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Thursday, February 20th, 2020

TIME	TYPE	ROOM	TOPIC / PRESENTER	DETAILS
7:30-4:00			REGISTRATION	
7:30-9:00			COMPLIMENTARY BREAKFAST	
7:30-5:00			VENDOR FAIR	
8:45-9:00	**WRUG President Welcome**	**Point Loma 2**	Introduction to Conference and Agenda Items ***Speaker:*** **Michelle Grant, WRUG President** Associate Director of Business Operations *CU Medicine*	
9:00-9:30	**Host Welcome**	**Point Loma 2**	Vice President, Enterprise Analytics ***Featured Speaker:*** **Jon McManus** VP of Enterprise *Sharp HealthCare*	.
9:30-9:35			MINI-BREAK	
9:35-10:30	**Breakout**	**Point Loma 1**	How to Adopt More New Features During Your Next Upgrade ***Presented by:*** **Pauline Troiano, NPRT Analyst** NPRT Analyst *atheanhealth*	***Description*** Join us to learn more about using **complimentary** Consultative Services to adopt more new features during your next upgrade. We will discuss the features included in the Consultative Services offering and ask for your feedback on how we can enhance this offering to help you make the most of your investment in Centricity Business. ***Who Should Attend:*** Anyone interested in New Feature Adoption.
9:35-10:30	**Breakout**	**La Jolla**	ETM Informatics Reports/Dashboards ***Presented by:*** **Roxann Cook** Business Intelligence Services Consultant *athenahealth* **Antonio Nevares** Support Manager *Dignity Health(Phx)*	***Description*** ETM data used to build reports and dashboards for analytics ***Who Should Attend:*** Informatics Users

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9:35-10:30	Breakout	Point Loma 2	**Opening Centricity Business to your partners-Discussion on Interoperability** ***Presented by:*** **Brian Coles** Architect *athenahealth* **Katherine Holleran** Principal Engineer *athenahealth*	***Description*** Come learn our new connectivity capabilities and upcoming changes to make CB open and accessible including FHIR, APIs and REST services. ***Who Should Attend:*** Anyone interested in learning about how to share data with 3rd parties and other systems using the latest technologies including FHIR
9:35-10:30	Breakout	Del Mar	**7.1 Billing and Accounts Receivable (BAR) and Anesthesia (Anes) New Features review and discussion on phase two Automatic BAR Line Item Write Off for a future release** ***Presented by:*** **Krista Keohane** Senior Product Owner *athenahealth*	***Description*** This session will provide an overview of the new features available for BAR and Anesthesia in version 7.1 (BAR: Automatic Line Item Write Offs for Medicaid Non Covered Services. ANES: Anesthesiologist Assistant Billing and Medical Direction). In additional there also will be a discussion around expanding Automatic BAR Line Item Write Offs for other payers and scenarios ***Who Should Attend:*** Analysts, Supervisors, and Managers who use, monitor and manage the Billing and Accounts Receivable (BAR) and Anesthesia (ANES) modules.
10:30-11:00			BREAK/VENDOR FAIR	
11:00-11:45	Breakout	Point Loma 1	**Inactive Patient Record Data Deactivation Project** ***Presented by:*** **Tommie Lawrence** Manager, Master Patient Index/Data Governance *Sharp Health Care* **Paul Duschane** Senior Systems Analyst – ISD, Rev Management Systems/Development *Sharp Health Care*	***Description*** Sharp embarked on a project to cleanup inactive or empty patient records from Centricity Business. ***Who Should Attend:*** Anyone with duplicate patient/member challenges in their MPI. Any MCA Enrollment folks.

TIME	TYPE	ROOM	TOPIC / PRESENTER	DETAILS
11:00-11:45	Breakout	La Jolla	**Utilizing Machine Learning / A.I. to Automate Prior Authorization and Utilization Management** **_Presented by:_** **Kang Wang Ph.D.** CEO and Founder _HealthFortis Associates_ **Julie Castongia** Sr. Director Business Applications _OptumCare HealthCare Partners_ **Rick Martinez** Manager, National Ancillary Applications _OptumCare HealthCare Partners_	**_Description_** Participants of this session will learn from HealthCare Partners' experience jointly developing, training, and deploying machine learning technologies reducing the utilization management team's workload by 40% without sacrificing the quality. Topics will include · Identification of UM areas where machine learning can be applied · Selection of machine learning models and key data elements · Process to train and measure performance of machine learning · Outcomes and evaluating "acceptable error" with machine learning · Future of machine learning in UM **_Who Should Attend:_** Utilization Management, Claims and IT Management and Analysts, as well as anyone interested in machine learning in a healthcare setting.
11:00-11:45	Breakout	Point Loma 2	**IRIS for Health and Centricity Business** **_Presented by:_** **Brian Coles** Architect _athenahealth_ **Glenn Hayes** NPRT Services Director _athenahealth_ **David Banks** System Resource Consultant _Athenahealth_	**_Description_** Come learn about our plans to migrate from Cache/Ensemble to IRIS for Health **_Who Should Attend:_** Anyone interested in knowing the future of the Intersystem technology and what IRIS for Health has to offer

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11:00-11:45	Breakout	Del Mar	Using ETM Outcomes to create a weekly and monthly productivity dashboard? **Presented by:** **Jeff Driver** Financial Reporting Analyst *Dignity Health Medical Foundation* **Kassie Boland-Moore** Financial Reporting Analyst *Dignity Health Medical Foundation*	**Description** In this session we will show how DHMF Coding and AR departments use ETM outcome report to create a weekly and monthly productivity dashboard for both departments. A brief summary of how the tool was created, maintained, and what key data elements are needed to create a productivity dashboard. Visual demonstration of current tool and how it is setup. **Who Should Attend:** Analyst, Supervisors, and Managers who monitor and manage workflows using Enterprise Task Manager (ETM)
12:00-1:00			LUNCH and ADMIN Session	
1:00-1:15			Transition to Breakout Rooms	
1:15-1:45		Point Loma 2	Future WRUG Discussion	
1:45-1:50			MINI-BREAK	
1:50-2:45	Breakout	Point Loma 1	Bots – Auto claim status **Presented by:** **Kala Mazzadi** Associate Director Accounts Receivable Resolution *CU Medicine* **Shawn Alexander** Chief Information Officer *CureIS* **Tim Brewis** Partner/Lead Consultant *KAV*	**Description** CU Medicine, in partnership with CureIS and KAV are excited to share our implementation experience with Bot technology. Please join us to hear how our AR workflows and reporting have be optimized by this claim status automation. **Who Should Attend:** Revenue Cycle Manager, Analyst and IT Management and Analyst

TIME	TYPE	ROOM	TOPIC / PRESENTER	DETAILS
1:50-2:45	Breakout	La Jolla	**Migrating to CBW – new UI for Centricity Business** **Presented by:** **Glenn Hayes** NPRT Services Director *athenahealth* **Jane Yee** Senior Manager *Memorial Sloan Kettering*	**Description** Come learn about Centricity Business Web and the associated prerequisites as well as what is involved to migrate to it. In addition, come hear firsthand from Memorial Sloan Kettering, who is in progress with their pilot project for CBW. **Who Should Attend:** Web users /IT directors/Application managers, customers interested in learning more about CBW and our new User Interface
1:50-2:45	Breakout	Point Loma 2	**7.1 VM/HPA/CBO New Features** **Presented by:** **Margot Rogers** Senior Product Owner *athenahealth*	**Description** This session will provide an overview of the many new features available in Visit Management (VM), Hospital Patient Accounting (HPA) and Combined Business Office (CBO) in version 7.1, including significant enhancements related to charging, interim billing, adjusted claims, late claims and more! **Who Should Attend:** PFS, IT Analysts
1:50-2:45	Breakout	Del Mar	**Customer Success and Engagement Feedback Session** **Presented by:** **George Curlanis** Customer Success Manager *athenahealth* **Ira Berezowsky** Customer Success *athenahealth*	**Description** Please join us for this interactive session where athenahealth will provide an update on the build and roll out of our Customer Success Management program. We will share some details of what the team has been working on to deliver more value and improve the service experience for our customers. We will also be facilitating an open dialogue discussion to gather feedback on how our customers are feeling and what other things we should be focusing on to drive better engagement. **Who Should Attend:** "All WRUG Members who want to learn more about and provide input around our Customer Success Management program"

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TIME	TYPE	ROOM	TOPIC / PRESENTER	DETAILS
2:45-3:15			BREAK/ VENDOR FAIR	
3:15-4:00	**General Session**	**Point Loma 2**	Agenda Planning ***Facilitated by:*** **Michelle Grant**, WRUG President Associate Director of Business Operations *CU Medicine*	This session will be for open discussion and/or agenda planning for future WRUG conferences. Attendees eligible for $50 gift card drawing. Must be present to win.
4:00-5:00	**General Session**	**Point Loma 2**	athenahealth Update ***Presented by:*** **Santhosh Raman** Director, Product Management *athenahealth* **Noah Hill** VP, Onboarding Services *athenahealth* **Serene Munroe** Executive Director Product Management *athenahealth* **David Haight** VP Advisory Services *athenahealth*	***Description*** In this session, we'll provide an update on our athenahealth journey and key successes from 2019. In addition, we'll provide a product strategy update. ***Who Should Attend:*** All Centricity Business customers!
5:00-6:30			EVENING RECEPTION	

Friday, February 21st, 2020

TIME	TYPE	ROOM	TOPIC / PRESENTER	DETAILS
8:00-11:00			REGISTRATION	
8:00-10:15			VENDOR FAIR	
8:00-9:00			COMPLIMENTARY BREAKFAST	
8:45-9:45	Breakout	Point Loma 1	**VM/HPA Roundtable** ***Presented by:*** **Margot Rogers** Senior Product Owner *athenahealth*	***Description*** Join us for a roundtable discussion focused on new features to be considered for 7.2 ***Who Should Attend:*** AVM, EVM, HPA or CBO customers and any role
8:45-9:45	Breakout	La Jolla	**Patient Access User Group (PAUG) Roundtable** ***Presented by:*** **Brent Steineckert** Director Patient Access HER, HIM *Sharp* **Sherrie Lynn Dasalla** Access Manager *Sharp* **Danielle Bauer** Project Manager *athenahealth*	***Description*** Join us in this patient access related session to discuss the following topics: • Access pain points and best practices • Reporting • Specialty Scheduling Agenda planning for 2020 PAUG sessions ***Who Should Attend:*** Anyone interested in patient access related discussion.
8:45-9:45	Breakout	Coronado	**Robotics Process Automation** ***Presented by:*** **Santhosh Raman** Director, Product Management *athenahealth*	***Description*** Come learn how we are helping our Centricity Business customers accelerate cash, reduce costs and increase accuracy by adding a digital workforce to process repetitive, manual tasks with a suite of technologies - including Robotic Process Automation - and intelligent workflows. ***Who Should Attend*** Anyone who is interested in learning more about how automation in Centricity Business can relieve their staff of repetitive, manual tasks so they can focus on more thought-engaged work

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8:45-9:45	**Breakout**	**Del Mar**	Letter correspondence ETM Work File ***Presented by:*** **Susan Stewart** Supervisor *Dignity Health Medical Foundation* ***Presented by:*** **Taneisha Brodie** Supervisor *Dignity Health Medical Foundation* ***Presented by:*** **Jeff Pomeroy** Lead Consultant *KAV* ***Presented by:*** **Charles Malm** Director, Revenue Cycle *Bank of America*	***Description*** Session will cover the process on how Letter Correspondence is transmitted from Bank of America to Centricity Business as well as how Dignity Health Medical Foundation works Letter Correspondence out of an ETM Work File and/or HealthLogic. ***Who Should Attend:*** AR Supervisors/Managers Cash Posting Supervisors/Managers
9:45-10:15			BREAK/VENDOR FAIR *(Fair Ends at 10:15 a.m.)*	
10:15-11:10	**Panel Discussion**	**Point Loma 2**	Practice Management System consolidation to drive operational efficiencies. ***Facilitated by:*** **Matt Wormser** Director of Analytics *athenahealth* ***Panelists:*** **Maggie Ilagan** Manager, Revenue Operations *Healthcare Partners/OptumCare* **Julie Castongia** Sr.Director Business Applications, IT *Healthcare Partners/OptumCare* **Margaret Boggs-Hatfield** Director, Revenue Cycle Management *Dignity Health Medical Foundation*	***Description*** As organizations grow and change over time through mergers and reorganizations, many find that the way their system is designed no longer aligns well with their needs, in some cases impeding efficient business office workflows. The solution for some involves BAR group consolidation, or onboarding clients from legacy billing platforms onto a consolidated BAR instance, while in others cases it's a ground-up consolidation across multiple existing billing systems. Joins us for a panel discussion with representatives from Dignity and Optum-Healthcare Partners to review how other clients have analyzed their needs, decide upon a go-forward strategy, managed the transition, and measured ROI. ***Who Should Attend:*** • IT leadership • Business & operational leadership • IT functional experts

TIME	TYPE	ROOM	TOPIC / PRESENTER	DETAILS
11:10-11:15			Transition to Breakout Rooms	
11:15-12:15	Breakout	Point Loma 1	Why Centralize patient access? ***Presented by:*** **Alyssa Igo** Senior Solution Design Manager *athenahealth* **Laura Gibbons** Manager, Practice Management Applications *Healthcare Partners/OptumCare*	***Description*** A business case around our approach to centralizing patient access processes, demonstration of the tools supporting the efforts, and panel discussion/Q&A for challenges, successes and ideas ***Who Should Attend:*** Patient Access Managers, IT and any Ambulatory Rev Cycle staff interested in improving patient access. Also, anyone involved in Change Management.
11:15-12:15	Breakout	La Jolla	EDI Services-/Product Roadmap ***Presented by:*** **Kim Bruce** Solution Consultant manager *athenahealth* **Jon McKay** Solution Consultant manager *athenahealth*	***Description*** As your EDI and revenue cycle vendor, we continuously strive to deliver solutions and tools that help you improve your business. Our EDI Roundtable discussion will be focused on our new User Interface, exciting new features we've added to our Payment Reconciliation module, and the latest updates to our Patient Responsibility Estimator services. In addition to all of that, we will share details around our product roadmap and collect your feedback on ideas and initiatives for the future. ***Who Should Attend:*** All existing EDI Services customers and customers that are interested in learning more about EDI Services
11:15-12:15	Breakout	Coronado	Proration by Charge Folder ***Presented by:*** **Kerry Lambert** Senior Solution Design manager *Athenahealth* **Jane Yee** Senior Manager *Memorial Sloan Kettering*	***Description*** In v7.0 the new feature "Charge Folder Proration" was introduced. This new proration method prorates at the charge-folder level (instead of at the visit level as with previous versions), which can more accurately determine expected reimbursement for each claim on a visit and associate the expected reimbursement calculations to the appropriate charge folder. This type of proration is especially useful in situations where there are multiple charge folders on a single visit. This session will demonstrate the functionality and MSK will discuss their implementation experience with the feature. ***Who Should Attend:*** Patient Financial Services, IT analysts.

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11:15-12:15	Breakout	Del Mar	Resource planning, Productivity reporting, Coding, Payment Posting, Registration, Gamification **Presented by:** **Jen Snyder** Senior Decision Support Analyst *CU Medicine*	***Description*** Our goal was to create a suite of manager tools to develop and monitor production standards. These allow management to account for known barriers (vacations, vacancies, overtime, seasonality, new business, new employee ramp-up, etc.). This is accomplished by using historical productivity/attendance, historical volume and statistical forecasts to produce both short-term optimization tools and longer-term resource planners. ***Who Should Attend:*** Revenue Cycle Managers, IT analysts
12:15-1:15			LUNCH AND VENDOR RAFFLE	
1:15-2:00	Open Discussion	Point Loma 2	Open Discussion – Ask Anything! **Facilitated by:** **Michelle Grant, WRUG President** Associate Director of Business Operations *CU Medicine*	. ***Description*** This is an open forum for the membership to ask any questions related to business procedures, policies, Centricity Business applications, etc. The entire conference population is available to offer suggestions, provide insight, share ideas and network. Bring your business cards and come prepared to interact and share ***Who Should Attend:*** All WRUG attendees
2:00			CONFERENCE ENDS	