

## MANAGING YOUR BUSINESS OFFICE

Wednesday, March 22, 2017 8:00 AM – 3:45 PM  
Theatre at Lawrence Memorial Hospital, Lawrence, KS

8:00-8:30 Registration

8:30-9:30 **Optimizing Patient Payments: Improving Collections, Decreasing Costs, MSP CONSULTING**

Credit card use has now penetrated almost every industry with likely over 8 million business accepting credit cards, including business-to-business credit card transactions growing by more than 20% annually. In fact, it is estimated that there was over \$4 trillion in credit and debit card transactions in the US alone in 2014. Unfortunately, however, the explosive use of credit cards is paralleled by the excessive costs paid by businesses to accept them. What's more, there is a common misconception that these credit card fees are an unavoidable and unmanageable cost of doing business, however, informed medical groups can take action to reduce these costly fees and dramatically improve the bottom line.

9:30-10:30 **Revenue Cycle Management: A Comprehensive Look at How to Optimize Your Business Office, Tracey Erbert**

From patient scheduling to zero balance there are critical steps your business office can take to improve revenue cycle management. Learn how implementing the right tools and processes can reduce AR, improve efficiency and increase profitability. This step-by-step session will outline everything from recommended staffing and claim collection to payment posting and coding to ensure you and your business office are primed for long-term success.

10:30 – 10:45 Break

10:45-12:00 **The Worker's Compensation Financial Class - mistakes that reduce work comp Collections, Inflate A/R, and Cause Unpaid Accounts", Don Kilgore**

How to increase work comp collections, reduce accounts receivable, and eliminate unpaid accounts by better understanding the work comp payor system and adjusting work activities within the cycle of processing claims from patient registration to payment posting. The work comp payor system is extremely unique. Normal healthcare billing patterns cannot be applied to the work comp financial class because the nature of processing claims and the payor system is fundamentally different. This presentation includes activities that when implemented will increase collection yields, reduce A/R, and eliminate unpaid accounts within this financial class.

Noon-1:00 Lunch

1:00-2:30 **Active Shooter: Preparedness and Response, Chuck Clanahan, CPP**

The Department of Homeland Security (DHS) aims to enhance preparedness through a "whole community" approach by providing training, products, and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence. In many cases, there is no pattern or method to the selection of victims by an active shooter, and these situations are by their very nature are unpredictable and evolve quickly. The DHS Active Shooter presentation will better prepare attendees to deal with an active shooter situation and to raise awareness of behaviors that represent pre-incident indicators and characteristics of active shooters.

2:30-2:45 Break

2:45-3:45 **Employment Law for ASC Administrators, Tara Eberline**

This session will provide attendees an employment law update catered specifically to ASC Administrators and the challenges they face. Topics will include the Fair Labor Standards Act, an EEOC update, and a preview of possible employment law developments under President Trump's administration.

## **2017 KAASC SPRING CONFERENCE...MANAGING YOUR BUSINESS OFFICE SPEAKERS**

### **Patrick T. O'Boyle, Founding Partner of MSP Consulting**

Patrick has more than 20 years experience advising businesses in the areas of payment services technologies, customer service and support, as well as experience working across several industries, from startups to Fortune 500 businesses. Patrick's primary payments expertise is in the healthcare industry and business-to-business marketplace. Previously, Patrick was a partner with Accenture, one of the world's leading management and technology consulting firms.

### **Tracey Erbert**

Tracey brings more than 30 years of experience to Full Circle Business Solutions, from her first job in pathology billing to her most recent role as CEO of a medical billing and collections company for 10 years. She puts this expertise to work for her clients every day, helping them achieve (and often surpass) their financial goals.

### **Don Kilgore, Partner & Chief Marketing Officer, Unified Health Services, LLC**

Don obtained his BBA and MBA and spent the next eight years with the pharmaceutical company Bristol-Myers Squibb in a variety of sales, market research, and business development positions. He transitioned into negotiating contracts with pharmacy benefit companies and group purchasing organizations on behalf of the company. In 1994, Don joined Smith & Nephew, one of the world's largest diversified healthcare companies, to help develop a national accounts department and later served as Sales & Distribution Director overseeing the company wide implementation of new enterprise software. This project included detailed reviews of all legacy business processes, then re-configuration and implementation of better practices for all sales, distribution, materials management, and related internal financial processes. In 1999 Don joined Unified Health Services (UHS) as Partner and Chief Marketing Officer. UHS manages worker's compensation claims end to end for healthcare systems to help them realize processing automation and efficiencies and to improve cash flow and collections for this financial class. The company has managed over \$1.7 billion in worker comp receivables for healthcare providers across the U.S. Don understands the worker's compensation payer system and has knowledge of how to effectively manage worker's compensation claims from the healthcare provider's perspective. He is a founding member and former board member of the Urgent Care Association of America.

### **Chuck Clanahan, CPP, Protective Security Advisor, Homeland Security, State of Kansas**

Chuck Clanahan, CPP serves as the Department of Homeland Security (DHS) Protective Security Advisor (PSA) for the State of Kansas. He has 35 years' experience in security, law enforcement, risk management, and crisis preparedness in a combination of both military and federal service. His expertise includes vulnerability and threat assessments, emergency planning, security program development and training, and application of physical protection systems. Mr. Clanahan develops active shooter programs, infrastructure protection programs, and emergency action and recovery plans for government agencies and commercial facilities. Chuck's credentials include a Bachelor Degree in Criminal Justice, graduate of the FBI National Academy and ASIS board Certified Protection Professional (CPP). ([www.dhs.gov/protective-security-advisors](http://www.dhs.gov/protective-security-advisors))

**Tara Eberline, Partner, Foulston Siefkin, LLP Attorneys at Law**

Ms. Eberline advises employers on complex workplace challenges at all stages of the employment relationship. She partners with business owners, managers, and human-resources professionals to guide them in making strategic and lawful decisions regarding their employees. When disputes arise, she represents companies before state and federal agencies and defends clients in workplace harassment, discrimination, retaliation, and other employment-related lawsuits. Businesses recognize Foulston Siefkin for its well-known Employment Law Seminar. Ms. Eberline frequently presents at this annual event, as well as other seminars throughout Kansas. She has spoken on an array of topics of interest to human-resources professionals, including the benefits and challenges of social media in the workplace and the proper classification of employees and independent contractors.

Ms. Eberline has successfully represented both employers and employees in sensitive and often fast-moving disputes regarding non-compete agreements. In this evolving area of the law, Ms. Eberline provides her clients with both legal and practical advice and tailors her negotiation and litigation strategy to reach her clients' business goals.



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Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ E-mail \_\_\_\_\_

**Attendees**

Registration Fees	
KAASC Member	\$100
Non-Member	\$175

Name \_\_\_\_\_

E-mail \_\_\_\_\_

RN License # \_\_\_\_\_

Total

Name \_\_\_\_\_

E-mail \_\_\_\_\_

RN License # \_\_\_\_\_

Total

Name \_\_\_\_\_

E-mail \_\_\_\_\_

RN License # \_\_\_\_\_

Total

**Total amount due:** \$ \_\_\_\_\_

**Registration fees are non-refundable.**

Payment:  Check (payable to KAASC)

Credit Card: VISA  Mastercard

Credit Card Number \_\_\_\_\_ Expiration \_\_\_\_\_

Name as it appears on the credit card \_\_\_\_\_ CVV# \_\_\_\_\_

Credit Card Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_ Print Name as Signed \_\_\_\_\_

**Please mail or e-mail registration form and payment to:**

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5051 E. Lincoln #4C, Wichita, KS 67218  
E-mail: [cdaniels1@cox.net](mailto:cdaniels1@cox.net); 316-686-4414