

A nighttime aerial photograph of the Palms Casino Resort in Las Vegas. The image is dominated by the illuminated Flamingo Las Vegas tower, which is lit up in a vibrant purple and blue. Other resort buildings and the city lights of Las Vegas are visible in the background under a dark purple sky. A large, semi-transparent purple triangle is overlaid on the right side of the image.

WRUG SPRING CONFERENCE 2024

April,
17-19
2024

Palms Casino Resort

The **Palms Casino Resort**, situated near the iconic Las Vegas Strip in Paradise, Nevada, is a captivating destination that seamlessly blends luxury, entertainment, and style.



WRUG SPRING CONFERENCE 2024

Welcome to Las Vegas, Nevada! We are very excited to have such a beautiful and vibrant backdrop for our conference this year. We can't wait to see you.

Hello & Welcome



We are delighted to extend a warm greeting to all participants, sponsors, and distinguished guests at the Western Region User Group (WRUG) Annual Conference. As we gather here today, we reflect on the remarkable journey that began in 1990 when a small group of West Coast IDX customers joined forces to enhance their relationship with the athenahealth support organization.

Over the years, WRUG has evolved into a thriving community with a broader purpose and unwavering commitment to its members. Our primary goals encompass building a robust network of support and information sharing, offering technical expertise for operational excellence, and serving as a unified voice to communicate the needs, interests, and concerns of our organization and the broader profession to athenahealth.

Our Core Goals Include:

- Developing a Network of Support: Fostering collaboration and information exchange among members, providing technical solutions for all facets of operations.
- Advocating Member Interests: Communicating the collective needs and concerns of our organization and the healthcare profession to athenahealth.
- Building Partnerships: Establishing a strong and collaborative relationship with athenahealth to ensure all parties contribute to the development of innovative and effective healthcare products.
- Facilitating Information Exchange: Initiating, promoting, and sponsoring the sharing of non-restricted information of material interest and value related to or recommended by athenahealth.

As we embark on this conference, let us celebrate the spirit of collaboration, innovation, and shared commitment that defines WRUG. We invite you to actively participate, engage in meaningful discussions, and forge connections that will contribute to the continued growth and success of our community.

Thank you for being part of the WRUG family. Let the conference begin!

With Appreciation,

Ayla Cameron

WRUG VP of Agenda Planning, Interim President

Kassie Boland-Moore

WRUG VP of Web Development

Lisa Englund

WRUG Treasurer

Staci Blevins

WRUG VP of Vendor Relations

Jennifer Morris

WRUG Secretary

Discover Las Vegas Conference Edition

Welcome to Las Vegas!

As you attend the WRUG Annual Conference at the Palms Hotel Casino, don't miss the chance to explore the unique offerings of Las Vegas.



Make the most of your time in Las Vegas—experience the conference and the city's vibrant offerings. Enjoy your stay!

The Las Vegas Strip:

- Immerse yourself in the iconic lights and entertainment.

High Roller Observation Wheel:

- Enjoy stunning city views from the world's tallest observation wheel.

Fremont Street Experience:

- Discover historic downtown with live music and a dazzling light show.

Hoover Dam:

- Take a short trip to marvel at the engineering wonder.

Red Rock Canyon:

- Experience natural beauty just a short drive away.

The Arts District:

- Explore galleries and street art in the city's creative hub.

Gourmet Dining:

- Indulge in diverse culinary delights across the city.

Shopping Extravaganza:

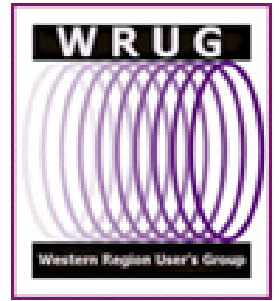
- Find luxury and unique items on the Strip and beyond.

Shows and Performances:

- Immerse yourself in Vegas-style entertainment.

Relaxation at Palms:

- Unwind at the hotel's spa, pool, or try your luck at the casino.



Vendors



VendorFairContest

You will find a bingo card as part of your registration packet. Each square on the board proudly displays the corporate logo of the vendors participating in the vendor fair. Take a moment to fill out your name and organization, and then embark on a delightful journey to visit each of these vendors. As you make your rounds, every vendor will mark your card with a sticker or a colored marker over their logo. To be eligible for prizes, bingo cards must be completed by the end of the morning break on 4/19 and submitted during lunch on Friday. Remember, participants must be present to claim their prize. Enjoy speaking with our fantastic vendors, and a heartfelt thank you to all of them for supporting this event!

Prizes include:

\$50 Amazon giftcard-CurelS

\$50 giftcard-i3Verticals

KAV Backpack-KAV

\$50 Amazon giftcard-TrustCommerce, a Sphere Company



athenahealth - Conference Sponsor

athenahealth creates innovative healthcare technology that connects clinicians, patients, payers, and partners in differentiated ways. Our electronic health records, revenue cycle management, and patient engagement tools allow anytime, anywhere access, driving better financial outcomes for our customers and enabling our provider customers to deliver better quality care. In everything we do, we're inspired by our vision to create a thriving ecosystem that delivers accessible, high-quality, and sustainable healthcare for all. For more information, please visit www.athenahealth.com.

Vendors

CureIS

Data is vital to healthcare operations. Whether for claims, enrollment, or any domain where data needs to move from one system to another, understanding where time, energy and money is spent (and can therefore be saved) is key to improving efficiency.

Our team provides you with the insight and perspective needed to optimize and, in doing so, offset costs. But more than that, we're ready to act, equipped with innovative technology that's purpose-built to reduce manual data management and achieve operational excellence. No hurdles on software implementation. No intensive retraining of teams. Instead, we take issues off your plate, solve them and guarantee process accountability—meaning you are always supported, and business operations will perform as promised. www.cureis.com

i3 Verticals

i3 Verticals is a one-stop shop for all your payment processing needs. We provide end-to-end integrated credit card and ACH processing for athenaIDX users, including front desk, back office, online patient payments, and validated PCI Point-to-Point Encryption (P2PE) security solutions. For more information about our services, please contact Brian Cohn at (703) 549-2113 or bcohn@i3verticals.com

KAV Consulting

KAV is a veteran within the AthenaIDX community and our goal is to share our knowledge to help clients improve their operations. We are a small team that maintains a high level of quality and commitment to our clients. Even if you have not worked with us directly, it is more likely than not that your organization is our customer by virtue of our development/deployment partnership with Athenahealth for the ETM application and workflows.

We would be honored if you would take the time to stop by just to say hello, allow us to introduce ourselves, chat about how any of our products that you currently use are doing as well as how we can possibly enhance your IDX experience with our innovative and efficiency-increasing solutions.

KAV service offerings include application resource mentorship, tier 2 application support covering specialty needs as well as supplementing inhouse resources, consulting/assessment for both operations and applications, and a long list of purpose-built tools to address specific needs. www.kav-consulting.com

TrustCommerce, a Sphere Company

TrustCommerce, a Sphere Company, is trusted by the nation's largest health systems to facilitate their integrated patient payments. TrustCommerce helps clients process payments anytime, anywhere—securely, in compliance, and connected with core business software including athenaIDX. www.trustcommerce.com



WRUG Spring 2024 Las Vegas

Thursday April 18th, 2024

7:30 am - 4:00 pm

Registration

Room: View

Registration booth will be open for registered attendees to check in and receive their welcome package, setting the stage for an engaging and productive conference experience

7:30 am - 8:30 am

Complimentary Breakfast

Room: View



7:30 am - 5:00 pm

Vendor Fair

Room: View

Join us during the vendor fair for an exciting opportunity to network with peers and discover new vendors offering cutting-edge solutions. Explore innovative products and services while forging valuable connections in the industry.

8:45 am - 9:00 am

WRUG Welcome

Room: Madison A/B

Welcome to the 2024 WRUG Spring Conference in Las Vegas! Get ready to dive into an enriching experience filled with vendor fairs, insightful breakout sessions, and invaluable networking opportunities. We're thrilled to have you join us as we embark on this journey of exploration, learning, and collaboration.

9:00 am - 9:30 am

General Session

Room: Madison A/B

Topic: Securing Healthcare: Implementing a Multi-Layered Defense-in-Depth Strategy

Presented by: Sergio Ventura, athenahealth and Staci Blevins, Medstar

Description: In the healthcare industry, a multi-layered approach to safeguard against potential threats is critical to protect your systems and customer data. AthenaIDX Private Cloud will discuss the defense-in-depth strategy required to safeguard an organization, from technologies such as firewalls and EDR, to processes and procedures such as continuous monitoring, regular audits and user education. MedStar will share their experiences as a hosting customer.

9:30 am - 9:35 am

Mini Break / Put Wall Up



WRUG Spring 2024 Las Vegas

Thursday April 18th, 2024

9:35 am - 10:30 am

Breakout

Room: Madison A

Topic: Value of Implementing Dollar Points for staff Engagement/Productivity

Presented by: Lisa Washington, Medstar, LaTisha Ramsey, Medstar and Anita Tolbert, athenahealth

Description: Dive into the world of gamification as we explore the Experience and Value of implementing Dollar Points for increased engagement and productivity. This session unveils the transformative power of incorporating gamified elements into your workplace. Learn how Dollar Points can be a game-changer, fostering a culture of enthusiasm and healthy competition. Join us to discover real-world examples, success stories, and practical insights on leveraging Dollar Points to elevate employee engagement and boost productivity. Don't miss out on this interactive session that promises to make work more rewarding and enjoyable!

Room: Madison B

Topic: Deciding between TES and Claims Manager edits in Coding & Editing.

Presented by: Anne Scott, Dignity Health and Katy Tyler, Dignity Health

Description: Join our session on "Coding & Edits TES vs Claims Manager" to understand how to differentiate between TES (Transaction Edit System) and Claims Manager edits efficiently. Gain insights into the decision-making process behind edit categorization, optimizing coding practices, and streamlining workflows for improved revenue cycle management accuracy and efficiency. Don't miss this chance to refine your strategies and enhance claims management practices!

10:30 am - 11:00 am

Break / Vendor Fair

Room: View

Join us during the vendor fair for an exciting opportunity to network with peers and discover new vendors offering cutting-edge solutions. Explore innovative products and services while forging valuable connections in the industry, and don't forget to grab a quick snack to fuel your networking adventures!

11:00 am - 12:00 pm

Breakout Session

Room: Madison A

Topic: Learn how a Managed Care Ecosystem Expert is now Transforming Revenue Cycle Management

Presented by: Art Segovia, CureIS Healthcare and Wesley Prefling - Dignity Healthcare

Description: What if your registration, reconciliation, and audit processes ran seamlessly, with remarkable accuracy? How much could you recoup by eliminating wasted time and costly errors? Join us to discover why Dignity Healthcare is partnering with CureIS to optimize their revenue cycle management.

WRUG Spring 2024 Las Vegas

Thursday April 18th, 2024

Room: Madison B

Topic: athenaEDI User Group Session: Recent Projects in the works

Presented by: Kim Bruce, athenahealth +1

Description: Join the athenaEDI User Group for an informative session covering recent project milestones, including Text to Pay and Claim Attachment. Get an exclusive preview of our roadmap for the remainder of 2024 and engage in discussions on upcoming features. Your input is crucial – share your ideas and insights as we collectively shape the future of athenaEDI. Don't miss this opportunity to stay informed and actively contribute to the evolving landscape of electronic data interchange in healthcare

12:00 pm - 1:10 pm

Lunch & Admin Session

Room: View

Take advantage of this networking lunch break to connect with fellow attendees, exchange ideas, and forge meaningful professional relationships in a relaxed atmosphere. Fuel up with delicious food while engaging in valuable conversations that can enrich your conference experience and expand your network.

1:10 pm - 2:10 pm

Breakout

Room: Madison A

Topic: Connectivity API Round Table Discussion

Presented by: Staci Blevins, Medstar and Kiera O'Neil, McKesson/US Oncology, Katherine Gregoire, athenahealth

Description: Attendees will delve into the intricacies of leveraging APIs to streamline revenue cycles, optimize billing procedures, and ensure seamless data exchange between healthcare providers and financial entities. Experts will share insights, challenges, and best practices for harnessing API technology to enhance operational efficiency and financial performance in healthcare organizations.

Room: Madison B

Topic: Custom ETM Views: Transforming analysis and workflows

Presented by: Christina Bond, Dignity Health and Kassie Boland-Moore, Dignity Health

Description: Unleash the power of Batch Detail Review in ETM for a transformative user experience. Gain insights into efficient batch proof filtering, seamless payment reconciliation, and agent validation in a LIVE environment. Get a comprehensive walkthrough of ETM views, including group and batch details, payment information, and invoice numbers. Elevate your reconciliation process with easy access to detailed invoice information and patient inquiries. Explore the Export View for Payer Issues, streamlining invoice reprocessing with Mass Update capabilities. Learn to export tailored spreadsheets, access pertinent information, and expedite issue resolutions for smoother revenue cycle management.

WRUG Spring 2024 Las Vegas

Thursday April 18th, 2024

2:10 pm - 2:15 pm

Mini Break



2:15 pm - 3:15 pm

Breakout

Room:: Madison A

Topic: Come learn about 7.5 Beta project and all the great 7.5 New Feature Content

Presented by: Pauline Troiano, athenahealth and Staci Blevins, Medstar

Description: Embark on a journey into the future with our session on the 7.5 Beta Project, featuring a firsthand look at the latest New Feature Content. Join dynamic presenters from athenahealth and Medstar for an insightful co-presentation. Discover the groundbreaking enhancements and innovations in the 7.5 Beta, as our experts guide you through the exciting new features. This session is a must-attend for those eager to stay at the forefront of cutting-edge developments in healthcare technology. Don't miss the opportunity to be part of this enlightening session!

Room: Madison B

Topic: Revolutionizing Self-Pay: Dignity's Journey Towards Business Office-Driven Discounting

Presented by: Frances Sevigny, Dignity Health and Jo Gorano, Dignity Health

Description: Join us to explore Dignity's process change in the self-pay process. Discover how we forged a strategic partnership with our business office to redefine discounting based on payment types, alleviating the burden from front-end users. This session details the collaborative efforts, highlighting the transition towards business office-driven discount posting. Gain insights into the motivations, challenges, and successes of this transformative shift in the self-pay landscape. Don't miss this opportunity to learn from our experience and optimize your approach to self-pay processes!

3:15 pm - 3:45 pm

Break / Vendor Fair / Take Walls Down

Room: View

Join us during the vendor fair for an exciting opportunity to network with peers and discover new vendors offering cutting-edge solutions. Explore innovative products and services while forging valuable connections in the industry.

3:45 pm - 4:45 pm

General Session

Room: Madison A/B

Topic: How SIUSOM has leveraged Proactive Monitor to solve data problems, before they become problems

Presented by: Tomi Kimble, SIU School of Medicine

Description: Explore how SIU School of Medicine leveraged Proactive Monitoring to preemptively detect and resolve data issues. SIUSOM's proactive measures include early detection protocols, root cause analysis, proactive mitigation, and continuous improvement initiatives. By sharing their experiences, SIUSOM aims to inspire other organizations to adopt similar proactive data management approaches, offering valuable insights and actionable strategies for enhancing data integrity and reliability.

WRUG Spring 2024 Las Vegas

Thursday April 18th, 2024

4:45 pm - 5:45 pm

General Session

Room: Madison A/B

IDX Roadmap IDX Update - A Product Outlook

Presented by: Serene Munroe, Alyssa Igo, Kim Bruce, Anita Tolbert athenahealth

Description: Join Serene Munroe, Alyssa Igo, and Kim Bruce for an exclusive insight into the groundbreaking features launching in athenaIDX, athenaEDI, and athenaAnalytics. Delve into detailed discussions about our product roadmaps, spanning short-term enhancements and long-term visions. Don't miss this opportunity to stay ahead of the curve and explore the future of healthcare technology with us.

6:00 pm-7:00 pm

Evening Reception

Room: View

Join us for a vibrant evening reception, where conference attendees can unwind, mingle, and reflect on the day's enlightening sessions while anticipating tomorrow's offerings. Network with industry peers and organizational leaders in a relaxed setting, all while indulging in delicious food and complimentary drinks to enhance the camaraderie and connection-building experience.

WRUG Spring 2024 Las Vegas

Friday April 19th, 2024

7:30 am - 8:30 am

Complimentary Breakfast

Room: View



8:00 am - 10:15 am

Vendor Fair / Walls Up

Room: View

Join us during the vendor fair for an exciting opportunity to network with peers and discover new vendors offering cutting-edge solutions. Explore innovative products and services while forging valuable connections in the industry.

8:45 am - 9:45 am

Breakout

Room: Madison A

Topic: Census Reconciliation Design Discussion

Presented by: Rochelle Korum, Envision and Kerry Lambert, athenahealth, Katherine Gregoire, athenahealth

Description: We invite you to contribute your insights to the development of our new athenaIDX census reconciliation solution. Your feedback on our latest design plans will be invaluable in shaping the features and functionality of this upcoming solution. Join us in ensuring that the final product meets the requirements and expectations of our users effectively.

Room: Madison B

Topic: ETM Back to Basics; Utilizing reports to address normal business issues

Presented by: Kathy Vetovich, KAV Consulting and Michelle Jacoby, Dignity Health

Description: Embark on a journey of rediscovery with our session, 'ETM Back to Basics.' Uncover the fundamental principles that form the backbone of effective business management, ensuring a solid foundation for success. Discover how insightful reports can be leveraged to tackle everyday challenges, providing actionable solutions for your business. Elevate your understanding and propel your business forward with practical insights

9:45 am - 10:15 am

Break / Vendor Fair

Room: View

Join us during the vendor fair for an exciting opportunity to network with peers and discover new vendors offering cutting-edge solutions. Explore innovative products and services while forging valuable connections in the industry.

WRUG Spring 2024 Las Vegas

Friday April 19th, 2024

10:15 am - 11:10 am

Breakout

Room: Madison A

Topic: Streamlining Patient Pre-Registration: Dignity Health's Partnership with Notable

Presented by: Frances Sevigny, Dignity Health and Kathryn Williamson, Dignity Health

Description: Explore how Dignity Health revolutionized the patient pre-registration process through strategic collaboration with Notable. Discover how this digital solution enhanced efficiency, reduced administrative burdens, and improved patient experiences, all while maintaining high standards of care.

Room: Madison B

Topic: Unlocking TES: Maximizing Its COOL Potential

Presented by: Rochelle Korum, Envision Health and Susie Marty, KAV

Description: Delve into the limitless possibilities of Text Editing System (TES) with a focus on unleashing its "COOL" features. Learn how to leverage unlimited edit actions, customizable rulesets, and maintenance-free editing capabilities to streamline workflows, enhance productivity, and unlock new levels of efficiency in text editing tasks.

11:10 am - 11:15 am

Mini Break / Walls down



11:15 am - 12:00 pm

Ask Anything

Room: Madison A/B

Join us for an engaging and interactive "Ask Anything" session where you'll have the opportunity to pose your burning questions, share insights, and engage in open dialogue with our experts. This session is designed to foster curiosity, encourage exploration, and promote knowledge sharing across various topics.

12:00 pm - 1:00 pm

Lunch & Vendor Raffle

Room: View

Join us during this networking lunch break to not only connect with fellow attendees and forge meaningful professional relationships but also to take advantage of the opportunity to win exciting prizes in the vendor raffle. Fuel up with delicious food while engaging in valuable conversations. Don't miss out on this chance to both network and potentially walk away with some fantastic rewards!

1:00 pm - 2:00 pm

Agenda Planning

Room: Madison A/B

Join us for an agenda planning session for next year's conference where everyone's input is welcome! We invite attendees to share their ideas and suggestions for future topics and sessions, ensuring that the upcoming conference reflects the diverse interests and needs of our community. Your participation will help shape an engaging and valuable program for all.

2:00 pm

Conference Ends

Spring Vendor Fair Contest

Attendee Name	
Attendee Title	
Attendee Phone	
Attendee Email	
Attendee Site	