The Virginia Chapter of AAHAM
2016 Annual Meeting & Conference

Kingsmill Resort
1010 Kingsmill Road
Williamsburg, VA 23185
(757) 253-1703
(800)-982-2892

Agenda

Wednesday, December 7, 2016

12:00-12:45	**Registration**
12:45-1:00	**Introduction and Welcome**
1:00-2:25	*Taking the Cuss Out of Customer Service™ - Service Excellence for Healthcare Professionals* **John Cook, Chief Client Officer, Professional Recovery Consultants**
2:25-2:40	**Break -**
2:45-3:40	**Legislative Updates** **Jay Andrews, Vice President of Financial Policy, Virginia Hospital & Healthcare Association**
3:45-4:45	*Navigating CMS Medical Necessity Guidance* **Catrena Smith, President, Access Quality Coding and Consulting, LLC**
6:00-7:00	*President's Reception-Burwell Hall*

Thursday, December 8, 2016

8:00-9:00	**Registration and Breakfast -Burwell**

9:00-10:25	*Do it Well. Make it Fun.* **Ron Culberson, Speaker, Author, Humorist**
10:25-10:40	**Vendor Presentations**
10:40-10:55	**Break -**
11:00-12:00	*Front-End Initiatives to Increase "Flow"* **Maxine Wilson, NAHAM Ambassador**
12:00-1:25	**Lunch and Annual Meeting**
1:30-2:25	*Consumers, Patients, and Healthcare: Why Are We So Stupid?* **Bill Vaughan, Virginia State Health Insurance Counseling and Assistance Program**
2:25-2:40	**Afternoon Break and Vendor Giveaways**
2:45-4:00	**Patient Financial Services Panel** **Al Payne, Director of Patient Accounting, Sentara - Moderator** **Brent McGhee, Administrator PFS, UVA Health System** **Joseph Koons, Managing Director of Revenue Cycle, Centra Health** **Sam Crosby, Associate Vice President, Virginia Hospital Center** **Rod Walker, Director PFS, VCU Health System**
6:00 – 10:00	*Dinner at the resort-Moody's - **Followed by Costume Contest, DJ and Dancing!***

Friday, December 9, 2016

8:00-9:00	**Registration and Continental Breakfast**
9:00-10:25	**It's not about you, it's about me! Making healthcare all about the patient** **Cindy Durrea, Chief Marketing Officer, Experian Health**
10:25-10:40	**Break -**
10:45-12:00	*When Did the Front-End Get All the Cool Tools? Are they Prepared?* **Christian Borchert, Regional Vice President of Sales, Salucro Healthcare Solutions**
12:00-12:20	**Door prizes and adjournment**

The Virginia Chapter of AAHAM will collect for Toys for Tots throughout the conference. The mission of the U.S. Marine Corps Reserve Toys for Tots Program is to collect new, unwrapped toys during October, November, and December each year, and distribute those toys as Christmas gifts to less fortunate children in the community in which the campaign is conducted. The objectives of Toys for Tots are to help less fortunate children throughout the United States experience the joy of Christmas; to play an active role in the development of one of our nation's most valuable resources – our children; to unite all members of local communities in a common cause for three months each year during the annual toy collection and distribution campaign; and to contribute to better communities in the future.

For more information visit www.toysfortots.org

For program questions, please contact Dushantha Chelliah: dc5p@virginia.edu

For sponsorship opportunities, please contact Dale Brumbach: dale.brumbach@penncredit.com

We reserve the right to cancel or reschedule a program because of insufficient number of registrants or other unforeseen circumstances or to close registration when a program is over subscribed.

2016 Annual Meeting and Conference
December 7 – 9, 2016
Kingsmill Resort
Williamsburg, VA

REGISTRATION FORM

Name_____

Title_____Certification:_____

Organization_____

Phone _____

Email _____

	Full Conference	**Wed. or Fri. Only**	**Thursday Only**
Members:	$175	$75	$100
Non-members:	$205	$105	$130

Additional Guest Tickets for Thursday night's banquet: $60 each

Guest's name: _____

Amount enclosed: _____

Make checks payable to*: The Virginia Chapter of AAHAM*

Please send registrations and payment information to:

Linda Conner

Manager, Patient Finances

Sentara Halifax Regional Hospital

2204 Wilborn Avenue

South Boston, VA 24592

**Register online at http://www.vaaaham.com under "Calendar of Events"
Click "Online Registration"**