

2024 Two-Day-Event at Jekyll Island

*Jekyll Island Club Resort
371 Riverview Drive
Jekyll Island, GA 31527*



Thursday, October 3

Time	Facilitator	Topic	Description
7:30 – 8:00 a.m.		Breakfast	Networking Opportunity
7:30 – 8:00 a.m.		Registration	Check-in
8:00 – 8:15 a.m.	Jacy Norville GAMA President	Welcome	President's Welcome, Board & Sponsor Introductions
8:15 – 9:15 a.m. 1 CEU	Vanessa Carter	Cybersecurity	Cybersecurity and Revenue Cycle strategies in combatting Cyber-Attacks
9:15 – 9:30 a.m.		Break	Visit to Vendor Alley
9:30 – 10:00 a.m.	Terrance Malone	Revenue Cycle Jeopardy	
10:00 – 12:00 p.m. 2 CEUs	Jamela Hillary-Harris	MSP	Medicare Secondary Payer (MSP) Effectiveness
12:00 – 1:00 p.m.		Lunch	Visit to Vendor Alley
1:00 – 2:00 p.m. 1 CEU	Whyeethia Repress	Customer Service	Customer Service Training to Improve Patient Satisfaction, Enhance Teamwork and Best Practices
2:00 – 2:15 p.m.		Break	Visit to Vendor Alley
2:15 – 3:15 p.m. 1 CEU	Jacy Norville	Denials Management	Government Denials Management Process and Best Practices when completing Appeals
3:15 – 4:15 p.m. 1 CEU	Group Discussions		
4:15 – 4:30 p.m.	Kevin Jennings GAMA VP	Daily Closing	Update for Friday Agenda

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Friday, October 4

Time	Facilitator	Topic	Description
7:30 – 8:00 a.m.		Breakfast	Networking Opportunity
8:00 – 8:15 a.m.	Jacy Norville GAMA President	Welcome	
8:15 – 9:15 a.m. 1 CEU	Sheryl Spohn & Jacy Norville	Registering, Coding, & Billing	Registering, Coding, & Billing Oh My
9:15 – 10:00 a.m.	Break Check-out		
10:00 – 11:00 a.m. 1 CEU	Bill Eikost	Managing Professional Burnout	How to Create a Culture of Resilience
11:00 – 12:00 p.m. 1 CEU	Kevin Jennings	Insurance Verification	Key Components of Effective Insurance Verification
12:00 – 12:15	GAMA Board	Closing and Door Prizes	Closing, Drawing for Door Prizes