



Spring Institute & Payer Updates
Friday, April 21, 2023
Pittsburgh Marriott North
10.0 CEUs Available

AGENDA

- 8:30am – 9:30am **Registration Opens**
Breakfast Available
- 9:30am – 9:50am **President's Welcome, Chapter/National Updates, & Chapter Bylaws Changes/Voting**
Christine Ifft, Pennsylvania Three Rivers AAHAM Chapter President
Brenda Fraas, Pennsylvania Three Rivers AAHAM Chapter Chairman of the Board
Charles J. Hilton, Pennsylvania Three Rivers AAHAM Legal Counsel
- 9:50am – 10:40am **State/National Updates regarding Prior Authorizations**
Jolene H. Calla, Esquire, Vice President, Health Care Finance & Insurance, The Hospital & Healthsystem Association of Pennsylvania
- 10:40am – 10:50am **BREAK**
- 10:50am – 11:50am **The Patient Affordability Conundrum**
John Fistner, AblePay
Healthcare affordability is not a new topic, but the situation worsens as a significant percentage of the cost of care falls on the patient. This shift in the financial burden is changing patient payment behavior and leading to the avoidance of care. This negatively impacts revenue for health systems and care providers while diminishing the overall patient experience. New solutions have emerged to lower the cost of healthcare, improve the patient experience, while giving patient the protection they need to seek care.
- 11:50am – 12:30pm **Pennie – Providing Pennsylvanian's with Health Insurance Solutions**
Scott Yeager, Outreach Manager, Pennie
Scott will provide a brief overview of Pennie and pennie.com. He will discuss the open enrollment period, as well as the company's No-Wrong-Door Policy and the financial assistance available to help pay for the cost of coverage and care. He will share new developments like the Path to Pennie, the qualifying life event for those who are at or below 150% FPL, and resources to help the uninsured. Scott will also briefly discuss its plan for the end of the Public Health Emergency and those impacted by Medicaid re-determinations.



12:30pm – 1:15pm	LUNCH
1:15pm – 2:00pm	Innovative and Practical Operational Strategies to Improve Workforce Optimization: Decrease turnover, improve retention and gain efficiency through leadership development, performance improvement, artificial intelligence and workforce alternatives Stephanie Dorwart, CEO, Altius Healthcare Consulting Group <i>In order to weather the storm of the great resignation and the continuing workforce shortages and challenges in healthcare, leaders must combat resignations by putting talent and people first. Successful healthcare organizations create a culture and environment where staff members feel valued, supported and encouraged to grow. Leadership development and innovative operational strategies provide organizations with two important tactics to drive performance improvement and workforce effectiveness, ultimately increasing the quality of care provided to the patients you serve. Registrants can expect to learn the following: Importance of leadership development to reduce turnover; Innovative operational strategies to optimize workforce; Best practices to confront workforce challenges in today's environment.</i>
2:00pm – 2:30pm	2023 Payer Update: Aetna, a CVS Health Company Tammy Rendulic (Joining Virtually)
2:30pm – 2:45pm	AFTERNOON BREAK/SNACK PROVIDED
2:45pm – 3:30pm	2023 Medicare/Novitas Solutions Update Diane Hess (Joining Virtually)
3:30pm – 4:15pm	2023 UPMC Health Plan- Clinical Focus: Reducing Readmissions in 2023 Barbara Kevish, MD, Associate Vice President, Medicare Medical Services Maria Guyette, MD, Senior Medical Director, UPMC Community Health Choices Erin Kime, MBA, Sr. Director Clinical Affairs and Business Development, Medicare <i>UPMC Health Plan focus on reducing readmission utilizing evidence-based strategies to address high risk members and leveraging the unique benefit structure including care management in these efforts.</i>
4:15pm -4:30pm	Wrap-Up/Raffles

**** Suggested dress for the conference is Business Casual. ****



2023 Spring Institute Speakers

Jolene H. Calla, Esquire

Ms. Calla currently serves as the Vice President of Health Care Finance and Insurance for the Hospital and Healthsystem Association of Pennsylvania (HAP). In this role, Ms. Calla directs all activities related to health care finance, including Medicare, Medicaid, and other government reimbursement for health care providers. Her responsibilities include detailed understanding and analysis of state and federal budgets, as well as a comprehensive knowledge of legislation and regulation impacting hospital and health system finances, reimbursement, tax exemption of not-for-profit hospitals, and hospital charity care and billing practices across the continuum of care.

Ms. Calla frequently participates in negotiations with government agencies and representatives of outside organizations on behalf of HAP. Prior to joining HAP, Ms. Calla served the Commonwealth of Pennsylvania for several years as Bureau Director for the Office of Medical Assistance Programs where she directed all operations and implemented multiple federal and state initiatives. Ms. Calla was the only person to lead both the Fee-for-Service and the Managed Care delivery systems. Ms. Calla's prior positions afford her extensive expertise in the health care and insurance industry, with a concentration in managed care. She worked as a Special Projects Consultant for Capital BlueCross, as the Director of Group Administration, Strategy and Process for Coventry Health Care and as Director of Marketing and Corporate Communications for Keystone Health Plan Central. Ms. Calla received her Juris Doctorate from the Widener University School of Law, her Master of Arts in Communication Arts from the New York Institute of Technology, and her Bachelor of Arts in English and Bachelor of Arts in Communication Arts from Villanova University.



Stephanie Dorwart, MHA, Chief Executive Officer

Ms. Dorwart currently serves as the owner and Chief Executive Officer of ALTIUS, and she focuses her consulting practice on workforce optimization, productivity and performance improvement. She also leads management groups through ethical discussions, change management and team building activities. As the architect of a successful labor management system, Stephanie has poured her talents into the development and execution of Performance Improvement processes and tools for the healthcare industry for nearly 20 years.

Having worked with hospitals ranging in size from 25 to 900 beds, Stephanie has the ability to realize each organization's unique potential and capitalize on it. Her problem solving focus helps leaders address the tough problems and arrive at practical solutions within complex organizations. She led a 600 bed hospital system in the Mid-West to a \$11M personnel expense reduction without a layoff, and she helped a 500 bed hospital in the Northwest manage their growth by putting in place mechanisms that controlled the addition of new positions. To date, her current company has supported over 100 clients and saved those clients over \$500M. Ms. Dorwart always strives to deliver more than 10:0 ROI back to client organizations. Most recently, Ms. Dorwart constructed and built content for a Virtual Training Academy designed to train healthcare leaders to become the CEO and CFO of their department and cost center.

Stephanie serves on the Board of the Western PA chapter of ACHE, and is a member of HFMA, MGMA and ASHHRA. She has also contributed to multiple professional publications and webinars. Stephanie graduated magna cum laude from Duquesne University with a BS in Mathematics and Education and received her MHA from the University of Pittsburgh's Graduate School of Public Health.



John Fistner, Founder and CEO

From his experiences as CFO and COO of a hospital network, John saw the inefficiencies in healthcare and set out to create a solution. He founded AblePay Health in 2016 to address the impact of increasing out-of-pocket medical expenses on patients and medical providers.

Over the past five years, this unique business model has changed how hospitals, health systems, and specialty providers look at post-insurance patient reimbursements. The program is also assisting healthcare consumers with paying for their responsibility.

In addition to AblePay, John has started two other successful business ventures, which are still operating.

John graduated from Lafayette College ('00), where he was a Captain, First Team All-Patriot League, and All East Coast Athletic Conference linebacker. He received an MBA in Finance from Lehigh University ('04) while building the hospital network.



Scott Yeager, Outreach Manager

Scott Yeager is the statewide outreach manager for Pennie, the Pennsylvania Health Insurance Exchange Authority.

- Scott began his career in public engagement and community outreach in 1998, having served in outreach roles at institutions like the Pennsylvania State University, Walden University, the City of Baltimore under Mayor Martin O'Malley, Clarion University, and the University of Pittsburgh.
- Scott is a licensed insurance producer and served as the Public Engagement Officer for Secure Asset Management prior to assuming his role at Pennie.
- Scott, along with a very talented team at Pennie, helped launch the exchange on November 1, 2020.
- Scott lives in Bennetts Valley in northern Clearfield County in a small village called Hollywood, near the Pennsylvania elk herd and all things wild.
- Scott has a passion for protecting people and hopes that – one day – every Pennsylvanian will come to value the protection afforded by quality health insurance.



Location Address at Pittsburgh Marriot North

OUR LOCATION

GETTING HERE

Pittsburgh Marriott North
100 Cranberry Woods Drive, Cranberry
Township, Pennsylvania, USA, 16066

Tel: [+1 724-772-3700](tel:+17247723700)

 **Pittsburgh International Airport** 

Distance From Property: 31 Miles
Phone Number: +1 412-472-3525
[Visit Airport Website:](#)

Alternate Airport Transportation:
[Quality Limousine Service](#)

 **Other Transportation** 

