

CostFlex Systems, Inc.

20th Annual User Group Conference

Working Agenda

April 28th -30th, 2021
Fort Walton Beach, Florida

Wednesday April 28

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| 8:00—11:00 a.m. | Reserved Training / Hands-On with Client Data |
| 1:00 p.m. | Healthcare 101— How the US healthcare system operates Understanding the environment can help finance professionals better understand the need and uses of cost accounting and decision support data to better serve their organization. |
| 2:00 p.m. | Cost Accounting 101 A cost accountant with decades of experience will be training on the basic theories and methods of cost accounting in the Healthcare market and how these are implemented in the CostFlex software. |
| 3:00 p.m. | Payor Contracting 101 An experienced contract modeler will be going over the basics of how hospitals get reimbursed from payors, how to read and understand insurance contracts and how to start modeling them in the CostFlex software. |
| 4:00 p.m. | Auditing Data When management teams make tough decisions with the use of DSS data from CostFlex, it's typical that a confidence in the numbers is provided. CostFlex Support members will guide the group through financial auditing and balancing methods that have been in use for decades with DSS finance veterans. |
| 5:00 p.m. | Conference Ends for Day |
| 6:00—8:00 p.m. | Registration and Reception The first of many networking opportunities where the members of your User Group and the CostFlex team members will share hors d'oeuvres and conversations at the Tavern on the Island. Another great opportunity to bring your organization's questions and needs to the table for group discussions. |

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Thursday April 29

8:00 a.m. Keynote Speaker

9:00–11:00 a.m. New Features

The CostFlex product development team makes hundreds of useful enhancements to the Total Cost Accounting product suite each year. They will be documented, provided to the attending clients to bring home, and reviewed together in this session to answer any questions and provide demonstrations of the current product updates. The following core module concentrations will be reviewed together:

- a. Monthly Procedure Level Cost Accounting
- b. Patient & Service Line Costing and Reporting
- c. Payer Contract Analyzer Module
- d. SQL Data Warehouse and Reporting
- e. Dashboards

11:00 a.m. Share the Knowledge—Client Success Stories

The CostFlex client base reaches from Hawaii to the Caribbean. Your fellow User Group members will be asked to share success stories and 'how they did it' with the group to help everyone maximize their effective use of financial decision support data

12:00–3:00 Lunch—Free Time

There are countless local restaurant options available in walking distance from the venue and plenty of peaceful spots to catch up on some work with a view!

3:00—5:00 p.m. Client Networking Session—Dolphin Cruise

After a day of learning, take a casual boat ride with CostFlex to provide another opportunity to network with peers and ask questions of the CostFlex staff members. Don't mind the dolphins, they are friendly residents.

7:00 p.m. **Dinner at a local restaurant**

Please join us for dinner in a true beachfront environment. Invite your guest (s) to join you and enjoy local seafood from the Gulf of Mexico (other entrée choices are available). Don't miss out on great food and a wonderful atmosphere!

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Friday April 30

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| 8:00 a.m. | Clinic Costing CostFlex has seen a significant increase in clients needing to determine and report cost accounting data for their clinic business. Our experienced team members will share what you need to know to bring this capability home to your organization. Demonstrations on multi-entity reporting included. |
| 9:00 a.m. | Price Transparency—New Product In response to the June 2020 ruling, where hospitals will have to provide patient access to their negotiated rates for care starting January 1, 2021. After working directly with existing clients to perfect the classification of "Shoppable Services" by payer (a requirement), CostFlex has developed our new CostFlex Price Transparency Solution. This new release will meet all government requirements through the use of clients' automated payer contracts in CostFlex and a web based 'patient facing' interface to display actual payer allowed amounts by service. |
| 10:00 a.m. | Benchmarking — New Product CostFlex will demonstrate the latest tools needed to accurately compare and report the profitability and utilizations of physicians, departments, clinics, facilities and more. Trending with dashboard visualizations for upper management will be included. |
| 11:00 a.m. | Future of Healthcare / Roundtable Discussion As the 20th Annual User Group Conference winds down, the CostFlex staff have traditionally brought the whole group to the table to discuss the direction of product development, what everyone has on their product wish list, and more. It's an open discussion and historically brings it all together for a unified focus. |
| 12:00 p.m. | Dismissed The local airport is a short ride from the hotel to allow early afternoon departures home. For those clients wishing to remain for additional training or to enjoy Fort Walton Beach with family, inquire for hotel discounts and reservations for one-on-one CostFlex staff training. |
| 1:00—5:00 | Reserved Training / Hands-On with Client Data |