President of Finance for MHA and has over two decades of experience in health care finance policy with the Minnesota Hospital Association.

Mr. Schindler is a hospital finance policy development expert. He advocates for fair reimbursement policies, provides leadership for hospital industry financial standards and analyzes the financial impact of state and federal mandates and regulations. He is a board member of the Minnesota chapter of Healthcare Financial Management Association, provides support for the Minnesota Account Managers Association (MAMA) to keep track of billing and collections issues, and provides hospital representation on the state's Administrative Uniformity Committee (AUC) to develop standardized electronic eligibility, claims and remittance transactions between payers and providers.

#### Education:

Mr. Schindler has a Bachelor of Arts degree in Business Administration from the University of St. Thomas.



### **Professor Heather Rickgarn, Southwest Minnesota State University**

Professor Heather Rickgarn is a proud alumnus of Southwest Minnesota State University and has been an Adjunct Faculty Member in the Management Department from August 2010 to May 2013, and January 2016 to present. Professor Rickgarn is actively working on completing her Ph.D. in Business Administration with an emphasis in Healthcare Administration from ACBSP accredited Northcentral University (NCU) in Prescott Valley, AZ. As part of her Ph.D. work, she is quantitatively researching the influences of change theory in the healthcare business office setting. Professor Rickgarn obtained an M.B.A. with an emphasis in Leadership in May of 2010, a B.S. majoring in Business Administration with a concentration in Human Resources in May of 2008, and a B.A. majoring in Political Science and Public Administration in December of 2007, all from Southwest Minnesota State University. From November 2012 to August 2014, Professor Rickgarn obtained her Certified Revenue Cycle Specialist – Institutional and Professional, and Certified Revenue Cycle Professional – Institutional and Professional certifications from the American Association of Healthcare Administrative Management (AAHAM).

On campus, Professor Rickgarn serves as the Advisor for the Human Resources (HR) Club and actively advises HR students regarding their personalized mustang academic plan (MAP). She is actively working to start an AAHAM chapter at SMSU, with the hopes of getting it up and running in Fall 2018. Professor Rickgarn has experience teaching on campus and online, with course experience including Human Resource Management, Leadership and Team Management, Training and Development, Diversity Management, Readings in Management, Management Principles, Introduction to Business and University Experience. She has a passion for helping students in any way possible and is excited to watch them learn and grow throughout their academic career. She provides one on one guidance to help students through advising, internships, experiential programming, and the employment processes. She is quoted as saying, "I always like to tell students that today is point A, and at some point in the future is point B. Through collaboration, I will help you on your individualized journey to get to point B. That is my passion!"

Off-campus, Professor Rickgarn is a consultant for her firm specializing in helping healthcare providers and small business owners. Her consulting role bridges gaps for organizations, specific to the healthcare industry and human resource specialized needs. She is an active member of the national Society of Human Resource Management (SHRM), the national and regional AAHAM, the NCU chapter of Delta Mu Delta Honor Society, the NCU chapter of Golden Key International Honor Society, and the Young Professionals group from the Marshall Area Chamber of Commerce. She volunteers her time and expertise as an active board member for Camp Loves Embrace and Marshall Hope Harbor. In addition, she volunteers her talents for the St. Paul Lutheran Yarnsters Group donating handmade crocheted items. When she is not working, researching, or volunteering, Professor Rickgarn enjoys spending time with her husband, two dogs, cat, and two turtles at home.



### **Lori Zindl, President, efficientC and OS Inc.**

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.



### **Rick Rogers, Vice President of Strategic Services for Magnet Solutions**

A graduate of Marquette University, Rick has been in the healthcare industry since 1986; working in clinical medicine, healthcare IT and the healthcare revenue cycle. He is the Vice President of Strategic Services for Magnet Solutions; a Nebraska based national Accounts Receivable Management firm. Rick was introduced to AAHAM in 1999 and since then he has been active in the WI, IL, NE and MN Chapters. Rick currently serves as the Board Chair of the MN Gopher Chapter and was elected to the National Secretary position beginning his term in 2018. As Secretary, he oversees the Practices and Standards Committee at the national level and serves as Co-Chair of the National Government Relations Committee. Rick enjoys legislative advocacy on behalf of providers at the state and national levels and is an enthusiastic representative of AAHAM where ever his travels take him.

Rick and his wife are the parents of 10 children together, so it is fair to say that he knows something about the democratic process, or perhaps the process of a dictatorship.



### **Doris Dickey CRCE, PFS Manager Rochelle Community Hospital**

Doris Dickey has worked in healthcare for approximately 40 years. She is an active member and past president of the IL Chapter of AAHAM. She served on the National AAHAM Board of Directors as the CRCS/CCT Certification Chairperson for the past four years. She is also a member of HFMA McMahon-Illini Chapter. Doris has maintained her Certified Revenue Cycle Executive (CRCE) for the past 25 years. She is employed at Rochelle Community Hospital a Critical Access Hospital in Rochelle, Illinois as the PFS Manager where she is responsible for all aspects of the revenue cycle team.

## Corporate Sponsors

### MN AAHAM Corporate Sponsors

#### Platinum Sponsors

	Accelerated Receivables Solutions/ Magnet Solutions  E: <a href="mailto:Richard.Rogers@AR-Solutions.biz">Richard.Rogers@AR-Solutions.biz</a>	Richard Rogers	888.302.8444
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