

# Western Reserve AAHAM Presents: “Revving Up” Your Revenue Cycle September 26 & 27, 2019



The Bertram Inn and Conference Center  
600 N. Aurora Rd., Aurora, OH 44202



## AGENDA

**Thursday, September 26**

**7:45 AM - 8:30 AM**

**Registration/Continental Breakfast**

**8:30 AM - 9:00 AM**

***Business Meeting/President's Message***  
**Sandy Pepper, AAHAM WR Chapter President**

**9:00 AM - 10:00 AM**

***Key Note: Transforming YOUR Team into a Performance Powerhouse***  
**Brian Garver, Vice President, KeyBridge**

**10:00 AM - 11:00 AM**

***I Fought the Law and the Law Won - End to End New Concepts to Effective Collections, Denials Management, and Patient Experience***  
**Lyman G Sornberger and Charles Hilton Esq.**

**11:00 AM - 11:15 AM**

**Break**

**11:15 AM - 12:30 PM**

***MSP - The Rules and Regs are No Accident***  
**Kevin Willis, Claims Services**

**12:30 PM - 1:15 PM**

**Lunch**

**1:15 PM - 2:15 PM**

**Team Building Event**



**Chapter Chairwoman of the Board  
Second Vice President & Education**  
Nan Woldin

St. Vincent Charity/St. John Medical Centers  
Director, Patient Accounts  
6935 Treeline Drive  
Brecksville, OH 44141  
Phone: (440) 740-2180  
Nanette.Woldin@stvincentcharity.com

**Chapter President**

Sandy Pepper, CRCS-I  
Human Arc Corporation  
Client Relations Specialist  
1457 East 40th Street  
Cleveland, OH 44103  
Office: (216) 426-3535 ext 1179  
Cell: (216) 965-2471  
Fax: 1-866-221-2017  
Sandy.Peffer@centaurihs.com

**First Vice President, Treasurer,  
Membership & Website**

Mike Reppa  
Revenue Group  
3711 Chester Ave  
Cleveland Ohio 44114  
Office: (216) 763-2579  
mreppa@revenuegroup.com

**Secretary**

Teresa L. Okicki  
Director Revenue Cycle Operations  
St. Vincent Charity Medical Center  
2351 East 22nd Street  
Cleveland, Ohio 44115  
Phone: (216) 363-7423  
Teresa.Okicki@Stvincentcharity.com

**Certification Chairperson**

Marcie Carek, CRCP-I, CRIP  
Manager, Revenue Integrity  
Crystal Clinic Orthopaedic Center  
3925 Embassy Pkwy  
Akron, Ohio 44333  
Phone: (330) 670-6097

**Board Members**

B. Roy Engle  
President, Team Recovery  
3928 Clock Pointe Trail  
Stow, Ohio 44224  
Phone: (330) 916-7030  
rengle@teamrecovery.com

Ben Gleason

Baker Tilly  
bmgleason@hotmail.com

**Corporate Sponsors**

Sharon Daugherty  
FirstCredit Inc. | RevCare | PayMed Solutions  
Manager, Client Services  
3250 West Market St., Suite 304  
Akron, Ohio 44333  
Office: (330) 864-4422 x235  
Cell Phone: (330) 715-7866  
sdaugherty@improvefinancialhealth.com

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## AGENDA CONTINUED

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**2:15 PM - 3:15 PM**

*How Medicaid is Being Redefined*  
Shanna Hanson, Centauri Health Solutions

**3:15 PM - 3:30 PM**

Break

**3:30 PM - 4:30 PM**

*Integration of Managed Care with Contract Management*  
John Wallace, nThrive

**4:45 PM - 6:30 PM**

Thorncreek Winery or time on your own

**7:00 PM**

Dinner

**Friday, September 27**

**8:15 AM - 9:00 AM**

Registration/Breakfast

**9:00 AM - 10:30 AM**

*New Rules from the Consumer Financial Protection Bureau (CFPB)*  
*Tests our Good Nature*

New proposed CFPB rules to harassment from provider, vendors, and payers to address the future of Revenue Cycle Patient Collections

Lyman G. Sornberger, with panel discussion

**10:30 AM - 10:45 AM**

Break

**10:45 AM - 11:45 AM**

*Medicare Issues and Beyond: Finding Lost Cash in an Airtight Revenue Cycle*

Lauren Beard and Brooke Kitsch, Triage Consulting Group

**11:45 AM - 12:15 PM**

Door Prizes

**12:15 PM**

Adjourn

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**Thank you to our 2019  
CORPORATE SPONSORS:**

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Fidelity National Collections

First Credit, Inc.

HELP Financial

LJ Ross Associates

RevSpring, Inc.

Team Recovery

**Corporate Level**

CBCS

Credit Adjustments, Inc.

CMC Credit Management

JP Recovery Services

Quadax

Revenue Group

UCB Intelligent Solutions

**If you are interested in becoming  
a 2019 Corporate Sponsor,  
please contact:**

**Corporate Sponsors**

Sharon Daugherty

FirstCredit Inc. | RevCare | PayMed Solutions

Manager, Client Services

3250 West Market St., Suite 304

Akron, Ohio 44333

Office: (330) 864-4422 x235

Cell Phone: (330) 715-7866

Email: [sdaugherty@improvefinancialhealth.com](mailto:sdaugherty@improvefinancialhealth.com)



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## BIOGRAPHIES

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### **Shanna Hanson, FHFMA, ACS, Manager of Business Knowledge Centauri Health Solutions**

Shanna is Manager of Business Knowledge at Centauri Health Solutions. In her role, she is responsible for researching and reporting to executive staff on all legislative and environmental changes and trends impacting the company's health care markets, services and product development initiatives. This includes strategic knowledge leadership for the company on national health care reform and the Affordable Care Act; she has researched health care reform and the ACA for many years. Prior to her present role, Shanna served 14 years as Human Arc Midwest Operations Leader for its Medicaid eligibility enrollment services. She is a Past President of the Healthcare Financial Management Association's (HFMA) Heart of America Chapter and earned the designation of Fellow of the Healthcare Financial Management Association (FHFMA). Shanna holds the organization's Certificate of Advanced Technical Study in Mastering Patient Financial Services as well as the Founders Medal of Honor Award. She is a recognized industry writer and speaker on health care and related topics, conducts webinars and was a frequent HFMA HERe blog contributor. Shanna holds a BS degree in business from Oklahoma State University (Stillwater, OK) and several certifications including Master Team Facilitator, Integrative Health Coach, and Toastmaster's Advanced Communicator Bronze.

### **John Wallace, Director of Contract Management nThrive**

With 25 years of experience in the health care industry, John is an experienced leader successfully guiding nThrive clients, across the country, through implementations to best practice environment, optimizing the features of the Contract Manager suite of products to ensure efficiency and increased revenue. John joined nThrive in 2001 and currently services as the Director of Contract Manager, participating in onsite client demonstrations, assessments, optimization, continued education and ongoing support for our clients.

Between 2008-2010, John worked as a consultant with a 7 hospital health system in Southern California where he served as Director of Managed Care & Business Office. John's primary role was maintaining Contract Manager, manage a team of 30 staff members responsible for collections and denials, increasing revenue and supporting contract negotiations using the Contract Modeler solution.

Prior to joining nThrive, John worked for a large multi physician group as Director of Operation managing a 1,200 multi-specialty physicians.

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## REGISTRATION

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# Western Reserve AAHAM Presents: “Revving Up” Your Revenue Cycle September 26 & 27, 2019

The Bertram Inn and Conference Center  
600 N. Aurora Rd., Aurora, OH 44202

**Member Rate:**

[ ] \$175.00

**Non-Member Rate:**

[ ] \$225.00

*Registration deadline: September 5, 2019  
Payments made beyond this date: Add \$25*

*Please note Member and Non-Member rates. For the best value, become an AAHAM member today!  
National Dues: \$209 and no charge for local chapter dues.*

Go to <https://www.aaham.org/JoinNow.aspx> to join!

**Cancellations must be made three days prior to the meeting to receive a refund or not be billed for an unpaid registration.**

**\*\*REGISTER ONLINE\*\***

The Western Reserve AAHAM Board requests that all members and non members please visit [http://wraaham.org/site2/?page\\_id=19](http://wraaham.org/site2/?page_id=19) to register

### Hotel Accommodations:

Overnight accommodations for Wednesday, September 26 and Thursday, September 27 are available at:

Bertram Inn  
600 North Aurora Road  
Aurora, Ohio 44202  
Phone: (330) 995-0200  
Website: <http://www.thebertraminn.com/>

AAHAM rate is \$114.00 per room plus tax.

Please mention AAHAM when making your reservation



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## VENDOR & SPONSOR REGISTRATION

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We are holding a Vendor Fair this year for the benefit of conference attendees. Here is your opportunity to showcase your product and meet with leaders from Patient Accounting and other related areas. Professionals that use your products and services, the vendor fair offers networking, social events, and encourages great communication with your customers. With AAHAM’s outstanding reputation for education and service, your affiliation only adds to your credibility.

**WRAAHAM Corporate Partner\*:**  
 \$600.00

**Non-WRAAHAM Corporate Partner:**  
 \$850.00

\*Executive Corporate Sponsors - 20% Discount, plus Registration includes 1 attendee registration

\*Corporate Sponsors - 10% discount, plus Registration includes 1 attendee registration

Exhibitors are permitted to set up the night before from 5:00 PM to 6:00 PM.

Please do not leave anything valuable out on your tables.

Starting at 6:30 PM there will be a vendor appreciation and social event with cook-out food.

Please register as soon as possible online at [http://wraaham.org/site2/?page\\_id=19](http://wraaham.org/site2/?page_id=19)

#### Sponsorship Opportunities:

Speaker Sponsor: \$250.00 (Multiple Sponsors)

Meals Sponsor: \$250.00 (Multiple Sponsors)



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