

2018 Two-Day-Event at Great Wolf

Great Wolf Lodge
Oaks Conference Center
150 Tom Hall Parkway, LaGrange, GA



Thursday, September 27, 2018

Time	Facilitator	Topic	Description
7:00 – 8:00 a.m.		Breakfast	Networking Opportunity
7:00 – 8:00 a.m.		Registration	Check-in
8:00 – 8:15 a.m.	Yolanda Miller GAMA President	Welcome	President's Welcome, Board & Sponsor Introductions
8:15 – 8:25 a.m.	Jose Guevarez AAHAM President	AAHAM	AAHAM Board Introduction
8:25 – 9:20 a.m.	Tinnie Garlington Emory (1 CEU)	I AM	Rediscovering Our Role in Excellent Customer Service
9:20 – 10:15 a.m.	Jase DuRard AccuReg (1 CEU)	Mosaic Case Study	Mosaic Life Care – How Accuracy Influences Outcomes
10:15 – 10:30 a.m.		Break Time	Visit to Vendor Alley
10:30 – 11:15 a.m.	Carrie Dunkerton Piedmont (1 CEU)	MSP and Working Aged MSP Learning Series3	Clearing Hurdles of Medicare Secondary Payer
11:15 – 11:45 a.m.	Monique Dennis Floyd Medical (.5 CEU)	Teamwork YouTube Video	The Power of Teamwork
11:45 – 11:50 a.m.	Yolanda Miller	“Hot Topic” Announcement	We would like your suggestions for our “Hot Topics” tomorrow
11:50 – 1 p.m.		Lunch	Lunch Networking and Vendor Alley
1:00 – 2:00 p.m.	Sherry Basile Tanner Health (1 CEU)	Real Colors	Understanding Human Behavior Helpful Analysis Tools to Improve Communication Skills
2:00 – 2:15 p.m.		Break	Visit to Vendor Alley
2:15 – 3:15 p.m.	Sherry Basile Tanner Health (1 CEU)	Real Colors	Interactive Session on Communication Continued
3:15 – 3:45 p.m.	Yolanda Miller GAMA President	Day 1 Wrap Up	

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Time	Facilitator	Topic	Description
7:00 – 8:15 a.m.		Breakfast @ Hotel Dining	Please see GAMA Board member for Breakfast Meal Certificate
8:15 – 8:30 a.m.	Yolanda Miller GAMA President	Welcome	
8:30 – 9:25 a.m.	Maxine Wilson NAHAM Ambassador (1 CEU)	Less Stress in Access	The Best of Patient Access
9:25 – 10:00 a.m.	Break Check-out		
10:00 – 10:55 a.m.	Ken McGowan (1 CEU)	Navigating Difficult Conversations	
10:55 – 11:45 a.m.	GAMA Board (1 CEU)	“Hot Topics”	Interactive Group Discussion
11:40 – 11:55	Carrie Dunkerton, GAMA Vice President	Closing and Door Prizes	Closing, Drawing for Door Prizes

