

**From:** Healthcare Education Associates <reply-324394@mailings.frallc.com>  
**To:** Kester, Tonykester@aging.sc.gov  
**Date:** 6/30/2016 11:02:33 AM  
**Subject:** Agenda Now Available: UM Master Class for Health Plans

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## The Utilization Management Master Class for Health Plans

Hi Tony,

**Save the date:** You can't afford to miss the **Utilization Management Master Class for Health Plans, October 24-25, 2016 at The Standard Club in Chicago, Illinois!**

Featuring a pre-conference workshop on mastering the basics of NCQA's rigorous program standards, and featured topics including strategies for overcoming your health plan's drug utilization challenges, keys to streamlining your appeals processing & determinations, as well as critical steps to integrating and improving behavioral health UM.

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

### Top Reasons to Attend

- Find out how leading plans are controlling and reducing medical costs with innovative utilization and care management programs
- Join an interactive discussion on cross-cutting UM/pharmacy issues and take away a holistic understanding of potential solutions to pharma utilization challenges
- Get strategies and ideas for streamlining your appeals processing and determinations to maintain operational compliance
- Learn the critical steps you need to take to optimize your UM quality measures
- Hear from UPMC Health Plan as they share best practices and lessons learned from their approach to the challenge of readmissions
- Find out how you can improve the timeliness of your UM decisions to avoid disruptions to the provision of your members care
- Take away proven strategies to strengthen your UM & CM transitions to successfully manage your most challenging members
- Strengthen your UM program structure with enhanced program and position descriptions to ensure full compliance
- Find out how you should be integrating your care management teams with quality improvement, compliance and network contracting
- Get practical methods for managing your members' with chronic pain management issues

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## Who Should Attend?

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

- Utilization Management
- Case Management
- Healthcare Services
- Clinical Operations
- Medical Services
- Quality Improvement
- Appeals
- Compliance Monitoring
- Internal & External Audit

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## Registration Details

**Priority Code** - PHN48-EM1

**Early Bird Health Plan Rate\*** - \$1595 (*\$1895 with workshop*)

**Early Bird Service Providers/ Consultants Rate** - \$2095 (*\$2395 with workshop*)

**Early bird prices end 9/23.**

\*subject to HEA approval

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

Kathie Eberhard at 704-341-2641 or [keberhard@healthcare-conferences.com](mailto:keberhard@healthcare-conferences.com)

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

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**Healthcare Education Associates**

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