

**Speaker Bios:**

**Randy Dean:** Randy Dean, The E-mail Sanity Expert® and author of the Amazon bestseller *Taming the E-mail Beast*, is a professional speaker and expert on time, e-mail management, effective organization, and the related use of technology. For more than 25 years, Randy has been leading programs for corporate, university, and association audiences. His highly entertaining programs leave audiences with immediately usable strategies and skills on how to better manage their time, e-mail, inputs, apps & technology.

**Shannon DeConda:** Ms. DeConda has devoted her entire career to healthcare, starting as a front-desk receptionist and progressing through roles in medical assisting, respiratory therapy, practice management, billing and denials support, and in-office coding, auditing, and education. In 2007, she founded the National Alliance of Medical Auditing Specialists (NAMAS)—the first organization to formally educate medical auditors and the original creators of the CPMA credential. Today, as President of NAMAS and as the Vice President of Regulatory Compliance with the parent company, DoctorsManagement, Ms. DeConda continues to elevate industry standards, providing essential resources and training to healthcare professionals nationwide.

**Lori-Ann Rickard:** Lori-Ann Rickard founded Rickard & Associates in 2000 after years as a partner at Clark Hill, a large Detroit law firm, and working as corporate counsel for the Ascension St. John Health System.

Ms. Rickard is an experienced corporate attorney, an accomplished litigator and a recognized leader in healthcare law and estate planning law. Her clients range from national healthcare systems, ambulance companies, and all types of individuals, providers, and medical billers. She is a Certified Professional Coder herself. Rickard and Associates provides a full range of legal services, including compliance issues, auditing, risk assessments, contract negotiation, employee issues, billing issues, and personal and business asset protection.

Ms. Rickard has published nine books and authored many articles on healthcare matters. She is an active member of the American Health Lawyers Association, State Bar of Michigan Health Law Section, American Bar Association, and the American Academy of Professional Coders. She has also been certified by the Institute of Continuing Legal Education in Probate and Estate Planning.

**Jill Young:** Jill is the founder of Young Medical Consulting, LLC, a company formed 20 years ago to meet the educational needs of both physicians and their staff. She has over 40 years of medical experience with a diverse background in all areas of the office from billing and coding to clinical and management. She has been published in a wide range of periodicals and presented over one hundred lectures both in person and via audio conferences and webinars. She is the past president of the national AAPC Local Chapter Association Board of Directors as well as a past member of the AAPC National Advisory Board.

**Ann Lambrix:** Ann Lambrix serves as Lighthouse's Executive Director of RCM Consulting, heading up the division's day-to-day operations. With more than 23 years in the medical insurance and billing industry, her experience provides for an insightful analysis of revenue cycle and the payor trends impacting reimbursement. Additionally, Ann holds an MSJ in Health and Hospital Law.

**HAP/CareSource Representatives will be available.**

**Blue Cross Blue Shield of Michigan Representatives will be available.**