

## 2018 One-Day Event- PatientCo Terminus Office Building

3333 Piedmont Road NE Suite 600



Friday, March 16

Section/Time	Facilitator	Topic	Description
7:00 – 8:30 a.m.		Continental Breakfast	
7:30 – 8:30 a.m.		Registration and check in	
8:30 – 8:50 a.m.	Yolanda Miller GAMA President	Welcome	President's Welcome, Board Introduction and Introduction of the Sponsors
8:50 – 9:45 a.m.	Terrance Malone	Employee Engagement	This presentation focuses on change leadership and the resulting positive employee engagement
9:45 – 10:15 a.m.	Roundtable Panel	POS Collection Best Practices	How employee engagement and the right tools produce positive results
10:15 – 10:45 a.m.		Break	Vendor Alley Visit
10:45 – 12:15 p.m.	Kevin Willis Claims Services	MSP and Liability MSP Learning Series 1	Clearing Hurdles of Medicare Secondary Payer
12:15 – 1:15 p.m.		Lunch	Vendor Alley Visit
1:15 – 2:00 p.m.	Melissa Meyer Press Ganey Advisor	Press Ganey and Patient Access	Focus on the Press Ganey tools, strategy for improving scores and scripting for registration specific questions
2:00 – 2:10 p.m.	Toiya Jones AAHAM	Certification Presentation	
2:10 – 2:30 p.m.		Break	Final Visit to Vendor Alley
2:30 – 3:20 p.m.	Donna Grindle, Kardon Compliance	Patient Privacy and Patient Access	HIPAA focus on the need for Patient Privacy in Patient Access
3:20 – 4:00 p.m.	Carrie Dunkerton, VP of GAMA	Closing	Door Prizes, Announcements

