



East Coast Epic User Group
August 11-12, 2016



Philadelphia, PA

Thursday, August 11 – Thursday meetings will be at 1500 Market St (Centre Square Building - West Tower)
Check in at the Main Lobby

8:00 - 9:00	Attendee Registration & Breakfast	9 th Floor
9:00 - 9:30	Welcome & Quick Introduction of Attendees	9 th Floor
9:30 - 10:15	Keynote Speaker Michael Restuccia Penn Medicine Chief Information Officer <i>General Session A</i>	9 th Floor
10:15 - 10:30	Break	
10:30 - 11:30	Experiences in Centralizing Pre-Authorization/ Pre-Certification Workflows <i>Breakout Session (1A)</i>	9 th Floor
	Self-Pay Collections Optimization <i>Breakout Session (1B)</i>	Upper Mezzanine (UM)
11:30 - 12:30	Scoring Our Way to Revenue Cycle Success <i>Breakout Session (2A)</i>	9 th Floor
	Implementing/Transitioning to the Single Billing Office Module <i>Breakout Session (2B)</i>	Upper Mezzanine (UM)
12:30 - 1:30	Lunch/Networking/Break	9 th Floor
1:30 - 2:30	Undistributed Credits – Professional Billing Credits Moving from an Audit Management Letter Comment to EPIC Top Performer <i>General Session B</i>	9 th Floor
2:30 - 3:30	Integrating Provider Enrollment with EPIC Functionally/Workflows <i>Breakout Session (3A)</i>	9 th Floor



	Customer Relations Management (CRM) <i>Breakout Session (3B)</i>	Upper Mezzanine (UM)
3:30 - 3:45	Break	
3:45 - 4:45	Case Study of Customer Service Phone Calls Root Cause Analysis and Opportunities for Improvement <i>Breakout Session (4A)</i>	9 th Floor
	Case Study - Data Reporting <i>Breakout Session (4B)</i>	Upper Mezzanine (UM)
5:00 - 6:30	Networking Event at Del Frisco's	1426 Chestnut St

Friday, August 12 – Friday meetings will be split between 1500 Market St (Centre Square Building - West Tower) and 1600 Market St (PNC Auditorium)

7:00 - 8:00	Breakfast	Upper Mezzanine /PNC Auditorium
8:00 - 8:45	Coding & Charge Capture Productivity and Quality <i>Breakout Session (5A)</i>	Upper Mezzanine (UM)
	Patient Estimates <i>Breakout Session (5B)</i>	PNC Auditorium – 1600 Market St
9:00 - 9:45	What Keeps Revenue Cycle Executives Up at Night? <i>General Session C</i>	PNC Auditorium – 1600 Market St
9:45 - 10:00	Break	
10:00 - 11:00	Lessons Learned from your EPIC Implementation or Upgrade? <i>General Session D</i>	PNC Auditorium – 1600 Market St
11:00 - 12:00	Epic Update: Current/Future Functionality and Q&A Chirag Bhargava, Epic Corporation <i>General Session E</i>	PNC Auditorium – 1600 Market St
12:00 - 12:30	Wrap Up Topics for Next Meeting	PNC Auditorium – 1600 Market St
12:30	Meeting Adjourn	