



# Rocky Mountain AAHAM Fall '22

**Date and Time** - Tuesday, November 1, 2022, 9:00 AM – 3:30 PM MDT

**Location** - St Joseph's Hospital - 1375 East 19th Avenue Denver, CO 80218

Here is the Sign Up Link, you must be registered to attend! - [EventBrite Link](#)

## **Schedule of Speakers**

9 - 9:05am - President's opening remarks  
9:05 - 10:05am - Prior Authorization - Accureg  
10:05 - 10:15am - Break  
10:15 - 10:45am - AAHAM Certification Offerings  
11 - Noon - Hospital Discounted Care with The State Finance Office  
Noon - 12:45pm - Lunch  
12:45 - 1:15pm - Legislative Day and ANI Updates  
1:15 - 2pm - A/R Challenges and Early Out solutions - Reliant Financial Services  
2 - 2:15pm - Break  
2:15 - 3:15pm - RCM Labor Shortage and Retention Panel  
3:15pm - Close Out

## **More on the Speakers!**

### **Prior Authorization - Accureg**

Michelle O'Donnell has 30 years of revenue cycle experience and leads strategic growth as a subject matter expert for AccuReg's patient access SaaS solutions.

Prior to AccuReg, O'Donnell worked at different networked businesses that were part of McKesson Corporation including RelayHealth, managed large scale health system technology implementations and started her career as a leader of patient financial services and patient access at Mercy Health in Wisconsin.

John Gustafson joined AccuReg in August of 2020 as Regional Sales Director, bringing more than 15+ years of experience in healthcare technology and services. John specializes in front-end RCM solutions along with RCM Performance Management Analytics. Prior to joining Accureg, John was part of Ciox Health, RelayHealth and MedeAnalytics. John holds a degree in Marketing from Metropolitan State University of Denver and is an active member in the HFMA, AAHAM and NAHAM organizations.

#### AAHAM Certification Offerings with Lisa Laudeman

Lisa Laudeman has been a noteworthy leader in the field of healthcare for over 45 years. Lisa is the current AAHAM National First Vice President and the 2019 Bill Spare National AAHAM Award winner.

Lisa has served in various positions with Keystone AAHAM, most recent as Chapter President. Lisa achieved her Certified Revenue Cycle Executive (CRCE-I) designation in 1993 and her Certified Revenue Cycle Executive (CRCE-P) designation in 1996.

AAHAM certification programs are an investment in your personal growth and professional development. Join Lisa as she presents to members of the Colorado Rocky Mountain Chapter updates on the AAHAM Certification programs and to answer member questions related to certification.

#### Hospital Discounted Care with The State Finance Office

Chandra Vital supervises the State Programs Unit and has been with the State of Colorado for 23+ years and 14+ of those have been with HCPF

Taryn Graf is the CICP Administrator and works with the OAP and HD.C. Taryn has Been with the State of Colorado for 8+ years with HCPF.

Chandra and Taryn are both with the State Programs Unit which is within the Special Financing Division. The State Programs unit is for safety-net programs which include the Old Age Pension Health and Medical Care Program (OAP), Dental Health Care Program for Low-Income Seniors (Senior Dental Program), Colorado Indigent Care Program (CICP), and Hospital Discounted Care (HDC). Chandra and Taryn have been working with HDC since the passing of HB 21-1198. This included the Policy Development Team (creation of forms, rules, etc), stakeholder meetings, and hospital and stakeholder trainings.

#### A/R Challenges and Early Out solutions - Julie Boots, Reliant Financial Services

With more than 20 years in the collections industry and consumer service management, Julie has expert industry knowledge specific to healthcare revenue cycle and governmental departments. She joined the CSC team in 2000 and has been an advocate for clients ever since.

Julie oversees process improvement, monitors client experience, provides training and mentorship, and supports all areas of the company. She has an innate ability to build and retain relationships, as well as understand client needs, resulting in a high level of client satisfaction, continued referrals, and growth.

Julie enjoys time with her husband and family, especially gatherings during special occasions. She also likes getting to know new people, building relationships, mentoring, and serving others.

### RCM Labor Shortage and Retention Panel Discussion

With a mismatch between the supply of talent and the demand for filling open roles, hiring and retention is a hot topic in most industries, especially in the healthcare space. There will be a panel discussion held between leaders from various areas of the industry to discuss how the hiring landscape has shifted, what those involved in the hiring process are doing to hire the right team, and how to focus on retaining a strong team.

Laura King - Access Manager, Valley View Hospital - Laura has been in health care for 25 years and started out as a registrar on the night shift at Vail Health before working her way into a role managing a team of 38 employees at Valley View Hospital, a rural independent hospital in Glenwood Springs.

Erik Wolf - Regional Director, Medix - Erik has been within the healthcare recruiting industry for 10 years and has supported various markets across the country with a focus on both hiring and retaining teams internally at Medix, as well as within the revenue cycle space across clients.

Shawna Burdick - Sr Director of Customer Operations, Biodesix - Shawna has over 20 years of leading revenue cycles for a variety of companies including laboratory, ambulatory surgery, and pharmacy. She also worked in product management for McKesson Corp with the team that implemented and managed Z-Code assignments. In her most recent role, Shawna built an internal Billing team from the ground up, hiring 6 Billing team members. She now oversees the entire Revenue Cycle for a molecular diagnostics laboratory with over 30 employees.

Shawna graduated from Regis University with an undergraduate degree in Business Management and a Master's degree in Communication and Conflict Management. She also published a webinar with Dark Daily in conjunction with Quadax on the subject of moving billing from a function to a strategy.

## Parking and Directions



Main Hospital: 303-812-2000



MAP KEY     ● = Building Entry     ● = Parking Entry     ● = Parking Garage or Lot     ● = Medical Building     ● = Free Valet Parking

**Saint Joseph Hospital**  
1375 East 19th Avenue

**Entrance:**  
1 Hospital Main Entrance  
4 Outpatient Pick-up/Drop-off  
Located off 20th Ave.

**Where to park:**  
A Hospital & Emergency  
Parking Garage  
V Complimentary Valet Parking

**Russell Pavilion**

**Entrance:**  
2 Russell Pavilion West Entrance  
3 Russell Pavilion East Entrance

**Where to park:**  
B Russell Parking Garage  
V Complimentary Valet Parking

**Midtown Medical Offices**  
1960 Ogden Street

**Entrance:**  
7 Midtown Medical Offices  
Entrance

**Where to park:**  
C Midtown Parking Garage

**Cancer Centers of Colorado**  
1825 Marion Street

**Entrance:**  
14 Cancer Centers of Colorado  
Entrance

**Where to park:**  
V Complimentary Valet Parking

**Medical Specialty Center**  
1830 Franklin Street

**Entrance:**  
24 Medical Specialty Center  
Entrance

**Where to park:**  
K Visitor Parking

Please park in Garage B and utilize Entrance 3 (off Humboldt Street) to enter the hospital. After entering both sets of doors, you will see a staircase on the left. The conference room is up the stairs and directly to the right and it has a name plate that says Sterne Elder. An elevator is also available, it is located on the left-hand side of the hallway if you take a left directly before the staircase.

Masks are required in public areas, but are optional inside the conference room.