



COPAM and Central Ohio HFMA Revenue Cycle Council Present:

MAP, MAC and RAC

February 14, 2012

Event Description:

Revenue Cycle professionals can learn about the benefits of undertaking an evidence-based approach to revenue cycle process improvement by following HFMA's MAP program. In addition, we will review the experience of a 2010 MAP Award winning health system.

A panel discussion will address MAC/RAC preparedness and response.

Attending the morning and afternoon events will earn participants **4.5 CPE credits**.

Agenda:

- 8:00 – 9:00 **Registration**
9:00 – 10:00 **MAP Overview** – Suzanne Lestina, Director of Revenue-Cycle MAP, HFMA National
10:15 – 11:15 **MAP Case Study** – Margaret Schuler, Revenue Cycle Administrator, OhioHealth
11:30 – 12:30 **MAP Q & A and Group Discussion Exercise** – Suzanne Lestina
- 12:30 – 1:15 Luncheon Buffet
- 1:15 – 2:45 **MAC/RAC Panel Discussion** –
 - Karen Decker, RN, HumanArc
 - Chris Davis, Manager - Revenue Integrity, Mount Carmel Health
 - Diane Setty, Corporate Director - HIM, OhioHealth

Meeting Location: Villa Milano
1630 Schrock Road
Columbus, Ohio 43229
614-882-2058

Pricing: \$45.00 Members \$65.00 Non-members

Register Online: <http://www.hfma.org/Central-Ohio-Chapter-Revenue-Cycle-Event-MAP-MAC-RAC/>

For more information, please contact:

HFMA members - Shawn McGrath at 614-783-8811 or shawn.mcgrath@ptsphysicians.com

COPAM members – Stephanie Poland at 740-393-9084 or stephanie.poland@knoxcommhosp.org

MAP Program

Our MAP program will be led by **HFMA's Suzanne Lestina**, FHFMA, CPC. Ms. Lestina is HFMA's Director of Revenue Cycle MAP. In her role, she serves as the technical expert and consultant for HFMA's MAP product line. She works with health systems implementing MAP in an advisory capacity regarding the technical aspects of MAP revenue cycle performance improvement by aligning key topics, strategies, and solutions for MAP users.

Ms. Lestina received a BA in Organizational Management from Concordia College. Prior to joining HFMA, she had extensive revenue cycle experience, including 10 years with a leading boutique revenue cycle consulting firm. Her consulting experience includes education, revenue cycle operations assessments, work redesign, and compliance audit / reviews. Prior to her consulting work, Ms. Lestina held hospital revenue cycle leadership roles in the Chicago area. She is a past president of the 1st Illinois Chapter of HFMA and speaks frequently to HFMA chapters, healthcare providers, state hospital associations, and other professional associations.

MAP has made an impact on revenue cycle operations across the country, at health systems large and small, urban and rural. **Margaret Schuler, Ohio Health's** Revenue Cycle Administrator, will share how using evidence based improvement helped her organization achieve the 2010 MAP Award, Achieving Excellence in the Revenue Cycle.

Ms. Schuler directs the operations of the Central Business Office and is responsible for the collections of over \$1.7B annually for 5 acute care hospitals. She is a masters-prepared healthcare professional with over 15 years of healthcare experience in finance and revenue cycle management. Prior to joining OhioHealth, Margaret was a Revenue Cycle consultant for 7 years assisting acute care providers with net revenue initiatives such as reengineering charge capture processes, optimizing third party reimbursement, streamlining accounts receivable management, developing charity care policies and managing the installation of new health information systems. In 2008, Margaret served as the HFMA Central Ohio Chapter President and is currently a Chapter Board Member.

The third module of the MAP program will feature a group discussion led by Suzanne Lestina. Suzanne also will lead a group exercise that will take will provide the event participants an opportunity to dialogue with their peers to share experiences and organizational perspectives.

MAC/RAC Panel

The afternoon session will feature a wide-ranging panel discussion of MAC/RAC issues. The panel will address many of the issues raised in MAC/RAC User Group surveys.

Panelist Include:

Karen Decker RN, Clinical Analyst, HumanArc

Ms. Decker has 20 years of experience including but not limited to: MS Charge RN, Pediatric home infusion, Vascular Clinical Coordinator and Practice Manager, Medicare Documentation Manager for nursing home, BWC MCO Appeals RN, and denials specialist including work for RAC Demonstration project in the state of FL.

Diane Setty, Corporate Director - HIM, OhioHealth

Chris Davis, MBA, CHC, Manager – Revenue Integrity, Mount Carmel Health