



MEETING AGENDA January 11, 2019



Location: Comfort Inn
2187 University Park Dr.
Okemos, MI 48864
(517) 347-6690

PLEASE JOIN US!

8:30 am Registration

9:00 am Third-Party Updates Confirmed
(PLEASE FORWARD Q'S OR CONCERNS IN ADVANCE SO OUR PAYERS CAN BE PREPARED)

- ▶ MHA (Vickie Kunz)
- ▶ BCBSM/BCN (Howard Kellicut)
- ▶ MDHHS (Deirdra Brown)
- ▶ Blue Cross Complete (Pat Embry)
- ▶ McLaren Health Plan (Ken Axtell)
- ▶ Meridian Health Plan (Vinnie Scaramuzzino)
- ▶ Molina (Julie Hurst & Andrew Lott)
- ▶ UHC (Christine Webster)
- ▶ Claudia Garabelli

12:00 pm Lunch and networking

1:00 pm Aetna/Cofinity – Updates & New Features

Presented by: Kiley Radel
Network Manager, Michigan

Please join us to welcome back Kiley Radel for a very informative session focused on navigation and new features of their secure provider website NaviNet. She will also provide tips & tricks on the following:

- Locating information & short cuts
- Submitting, escalation & rework
- Live eligibility
- E.Precerts
- Planned migration to a new Cofinity claims platform
- Q&A

2:00 pm ***Providing a Positive Patient Experience in the Revenue Cycle***
Presented by: Brian Garver
Vice President, KeyBridge

Train your team in practical steps to quickly improve financial performance at critical “first-touch” moments with patients.

Patients now have more choices than ever; although they may not be able to differentiate between adequate and excellent clinical care, they can identify substandard customer service in the billing process and related communications from a hospital or health care provider. One bad patient experience can alienate those patients and potentially lose their future business as well as that of their family and friends. Treating patients with dignity and care throughout their entire experience is the fiscally responsible thing to do and should be a priority for every staff member.

This session will provide you with the knowledge to:

- The financial impact of the patient experience within the revenue cycle
- Communicate effectively with patients & deliver an exceptional custom service experience
- Increase co-pay at the door
- “Toolbox” to enable dramatic improvement when communicating with patients

RESERVATION INFORMATION

[Click here to Register!](#)

(Even if paying by check)

As a MRCA member, there is no charge for regular meetings. We encourage guests to attend; however, there is a charge of \$75.00 per guest.

Guests can register in advance and pay online through the link above, pay by check at the meeting, or mail to McLaren Central Michigan 1221 South Drive, Attn: Renee Sheneman Compliance Department Mt. Pleasant, MI 48858.

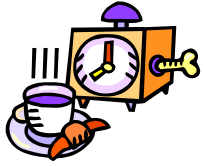
Make checks payable to:
MRCA



PLEASE REGISTER
BY
January 4th !

MRCA Member's cost: FREE Non-Member's cost: \$75.00

Our Break sponsors for this meeting are:



Our Lunch sponsor for this meeting is:



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