

2020 Virtual Conference

Healthcare Heroes: Navigating a New Reality

Tuesday, September 22, 2020

9:00am-9:10am

Conference Opening Remarks

9:10am-9:15am

Vendor Game Sponsor Introduction and Instructions

9:15am-9:20am

Sponsor Introduction

9:20am-10:05am

Workshop 1010: Evaluation & Management Coding Changes 2021
Mike Enos, CPC, CAMA, CPC-I, CEMC – Enos Medical Coding

10:05am-10:10am

Sponsor Raffle

10:10am-10:15am

Break

10:15am-10:20am

Sponsor Introduction

10:20am-11:05am

Workshop 102: Nurse Practitioner/Physician Assistant Study and Risk Strategies
Amy McLain, RN, BSN – Cooperative of American Physicians, Inc.

11:05am-11:10am

Sponsor Raffle

11:10am-11:15am

Break

11:15am-11:20am

Sponsor Introduction

11:20am-12:05pm

Workshop 103: Creating a Learning Culture (Panel Discussion)

Moderator: Leonard Hamer, MBA, CMPE – Physician Select Management
Chris Cochran, PhD. – Dept. of Healthcare Administration and Policy
Mario Moya, ATC/L, MBA – Smith Plastic Surgery

12:05pm-12:10pm

Sponsor Raffle

12:10pm-12:15pm

Break

12:15pm-12:20pm

Sponsor Introduction

12:20pm-1:20pm

Keynote: Delegation, Organization and Time Management – Key Examples and Proven Strategies that Heighten Your Practice Worth!
Susan Childs, FACMPE – Evolution Healthcare

1:20pm-1:25pm

Sponsor Raffle

2020 Virtual Conference

Healthcare Heroes: Navigating a New Reality

Wednesday, September 23, 2020

9:00am-9:05am

Daily Opening Remarks

9:05am-9:10am

Sponsor Introduction

9:10am-9:55am

Workshop 201: Washington Update

Matt Devino, MPH – MGMA Government Affairs

9:55am-10:00am

Sponsor Raffle

10:00am-10:05am

Break

10:05am-10:10am

Sponsor Introduction

10:10am-10:55am

Workshop 202: Medical Practice Financial Bootcamp

Brian Ramos, MBA, CMPE – Capital Anesthesia Partners

10:55am-11:00am

Sponsor Raffle

11:00am-11:05am

Break

11:05am-11:10am

Sponsor Introduction

11:10am-11:55am

Workshop 203: Compliance as a Profit Center

Wiks Moffat, CHC – Healthcare Compliance Network

11:55am-12:00pm

Sponsor Raffle

12:00pm-12:05pm

Break

12:05pm-12:10pm

Sponsor Introduction

12:10pm-1:10pm

Keynote: If Not You, Who? How to Crack the Code of Employee Disengagement

Jill Christensen – Jill Christensen International LLC

1:10pm-1:15pm

Sponsor Raffle

2020 Virtual Conference

Healthcare Heroes: Navigating a New Reality

Thursday, September 24, 2020

9:00am-9:05am

Daily Opening Remarks

9:05am-9:10am

Sponsor Introduction

9:10am-9:55am

Workshop 301: New Paradigm: Managing and Preventing Denials in a Clinically Driven Revenue Cycle

John Hataway - nThrive

9:55am-10:00am

Sponsor Raffle

10:00am-10:05am

Break

10:05am-10:10am

Sponsor Introduction

10:10am-10:55am

Workshop 302: Telemedicine: The Evolving Legal Landscape

Kara Dowal, Esq. – Shaheen & Gordon, P.A.

10:55am-11:00am

Sponsor Raffle

11:00am-11:05am

Break

11:05am-11:10am

Sponsor Introduction

11:10am-11:55am

Workshop 303: Creating a Healthy Work Environment, Risk Strategies for Managing Workplace Violence

Sharon Gilmore, MHA, BSN, RN-BC, CPHQ, CPHRM - Coverys

11:55am-12:00pm

Sponsor Raffle

12:00pm-12:05pm

Break

12:05pm-12:10pm

Sponsor Introduction

12:10pm-1:10pm

Keynote: How to Hire Excellent Medical Office Staff

Debra Phairas – Practice & Liability Consultants, LLC

1:10pm-1:15pm

Sponsor Raffle

2020 Virtual Conference

Healthcare Heroes: Navigating a New Reality

Tuesday, September 29, 2020

9:00am-9:05am

Daily Opening Remarks

9:05am-9:10am

Sponsor Introduction

9:10am-9:55am

Workshop 401: Employment Law Updates for the Medical Practice

John Gannon, Esq. – Skoler, Abbott & Presser, P.C.

9:55am-10:00am

Sponsor Raffle

10:00am-10:05am

Break

10:05am-10:10am

Sponsor Introduction

10:10am-10:55am

Workshop 402: Coaching: The Importance of Personal Growth

Tracy Brown – Withum, Smith + Brown, PC

10:55am-11:00am

Sponsor Raffle

11:00am-11:05am

Break

11:05am-11:10am

Sponsor Introduction

11:10am-11:55am

Workshop 403: Grow the Workers' Compensation Revenues Within Your Medical Practice

William Cleave, CPCU – Flagship Insurance Agency

11:55am-12:00pm

Sponsor Raffle

12:00pm-12:05pm

Break

12:05pm-12:10pm

Sponsor Introduction

12:10pm-1:10pm

Keynote: A Medical Practice Leaders Roadmap

Mary Rewinski, MBA, FACHE – RVH Solutions

1:10pm-1:15pm

Sponsor Raffle

2020 Virtual Conference

Healthcare Heroes: Navigating a New Reality

Wednesday, September 30, 2020

9:00am-9:05am

Daily Opening Remarks

9:05am-9:10am

Sponsor Introduction

9:10am-9:55am

Workshop 501: New and Old Challenges for the 21st Century Physician Practice

Jason Newton – Curi, a Medical Mutual Company

9:55am-10:00am

Sponsor Raffle

10:00am-10:05am

Break

10:05am-10:10am

Sponsor Introduction

10:10am-10:55am

Workshop 502: Finance and Accounting Update for the Medical Practice

Jessica Sayles – Houldsworth, Russo & Company, PC

10:55am-11:00am

Sponsor Raffle

11:00am-11:05am

Break

11:05am-11:10am

Sponsor Introduction

11:10am-11:55am

Workshop 503: Challenges in Communication and Care Delivery: Patients' Rights as they Relate to Interpretive Services, Service Animals and Navigating Physician/Patient Separation

Lisa Luciano – MDAdvantage

Rachel Thompson – Atlantic Health System

11:55am-12:00pm

Sponsor Raffle

12:00pm-12:05pm

Break

12:05pm-12:10pm

Sponsor Introduction

12:10pm-1:10pm

Keynote: COVID-19 Update Town Hall

Moderator: Maddox Casey, CPA – Warren Averett

Cameron Cox III – MSOC Health

Nan Gallagher, JD, Esq. – The Nan Gallagher Law Group

Nelson Gomes – Medicus IT

Brian Ramos, MBA, CMPE – Capital Anesthesia Partners, LLC

1:10pm-1:15pm

Sponsor Raffle

2020 Virtual Conference

Healthcare Heroes: Navigating a New Reality

Thursday, October 1, 2020

9:00am-9:05am

Daily Opening Remarks

9:05am-9:10am

Sponsor Introduction

9:10am-9:55am

Workshop 601: Social Media and Marketing

Pitfalls and Best Practices

Arlene Luu, RN, JD, CPHRM, CHC – MedPro Group

9:55am-10:00am

Sponsor Raffle

10:00am-10:05am

Break

10:05am-10:10am

Sponsor Introduction

10:10am-10:55am

Workshop 602: Healing Healthcare Through

Empathy

Jessica Ellis-Wilson, CMPE – Practical Management

10:55am-11:00am

Sponsor Raffle

11:00am-11:05am

Break

11:05am-11:10am

Sponsor Introduction

11:10am-11:55am

**Workshop 603: Temper & Train the Gatekeeper:
Practical Advice for Medical Practices for Those
Behind the Front Desk**

Nan Gallagher, JD, Esq. – The Nan Gallagher Law
Group

11:55am-12:00pm

Sponsor Raffle

12:00pm-12:05pm

Break

12:05pm-12:10pm

Sponsor Introduction

12:10pm-1:10pm

**Keynote: Giving Up – The Secret to Successful
Behavior Change**

Dr. Paul Marciano – Whiteboard, LLC

1:10pm-1:15pm

Sponsor Raffle

1:15pm-1:20pm

Vendor Game Drawing

1:20pm-1:120pm

Closing Remarks