The year was 1986. Ronald Reagan was president and the United States was locked in the Cold War with the USSR. The space shuttle Challenger disaster occurred and Microsoft launched its IPO. Sports fans will remember 1986 for the ground ball that went between Bill Buckner's legs, allowing the Mets to beat the Red Sox in the World Series. Gas cost 93 cents per gallon and a stamped cost 22 cents. The Dow hit a high of 1955 and the Federal deficit was 2.12 trillion dollars. But for us 1986 is important for another reason. Both the Indiana and Illinois MGMA chapters were established that year.

A lot has changed over the 30 years since then. The Dow is over 16,000 and the federal deficit now sits at more than 19 trillion dollars. And no where has change been more apparent than in our health care system. From the Affordable Care Act to ACOs and value based reimbursement, the landscape of health care is shifting dramatically and at a break neck pace. That is why our organizations are so critically important as this time. Through educational conferences and webinars, advocacy, lobbying and networking opportunities, the Illinois and Indiana MGMA stands with you as a partner. Our mission is to help you navigate the health care system as well as build the skills needed to advance in your career.

Please help us celebrate the 30th anniversary of both the Indiana and Illinois MGMA at our joint conferences. We will start our celebration with the 2016 Annual Conference in Indianapolis on May 5th and 6th. In 2017 Illinois will host the annual conference for both states in Chicago. For this year’s conference we have a great line-up of speakers and vendors, which will be held at the world class NCAA Hall of Champions.

So come and meet your peers from Illinois and Indiana while you enjoy all that Indianapolis has to offer. I look forward to seeing you all there.

**Message from our Presidents**

**Illinois MGMA President**

Michael S. McNear M.D.,
MBA, FACP, CMPE

Chief Medical Officer/
Medical Group President
Jersey Community Hospital
Jerseyville
mmcnear@jch.org

The year was 1986. Ronald Reagan was president and the United States was locked in the Cold War with the USSR. The space shuttle Challenger disaster occurred and Microsoft launched its IPO. Sports fans will remember 1986 for the ground ball that went between Bill Buckner's legs, allowing the Mets to beat the Red Sox in the World Series. Gas cost 93 cents per gallon and a stamped cost 22 cents. The Dow hit a high of 1955 and the Federal deficit was 2.12 trillion dollars. But for us 1986 is important for another reason. Both the Indiana and Illinois MGMA chapters were established that year.

A lot has changed over the 30 years since then. The Dow is over 16,000 and the federal deficit now sits at more than 19 trillion dollars. And no where has change been more apparent than in our health care system. From the Affordable Care Act to ACOs and value based reimbursement, the landscape of health care is shifting dramatically and at a break neck pace. That is why our organizations are so critically important as this time. Through educational conferences and webinars, advocacy, lobbying and networking opportunities, the Illinois and Indiana MGMA stands with you as a partner. Our mission is to help you navigate the health care system as well as build the skills needed to advance in your career.

Please help us celebrate the 30th anniversary of both the Indiana and Illinois MGMA at our joint conferences. We will start our celebration with the 2016 Annual Conference in Indianapolis on May 5th and 6th. In 2017 Illinois will host the annual conference for both states in Chicago. For this year’s conference we have a great line-up of speakers and vendors, which will be held at the world class NCAA Hall of Champions.

So come and meet your peers from Illinois and Indiana while you enjoy all that Indianapolis has to offer. I look forward to seeing you all there.

**Indiana MGMA President**

Jocelyn Forehand,
CMPE, CPC

CEO
Southside OB/GYN
8051 S Emerson Ave., Ste. 400
Indianapolis
jforehand@southsideobgyn.com

Come celebrate at our 30th anniversary. Both Indiana and Illinois chapters are joining together to make this year great! Join us for an opportunity to meet others in our field and learn from our peers as well as some of the best speakers and educators teaching today’s hot topics. The NCAA hall of fame is the perfect spot to entertain and engage. We have lots of excitement planned and the city will be a buzz as mini marathon brings thousands to the circle city, and the 100th anniversary and running of the Indianapolis 500 is something to experience!

**While You Are In The City**

- May 7 – Indy 500 MiniMarathon, downtown. Join in the largest ½ marathon in the United States 2 days after our conference!
- May 4-15 – Phantom of the Opera – production at the Old National Center
- May 6 @ 7:15pm – Louisville Bats vs Indianapolis Indians at Victory Field
- White River State Park, downtown
- Canal Walk
- Indianapolis Zoo
- Mass Avenue Arts District - enjoy theatre, fine dining, art galleries and independent boutique shopping
- Visit #1 Children’s Museum in the country
Illinois MGMA and Indiana MGMA
2016 Joint Conference & 30th Anniversary Celebration
May 5-6, 2016
NCAA Hall of Champions

Schedule of Events

Wednesday, May 4
3:00pm – 6:00pm  Exhibitor Registration Open / Exhibit Set-Up
6:00pm – 7:30pm  First Time Attendee Networking Dinner at Tavern on South  –  Invitation Only Event

Thursday, May 5
7:15am – 5:00pm  Attendee Registration Open/Exhibit Hall Open
7:30am – 8:30am  Breakfast / Networking with Exhibitors
8:30am – 9:30am  “Medical Practice in America: Past, Present, and Future”
                  Kurt Mosley, Merritt Hawkins
The presentation traces the roots of medical practice in the U.S., from the pre-Flexner Report era to today’s medical profession with its 200 certified specialties. It examines the current and historical physician supply and demand trends, training, compensation patterns and practice types. Executives with Merritt Hawkins also project how healthcare reform and related changes will reshape the way physicians practice and are paid, with a look at value based compensation, the team-based approach to care, medical homes, “complexivists,” concierge practice and more.

Learning Objectives:
• Comprehend the direction of emerging physician practice models and styles, such as complexivists, grand aides, and concierge.
• Acquire unrivaled insights into the practice plans, practice patterns, satisfaction levels, concerns, and perspectives of the rapidly evolving physician workforce in Illinois/Indiana.
• Learn the keys to successful physician recruitment and retention in the post reform environment.

9:30am – 9:55am  Networking Break and Refreshments in Exhibit Hall
10:00am – 11:00am “MGMA Washington Update”
                  Suzanne Falk, MGMA Government Affairs Representative, Midwest
This update will provide timely information on the status of pertinent healthcare issues under consideration by Congress and federal regulatory agencies. Attendees will learn about recent legislative and regulatory developments affecting medical groups, gain a deeper understanding of these changes and their impact on the day-to-day activities of medical group practices, and be directed to clarifying resources. Specific topics include: payment changes under the final 2016 Medicare Physician Fee Schedule, key updates to federal quality reporting programs and what the future of the Medicare program looks like post-SGR repeal, among others.

Learning Objectives:
• Identify how legislative and regulatory initiatives affect your daily work
• Learn about new or pending policy changes
• Describe the resources available to assist you

11:00am – 11:25am  Networking Break and Refreshments in Exhibit Hall
11:30am – 12:30pm  Breakout Sessions (choose one)
1.  “Keys to a Successful Group Practice”
      John McClary and Mandi Clossey, Somerset CPAs
This presentation will touch on the top ten key aspects of successful group practices today and into the future. Topics will be categorized into group size and scope, group mission and core values, accountability, quality measures, operational excellence, controlling care delivery systems, cost containment, data analytics, alignment, etc. At the completion of the presentation, those in attendance will have an understanding of a successful strategic plan outline to take back to their groups to initiate thoughtful and successful change.
11:30am – 12:30pm  Breakout Sessions (choose one) continued

2. “Navigating the Legal Issues Employers Face with Social Networking”
Heather Wilson, Attorney, Frost Brown Todd LLC

Social media has forever changed the way we communicate both inside and outside the workplace. This session will provide best practices on how to address: pre-employment screening, discrimination and harassment, employee monitoring and privacy concerns, off-duty conduct, and much more.

12:30pm – 1:30pm  Networking Luncheon

1:30pm – 2:30pm  Breakout Sessions (choose one)

1. “Missed Appointments = Missed Opportunities”
Elizabeth Woodcock, MBA, FAcMPE, CPC

Managing missed appointments is essential in today’s economic environment. As a result of the financial challenges inherent in today’s troubled economic times, more patients are failing to show for appointments today than ever before. With every appointment no-show, you bear all of the overhead cost - and the revenue lost can never be recovered. Missed appointments take a significant toll on your practice’s bottom line.

Join me for this session, during which you'll discover proven solutions to prevent missed appointments from occurring, and managing them when patients do fail to show. Discover best-practice strategies to confirm appointments, manage cancellations, maintain a “priority list”, and establish appropriate no-show charges. You’ll walk away from this session with an action plan to reduce missed appointments – and improve your bottom line.

- Determine strategies to avoid missed appointments
- Learn how to react when a patient makes a last-minute cancellation
- Discover effective methods to confirm appointments
- Recognize the actions to take after a patient misses an appointment

Bryan Lee Ciyou, Esq., Ciyou & Dixon, P.C.

This session will cover the current trends in workplace violence with a focus on the common and unique issues in the medical practice field. Attendees will learn to identify, prevent, and manage the common risks. To do so, a variety of practical tools available to employers will be discussed and analyzed, from site surveys and legal remedies to enhanced security and safety protocols, along with using insurance protections as an additional layer of financial protection.

2:30pm – 3:00pm  Networking Break and Refreshments in Exhibit Hall

3:00pm – 4:00pm  “Mastering Patient Flow - From Volume to Value”
Elizabeth Woodcock, MBA, FAcMPE, CPC

As reimbursement declines and costs escalate, improving practice operations becomes priority number one. To make lasting improvements, you need to become a “patient flow master.” National speaker and author Elizabeth Woodcock shows you how to apply innovative lean management principles to contain costs, improve patient flow and find overlooked revenue opportunities. You’ll come away from this session with an action plan of performance improvement initiatives to:

- Outline steps to meet the new challenges of managing patient flow for retail-minded patients
- Streamline front desk operations and improve practice operations efficiency
- Reduce appointment no-shows
- Implement stellar customer service techniques that increase patient satisfaction and loyalty
- Recognize key operations benchmarks to enhance performance improvement opportunities
- Understand how to leverage physician’s time to create value
- Determine the critical importance of balancing your practice’s capacity with patient access

4:00pm – 5:00pm  “Communicating to Influence, Engage and Empower!”
Jennifer Webb, speaker, author, consultant

It’s been said that 90% of all business failures come from a breakdown in communication. Without authentic, open communication it isn’t possible to effectively deal with the myriad of ongoing issues typically coming at incredible speed. We think we communicate, but as George Bernard Shaw once lamented, “The biggest problem with communication is the illusion it has taken place.” This powerful keynote teaches how to influence people, communicate using non-verbs, pay attention to what people need, not what they say, and use empathy and emotional intelligence to diffuse conflict while generating loyalty and trust.

Key takeaways:
- An ability to understand what everyone needs when communicating, and honor those needs.
- Skills to reduce conflict and enhance empathy
- Techniques to help everyone feel safe and appreciated
- Ideas to ensure every message has been heard and understood
5:00pm – 5:30pm  Illinois MGMA & Indiana MGMA Breakout Business Meetings

5:30pm – 7:30pm  30th Celebration Reception
Instead of sitting in rush hour or rushing back to your hotel room, help Illinois MGMA and Indiana MGMA Celebrate our 30th Anniversaries. Relax, catch up with old friend, make new friend, enjoy drinks and heavy hors d’oeuvres to finish your day.

**Friday, May 6**

7:30am – 8:00am  Networking Breakfast in Exhibit Hall

8:00am – 9:00am  “Creating a Hero Culture at Work: The Power of Attitude, Resilience and Appreciation!”
Jennifer Webb, speaker, author, consultant
How do we create a Hero Culture at work, meaning how do we model the “heroic” qualities that can exponentially improve customer service, change a culture, change an environment and influence employees?
This high energy, interactive program focuses on how to develop the “powers” we already have to get the results we want. Entertaining and informative, it also discusses the power of gratitude and the importance of appreciation. Giving Super Hero buttons as a thank you is a fun way to emphasize the importance of appreciation.

*Session takeaways: Learn how to use these “powers” to influence others*

9:00am – 9:20am  Networking Break and Refreshments in Exhibit Hall

9:20am – 10:30am  “Exchange Café – Networking Round Tables”
Join in open dialogue with your peers about hot topics, trends and challenges facing the medical practice community.

10:30am – 10:50am  Break/Door Prize Giveaways

10:50am – 11:50am  “Communicating Clearly, Effectively and with Focus”
J.D. Collins, NCAA National Coordinator of Men's Basketball Officiating
Using his 19 year career officiating Division I men's basketball as a platform, join J.D. as he shares his stories and insights about high stress, effective communication and staying focused on the job at hand.

11:50am – 12:00pm  Conference Closing Announcements and Adjournment

* Illinois MGMA and Indiana MGMA reserve the right to modify, change or cancel sessions from the agenda in any way and at anytime.
** This program qualifies for 9.0 ACMPE CE credits hours

---

**Our Conference Keynote Speakers**

**Kurt Mosley**
*President of Strategic Alliances, Merritt Hawkins*
*Dallas, Texas*
Kurt Mosley serves as Vice President of Strategic Alliances for Merritt Hawkins, Staff Care, companies of AMN Healthcare. With over 20 years of health care staffing experience, Mr. Mosley is one of the nation's leading authorities on medical staffing trends and has been cited for his expertise in numerous publications. Mr. Mosley has addressed over 90 healthcare professional organizations over the last two years reaching over 6,500 industry leaders. A graduate of California State University, Fullerton, Mr. Mosley spent several years in professional baseball and now resides in Dallas, TX

**Suzanne Falk**
*Government Affairs Representative, MGMA*
*Washington, DC*
Suzanne Falk is a Government Affairs Representative working out of MGMA's national headquarters in Washington, DC. In her role she works closely with members, answering questions about the technical details of complex federal legislative and regulatory issues, coordinating MGMA grassroots efforts, and traveling the country speaking before MGMA state and national audiences. Suzanne has held multiple roles at MGMA since joining the Association in 2012, prior to which she interned for a senior US congressman from Maryland in his district and Capitol Hill offices. She graduated with honors from the University of Maryland and is currently pursuing her Masters in Public Policy at Georgetown University with a specialization in health and domestic economic policy.
Elizabeth Woodcock, MBA, FACMPE, CPC
Speaker, Author, Consultant, Woodcock and Associates
Atlanta, GA

Elizabeth Woodcock is a speaker, trainer and author who is passionately dedicated to helping physician practices achieve and sustain patient satisfaction, practice efficiency, and profitability. An expert at practice operations and revenue cycle management, she is nationally recognized for her outstanding presentations and writings aimed at improving the business of medicine. Her education and expertise, combined with her humor and an engaging delivery, make her popular with physicians and administrators alike.

Jennifer Webb
Speaker, Author, Trainer, Magic Communications
Gainesville, Florida

Jennifer Webb’s extraordinary programs combine magic, psychology, NLP (Neuro-Linguistic Programming), Emotional Intelligence, accelerated learning, behavioral kinesiology and other interactive tools to reach people instantly with messages of inspiration and content. Her most popular programs are designed to propel thinking from challenges and frustration to “can do” and “possibilities.” Her core message: Our attitudes and expectations create our realities and impact everyone around us. Business communications specialist, human performance coach, author of three books on human potential and corporate motivational speaker with a Master’s in Psychology, a Master’s Certification in NLP, a former journalist, adjunct professor and a master magician, Jennifer teaches how to increase peak performance and create and reach goals by reprogramming how we think.

Jennifer is a member of the prestigious National Speakers Association, on the board of National Association of Women Business Owners in San Antonio, TX and has been affiliated with Women in Communication, Meeting Planners International, Society of Human Resource Management, Association of Fundraising Professionals and North San Antonio Chamber of Commerce.

J.D. Collins
National Coordinator of Men's Basketball Officiating, NCAA
Hartford City, Indiana

- B.S. in Business Administration - Indiana Wesleyan University
- A.A. in Drafting and Design - Tri-State University
- June 2015 – Present, NCAA National Coordinator of Men’s Basketball Officiating
- 2010-2015, Big Ten/MAC/Summit Consortium Assistant Director– Men’s Officiating Coordinator of Officials for MAC & Summit League, Crossroads League Coordinator of Officials
- FIBA licensed official, 2004-2009 Multiple international tournaments
- Refereed for 24 years – 19 years @ the Division I level
- Former Division I Men’s Basketball Official refereeing the following conferences:
  - NCAA Tournament – last 10 years of career, Final Four Semi-Final 2008, alternate at 2004 Final Four, Elite Eight 2005, Four Sweet Sixteen appearances
  - Commissioner of Crossroads League 2008 to June 2015

Our Breakout Session Speakers

Bryan Lee Ciyou, Esq.
CIYOU & DIXON, P.C. Attorneys at Law
Indianapolis, Indiana

Heather L. Wilson
Attorney
Frost Brown Todd LLC
Indianapolis, Indiana

John McClary, CPA
Principal
Somerset CPAs
Indianapolis, Indiana

Mandi Clossey, CPA
Senior Manager
Somerset CPAs
Indianapolis, Indiana

* all speaker’s full bios and contact information will be available to attendees at the conference
CONFERENCE LOCATION
NCAA Hall of Champions
700 W. Washington Street
Indianapolis, IN 46204
(317) 916-4255
http://ncahallofchampions.org/index.php

OVERNIGHT ACCOMMODATIONS
Marriott Place Indianapolis Downtown (Springhill Suites)
601 West Washington Street
Indianapolis, IN 46225
(317) 972-7293

Attendees to our conference will receive our discounted group room rates by booking inside of our conference room block. $139 + applicable taxes for Single/Double/Trip/Quad for the evenings of May 4 and May 5 have been arranged. This hotel is conveniently located within walking distance to the NCAA Hall of Champions. You MUST make your reservation by Wednesday, April 6 to receive our group rate. Call the number above to make your reservation and let them know you are attendees of the Indiana/Illinois MGMA Joint Conference or make your reservation online here.

ABOUT THIS CONFERENCE
You don't want to miss this unique Midwest opportunity!
The 2016 Joint Annual Conference is a collaboration between neighboring MGMA State Affiliates: Illinois MGMA and Indiana MGMA. This joint conference will expand education and networking opportunities for chapter members and guests. Join us as we mark a monumental milestone and celebrate the 30th Anniversary of both Illinois MGMA and Indiana MGMA at this conference. The 2016 Joint Annual Conference is sure to be an educational and fun event.

WHO SHOULD ATTEND
Join your peers! Attending our conference will be a network of practice executives and professionals, both new and experienced, in the field of practice management: Chief executive officers, chief operating officers, chief financial officers, practice administrators/managers, business operations managers, physicians, faculty and students interested in practice management.

EDUCATION OVERVIEW
The sessions included in the conference were selected to provide timely and practical education on the most important topics that have an impact on today's medical practices. By taking advantage of up-to-date and relevant knowledge and tools, attendees will become better positioned to manage a medical practice in today's changing healthcare environment. The content of the sessions will cover the issues and topics found in all domains of MGMA's Body of Knowledge.

EDUCATE YOURSELF AND FIND SOLUTIONS
Spend your networking breaks in our Exhibit Hall, where you'll see an array of products and services designed to help you find solutions and build important relationships.

EARN ACMPE CONTINUING CREDIT
American College of Medical Practice Executives (ACMPE) credit hours have been assigned to this program. We will supply, upon request, a certificate of attendance for this conference to use for submission for potential CEUs from additional accreditation bodies.

WHAT TO WEAR
Business casual attire is appropriate for the 2016 Joint Annual Conference and Events. We do suggest bringing a light coat or jacket to maintain your comfort as meeting room temperatures tend to fluctuate through the day.

CANCELLATION AND SUBSTITUTION POLICY
Cancellations received on or before April 6 are subject to a $50 processing fee. Cancellations must be sent by email to indinanmgma@gmail.com. Cancellations after April 6 and no-shows will not be refunded. Substitutions from within the same group are acceptable. Please email indinanmgma@gmail.com if you plan a substitution to avoid issues during conference check-in.
These organizations have committed financial support to bring you this tremendous educational conference opportunity:

**PLATINUM CONFERENCE SPONSORS:**

- MCG Merchants' Credit Guide Co.
- SOMERSET CPAs and Advisors
- Stericycle

**GOLD CONFERENCE SPONSORS:**

- Allied HealthGroup
- KSM Katz Sapper & Miller
- MedPro Group
- PNC
- MMIC

**SILVER CONFERENCE SPONSORS:**

- CCPA Purchasing Partners, LP
- CIPROMS Medical Billing
- elite
- GLA Collection Company, Inc.
- GRM
- IMC Credit Services
- LabCorp
- ProAssurance
- PathGroup
- PCIS Gold
- The Medical Foundation
- The National Bank of Indianapolis
**2016 Joint Annual Conference & 30th Anniversary Celebration**

**REGISTRATION FORM:**

Member rates are a benefit of membership. To qualify, you must be a member at time of registration. Membership will be verified.

To apply for membership with Illinois MGMA visit [www.ilmgma.com](http://www.ilmgma.com) / To apply for membership with Indiana MGMA visit [www.imgma.net](http://www.imgma.net)

Vendors offering/selling products and services to medical practices are ineligible to register for this conference as an attendee.

Please refer to our exhibit and sponsorship options if interested in attending. More information, rates and registration at [http://www.ilmgma.com/site_event_detail.cfm?pk_association_event=12149](http://www.ilmgma.com/site_event_detail.cfm?pk_association_event=12149)

Registration fees cover all educational sessions, meals, breaks and receptions listed on conference agenda.

**Registrations fees on or before April 6**

- ILMGMA or IMGMA Members $300
- ILMGMA or IMGMA Members additional attendees from same group $250
- Non-Members $425
- Non-Members additional attendees from same group $375
- Student Members of ILMGMA or IMGMA $50

**Registrations fees after April 6**

- ILMGMA or IMGMA Members $350
- ILMGMA or IMGMA Members additional attendees from same group $300
- Non-Members $475
- Non-Members additional attendees from same group $425
- Student Members of ILMGMA or IMGMA $50

Organizations Name: ______________________________________________________________________________________________

Organization Address: _______________________________________________________________________________________________

# of FTE Physicians in Organization: ___________________________________________________________________________________

Registrant 1 (check one)   _______ Illinois MGMA member        _______ Indiana MGMA member        _______ Non member

_______ Member Additional Attendee       _______ Non member additional attendee

Name:______________________________________________________ Title: _________________________________________________

Email:______________________________________________________ Phone: _______________________________________________

Are you a new 2016 member? Yes/No  Are you a first time attendee? Yes/No

Registrant 2 (check one)   _______ Illinois MGMA member        _______ Indiana MGMA member        _______ Non member

_______ Member Additional Attendee       _______ Non member additional attendee

Name:______________________________________________________ Title: _________________________________________________

Email:______________________________________________________ Phone: _______________________________________________

Are you a new 2016 member? Yes/No  Are you a first time attendee? Yes/No

Registrant 3 (check one)   _______ Illinois MGMA member        _______ Indiana MGMA member        _______ Non member

_______ Member Additional Attendee       _______ Non member additional attendee

Name:______________________________________________________ Title: _________________________________________________

Email:______________________________________________________ Phone: _______________________________________________

Are you a new 2016 member? Yes/No  Are you a first time attendee? Yes/No

Please indicate any special dietary needs or special assistance required for anyone in your group to attend this conference:
_________________________________________________________________________________________________________________

Amount Enclosed (refer to fees above) $______________________________

Make checks payable to IMGMA and mail to:  **Indiana MGMA, 10014 Deering Street, Fishers IN  46037**

Easy online registration with your credit card at: [http://www.imgma.net/event-2162236](http://www.imgma.net/event-2162236)

Cancellations received on or before April 6 are subject to a $50 processing fee. Cancellations must be sent by email to indianamgma@gmail.com. Cancellations after April 6 and no-shows will not be refunded. Substitutions from within the same group are acceptable. Please email indianamgma@gmail.com if you plan a substitution to avoid issues during conference check-in.