



The AAHAM Western Region Chapter and HFMA Southern California Chapter
Proudly Present

“Tackling Denials – From Registration to Appeal”

Date: Wednesday, February 22, 2012
LOCATION: Long Beach Memorial Medical Center
Houssels Forum
2801 Atlantic Avenue
Long Beach, CA 90806

Time: 7:30 a.m. – 11:30a
Phone: (562) 933-2000
www.memorialcare.org

* Park in visitor parking off Atlantic, meeting down the stairs and to the left of main entrance, in the conference area

PROGRAM

7:30 – 8:00 **Registration Opens and Continental Breakfast**

8:00 – 8:15 **Welcome and Updates**

8:15 – 9:15 **Managing your Denials: Tips from the Attorney**
George Colman, Esq., Partner, Stephenson, Acquisto and Colman

Take it from the attorney – Mr. Colman will provide the audience with his legal perspective on handling denials, as well as tips that providers can take back to their facility to assist in preventing denials from having to go for legal assistance.

Mr. Colman is a partner at the Law Offices of Stephenson, Acquisto and Colman. For over forty years, he has been involved in representing over 100 healthcare providers in revenue recovery and business office consulting, assisting in creating "on site" programs in public and private hospitals, as well as specialized insurance and third party recovery programs. Mr. Colman serves as the national legal counsel for AAHAM.

9:15 – 10:30 **Access Management: Focusing an Organization on Financial Success**
Mollie Drake, Corporate Director of Access Management, Scripps Health

Admitting and Access Managers have long struggled with how to keep employees trained and motivated. Staff turnover reduces productivity and on-the-job training promotes bad habits and high error rates. Scripps Health, San Diego responded to this challenge with the Career Path. At this session you will learn the details of the program along with lessons learned during the implementation process. Current outcomes and staff reactions will also be shared.

Ms. Drake is the corporate director of access management for Scripps Health of San Diego. In her role, Mollie directs the public resource and pre-registration departments as well as overseeing the admitting and registration functions at 5 acute facilities. She is a senior member of the revenue cycle leadership team and has been a member of AAHAM since 2007.

10:30– 11:30 **Point of Service Collection Presentation and Panel Discussion:**

A very interactive presentation and panel discussion on improving point of service collections. Join your peers in discussing some the best practice solutions for improving collections at your facility.



REGISTRATION FEES

Members: \$60.00

Non-Members: \$75.00

Three or more from same facility: \$55.00 each

Please make checks payable to AAHAM

FACILITY: _____ **PHONE:** _____ **FAX:** _____

<u>Attendee Name</u>	<u>Title</u>	<u>AAHAM or HFMA Membership #</u>	<u>Email Address</u>
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REGISTRATION OPTIONS: To register by telephone, call (714) 893-4730; or email to flourenco@hrgpros.com You may also fax the completed form to: (714) 893-4731. Mail your registration fee to Filomena Lourenco, Healthcare Resource Group, 5555 Garden Grove Blvd., Suite 330, Westminster, CA 92683.