



Conference Agenda

September 28-30, 2022
Nashville, Tennessee

Connect. Innovate. Empower.



Welcome to POP!

It is with great pleasure that I welcome you to the first annual **Power of Pareo Conference**. We have long anticipated this day, and to have it take place with all of you in our hometown of Nashville is extra special.

POP is designed to have something for everyone – whether you are exploring the value of Pareo, just starting your journey with Pareo, or continuing your partnership with us as a seasoned expert.

I'd like to give you an idea of what you can expect and what we hope to achieve over the next few days.

Connect. You won't want to miss the many opportunities to network and connect with payment integrity and FWA leaders from a cross-section of health plans. Such connections build a sense of community among POP attendees and set the stage for long-term Pareo relationships. Breakfasts, breaks, lunches, parties, dinners and networking activities provide more chances to discuss, share and debate new ideas.

Innovate. POP brings together the brightest minds in payment integrity and FWA – leaders like you who understand all too well the challenges our industry faces and the opportunities that await us as we work to solve them. Our exclusive education sessions highlight the real-world experiences of these health plan leaders so you can discover what's next and what's possible to make the most of your investment in Pareo.

Empower. This event is just the beginning. I hope you will take the connections and ideas that POP has sparked back to your organizations and, newly inspired and empowered, continue to move payment integrity strategies forward. With the power of Pareo, we'll be there to partner with you every step of the way.

Before I close, I'd like to thank each of you for attending POP and bringing your expertise to our gathering. I know it can be a challenge to travel – to make your business case of the value you will receive and leave your daily lives behind for a while. On behalf of the event planning committee and the entire ClarisHealth organization, I'm glad you made that choice.

The world of payment accuracy is an exciting area in which to work, and we'll continue to meet and bring inspired people together in forums like this, to ensure our community remains at the cutting edge.

You, as organization leaders have the vision, the knowledge, the wherewithal and the experience to help us continue to forge the health plan of tomorrow. You are truly our greatest asset, and we could not accomplish what we do without your support and leadership. Throughout this conference, I ask you to stay engaged, keep us proactive and help us shape the future of payment accuracy.

My personal respect and thanks go out to all of you.

Jeff McNeese, CEO
ClarisHealth



Wednesday, September 28

Arrival Day

- 4pm Check-in at Noelle hotel begins
- 5:30–7pm Welcome reception- Noelle Rare Bird rooftop bar

Thursday, September 29

Spark Downtown Nashville

- 8am Breakfast and Registration desk opens
- 8:45–9am Welcome and Opening Remarks

9–10:15am

KEYNOTE

Becoming #TurbulenceTough: Your Ticket to Overcoming Adversity, Navigating Change and Building a Better Future

Presented by Ryan Campbell – youngest person to fly solo around the world, author of Born to Fly, paraplegic plane crash survivor, and founder of TurbulenceTough.

We all face turbulence, but the secret to smoother air lies in one's willingness to fill their Mindset Toolbox with the tools used to divert around bad weather and overcome change, challenge, crisis and adversity. Organizations are constantly struggling to find the right tools they need to not only overcome and reinvent, but ride out the roughest bumps. In this session, Ryan Campbell uses Aussie storytelling to deliver the experience earned tools, mindsets and strategies to not only navigate today, but build a better future.

You will learn how to:

- Adopt a #TurbulenceTough mindset for life
- Navigate change quickly and confidently using the proven 3-Step Checklist
- Use adversity as a fuel for building resilient individuals and teams
- Find confidence in your ability to overcome all changes and challenges through filling your Mindset Toolbox
- Use change, challenge, crisis and adversity as propellant for building a better future

Thursday, September 29 continued

10:15–10:30am

Break

10:30–11:15am

SESSION

Engage: How to Strengthen Stakeholder Relationships that Add Value to Payment Integrity

Presented by Kim Jones-Schneider, Director Payment Integrity Operations, Blue Cross Blue Shield of Michigan

For too long, payment integrity operated in a silo separated from the health plan's more strategic operations. But a broader audience has a stake in claims payment accuracy. Providers want to submit clean bills, provider relations teams want to ensure network satisfaction, employer clients want to lower healthcare costs, and health plan executives want to ensure they remain competitive. This session offers strategies for working across barriers to increase engagement along with the value that payment integrity offers to internal and external stakeholders.

During this session, you will:

- Understand the benefits of payment integrity engaging with other health plan functions, providers, employer clients
- Identify the value triggers that appeal to each audience
- Discover strategies to increase engagement with these varied stakeholders

11:15–11:45am

Networking Activity

Thursday, September 29 continued

11:45am-12:45pm Lunch

12:45-1:45pm

PANEL

Reimagining Payment Integrity: Breaking Down Silos, Making Your Business Case and Building for Success

Featuring Rachel Jones, Senior Director Provider and Payment Solutions, Clover Health; Harold Davis, VP Claims Cost Management, Humana; Kristina Johnson Rose, Director Risk Adjustment Analytics and Payment Integrity, Premera Blue Cross

Many payers are realizing that the decades-old approach to claims payment accuracy that has been in place since the early days of the industry isn't up to today's challenges. But after the realization, what comes next? In this panel discussion, experienced leaders will share how they faced the traditional restraints - limited resources, legacy technology, and questions about value - to upend the status quo in big ways and small and find success.

During this session you will hear from a cross-section of payers and:

- Understand why and how payment integrity is elevating in strategic significance
- Identify the various strategies payment integrity leaders deploy to innovate with a mix of human expertise and technology
- Understand the top challenges holding back achieving the payment integrity "Future State"
- Acquire practical tips that can be used immediately to better prove the value of payment accuracy teams

Thursday, September 29 continued

1:45–2:30pm

SESSION

Your Building Blocks to Unlock the Next Level of Your Payment Integrity Strategy

Presented by Tareyn Gillilan, VP of Business Operations, Boston Medical Center HealthNet Plan / Well Sense Health Plan

Ready to take your payment integrity (PI) strategy to the next level? Try this proven, step-by-step building blocks approach. In this methodology, people, process, and technology blocks self-fund the next blocks. Through this process, barriers and resistance are mitigated, while the PI program continues to grow with financial returns. This strategy also provides change management best practices for introducing new technology and processes in PI.

During this session, you will learn how to:

- Apply proven solutions to developing an effective payment integrity (PI) strategy
- Identify tactical approaches to removing common barriers to PI growth
- Discover how organizations communicate PI strategic goals

2:30–2:45pm

Break

Thursday, September 29 continued

2:45–3:30pm

SESSION

Trials and Tribulations of Internalizing Complex Audits: Does It Make Economic Sense?

Presented by Tom Noack, Director Provider Payment Integrity, Humana

How does a health plan know when it's time to pursue an insourcing strategy around complex audits? There are a lot of moving parts, and you want to get it right to confidently take this next step in an evolved payment integrity strategy. In this session you'll learn from someone who has "been there and done that" the specific elements of consideration that may pose challenges and how to overcome them, how to build your business case for leadership buy-in, and what you could hope to gain by overcoming the barriers to success.

During this session you will:

- Identify program indicators that highlight when it's time to begin exploring an insourcing strategy for complex audits
- Understand navigation tips around resourcing, compliance, appeals, provider abrasion, clinical documentation requests, and other concerns and restraints
- Identify elements needed to build your internal business case: people, process and technology
- Determine when to build vs. buy and the technology decisions associated with this strategy

Thursday, September 29 continued

3:30–4:30pm

SESSION

Payment Integrity and Beyond: The Pareo® Technology Roadmap

Presented by ClarisHealth's Jim Weathersby, CTO; Trent Jones, Director of Product; Yaw Agyemang, Product Owner; Alex Bowling, BI Consultant

Join us as ClarisHealth's senior leadership team shares their vision for the future state of Pareo and the industry as a whole. We will show you how the Pareo platform is staying close to the market to make sure we are adapting to ever-changing client needs.

During this session, you will:

- Explore what Pareo is capable of today
- Understand the Pareo features being released in the next 6–9 months
- Associate current and future solutions to your current pain points to maximize your opportunities to gain additional value
- Learn what makes ClarisHealth the leader in Payment Integrity and how our future aligns with the future direction of the industry

4:30–5pm

PANEL

Open Q&A with ClarisHealth Senior Leadership

Featuring Jeff McNeese, CEO; Jim Weathersby, CTO; Jason Medlin, COO; Chris Tucker, CFO

Puckett's Grocery & Restaurant

6:30–10pm

Client Appreciation Party

Friday, September 30

Spark Downtown Nashville

8:30am

Breakfast

9-10am

KEYNOTE

Leveraging Advanced Data Models and A.I. for Improving Payer-Provider Collaboration

Presented by Heather Bassett, M.D., Chief Medical Officer, XSOLIS and Jason King, Ph.D., Senior Director of Data Science, XSOLIS

There is a \$15 billion opportunity to eliminate administrative spending and waste in healthcare related to medical necessity, required documentation, and Payer + Provider communications. In this session, Dr. Heather Bassett, Chief Medical Officer at XSOLIS, and Jason King, Lead Data Scientist at XSOLIS, will discuss how Payers and Providers can leverage advanced data models and AI for case review and authorization to solve for waste, error, friction, and delays not easily answered through existing Provider EMRs and Payer portals. Better collaboration is achievable using technology to work together more efficiently and communicate across the board. Attendees will see a new approach to utilization management combining AI, technology, and people for intelligent decisions.

During this session you will:

- Understand traditional methodologies and the perpetual data silos hindering Payer-Provider collaboration
- Explore the momentum gaining for advanced data models and A.I.
- Discover the next wave of collaboration with Payers-Providers using purpose-built solutions for utilization review

10-10:15am

Break

Friday, September 30 continued

10:15–11am

PANEL

Provider Engagement: Purpose, Perceptions, Challenges & Best Practices

Featuring Erik Chase, Senior Director of Claims Integrity, L.A. Care Health Plan; Adam Schneller, Senior Director Payment Integrity Office, Florida Blue; Laura Cruz, Manager Payment Integrity, Blue Cross of Idaho

As Pareo expands to connect more teams with greater insights, provider relationships come into sharper focus. In this panel, clients will discuss challenges and opportunities associated with managing disputes, inquiries, and overall provider engagement.

During this session, you will hear from a cross-section of payers and:

- Understand how provider relationships impact business operations
- Explore the value of using various approaches when engaging providers
- Identify technology solutions that provide alternatives to “portal fatigue”
- Discover how other payer organizations are balancing provider abrasion concerns with payment accuracy needs

11am–12pm

ROUNDTABLE DISCUSSION

Building the PIO of Tomorrow

Join fellow health plan leaders and ClarisHealth subject matter experts for a casual, topically-focused exchange of ideas around client innovations focused on building the next-generation payment integrity organization.

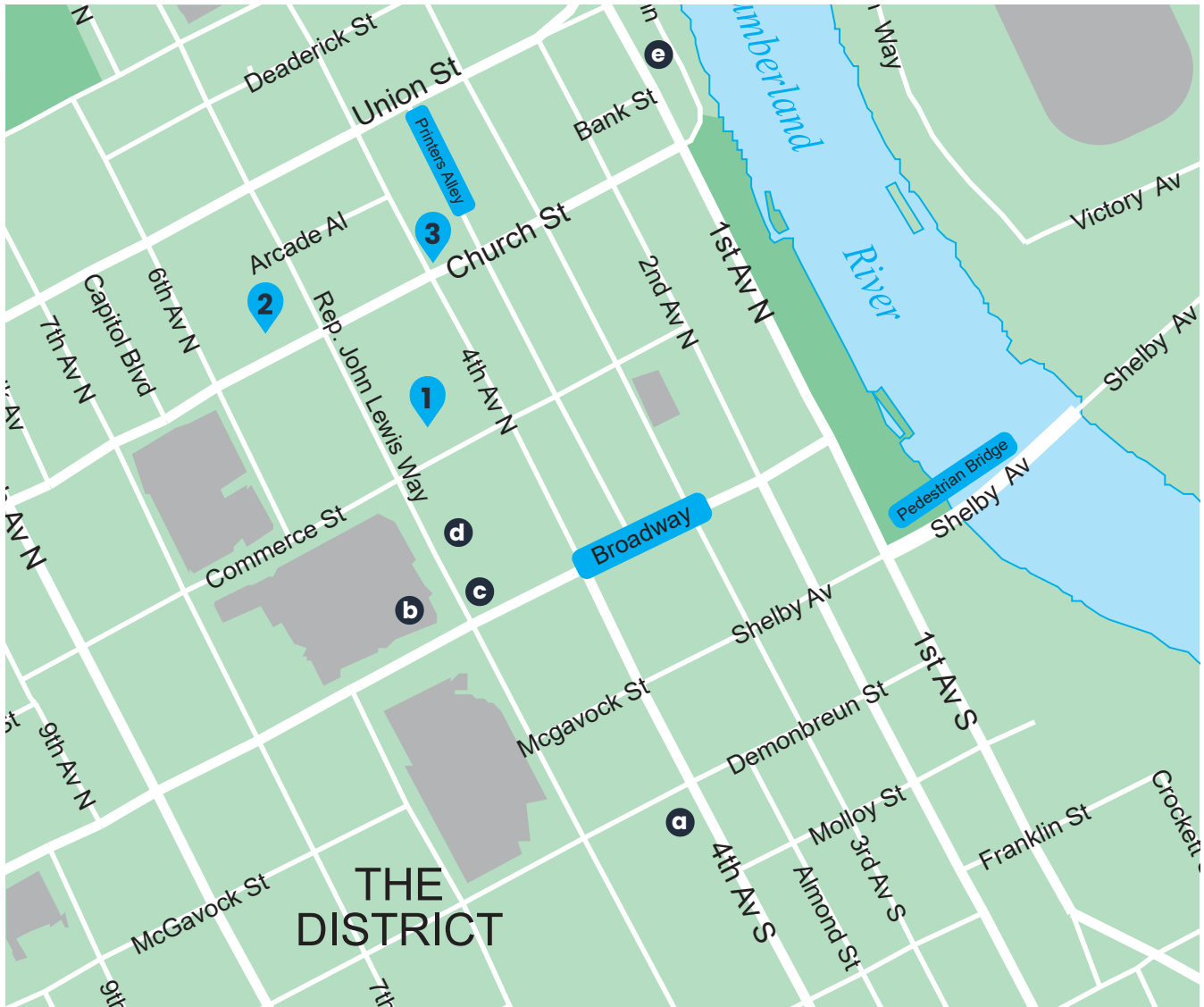
12–12:15pm

Closing Remarks and Award Presentation

Downtown Nashville- Important Locations

Event Locations

1. Spark Downtown Nashville, 400 Commerce St
2. Puckett's Grocery & Restaurant, 500 Church St
3. Noelle hotel, 200 4th Ave N



Points of Interest

- a** Country Music Hall of Fame and Museum
- b** Fifth + Broadway/Assembly Food Hall/National Museum of African American Music
- c** Honky Tonk Highway: Legends, Tootsie's, Layla's, Robert's Western World
- d** Ryman Auditorium
- e** Bicentennial Park

