



September 22, 2010 through

September 24, 2010

Crown Plaza Resort

**Celebrating 35 Years of
Patient
Access Communication**

HOT TOPICS

**E-Pay Solutions
Latest Technology
Medicaid Pre-certification
Process
Improve Patient Flow**

**Hotel Reservation Information
Crown Plaza Resort,
Asheville NC
Mention NCAHAM for our
Rate
(800) 733-3211**



Tuesday, September 21, 2010

2:00 pm — NCAHAM Board Meeting

3:30 pm

Corporate Partner Set-up Corporate Partner Set-up

Wednesday, September 22, 2010

7:00 am — REGISTRATION and SOUTHERN STYLE CONTINENTAL BREAKFAST

9:00 am Corporate Sponsors Set-Up

8:00 am — CAM EXAM

10:00 am

10:00 am — WELCOME: Joe Palumbo, President — NCAHAM

10:15 am

10:15 am — KEYNOTE SPEAKER — 35 Years of NCAHAM: Keith Weatherman, CAM

10:50 am Former NCAHAM President

10:50 am — Break with Corporate Sponsors

11:00 am

11:00am — *Improving Patient Flow—How to Examine, Measure and Implement:*

12:00 pm

Chris Pollack, Director of Sales and Marketing at Embedded Processor Designs Inc.
Examine your present Patient Flow system; Develop a plan to measure each step of your process;
Diagram your patient flow process; Locate and critique bottlenecks; Formulate and rank changes;

12:00 pm — Enjoy Lunch with Corporate Partners.

1:00 pm

1:00 pm — *One on One with the Corporate Sponsors*

2:00 pm Opportunity to learn more about the latest technology.

2:00 pm — *Medicaid Pre-Certification Process:* Deidra Cook, Director of Accounts

3:15 pm Management; MedSolutions

3:15 pm — AFTERNOON BREAK with our Corporate Partners

3:30 pm

4:00 pm — *GAMESHOW: Are You Smarter Than An Access Manager?*

5:00 pm **Maxine Wilson**, CHAM, CHAA, NAHAM Ambassador, President of the TN Association of Healthcare Access Managers

6:00 pm — PRESIDENT'S RECEPTION

7:30 pm

Thursday, September 23, 2010

8:00 am — SOUTHERN STYLE CONTINENTAL BREAKFAST with our Corporate Sponsors
9:00 am

9:00 am — Steve Burr, Senior Vice President, Patient Financial Services with Carolinas
10:15 am Medical Center

10:15 am — 10:30 am **MORNING BREAK with our Corporate Partners**

10:30 am — Consumer—Drive Healthcare Challenges, Dan Walton, ePay Healthcare

11:30 am “This Is Not a Bill”: Are those words supposed to be comforting? Satisfying the Patient’s Desire for Simplicity. A patient’s decision to pay their healthcare bill is frequently related to their ability to understand how much they owe. Often times, multiple ambiguous statements create confusion and condition patients to delay payments. In this session, we will discuss how healthcare administrators can prepare for the emerging challenges associated with consumer-driven healthcare and how self-service portals can help improve patient satisfaction and the bottom line.

11:30 am — *One on One with the Corporate Sponsors*

12:00 pm **Opportunity to learn more about the latest technology.**

12:00 pm — Enjoy Lunch with Corporate Partners.

1:00 pm

1:00 pm — *Patient Access Panel Discussion: Jim Hicks and Wanda Welch*

2:30pm PFS Director Prospective

2:00 pm — *District Business Meeting*

2:30pm

2:30 pm — **AFTERNOON BREAK with our Corporate Partners**

2:45 pm

2:45 pm — *Patient Access Partnering with Human Resources*

4:00 pm Liz Jones, Manager - Organizational Effectiveness , Rex HealthCare

6:30pm — Reception and Corporate Partners Door Prizes

7:00pm

6:30pm — **Banquet and Mystery Dinner Theater**

7:00pm **MURDER IN THE WIND**, set at a 1949 gala premiere of a new film by Hugh R. Awsum, provides a glorious reason for guests to dress up in evening wear of the past or present. The stars Cliff B. Noates and Isabelle Rhinghing are there, as well as “Mr. Stunt,” Ben Dover. The guest lists also includes Mr. Awsum’s fiancée of 20 years, Dot Comn, and Anita Tallwon, the next starlet to shine in his collection. As the film begins, shots ring out; someone is no more and the only viewing is of a body. Detectives Ed and Ned Head help the guests sort out the innocent from the guilty.

Gentleman get your Zoot Suits and Ladies dress in your hats and heels.

Friday, September 24, 2010

8:00 am — SOUTHERN STYLE CONTINENTAL BREAKFAST with our Corporate Sponsors

9:00 am

9:00 am — *The Importance of Patient Registration to the Revenue Cycle*: Sherry Keck,
10:15 am Carolinas Healthcare

10:15 am — MORNING BREAK

10:45 am — *Communication is Key*, Blue Cross Blue Shield of NC, Anne Ouellette, Provider Services
11:45 am Consultant for BCBS in the Asheville area.

11:45am — NCAHAM Business Meeting AND Installation of 2011 Officers

12:30 pm District Door Prizes

2009-2010 Corporate Sponsors

Gold

Emdeon

SCI Solutions

Silver

Form Fast, Inc

Med A/R

National Reimbursement Group

NCR

Patient Works

Precision Dynamics

Standard Register

Bronze

AccuReg Software

DCS Global Systems, Inc

MedAssist

PHG Technologies

Proficient Health

Smith Addressing Machine Services, Inc.

Source 4

Teletracking Technologies, Inc.

Unibased Systems Architecture, Inc.

Registration Form

Name of Facility	
Address 1	
Address 2	
City State Zip	
Main Phone	
Web address	

Name	
Title	
Phone	Fax
E-mail	
Current Certification CAM CHAA CHAM OTHER Registering to take CAM	

Name	
Title	
Phone	Fax
E-mail	
Current Certification CAM CHAA CHAM OTHER Registering to take CAM	

	<i>Member</i>	<i>Non-Member</i> <small>(Conf. fee includes membership & conference)</small>
Conference Fee	\$200.00 x ____	\$300.00 x ____
Guest Evening Activity Ticket	\$ 40.00 x ____	\$ 40.00 x ____
<i>CAM Exam</i>	\$ 50.00 x ____	\$ 50.00 x ____
Totals:	\$ _____	\$ _____
Grand Total	\$ _____	

To register, please mail completed form, with your registration fee to:

Sandy Small

NCAHAM

PO Box 10153

Greensboro, NC 27404

Make checks payable to: NCAHAM

Hotel Reservation at Crown Plaza Resort, Asheville NC, (800) 733-3211

Mention NCAHAM for our Rate \$115.00 per night