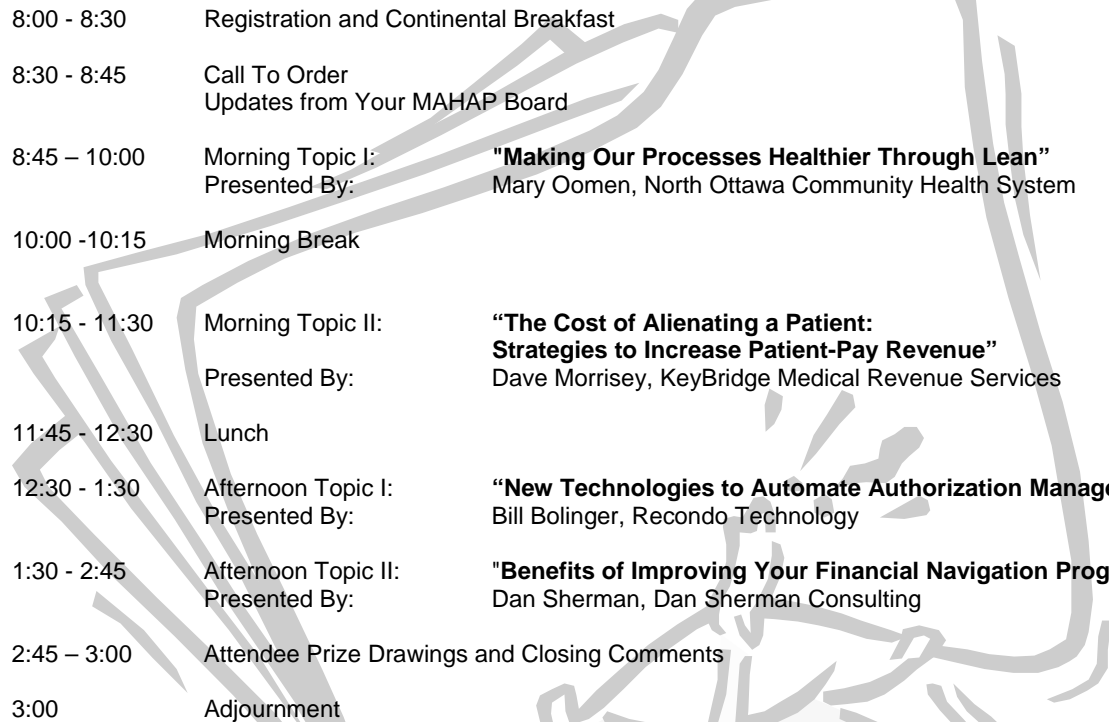


MAHAP General Session
Friday, November 11, 2011
Comfort Inn – Mt. Pleasant, Mi
(2424 South Mission / www.mtpcomfortinn.com / (989) 772-4000)

AGENDA

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- 8:00 - 8:30 Registration and Continental Breakfast
- 8:30 - 8:45 Call To Order
Updates from Your MAHAP Board
- 8:45 - 10:00 Morning Topic I: **"Making Our Processes Healthier Through Lean"**
Presented By: Mary Oomen, North Ottawa Community Health System
- 10:00 - 10:15 Morning Break
- 10:15 - 11:30 Morning Topic II: **"The Cost of Alienating a Patient: Strategies to Increase Patient-Pay Revenue"**
Presented By: Dave Morrissey, KeyBridge Medical Revenue Services
- 11:45 - 12:30 Lunch
- 12:30 - 1:30 Afternoon Topic I: **"New Technologies to Automate Authorization Management"**
Presented By: Bill Bolinger, Recondo Technology
- 1:30 - 2:45 Afternoon Topic II: **"Benefits of Improving Your Financial Navigation Program"**
Presented By: Dan Sherman, Dan Sherman Consulting
- 2:45 - 3:00 Attendee Prize Drawings and Closing Comments
- 3:00 Adjournment