

**From:** Healthcare Education Associates <reply-306985@mailings.frallc.com>  
**To:** Kester, Tonykester@aging.sc.gov  
**Date:** 1/13/2016 2:01:17 PM  
**Subject:** Introducing UM Best Practices Summit for Health Plans

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## Utilization Management Best Practices Summit for Health Plans

Hi Tony,

As healthcare costs rise and pressure to improve the quality of care for your members increases, your Utilization Management's impact on clinical and business outcomes can be profound. At Healthcare Education Associates' **Utilization Management Best Practices Summit for Health Plans** on **April 26-27 in Fort Lauderdale, Florida**, you'll get proven UM strategies and tools to enhance your Quality Improvement, Case Management and so much more.

Among others, you will hear from **United Healthcare**, **UPMC Health Plan**, and **Blue Cross Blue Shield of Minnesota** who will share their expertise, insight and best practices for avoiding disruptions to the provision of your members' care.

They will highlight how you can optimize urgent concurrent reviews for non-BH, enhance case management with clinical information collection, and enhance your members' continuum of care with with your transitional care team!

Don't miss your chance to optimize your clinical outcomes and improve your bottom line—**register now** for this one-of-a-kind event!

[Website](#) | [Brochure](#) | [Register](#)

### Top Reasons to Attend

- Get practical, implementable UM-CM collaboration best practices to overcome your most difficult cases
- Learn how to better align member-specific clinical management

### Who Should Attend

Designed for Medicare Advantage, Medicaid and Commercial plan leaders and senior managers, this program will benefit individuals with the following responsibilities:

- strategies to improve cost-effectiveness
- Maximize high-value interventions with proven UM approaches from recent case studies
- Improve your bottom line by reducing ER visits & re-admissions and minimizing the impact of observation stays and
- Optimize benefit coverage & medical necessity determinations processes
- Get actuarial insight to bridge the gap between your clinical and financial programs and improve intervention evaluation
- Learn to leverage your pharmacists as high-impact, cost-effective intervention conduits
- Gain essential best practices for appeals processes and determinations to meet regulatory requirements and avoid IRO overturns

- Utilization Management
- Case Management
- Healthcare Services
- Operations
- Quality Improvement
- Member Relations
- Appeals
- Compliance

## Registration Details

**Priority Code** - PHNH248q-EM1

**Standard Rate** - \$2095

**Health Plan/Provider Rate** - \$1395

\*subject to HEA approval

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**For more information and to register, visit the [website](#) or contact:**

Whitney Betts at 704-341-2445 or [wbetts@frallc.com](mailto:wbetts@frallc.com)

**For speaking and sponsorship opportunities, contact:**

Menna Lloyd-White at 704-341-2440 or [mlloydwhite@frallc.com](mailto:mlloydwhite@frallc.com)

## Healthcare Education Associates

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