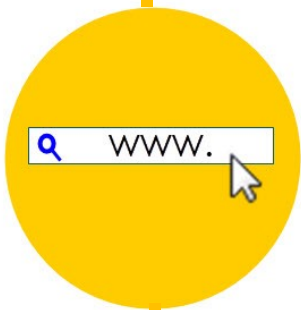


Users Conference 2019 | Grand Rapids, MI

SEPTEMBER 9TH - 11TH @ THE JW MARRIOTT

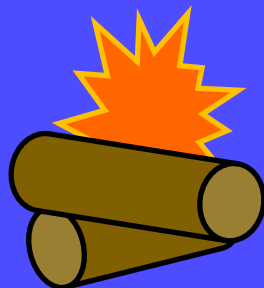
BRIDGING *gaps* TOGETHER



Visit our **Event Page** to find registration forms, discounted rooms, local adventures, & session details!

www.universalss.com

Arriving Monday?



Drop your bags & meet us on the JDEK of the JW Marriott for Bonfire & Beers.

Monday, Sept 9th

6PM-8PM

*Good time guaranteed!
Sponsored by McKesson.*

UNIVERSAL
SOFTWARE SOLUTIONS

Tuesday, Sept 10th

Session Day One



8:30 AM

Keynote Experience with Coach Ty Bello *sponsored by Prochant*

Morning Break: DIY Yogurt Parfait Station & Fresh Muffins + Coffee

9:45 AM

ROOM C | BUSINESS

Why should a Customer pick YOU? Everything you need to know about how to reach your patients.

ROOM D | AR

Airtight Payment Posting Step through our new cash posting screen & check balancing methodology

11:00 AM

ROOM C | AR

Meet the Wizard Learn directly from the contractor processing your Medicare Re-openings & Phone Demonstrations

ROOM D | SERVICE

Improve the Patient Care Experience Create cohesion, prevent disengagement, & take an honest look at experience.

Lunch: Beer City Menu & Refreshments

1:00 PM

Client Innovator SuperCare speaks to Conference

1:15 PM

ROOM C | INVENTORY

McKesson makes it easy Get up to speed on all of the free integrations to leverage in HDMS.

ROOM D | AR

Money In, Money Out Check out new EDI Processing tools & workflows. Everything you need to know about getting your money out, then back in!

2:20 PM

ROOM C | BUSINESS

Freedom In Reporting If you've used HDMS for more than 6 months YOU can write custom reports. We promise, it won't be scary!

ROOM D | SERVICE

Routing & Staging Take a look at the next gen of daily route sheets, & learn how you can prepare to transition.

Afternoon Break: Cravings Snack Station

3:30 PM

ROOM C | AR

Managing Back Office Operations Learn how to keep your back office efficient, incentivized, and running smoothly.

ROOM D | BUSINESS

Modern Content Management Take a look at how StowPoint & WorkFlow can automate your process outside of HDMS.

4:30 PM

Directions 2020 presented by Universal President, Christopher Dobiesz

Wednesday, Sept 11th

Session Day Two

9:00 AM

Keynote Experience by Dr. Stephen Shaya

9:30 AM

ROOM C | AR

Closing Gaps in Patient Pay Apply tried & true collection methods to your own practice, or learn about outsourcing options.

Morning Break: Dunk Tank

10:40 AM

ROOM C | PHARMACY

Relay Health Services Whether you're billing diabetic test strips, enteral nutrition, or compound home infusion drugs through a pharmacy benefit; Relay Health is a must!

11:40 AM

ROOM C | BUSINESS

Effortless HDMS Onboarding Learn how to decrease the time & manpower needed to get a new staffer up to speed in HDMS.

Lunch: Soup, Salad, & Sammies

1:30 PM

Fun Night Prizes are awarded!

1:45 PM

ROOM C | BUSINESS

Just Say No? The decision to hold service until documentation supports payment is tough, let's talk about it & how to support your staff through that choice.

2:45 PM

ROOM C | AR RELATED

ROUND TABLE DISCUSSIONS Join your peers and Software & Services Partners for round table discussion on topics related to billing & reimbursement.

4:00 PM

Universal Team says Thank You & Farewell!

ROOM D | BUSINESS

Hands Free Profit Attend an in-depth demonstration of a hands off process from order prompt to paid claim, & the decision points needed to start implementation.

ROOM D | AR

Unbillable No More Examine paperless workflow, common resolutions to make your life easier, and why this should be where you spend your staff resources!

ROOM D | INVENTORY

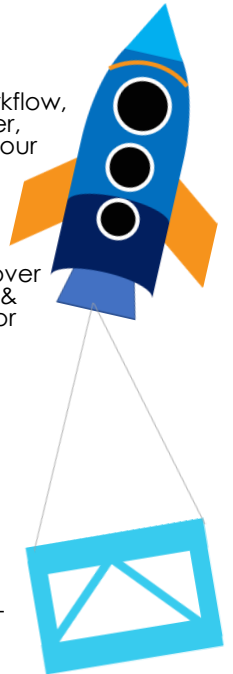
Keeping Up With the Jones' Join us to discover the most common practices of your peers & industry interrupters, FAQ, & new options for physical inventory counts.

ROOM D | AR

Rejection Warrior Brush up on the latest techniques and tools to resolve claim denial in HDMS. Identify your battle weapons & learn how to use them effectively!

ROOM D | SERVICE RELATED

ROUND TABLE DISCUSSIONS Join your peers and Software & Service Partners for round table discussion on topics related to customer service & experience.



Ready for Fun Night?



Join us in Beer City USA for dinner, drinks, & fun at

The Knickerbocker New Holland Brewery

Tuesday, Sept 10th 6:00-10:00 PM

**We're
#1!**

**GAME
ON!**

Make new friends in
a family style
Game Night Competition!

Fun sponsored by the Allegiance Group!

Connect with

MCKESSON

 **WAYSTAR**

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HIGH LEVEL MARKETING

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