

Registration Form
Mail/Fax by 10/26/2009

Please make a copy for each registrant

Name _____
Title _____
Facility _____
Address _____
City _____
State/Zip _____
Email _____
Amount Enclosed _____

Registration Fee:
\$49.00 Full Conference Registration
includes Lunch, Dinner and Entertainment

Mail to:
AAHAM, Terry Barber at AMS
P.O. Box 973
Columbia, MO 65205
FAX: 573-874-0625

Make a check payable to:
AAHAM Hawthorn Chapter of MO

Hotel Reservations:
\$69.00 per night
(800) 348-4731

Room CUT OFF DATE:
10/15/2009

Questions Call:
Lisa Dillon (615)587-5049
Terry Barber (573)875-8118

AGENDA

Thursday Agenda

8:00am Registration and Light Breakfast
8:30am Fraud and Abuse—Medicare Program
Amy Miller
10:30am Customer Service
Jeff Morgan
12:00PM AAHAM Update Lisa Dillon, President
Lunch Provided
1:00PM Denial Management—Current Trends and
Solutions Terri Fischer, CMPE, CPC, CMC
3:00PM Consumer Driven Healthcare
Emphasis in POS Collections
Terri Fischer, CMPE, CPC, CMC
5:30PM Dinner Provided at the Hotel
7:00PM Wii Bowling Tournament

Friday Agenda

9:00am Veteran's Administration
Robert McBee
11:30am Adjourn

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Hawthorn Chapter Missouri Fall Conference

- **Fraud and Abuse in the Medicare Program- Amy Miller**
- **Customer Service- Jeff Morgan**
- **Denial Management and POS Collections- Terri Fischer**
- **Veterans Administration- Robert McBee**

October 29th & 30th

Inn at Grand Glaize
Hwy 54 at Road 40
Osage Beach, MO 65065

www.aaham-mo.com

www.innatgrandglaize.com

Robert Mc Bee, Veteran's Administration

Robert McBee was appointed as the VISN 15 Non-VA Care Coordinator (Fee Basis Manager) in the summer of 2006. VISN 15 has 9 major medical centers and 40 plus Community Based Outreach Clinics that cover Kansas, Missouri, Western Illinois and portions of Northern Kentucky. Mr. McBee is responsible for program oversight and provides consultative services to all VISN 15 facilities in all areas that directly and indirectly utilize the Non-VA care process.

Mr. McBee also serves as the VISN 15 Clinical TeleHealth Coordinator and is responsible for the overall planning, coordination, implementation and Evaluation of clinical TeleHealth in VISN 15. Serves as a technical TeleHealth consultant for all aspects of inter-facilitating training, pilot testing and implementing new long distance care models, and multisite coordination and problem resolution.

Mr. Mc Bee also serves as the Chair of the VISN 15 TeleHealth Grant Steering Committee, VISN 15 Telemedicine Committee and VISN 15 Fee Basis Committee. Prior to his appointment to the Heartland Veterans Health Network, Mr. McBee served as the TeleMedicine Coordinatot at the Kansas City Veterans Administration Medical Center. He served in this capacity for 2 years and 8 years prior as a health tech where he implemented and coordinate the development of various TeleHealth and specialty outreach clinics.

Mr. McBee was born in Sault Saint Marie, Michigan. After graduating from Fort Osage High School in Independence Missouri in 1980 he enlisted into the United States Nave where he served 8 years as a Communications/Intelligence specialist.

Jeff Morgan, CHFP Director of Marketing Revenue Cycle Partners

Jeff Morgan has been involved in business process outsourcing and customer service for over 15 years and the last five years with Revenue Cycle Partners, leading the client services division for self-pay management and third-party follow-up solutions.

Jeff is actively involved in the Greater St. Louis HFMA chapter, serving as the Chair of the Communications Committee for years 2008-2010. Jeff was awarded the Committee Chairperson of the year for the Greater STL HFMA Chapter in May 2009. Jeff's efforts in the chapter and member communications earned the Greater St. Louis HFMA chapter a Yerger Award at ANI in June.

Jeff has a BA in Finance from Appalachian State University and is a Certified Healthcare Financial Professional under the HFMA guidelines and certification program.

Amy Miller, Medicare & Medicaid Services

AMY MILLER is Medicare Operations Coordinator for the Midwest Integrity Center Program Safeguard Contractor contract with Centers for Medicare & Medicaid Services. As coordinator, she communicates with CMS and other contractors and outside entities. Ms. Miller develops and delivers presentations regarding fraud and/or benefit integrity activities to the public and she will present a program regarding Medicare fraud and fraud alertness. Ms. Miller brings more than six years of professional experience. Prior to her present position Ms. Miller worked for various Medicare providers performing reimbursement and coordination activities.

Terri Fischer, CMPE, CPC, CMC Manager, Physician Revenue Cycle Specialist Larson Allen

She is a member of the national Medical Group Management Association (MGMA) which recognized her as a Certified Medical Practice Executive (CMPE) in 2007. She serves on the Practice Advocacy Committee of the local MGMA-St. Louis organization. She is a certified coder (CPC, CMC), an approved PMCC instructor, and a member of the national and local chapters of the AAPC (she is past president of the AAPC St. Louis chapter). She also is a member on the Office Managers Counsel at Blue Cross and Blue Shield of Missouri. She is currently pursuing a Health Care Management Degree at Maryville University where she serves as part of the adjunct faculty in the continuing education department. She has spoken at several national seminars, including various MGMA, BONES, National and local AAPC, as well several Lorman Seminars.



Join us in a charitable contribution to Rankin Jordan. Rankin Jordan is one of only a handful of pediatric specialty hospitals nationwide that cares for both sick and seriously injured kids regardless of their ability pay.

Donate mittens, gloves, scarf or donation of any kind would be appreciated.

If you have any questions, please contact:

Tracy Packingham at 314-570-3580

