



USER GROUP AGENDA

(as of March 22, 2010)

NEW ORLEANS, APRIL 6-8, 2010

Dress is business casual at all events. [Click here](#) for full event details and registration.

TUESDAY, APRIL 6

PRE-MEETING BONUS SESSION ON CRITICAL ACCESS HOSPITALS

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|-------------------|---|
| 11:30am – 12:30pm | Complimentary lunch |
| 12:30pm – 12:45pm | <i>Welcome</i>
Gordon Craig, CTO and Co-founder, Craneware
<i>Introductions and Logistics</i>
Emily Casto, Internal Training Manager, Craneware |
| 12:45pm – 1:45pm | <i>CAH Challenge: Operations in Troubling Times</i>
This session will explore the situational analysis of CAHs nationwide and how leaders in these organizations can maintain balance and not just survive, but thrive.
Brock Salbach, MPH, FACHE, Senior Vice President for Member Services, National Rural Health Association |
| 1:45pm – 2:00pm | Break |
| 2:00pm – 3:00pm | <i>Toolkit in Moose Country: Leveraging Craneware Tools in the Critical Access Environment</i>
A client shares how his critical-access facility, in the moose capital of Michigan, has maximized Chargemaster Toolkit® – CAH and Craneware's other automated revenue integrity tools to optimize reimbursement, increase operational efficiency and minimize compliance risk.
Gerald Artman, Reimbursement Specialist, Helen Newberry Joy Hospital and Healthcare Center, Newberry, Mich. |
| 3:00pm – 3:45pm | <i>Managing Revenue Compliance</i>
You wear many hats. Your job title doesn't have the word "compliance" in it. But revenue compliance has now fallen into your lap! Learn where to begin and how to build your compliance task list for a sustainable approach to revenue compliance.
Elaine Dunn, MS, RRT, RPSGT, Professional Services Quality Manager, Craneware |

3:45pm – 4:00pm Break

4:00pm – 5:30pm *Chargemaster: Managing your Risk with Audit Exposure in a Critical Access Hospital Setting*

How to use your chargemaster to identify areas of risk and common charge capture errors, by understanding the role the chargemaster plays in charging, retrospective audits and data mining initiatives. This session will identify and clarify some of the most confusing coding and compliance issues that the RACs are focusing on.

Lamon Willis, CHCO, CPC-P, CPC-H, Healthcare Consultant, Craneware

WEDNESDAY, APRIL 7

8:00am – 9:00am Registration and Continental breakfast

9:00am – 9:30am *Welcome*

Gordon Craig, CTO and Co-founder, Craneware

Introductions and Logistics

Emily Casto, Internal Training Manager, Craneware

9:30am – 10:30am *Networking and sharing*

Small group breakouts in which clients share where they are from and how they are using their Craneware solutions. Afterwards, each group presents a short summary of their discussion to the larger group.

Emily Casto, Internal Training Manager, Craneware

10:30am – 10:45am Break

10:45am – 11:30am *What a Difference a Year Can Make*

Less than a year ago, this client came to our San Antonio user group knowing almost nothing about Craneware's tools. Now her hospital can boast a very significant increase in revenue from her enthusiastic implementation of Chargemaster Toolkit[®], Online Reference Toolkit[®] and Pharmacy ChargeLink[®].

Kathy Huston, Charge Capture Coordinator, and Autumn Meeks, Purchasing and Reimbursement Specialist, Hendrick Medical Center, Abilene, Texas

11:30am – 12:00pm *Sneak Peek at Future Product Developments*

A member of the Craneware Marketing team reveals plans for future products and product enhancements.

Tim Weakley, Product Manager, Craneware

12:00pm – 1:30pm Lunch and Craneware Solutions Center

Time to network with your peers and see product demonstrations

1:30pm – 4:30pm *Breakout Sessions – See Addendum A*

Clients choose one of three sessions:

- New Users of Chargemaster Toolkit, Online Reference Toolkit, and Bill Analyzer
- Advanced Revenue Cycle
- Strategic Hospital Operations

5:30pm – 7:00pm

Networking Reception

THURSDAY, APRIL 8

8:00am – 9:00am

Continental Breakfast and Craneware Solutions Center

9:00am – 9:15am

Welcome and Recap of Previous Day

Emily Casto, Internal Training Manager, Craneware

9:15am – 11:00am

Tips and Tricks

Getting the most from using Chargemaster Toolkit, Online Reference Toolkit and Bill Analyzer

Emily Casto, Internal Training Manager, Craneware, and Brooke Biloski, Professional Services Quality Manager, Craneware

11:00am – 12:00pm

Implementing a Successful Patient Charge Estimation and Upfront Collections Process

Kelley Blair, MAOL, Vice President of Professional Services, Craneware, and Tim Weakley, Product Manager, Craneware

12:00pm – 1:30pm

Lunch and Craneware Solutions Center

1:30pm – 2:30pm

Chargemaster Toolkit and Bill Analyzer ROI Analysis

Kelley Blair, MAOL, Vice President of Professional Services, Craneware, and Brooke Biloski, Professional Services Quality Manager, Craneware

2:30pm – 2:45pm

Break

2:45pm – 4:15pm

Hot Topic in Revenue Integrity: Physician Supervision

Since the inception of OPPS in 2000 there has been confusion regarding the Medicare regulation regarding “incident to” and “physician supervision” requirements. Several iterations of these requirements have occurred over the last several years, culminating with 2010 physician supervision guidelines. They clarify the physician requirements and guidelines for new physician extender supervisory requirements. This session will review the latest guidelines and ramifications for the supervision requirements.

Lamon Willis, CHCO, CPC-P, CPC-H, Healthcare Consultant, Craneware

4:15pm – 4:30pm

Wrap-up and Gift Card Drawing

Addendum A – Breakout Sessions

WEDNESDAY, APRIL 7

New Users of Chargemaster Toolkit, Online Reference Toolkit and Bill Analyzer

1:30pm – 3:30pm	Basic Chargemaster Toolkit Training Logging On Tabs Standard and Basic Reports Manual and Other Places to Go for Help Logging Off
3:30pm – 4:00pm	Basic Online Reference Toolkit Training Logging On Overview of Functionality
4:00pm – 4:30pm	Bill Analyzer Training Logging On Navigation of the Issue Types Assigning Issues for Follow-up Reporting

Emily Casto, Internal Training Manager, Craneware

Advanced Revenue Cycle

1:30pm – 2:30pm	Developing and implementing a Sustainable Charge Capture Monitoring Program
2:30pm – 3:30pm	Developing and Implementing a Comprehensive Chargemaster Workflow Process
3:30pm – 4:30pm	Conducting Strategic Data Analysis with Craneware Tools

Brooke Biloski, Professional Services Quality Manager, Craneware

Strategic Hospital Operations

1:30pm – 2:30pm	Working with Supplies and Pharmacy Items in the Chargemaster
2:30pm – 3:45pm	Using Pharmacy ChargeLink® and Supplies ChargeLink™ to Support Transparency within the Materials Management and Pharmacy Processes
3:45pm – 4:30pm	Utilizing Craneware Software to Analyze Pricing Data

Kelley Blair, MAOL, Vice President of Professional Services, Craneware, and Elaine Dunn, MS, RRT, RPSGT, Professional Services Resource Manager, Craneware

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