

# Revenue Cycle Keynote Panel Discussion



**Moderated by**  
**Godlee Davis**  
*Regional President*  
*Elevate Patient*  
*Financial Solutions*



## 50<sup>th</sup> Annual Institute

Celebrating 50 years of MD AAHAM  
Princess Royale  
Ocean City, Maryland  
September 12-14, 2023



# Organization Profiles

## Frederick Health

With over 4,000 team members, 24 locations, and a network of specialty providers, Frederick Health is creating a simply better healthcare experience.

**Shawn McCardell, CRCR**

AVP Revenue Cycle



## LifeBridge Health

With five acute care centers and nearly 150 locations throughout the region, we have come a long way from our beginning as a 10-room hospital in downtown Baltimore in 1866. Since then, millions of patients and their families have trusted us with their health.

**William Rew, CRCE-I**

AVP, Patient Financial Services



## Tidal Health

Tidal Health encompasses the former Peninsula Regional Health System - Peninsula Regional Medical Center, Nanticoke Memorial Hospital, McCready Memorial, the Peninsula Regional Medical Group, Nanticoke Physician Network, Delmarva Heart, Peninsula Cardiology. We really are better together, and our combined forces are working to bring a strong, reliable network of care to our community.

**John Thompson, PMP, CHAM, CPXP, CRCE, CHFP, CSAF, CSBI, CSMC, CSPPM**

Sr. Executive Director, Finance



# Participate in Our Poll Questions

## Three ways to respond

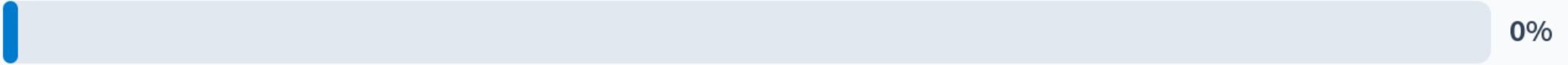
**Text GODLEEDAVIS179 to 22333 to join the session, then text your answer – A, B, C....**

**Respond online at [PollEv.com/godleedavis179](https://PollEv.com/godleedavis179)**

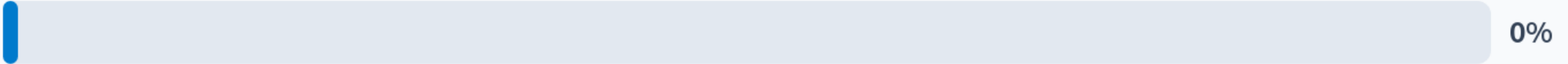
**Scan QR code and create a login or participate as a guest**

## How prepared are you for a future health emergency such as COVID?

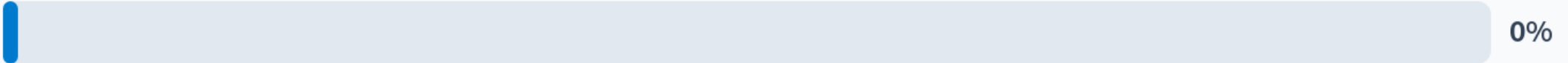
Not prepared at all



Survived COVID but still only feel somewhat prepared

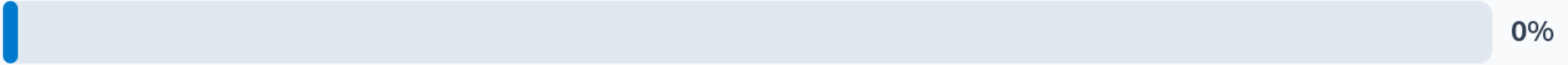


Learned a lot from COVID and feel very prepared

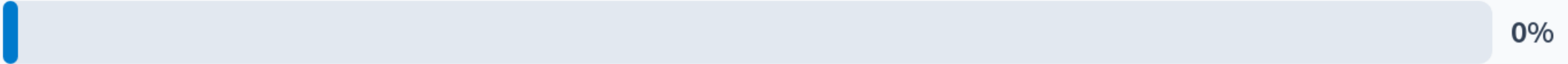


## What's your staffing strategy when it comes to remote vs onsite?

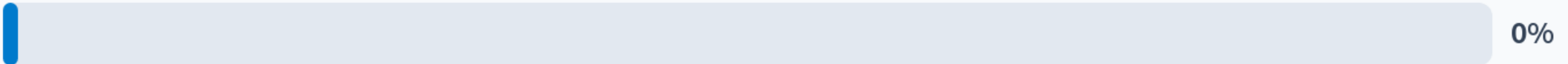
Make everything remote that we can



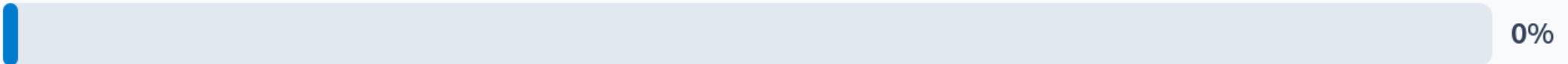
Allow remote work a few days a week



Only allow remote work that I have to

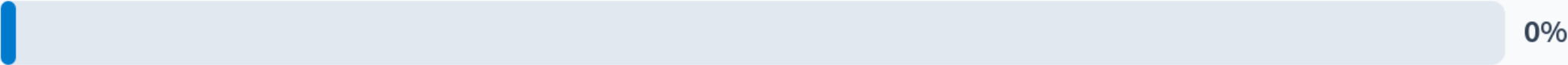


Everyone needs to be in the office

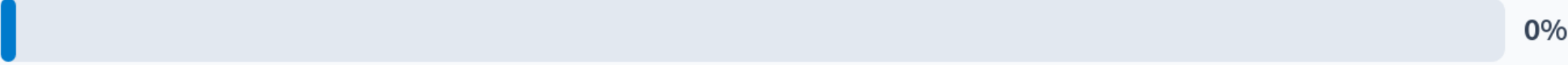


# Do you have a formal career ladder in your revenue cycle?

Yes

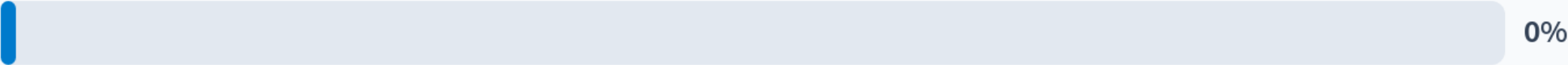


No

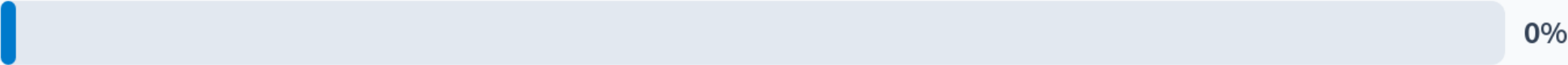


# Do you feel that payers are faced with the same staffing challenges that we are?

Yes, definitely

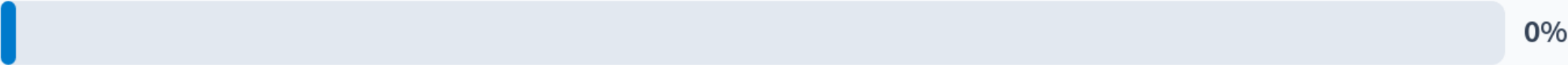


No, I don't think so

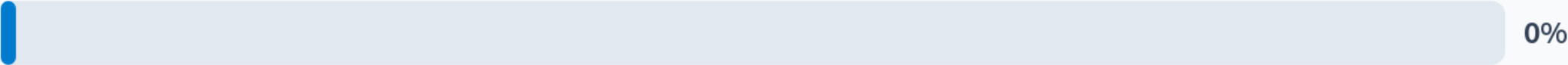


# How much has Medicaid Redetermination impacted your operation?

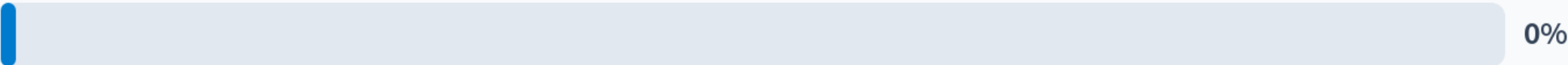
Barely at all



Material increase in Self Pay or decrease in Medicaid AR

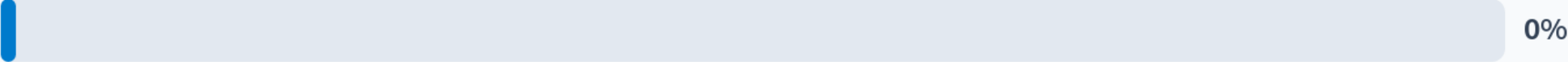


We are totally overwhelmed

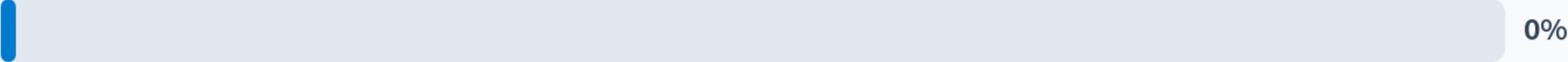


# Have you allocated any staff (partner or internal) to cover new opportunities as a result of the new Healthy Babies Coverage category for Medicaid?

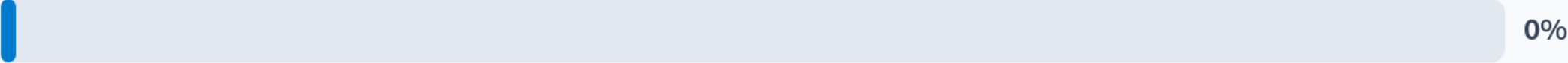
Yes, partner staff



Yes, internal staff



No, I haven't at this time



What is Healthy Babies Coverage?

