

**HFMA, Massachusetts Chapter  
would like to thank our 2003-2004 Corporate Sponsors**

**Platinum:**

AON HealthCare  
Deloitte  
Feeley & Driscoll, P.C.  
FleetBoston Financial Group  
Harvard Pilgrim Health Care, Inc.  
HBCS, Ltd/HealthFront Services  
Physicians Ins Agency of MA  
PricewaterhouseCoopers, LLP

**Gold:**

Choate, Hall & Stewart  
MedAssist/ORM Incorporated  
Nixon Peabody, LLP  
Siemens  
Southwest Consulting Associates  
Walker Associates

**Silver:**

Cap Gemini Ernst & Young US LLC  
Gragil Associates  
Kaufman, Hall & Associates  
Marcam Associates  
Phillips, DiPisa & Associates, Inc.  
Specialized Receivables, Inc.  
TriNet Healthcare Consultants

**Bronze:**

Donohue Barrett & Singal, PC  
Health Management Associates, Inc.  
Healthcare Financial Inc.  
KPMG LLP  
McGladrey & Pullen, LLP  
McKesson  
Medical Bureau/ROI  
The SSI Group, Inc.

**HFMA, Massachusetts Chapter  
&  
Massachusetts Association of Patient Account Management**

***“Navigating the Revenue Cycle:  
Finding your way to success”***

**Friday, January 16, 2004  
Westborough Wyndham, Westborough, MA**

CPE and CEU Credits: HFMA 5.75/CPE 6.9

*Program/Education Committee Chairs:*

Catherine Robinson-Skeen; Lowell General Hospital  
Joseph Ciccolo, Caritas Good Samaritan Medical Center

*Program Coordinator:*

Gerard A. Vitti, Healthcare Financial Inc.  
Ernie Fusaro, Caritas St. Elizabeth's Medical Center

**The following topics will be discussed**

- ***Federal and State Payment Updates***
- ***Proven Revenue Cycle Improvement Strategies***
- ***Information Technology, HIPAA & Revenue Cycle***

**Save the Date**

*Date:* Friday, March 5, 2004

**Enhancing Revenues Through Innovation & Technology!  
Not Your Father's Practice Management System!**

The March program will focus on ways that Physician Practices can increase revenues by implementing innovative new strategies and by using new technology solutions. It will include an update on discussions with payors to simplify and improve third party processing, a panel discussion on Third Party Pay for Performance and increased deductibles programs and Options for ancillary growth. The afternoon will include a presentation on open access vs. concierge medicine as a strategy for revenue enhancement and a panel presentation on contract management system options.

**HFMA, Massachusetts Chapter  
&  
Massachusetts Association of Patient Account Management  
AGENDA**

8:00 - 8:30 *Registration and Coffee*

8:30 - 8:45 ***Welcome and Chapter Announcements***

**Daniel Phillips**, President, HFMA Mass. Chapter; President, Phillips, DiPisa & Associates  
**Charlene Mills**, President, MAPAM; South Shore Medical Center

8:45 - 9:45 **KEYNOTE ADDRESS**

**Dr. James Mongan, President and CEO, Partners Healthcare System, Inc.**

9:45 - 10:00 *Morning Break*

10:00 - 11:30 **MORNING BREAKOUT SESSIONS (Choose One)**

*Session One: Medicare Updates*

**Charlotte S. Yeh, M.D., FACEP**, Regional Administrator, Centers for Medicare & Medicaid Services

*Session Two: Rejection Management - A New A/R Management Strategy*

**Karen M. Bowden**, President, Revenue Enhancement Strategies, Inc.

*Session Three: HFMA HIPAA Committee Presents - Lessons from the Front*

**Lee Ledbetter**, Siemens Medical Solutions USA, Inc., with provider and payor representatives

11:30 - 12:30 **Vendor Exhibition/Lunch – See Attached List**

12:15 - 12:30 Presentation of HFMA's second annual "Patient Financial Service Forum Excellence Award"

12:30 - 2:00 **PLENARY ADDRESS:**

*Information Technology and the Revenue Cycle: Observations about the Future*

**John P. Glaser**, Chief Information Officer, Partners Healthcare System

2:00 - 2:15 *Afternoon Break*

2:15 - 3:30 **AFTERNOON BREAKOUT SESSIONS (Choose One)**

*Session One: The State Healthcare Perspective - From the Outside Looking In*

**Douglas S. Brown**, Senior Vice President and General Counsel, UMass Memorial Medical Center, Inc  
and former Commissioner of the Division of Medical Assistance

*Session Two: Integration of Contact Centers in the Provider Setting*

**Nancy Connery**, Director of Admitting and Registration, Massachusetts General Hospital

**Paul Nealey**, Director of the Massachusetts General Registration and Referral Center

**Sharon A. Vitti**, Senior Manager, Cap Gemini Ernst & Young

*Session Three: Revenue Cycle Best Practices and Benchmarking*

Expertly presented by representatives from **Cambio Health Solutions**

3:30 **Cocktail Reception**; compliments of Fleet Healthcare and Institutions Division

**REGISTRATION FORM**  
**HFMA, Massachusetts Chapter**  
**&**

**Massachusetts Association of Patient Account Management**

**“Navigating the Revenue Cycle: Finding your way to success”**

Friday, January 16, 2004  
Westborough Wyndham, Westborough, MA  
CPE AND CE CREDITS: HFMA 5.75/CPE 6.9

**CHECK HERE TO HAVE CPE CONFIRMATION SENT TO YOU**

**Payment (cash/check) is DUE on/before meeting date**  
**Deadline for registration/cancellation: 4 p.m. Friday, January 9, 2004**

I would like to go Paperless. Please email my meeting notices.

YOU MUST INDICATE YOUR MORNING AND AFTERNOON SESSION PREFERENCE

**Morning Session:** Session 1  Session 2  Session 3

**Afternoon Session:** Session 1  Session 2  Session 3

Attendee Name: \_\_\_\_\_

HFMA #: \_\_\_\_\_ CPA #: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Please make checks payable to: **HFMA-Massachusetts Chapter**  
Return your check and completed registration form to:  
HFMA, Massachusetts Chapter  
77 Rumford Avenue, Suite 3B, Waltham, MA 02453  
Telephone: (781) 647-4422 Fax: (781) 647-7222 Email: admin@masshfma.org

**HFMA (W/ HFMA) \$80.00/NON-MEMBERS \$110.00**  
**HFMA STUDENT AND RETIREE MEMBERS \$25.00 (W/ HFMA #)**  
Inquiries regarding your HFMA number can be made by calling 1-800-252-HFMA

(Phone for Westborough Wyndham Hotel is 508-366-5511)  
\*\*\*\*PLEASE NOTE: DRESS IS BUSINESS CASUAL\*\*\*\*

## **January 16, 2004 Vendor Exhibitor Listing**

**Advanced Receivable Strategy, Inc. (ARS)**  
**American Express Financial Advisors**  
**AON Healthcare – Platinum Sponsor**  
**Applied Management Systems, Inc. (AMS)**  
**Athenahealth**  
**Cambio Health Solutions**  
**Cap Gemini Ernst & Young**  
**Craneware**  
**Deloitte – Platinum Sponsor**  
**Eclipsys Corporation**  
**Ernst & Young**  
**Fleet Financial (Clareon) - Platinum Sponsor**  
**Gragil Associates, Inc.**  
**Healthcare Financial Inc. (HFI)**  
**HealthFront Services (An HBCS Ltd. Company) - Platinum Sponsor**  
**Healthworks Alliance, Inc.**  
**IMACs**  
**Info-X**  
**KREG Corporation**  
**Marcam Associates**  
**Massachusetts Association of Hospital Admitting Managers (MAHAM)**  
**Medical Bureau of Economics**  
**Meditech**  
**Mellon Global Cash Management**  
**NDC Health**  
**Omega Consulting Group, LLC**  
**Physician Insurance Agency of MA - Platinum Sponsor**  
**PricewaterhouseCoopers, LLP - Platinum Sponsor**  
**Robert Half**  
**Passport Health Communications, Inc.**  
**Revenue Enhancements Strategies, Inc.**  
**SMS Siemens**  
**SSI Group Inc.**  
**TPMS, Inc.**

**TriNet Healthcare Consultants**  
**Web MD**