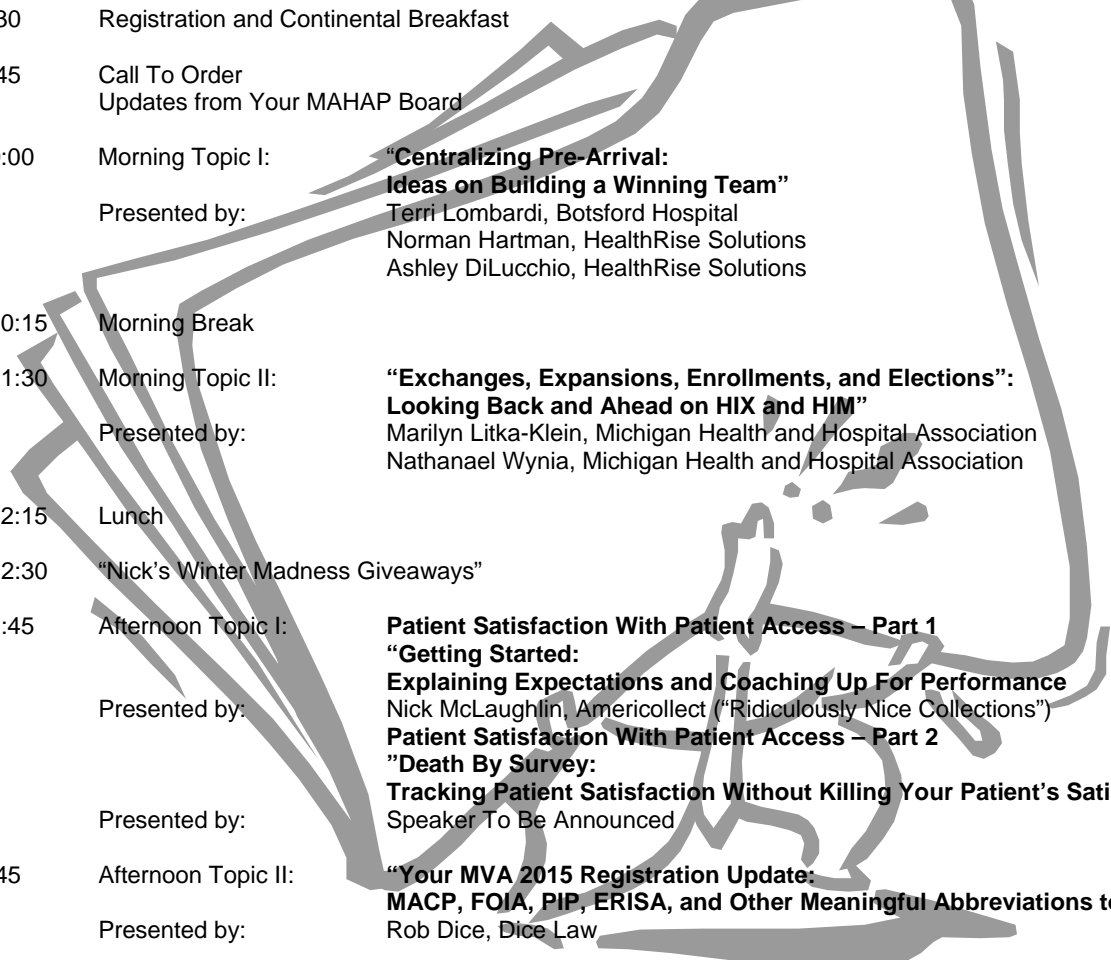


**MAHAP General Education Session**  
**Friday, March 20, 2015**  
**Comfort Inn – Mt. Pleasant, Mi**  
(2424 South Mission / [www.mtpcomfortinn.com](http://www.mtpcomfortinn.com) / (989) 772-4000)

**AGENDA**

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- 8:00 - 8:30 Registration and Continental Breakfast
- 8:30 - 8:45 Call To Order  
Updates from Your MAHAP Board
- 8:45 - 10:00 Morning Topic I: **“Centralizing Pre-Arrival:  
Ideas on Building a Winning Team”**  
Presented by: Terri Lombardi, Botsford Hospital  
Norman Hartman, HealthRise Solutions  
Ashley DiLucchio, HealthRise Solutions
- 10:00 - 10:15 Morning Break
- 10:15 - 11:30 Morning Topic II: **“Exchanges, Expansions, Enrollments, and Elections”:  
Looking Back and Ahead on HIX and HIM”**  
Presented by: Marilyn Litka-Klein, Michigan Health and Hospital Association  
Nathanael Wynia, Michigan Health and Hospital Association
- 11:30 - 12:15 Lunch
- 12:15 - 12:30 “Nick’s Winter Madness Giveaways”
- 12:30 - 1:45 Afternoon Topic I: **Patient Satisfaction With Patient Access – Part 1  
“Getting Started:  
Explaining Expectations and Coaching Up For Performance  
Nick McLaughlin, Americollect (“Ridiculously Nice Collections”)  
Patient Satisfaction With Patient Access – Part 2  
”Death By Survey:  
Tracking Patient Satisfaction Without Killing Your Patient’s Satisfaction”**  
Presented by: Speaker To Be Announced
- 1:45 - 2:45 Afternoon Topic II: **“Your MVA 2015 Registration Update:  
MACP, FOIA, PIP, ERISA, and Other Meaningful Abbreviations to Know”**  
Presented by: Rob Dice, Dice Law
- 3:00 - 3:15 Attendee Prize Drawings and Closing Comments
- 3:15 Adjournment

**Save the Date!**  
**Next MAHAP General Education Session**  
**Friday May 8, 2015**