



AAHAM Western Reserve Chapter
****FREE** VIRTUAL FALL CONFERENCE**
Thursday, September 17, 2020

CO-SPONSORED BY OUR VALUED CORPORATE PARTNERS:



AGENDA

8:45 AM - 9:00 AM

Welcome

Marcie Carek, President, AAHAM Western Reserve

9:00 AM - 10:00 AM

*Telehealth Billing - Tips for Successful Billing and
Maximum Reimbursement*

Donna Graham, Executive Director Revenue Cycle, &
Jaclyn Woolnough, Director, Revenue Integrity,
The MetroHealth System, Cleveland, OH

10:10 AM - 11:10 AM

Helping Your Employees Manage Stress and Anxiety

Amy Shannon, President, Pinnacle Leadership Solutions, LLC

11:20 AM - 12:20 PM

*Finding Lost Revenue in Cash Flow Crisis
COVID-19 and other Case Studies*

Sandhya Advani, Client Solutions Specialist, &
Kelly Anton, Manager of IP Coding and Denials Management,
Triage Consulting Group

12:20 PM - 12:50 PM

Lunch

12:50 PM - 1:50 PM

Keys and Tips to Working with the VA

Jason Smartt, Esq. CRCR - Sr. Director, Complex Claims, &
Rob Powers, VP, Client Services, EnableComp

2:00 PM - 3:00 PM

Claim Follow-Up: Benefits to an Automated Approach

Justin Jakubik, Product Manager, Denials & Appeals Management,
Quadax

3:10 PM - 4:10 PM

Medicare Updates

Annie Scriven, Senior Provider Relations Representative,
CGS Administrators, J15 A/B MAC

(Continued on back...)

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BIOGRAPHIES

Donna Graham, Executive Director Revenue Cycle, The MetroHealth System



Donna Graham has more than 25 years of experience in strategic planning for academic medical centers, multi-specialty healthcare delivery systems and private practices. Donna is Executive Director of Revenue Cycle for The MetroHealth System, where she uses her strategic planning background to guide revenue cycle initiatives and support patient centric clinical, IT and operations Donna has implemented access, utilization management, HIM, coding and financial and operational solutions, leveraging technology to help healthcare organizations increase net revenue, improve work flow processes and accelerate cash flow. Donna has been a speaker and catalyst for case studies for national and local associations including HFMA, OHA, Health Leaders of America, HIMSS, AMA, Becker's, HBI, PMMC, KLAS and others. She is a board member for NOHIMSS.

Recent recognitions realized by The MetroHealth System driven by patient centricity, innovation and collaboration with the Revenue Cycle and colleagues include HFMA PFCA, HIMSS Stage 7, Davies, Healthcare's Most Wired, Mad*Pow Partner "A Bill You Can Understand Design Challenge".

Jaclyn Woolnough, Director, Revenue Integrity, The MetroHealth System



Jaclyn Woolnough, Director of Revenue Integrity and Professional Coding has been with The MetroHealth System for over 10 years. Her strong financial acumen and system knowledge is a catalyst in collaborating with Managed Care to promote Pricing Transparency; managing Revenue Integrity, Contract Payment Adherence, Provider Education and Professional Coding.

Jackie is a liaison for the Finance Department, providing analytics for CMS governmental funding associated with patient revenue. She has provided focused health care introductory reimbursement seminars to Case Western students. Jackie also is a member and advisor for the EPIC User Group regarding Pricing Transparency.

Amy Shannon, President, Pinnacle Leadership Solutions, LLC



Amy B. Shannon, President, Pinnacle Leadership Solutions, LLC, and a Partner in Your Partner in HR has specialized in Organizational Development, Human Resources and Training for over 25 years. For the past 13 years, Amy has been an Organizational Development consultant working with clients in manufacturing, service, financial and healthcare industries. Most recently, Amy served as the Executive Director II/Vice President of Corporate College where she built robust leadership training curriculum to serve her clients.

Amy works with her coaching clients in a role of a guide and facilitator. Prior to her OD work, she spent over 10 years as Director of Human Resources with Western-Southern Enterprise and Kendle International, Inc. She also holds certifications with numerous nationally known training vendors, and is an award-winning speaker at many national conferences. She serves as Past-President and Board Member for the HR Leadership Group of NE Ohio association and enjoys a variety of community volunteer roles.

Sandhya Advani, Client Solutions Specialist, Triage Consulting Group



Sandhya joined Triage in 2014 after graduating from the University of Georgia with a Master's in Public Health (2013), and a B.A. in Psychology from North Carolina State University (2012). She has previously led comprehensive payment reviews for California, Mississippi, Nevada, Ohio, Texas and Tennessee facilities, while also leading Diversity recruiting efforts and internal trainings on Consultant Development. Having moved into a Client Solutions role, her focus now lies in business development and knowledge sharing opportunities in the Ohio and Michigan markets.

Outside of work, Sandhya loves going to the beach, trying new restaurants, and spending time with her friends & family.

Kelly Anton, Manager of IP Coding and Denials Management, Triage Consulting Group



Kelly joined Triage in 2015 after graduating from the University of Georgia with a B.S. in Health Promotion and Behavior. Since that time, Kelly has led payment review projects for hospitals in Illinois, Missouri, Tennessee, and Georgia and also obtained her Certified Inpatient Coding (CIC) certification. Kelly now oversees both our Inpatient Coding and Denials Management teams. Her focus lies in reviewing and appealing difficult clinical and coding related denials. Outside of work, Kelly loves cooking, cycling, and heading to the lake on the weekends with her family.



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Jason Smartt, Esq. CRCR - Sr. Director, Complex Claims, EnableComp



After graduating law school in 2007, Jason worked for a Revenue Cycle Management company as a Staff Attorney. For seven years, he represented several hospitals resolving their denied workers' compensation, motor vehicle accident, and veteran administration claims. In 2014, he worked for the Hospital side as the Vendor Operations Manager for the PFS Department at Community Health Systems. Jason joined EnableComp in 2018, bringing his legal expertise to the Complex Claims Department.

Rob Powers, VP, Client Services, EnableComp



As the Vice President of Client Services, Rob Powers brings over 25 years of healthcare experience to EnableComp. Prior to joining the company in 2018, Powers served in a variety of business development roles at Availity for 13 years, most recently as an Enterprise Account Executive. Rob is an active HFMA member and regularly attends events throughout the country. He holds a BS in Biochemistry from Rutgers University and a DC from the National University of Health Sciences.

Justin Jakubik, Product Manager, Denials & Appeals Management, Quadax



Justin has been with Quadax since May of 2015 and has served as a Product Manager for over 4 years. Justin's experience inside of the revenue cycle has focused on back-end technologies to help providers improve their revenue cycle needs in areas such as Claim Follow-Up, Denial Management, and Contract Management. As a Product Manager, Justin works directly with the development team on the planning and delivery of the software being built for the providers while also implementing and training the end users on how to utilize the software in the best way possible. In his 4 short years as a Product Manager at Quadax he has seen the industry grow and expand its technological capacity to improve the revenue cycle needs of clients.

Annie Scriven, Senior Provider Relations Representative, CGS Administrators, J15 A/B MAC

Annie Scriven is a Part A Senior Provider Relations Representative for the J15 A/B MAC contract at CGS Administrators, LLC. She began her Medicare career in 2005. Her experience includes conducting MSP hospital audits and serving as a subject matter expert. In 2008, she received the Recognizing Outstanding Customer Service That Achieves Results (ROCSTAR) award from CMS. Annie graduated from Austin College in Sherman, Texas, with a Bachelor of Arts degree in psychology.

REGISTRATION

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