Course Descriptions:

Keynote: Randy Dean: Time Management Regardless of the Tech: Key Strategies for Productivity, Organization, and Efficiency Regardless of the System

Course Description: There are so many choices and options for managing your time, projects, tasks, people, digital and physical files, and more — cloud-based tools like Microsoft Outlook & 365, Google Workspace, smart phones & apps, newer AI assistants like Copilot, Gemini, and ChatGPT, and even still "old school" paper options. In this program, Randy Dean, MBA, The E-mail Sanity Expert®, will walk you through these options and share what he believes are the best techniques, strategies, and routines for being an effective time, project and task manager, regardless of the tech you decide to use. He will also "cruise" the different software platforms and options, including Microsoft 365 and Google Workspace, as well as discuss synchronized set up with your smart phone & tablet devices. We'll even talk a bit about paper, which is still a good option for some people! (With maybe a few tips on keeping the related clutter under control!) During this program, you can see your options, and following the program, pick the option that is best for you for both work and life management and that best suits your "work style".

Session 1

A – Shannon DeConda: Mastering the Medicare Physician Fee Schedule: The Tool Smart Billers Actually Use - How to Read It, Use It, and Leverage It to Protect Revenue in Private Practice

Course Description: The Medicare Physician Fee Schedule is often viewed as a large, complicated spreadsheet — but it contains critical information that directly impacts reimbursement, compliance, and billing accuracy.

This session will guide attendees through how to read and interpret key elements of the MPFS, including work RVUs, practice expense differentials, global surgical indicators, status codes, and multiple procedure rules. Participants will gain practical tools for applying MPFS data in real-world billing scenarios within private practice settings. Attendees will leave with a clearer understanding of how Medicare calculates payment and how to use the MPFS as a strategic tool to support both revenue integrity and compliance.

B – Payer: HAP/CareSource – HAP/CareSourse Overview: What You Should Know

Course Description: The agenda for this session is to talk about who HAP/Caresource are; their contracting process; participation with their plans; new initiatives, plans and programs; navigating their Provider Portal; tips for working with HAP, Alliance, ASR and PCN; regulatory standards and guidelines; model of care training; important contacts and resources.

Session 2

A – Lori-Ann Rickard: HIPAA and Third-Party Billing Company Compliance

Course Description: Find out about the latest enforcement actions, important regulations and how to protect yourself from liability as a biller in a Third-Party Billing Company capacity.

B – Payer: BCBSM – BCBSM: Progress that Performs: Advancing Accuracy, Engagement and Experience

Course Description: This session highlights the evolution and impact across Provider Engagement and Transformation, Payment Integrity Prospective Editing, and Provider Experience. The speakers will showcase key milestones, lessons learned, and measurable improvements that have strengthened provider relationships, enhanced accuracy in prospective review processes, and elevated provider education strategies.

Session 3

Combined Session: Shannon DeConda and Jill Young: What Every Office Should Know About "Closing the Gap" for Insurances and Compliant Documentation

Course Description: Commercial insurance companies have become aggressively proactive requesting HCC coding information on Medicare Advantage patients regarding their health conditions. Why? Because their reimbursement from Medicare depends on it. Requests to "close the gap" in patient's diagnostic information may be putting your providers at risk of non-compliant documentation. This can result in problems with other E/M guidelines, including difficulties in choosing a level of service.

Ms. Young will help office staff have a better understanding of how commercial carriers and their agents requesting diagnosis codes "added" into the record should be handled within the rules by members of the staff. Industry expert, Ms. DeConda will then transition into what documentation for an E/M visit is appropriate for providers in handling these requests.

Session 4

A – Lori-Ann Rickard: Real Problems for Real Billers: Billing Case Studies

Course Description: Explore current billing challenges and solutions. For example: A biller started billing for an out-of-state practice. They were immediately concerned about several compliance issues. What should they do? These case studies highlight real issues and real solutions that matter for billers.

B – Ann Lambrix: How to Keep a Healthy A/R in the Physician Office

Course Description: Maintaining healthy accounts receivable (A/R) is critical to the financial stability of any physician practice, yet many organizations struggle with aging balances, delayed payments, and inconsistent follow-up processes. This course provides a practical, end-to-end framework for managing A/R effectively—from front-end patient access and charge capture to payer follow-up, denial management, and cash posting.

Participants will gain insight into key performance indicators, common breakdowns in the revenue cycle, and proven strategies to reduce A/R days, prevent aging beyond 90 days, and improve overall cash flow. Drawing on real-world experience in physician and laboratory settings, this session will also highlight how payer behavior, policy requirements, and internal workflows directly impact A/R performance.
By the end of this course, attendees will be equipped with actionable tools and best practices to strengthen accountability, improve team performance, and sustain a healthy, predictable revenue cycle.

Session 5
Expert Roundtable Discussion
Course Description: An interactive hour where our expert panel of speakers from the day will answer the difficult coding and billing questions troubling our attendees.

Scheduled to appear: Shannon DeConda, Lori-Ann Rickard, Ann Lambrix, and payor representatives from HAP/CareSource and BCBSM.

Jill Young and Connie Demeulenaere - Moderators