

Monday April 2, 2012

Session Time	Session Title	Description
8:00 - 9:00	Contiental Breakfast/Vendor Fair	
9:00 - 10:45	Welcome/General Session/GE Update- Service Update/Market Update- Andrew Frost, GEHC/Vendor briefs	This session will present GE/ Ambulatory and Hospital roadmaps with a focus on our upcoming Version 5.1. GE will highlight upcoming features and trends associated with Health Care Reform and Accountable Care organizations
10:45-11:00	Break	
11:00-12:00		
Jill Best, UPA Louisville and Larry Houghton, Beacon Partners	Optimizing your system and your resources	The University of Louisville is currently working to make the necessary changes to their enterprise GE Centricity Business System to optimize its use. This system optimization project will be referenced to provide real life examples of changes small and large that can be made to help your organization get the most out of your GECB system. In addition to the system optimization, this session will show you how to get the most of all of your resources in a project like this.
Dan Hoffman, Creighton University	Roundtable for GE Centricity Business Reporting- Organizational, Production and Management Reporting Trends	This roundtable will discuss the current reporting trends within different organizations. Examples would include Provider Scheduling, RVUs, Production, Rejections and Dash Boards. Discussion includes report requirements used for Organizational effective decision-making. Users will discuss security and delivery expectations of reports as well as feedback by their Administration for measuring milestones within the group practice.
Helen Limjoco, GEHC	Advanced Web	Tips and tricks, best practices, gotchas, what not to do, what works well

Kathy Vetovich, KAV Consulting	Enhancing the ETM User Interface	Optimizing the user experience for maximum efficiency. How we create options to ensure the user experience is as effective as possible through the use of controls within the UI Dictionary as well as Security and other options.
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12:00- 1:15	Lunch	Provided by MRUG
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1:15- 2:15		
Terri Dulle, Washington University	ETM Global Transplant Workflow	Coming Soon

Barbara McLaughlin, Vice President, Smart Source- Integrated Patient Communications	Communication Strategies to Impact Your Bottom Line	Panel Discussion
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Joe Lipcynski, GEHC	Security Simplification	Update on Security Simplification strategy and go forward plan
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Jose Rivera, CMPE, Corporate Director, Orlando Health	Coming Soon	Coming Soon
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2:15- 2:30	Break	
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2:30- 3:30		
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Salena Circo, GEHC	ETM Roundtable	The focus of this Roundtable discussion is to gather feedback on ETM Usage, Struggles, Enhancement and future Workflow ideas.
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Mark Hurley, Xerox	Enterprise Dictionaries- Thinking Outside the Box	This session will explore ways to use your enterprise dictionary functionality in ways you may not have thought of previously. The session will also include an Open discussion where you can share some of your Enterprise Dictionary tips and tricks.
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Melody Frye, MSU HealthTeam Training and Education	Managing Duplicate Patients in Centricity Business Round Table Discussion	Two years ago MSU HealthTeam implemented a project to change how duplicate patients were identified, merged and deleted in Centricity Business and Centricity EMR. This session will address what changes were made, the outcome of those changes, what was learned from those changes, and plans for moving forward to minimize duplicate account creation. Please bring your duplicate patient processes, issues you face, ideas, and insight regarding how to manage duplicate patients.
Christopher Loftis, Manager, Business Analytics, Orlando Health	Monitoring your Revenue Cycle using Scorecard Tools	In this session you will learn how Orlando Health has used a physician and practice scorecard to track and drive improvements in the revenue cycle. Objectives: Gain insight that can help you assist and further educate physicians on the intricacies of the professional revenue cycle, Learn standard key point indicators presented on a scorecard, Using a dashboard to analyze and drive improvement in processes

Tuesday April 3, 2012

Session Time	Session Title	Description
8:00 - 9:00	Continental Breakfast/Vendor Fair	
9:00 - 10:30	Open Discussion- Ask Anything	This is an open forum for the membership to ask any question related to GEHC Centricity Business applications, business procedures, policies, etc. and have the entire conference population available to offer suggestions, provide insight, share ideas, and network.
10:30- 10:45	Break	
10:45- 11:45		
Elisa Betancourt and Susan Hall, Stony Brook	Electronic Appeal Process	How Stony Brook incorporates Claim Logic's electronic appeal program with their appeal process to maximize cash flow and work efforts.

Kathy Vetovich, KAV Consulting	ETM Standard Flows - An Enterprise Approach to Design	Discussion of standard workflows, including how they're defined and how you can use them to improve your business. This will be a session to help prepare clients who are looking at ETM as well as current clients optimizing their current workflows.
Jon McKay and Kim Bruce, GEHC	GE EDI Services- Improving your EDI	Please join Jon McKay and Kim Bruce for an overview of the value added solutions offered by the GE EDI Services team. If you have outdated EDI workflows, and are considering a change, please attend this session to learn about what GE can provide: Eligibility best practices using integrated tools; Workflow Automation Projects; Simplified File and Report tracking; Enhanced Payer Edit Integration vs 277CA; Denial Reason Trending; Advanced Payment Tracker; Remit Take-Backs; Bank EOB/ERA solutions. This session is intended as a learning session for both customers that use EDI Services, and those that do not. All EDI topics are welcome.
Joe Brewer and Tim Parkinson, University of Missouri	GE 5.0- Implementation/New Features/Advantages	The University of Missouri recently upgraded to GE 5.0 and will discuss their experiences during implementation. Along with discussing issues they discovered, there will be a focus on 5.0 new features and how their users are benefiting from their use.
11:45 - 1:15	MRUG Meeting	Business Lunch and Business Meeting
1:15- 2:15		
Walter Johnson, URMC	835/837 Roundtable	
Joe Brewer, University of Missouri	Division Based ETM Setup	Roundtable discussion
Ana Maria Emeric, Cash Posting and Billing Edit Manager, Brenda Morales, Billing Edit Supervisor, and Lourdes Hodge, Cashing Posting Supervisor, Orlando Health	Work Smarter, Not Harder- Functional improvements to assist with Cash Posting and Billing Edit	We will share how Orlando Health has implemented functional tools to assist with growth and the ever changing world of physician billing; focus on ERAs, Remit Takeback Tool, PEI, TES edits and ETM.

Holly Krueger, CureIS	Coming Soon	Coming Soon
2:15- 2:30	Break	
2:30- 3:30		
Danielle Bauer, GEHC	How to work with your ICD-10 file	Are you on track for the ICD-10 cutover date? Do you know what GE is offering to assist you? Are you up to speed on your payer and vendor readiness? Do you have a plan how you will handle payers who are not ready for ICD-10? This session will cover the following to help ensure that you are on track with your planning: ICD-10 Readiness: Update on GE's Planning, Services and Upgrades; Claims, Payer and Coder Impact; Strategic Partner Readiness Update; Crosswalk Usage; Comparison Reporting; Q&A
Salena Circo, GEHC	ETM Workshop	The focus of this workshop is to familiarize the user with features that can maximize their usage of the UI within ETM. Various Preview and Instruction ideas will be discussed.
Christopher Loftis, Orlando Health, Manager Analytics, Central Business Office	Monitoring your Revenue Cycle using Scorecard Tools	In this session you will learn how Orlando Health has used a physician and practice scorecard to track and drive improvements in the revenue cycle. Objectives: Gain insight that can help you assist and further educate physicians on the intricacies of the professional revenue cycle; Learn standard key point indicators presented on a scorecard; Using a dashboard to analyze and drive improvement in processes.

Wednesday April 4, 2011

Session Time	Session Title	Description
8:00 - 9:00	Continental Breakfast	
9:00 - 10:00		

Kim Bruce, GE HCIT	EDI Services 201: Claims Remit and Eligibility	The EDI Services 2012 update will encompass the following areas for Claims, Remit and Eligibility: 5010- a look at what we are seeing for the remaining transactions as we move beyond 03/30/12; Ecommerce 5.4 Release- Timeline and a review of some key new functionality; ICD10- What is the impact from an EDI standpoint and how we will assist our customers; EDI Services Assessment Program- How this service may benefit your organization. Who should attend- Any customer that is using any facet of EDI Services or is interested in learning more about what EDI Services has to offer. This presentation is applicable to both technical and the end users.
Lila Alsina Colon, Managed Care and Commercial Manager, Central Business Office, Orlando Health	Categorizing the A/R to get the payer's attention	A practical demonstration on how to work the accounts receivable in ETM in order to prepare a payer reconciliation report, including follow up notes and payer status. In this session you will learn how Orlando Health deals with the monthly reconciliation reports for all the major payers, how the statuses are used to categorize issues to allocate responsibility for claim resolution, and provide the payer's a detailed claim listing grouped by issue.
Karla Marsh and Darcy Keller, Emergency Medicine Physicians	Claims submission cycle round table/5010 issues	This will be a discussion regarding how others go from submitting an 837 to receiving 999s, 277CAs and 835s in order to verify receipt/processing of all claims.
Sarah Byard, UMPHysicians	Integrating EPIC front end with GE CB	UMPHysicians will share their experience with integrating Epic front end with GE CB backend. We will discuss registration, eligibility, copays, visit creation, and billing through TES. UMPHysicians is currently almost 1 year from the first clinics going live and we will share what that year has looked like.
10:00- 10:15	Break	
10:15-11:15		

<p>Karla Marsh, Emergency Medicine Physicians</p>	<p>FSC Rule Bank</p>	<p>In this session we will go over the basics of the FSC Rule Bank and the Post Receipts FSC Transfer Rule Bank. You will learn how EMP has implemented the FSC Rule Bank and examples of different scenarios.</p>
<p>Michelle Rankin and Catherine Moller, GEHC</p>	<p>Siebel Tips and Tricks</p>	<p>Learn about enhancements to Siebel eService and provide us with your feedback. Revisit searching service requests and the new user registration process</p>
<p>Jay Heaser, Dreyer Medical Center</p>	<p>"Lean tools" Roundtable</p>	<p>Dreyer's use of "Lean tools" with regards to upgrades, process changes, and communication. Tools: Project Charters, SBARs, A3, and Standard Communications format.</p>