

# WRUG Spring 2025 Albuquerque

Thursday April 24th, 2025

7:30 am - 4:00 pm

## Registration

Registration booths will be open for registered attendees to check in and receive their welcome package.

7:30 am - 8:30 am

## Complimentary Breakfast

Room: Fiesta Room



7:30 am - 5:00 pm

## Vendor Fair (2<sup>nd</sup> Floor Atrium)

Room: 2nd Floor Atrium

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

8:30 am - 9:00 am

## Host Welcome

Room: Enchantment ABCD

Welcome to the 2025 WRUG Spring Conference in Albuquerque! This opening session kicks things off with key updates from WRUG and a special welcome from our host, the University of New Mexico. UNM will share a bit about their organization as they welcome attendees to the conference. Get ready for an enriching experience filled with vendor fairs, insightful breakout sessions, and invaluable networking opportunities. We're thrilled to have you here as we embark on this journey of exploration, learning, and collaboration!

9:00 am - 9:30 am

## Sponsor General Session

Room: Enchantment ABCD

### Engaging Patients with Qure4u

**Description:** Join Monica Bolbjerg, MD, Founder & CEO of Qure4u, and Amalie Bolbjerg, Sales Director, to explore how automation tools like FastPay, QuickAssist, and Secure Texting help collect payments faster, reduce phone calls, and cut staff time, while creating a better experience for patients.

**Presented by:** Monica Bolbjerg and Amalie Bolbjerg, Qure4u with Introduction by Staci Belvin, Medstar

# WRUG Spring 2025 Albuquerque

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9:30 am - 9:45 am

Mini Break

Room:



9:45 am - 10:30 am

Breakout

Room: Enchantment  
ABCD

**AnalyticsIQ and Gamify:** What's new in Gamify and athenaIDX Analytics

**Description:** Join us for an exclusive look at the latest innovations from AnalyticsIQ and Gamify. Discover cutting-edge analytics and dynamic new Gamify features designed to boost motivation, drive productivity, and transform everyday work into an engaging experience. Learn how game-based strategies are redefining workplace performance—and how you can leverage them for success.

Plus, we want your insights! Share your thoughts on our latest projects including predictive analytics and our extended BI solutions for AnalyticsIQ. Don't miss this opportunity to shape the future of data-driven engagement.

**Presented by:** Anita Tolbert, athenahealth

**Getting Insurance Right - Deep Dive on Advancements in Eligibility v7.6+ & Insurance Change Workflows v8.0**

**Description:** Join us for a focused session on the latest updates to eligibility and insurance change workflows in versions 7.6 and 8.0. Discover how new features—like automated insurance updates and enhanced interfaces—can boost accuracy and streamline processes. Our experts will provide a live demo and practical insights to help you navigate these changes with confidence. Whether you're a longtime user or just getting started, this session offers valuable tips and tools for mastering insurance management. Don't miss your chance to learn, ask questions, and connect with athenaIDX and fellow users!

Room: Enchantment E

**Presented by:** Margot Rogers, athenahealth

10:30 am - 11:00 am

Break / Vendor Fair

Room: 2nd Floor  
Atrium

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!

# WRUG Spring 2025 Albuquerque

Thursday April 24th, 2025

11:00 am - 11:45 am

## Breakout Session

Room: Enchantment  
ABCD

**Hyland Integration with EDM:** How Hyland advances Electronic Document Management

**Description:** Join us to meet our new partner, Hyland, and explore their modern approach to document capture and form creation within Electronic Document Management. We'll showcase how athenaIDX v7.5 integrates Hyland's Web Capture and introduce our new Forms feature in v7.6. See live demonstrations of workflows and learn how this partnership enhances document management today—and into the future. Whether you're a current user or just curious, this is a great opportunity to dive in and learn more.

**Presented by:** Joe Lipczynski & Shannon Sanborn, athenahealth with Kevin Poppe Hyland

### Quality Audit Workflow

**Description:** We all need to do more with less. So you need to know that the resources you have are doing the right things! That means assessing productivity through Outcomes. But at some point, you probably want to do some audits of your users. We have a solution that not only allows you to specify the date range, department and/or user you need to audit, but now you can indicate the results of the audit in the system without others being aware of the audit findings. And, of course, it's KAV, so it's all reportable!

**Presented by:** Yolanda Alvara, Vituity and Kathy Vetovich, KAV

Room: Enchantment E

11:45 am - 1:00 pm

## Lunch & Admin Session

Room: Fiesta Room

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.

1:00 pm - 1:30 pm

## General Session

Room: Enchantment  
ABCD

### v7.6 Beta Insights from Envision – New Feature Highlights

**Description:** Join us for insights from our Beta customer, Envision Healthcare. Rochelle Korum will highlight a handful of the v7.6 features implemented during her project and share how they are benefiting her organization and improving efficiency. We will end the session with information on how you can partner with athenaIDX to become a Beta customer for a future release.

**Presented by:** Rochelle Korum, Envision with Pauline Troiano, athenahealth

# WRUG Spring 2025 Albuquerque

Thursday April 24th, 2025

1:35 pm - 2:05 pm

Breakout Session

Room: Enchantment  
ABCD

## Loading FFS Demographics and Insurance with CureIS EnrollmentCure

**Description:** Come join us and learn how CommonSpirit is leveraging Curels' EnrollmentCure solution to automate the loading of patient demographics and insurance details from a payer's monthly roster. This session will explore how the integration reduces manual data entry, improves data accuracy, and streamlines eligibility verification. Discover how this innovative approach enhances operational efficiency, supports cleaner claims, and strengthens overall revenue cycle performance.

**Presented by:** Christina Bond, Wesley Prefling, Kim Bolton

## athenaDX Web Direct Connect and Single Sign on

**Description:** In this session Medstar will discuss their Single Sign On project with athenaDX Web (Indigo). In this session you will also learn about our new Direct Connect feature that is part of v7.6. We will review prerequisites for these features and how they can benefit your athenaDX implementation.

**Presented by:** Glenn Hayes and Joe Liczynski, athenahealth with Staci Bevins Medstar

Room: Enchantment E

2:05 pm - 2:15 pm

Mini Break



2:15 pm - 3:15 pm

General Session

Room: Enchantment  
ABCD

## athenahealth Product Roadmap Leadership presentation

**Description:** Join the athenahealth product leadership team for a look at upcoming innovations designed to boost efficiency, automation, and revenue. Get updates on athenaDX, athenaEDI, athenaDX Analytics, and Advisory Automation Solutions. We'll also share our vision for incorporating AI to shape future solutions. Don't miss this chance to explore what's ahead and how it can support your organization's growth.

**Presented by:** Serene Munroe, Alyssa Igo & Kim Bruce, athenahealth

3:15 pm - 3:45 pm

Scoop & Socialize: Ice Cream Social Hosted by athenahealth

Room: 2nd Floor  
Atrium

Cool off and connect! Join athenahealth for a sweet break filled with frozen treats and friendly faces. This is your chance to mingle with fellow attendees, chat with the athenahealth team, and enjoy a scoop (or two!) of fun. Don't miss this delicious opportunity to network and unwind.

# WRUG Spring 2025 Albuquerque

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3:45 pm - 4:30 pm

## Breakout Session

Room: Enchantment E

**Staying up to Date with athenaIDX:** This presentation will provide information about the benefits of customers staying up to date with the athenaIDX application. From the system side, we will discuss dates and dependencies of the different OS and application versions, as well as best practices for system maintenance and monitoring. From the application side, we will discuss the timelines of the different UIs (.NET, CBW, Indigo) and newer features such as End-to-End Encryption, Direct Connect, and Indigo-specific application functionality.

**Presented by:** Derek Allen and Karl Von Seggern, athenahealth

### athenaEDI User Group

**Description:** Please join Kate Ketelaar and Kim Bruce as they talk about all things athenaEDI. We will cover the latest initiatives from our services team and a deeper dive into the athenaEDI product roadmap. We are also excited to share the latest developments regarding our new Advanced Claim Status solution. As always, please come ready with your suggestions and ideas for how we can continue to help you meet your business needs!

**Presented by:** Kim Bruce and Katie Ketelaar, athenahealth

Room: Enchantment  
ABCD

4:30 pm - 5:15 pm

## Breakout Session

Room: Enchantment  
ABCD

### Driving Performance with ETM Custom Indicators

**Description:** Discover how Dignity Health partnered with KAV to design custom, dictionary-driven ETM indicators that update daily and bring high-priority tasks to the forefront. This innovative approach empowers leaders to guide staff focus, improve workflow efficiency, and support revenue-driving metrics. In this presentation, we'll share how this solution enhanced performance tracking and outcome management across teams. Join us to see how smart customization can make a big impact!

**Presented by:** Kassie Boland-Moore and Michelle Irwin, Dignity Health with Kathy Vetovich, KAV

### GlobalWorks Sunset Announcement: GlobalWorks Update & Alternatives (including coverage for Data Exchange Manager & Communication Manager)

**Description:** Earlier this year, Optum delivered affected organizations the news that their GlobalWorks portfolio would sunset by YE 2025. Join us at this session to learn more about alternatives to the Data Exchange Manager and Communication Manager (CM3) so that you have an opportunity to transition to a new integrated solution for your athenaIDX platform.

**Presented by:** Alyssa Igo, Glenn Hayes & Joe Lipczynski, athenahealth with Kevin Poppe, Hyland

Room: Enchantment E

6:00pm-7:00pm

## Evening Reception

Room: Fiesta Room

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 2025 Albuquerque

Friday April 25th, 2025

7:30 am - 8:30 am

Complimentary Breakfast & Vendor Raffle

Room: Fiesta Room



8:00 am - 10:30 am

Vendor Fair

Room: 2nd Floor  
Atrium

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.

8:30 am - 9:15 am

Round Table

Room: Enchantment  
ABCD

**Prior Authorizations:** Round Table Discussion

**Description:** Come get a preview of new Authorization functionality in development for v8.0 and beyond! Share your wish lists and pain points with your current Authorizations processes and help us validate our plans for the future!

**Presented by:** Katherine Gregoire, Margot Rogers, Shannon Sanborn

Room: Enchantment E

**athenaEDI Claim Attachments: The Integrated ETM Workflow**

**Description:** This session focuses on building knowledge around the athenaEDI Claim Attachment Solution. In partnership with Kathy Vetovich from KAV Consulting, we'll explore key ETM workflows that streamline attachment-related follow-up tasks and how they interact with the solution. While offering a holistic overview, we'll dive deeper into workflows and gather your feedback. We'll also highlight our work on developing an EDM API solution aimed at reducing manual steps and promoting a more autonomous process.

**Presented by:** Satya Lolabattu, athenaEDI and Kathy Vetovich, KAV

9:20 - 10:15 am

General Session

Room: Enchantment  
ABCD

**New Features:** What's New in v7.6 - Reaching General Availability in May!

**Description:** Version 7.6, which will hit General Release in a few weeks, brings exciting updates to the IDX portfolio. This session will highlight some of the major features including census, eligibility, and electronic document management, all the way through the claim process to advanced patient payment options and more. Join us to see IDX 7.6 in action.

**Presented by:** Margot Rogers, Alyssa Igo, Katherine Gregoire, Joe Lipczynski, Mary Gallicano

# WRUG Spring 2025 Albuquerque

Friday April 25th, 2025

10:20 - 11:00 am

General Session

Room: Enchantment  
ABCD

## **Informatics Round Table**

**Description:** This session is all about collaboration—bring your questions, share your experiences, and learn how others are leveraging Informatics to support their revenue cycle operations. With no set agenda, we're creating space for open dialogue, real-world insights, and idea sharing around this powerful tool. Whether you're new to Informatics or a seasoned user, your voice is welcome!

**Hosted by:** Mike Paquette, athenahealth and Kassie Boland-Moore, Dignity Health

Room: Enchantment E

## **Struggling with Self Pay - Advanced Strategies for Collecting Revenue**

**Description:** One of the most challenging and costly aspects of today's revenue cycle is the effort to collect self pay. We have to be more strategic than ever to meet our patients where they are and provide multiple ways to drive collection efforts. Join us as we explore what we have to help you accelerate self pay collections and what we are doing to continually improve this process.

**Presented by:** Alyssa Igo, Margot Rogers and Kim Bruce, athenahealth

11:00 am

Conference Ends