

CONFERENCE  
AGENDA

**CGM APRIMA**

EHR and Practice Management



# CGM USER CONFERENCE

IGNITE YOUR PASSION FOR HEALTHCARE

**Pre-Conference:** September 7, 2022 | **Conference & Exhibits:** September 8-10, 2022

**Location:** Gaylord Texan Resort



CompuGroup  
Medical

## Pre-Conference Boot Camps

Need more in-depth training? New to CGM APRIMA? Have new staff joining your practice? Attend and take advantage of our pre-conference Boot Camps, where you can get a full day of in-depth training designed to meet the needs of both new and power users.

### September 7, 2022

#### **PM Boot Camp for New CGM APRIMA Users**

8:30 AM - 11:30 AM

12:30 PM - 5:30 PM

This one day intensive course is designed to instruct new users on billing functions in CGM APRIMA, including charge entry, payment posting, adjustments and routine reports.

#### **EHR Boot Camp for New CGM APRIMA Users**

8:30 AM - 11:30 AM

12:30 PM - 5:30 PM

This one day intensive course is designed to instruct new users on documenting patient visits, reviewing chart notes and performing other tasks associated with patient care using CGM APRIMA.

#### **Understanding the MIPS Program & Reporting with CGM APRIMA**

8:30 AM - 11:30 AM

This half-day class will explore current MIPS/MACRA requirements for 2019 and beyond. This session will review the aspects of a clinical practice that will be included in the total MIPS score, how the measurements will be taken and reported, and best practices for configuration and usage of CGM APRIMA to capture, track and report on the measures.

#### **Using the Full Note Dashboard in CGM APRIMA**

12:30 PM - 5:30 PM

This half-day class will explore the CGM APRIMA Full Note Dashboard, which gives providers new and exciting options for charting their patient visits. In this class, we will review both the setup and usage of various dashboard tiles.



## Support Lab

Schedule a one-on-one appointment with a Support Specialist and a workstation to discuss any software issues that you may be experiencing.

Timeslots available for CGM APRIMA PM, Clinicial, General, EDI, IFE, and IT support related issues on the following day and times. All appointments are scheduled to ensure we have enough spots and time to assist clients.

### September 8, 2022

8:30 AM - 9:45 AM

10:00 AM - 11:15 AM

12:45 PM - 2:00 PM

2:15 PM - 3:30 PM

3:30 PM - 5:00 PM

### September 9, 2022

8:30 AM - 9:45 AM

10:00 AM - 11:15 AM

12:45 PM - 2:00 PM

2:15 PM - 3:30 PM

3:30 PM - 5:00 PM

### September 10, 2022

8:30 AM - 9:45 AM

10:00 AM - 11:15 AM

12:45 PM - 2:00 PM

2:15 PM - 3:30 PM



# Conference-at-a-Glance

## Thursday, September 8, 2022

8:30 AM - 9:45 AM	<b>General Session: Ignite Your Passion for Healthcare</b> Tate Ballroom B/C						
	Room: Escondido 2	Room: Texoma 2	Room: Texoma 3	Room: High Plains 2	Room: High Plains 3	Room: Davis 3	Room: Tate 3&4
10:00 AM - 11:15 AM				<b>PROD:</b> Tips & Tricks for Speedy Charting	<b>PROD:</b> Appointment Queue		<b>CME:</b> MIPS Clinical Quality Measure
11:15 AM - 12:45 PM	<b>Lunch &amp; Exhibit Hall</b>						
12:45 PM - 2:00 PM	<b>IND:</b> Uncoupling Management and Leadership		<b>PROD:</b> Formatting Models	<b>PROD:</b> Automatic Claims Processing	<b>PROD:</b> 1 of 2 Customizing Your Clinical Note: Custom Tabs in APRIMA		<b>CME:</b> Healthcare Strategies to Grow your Business
2:15 PM - 3:30 PM		<b>PROD:</b> Imaging Rules/ Appropriate Use		<b>PROD:</b> Managing Patient Provider Referral Relationships	<b>PROD:</b> 2 of 2 Customizing Your Clinical Note: Custom Tabs in APRIMA - Work Session		<b>CME:</b> Information Security Programs
3:45 PM - 5:00 PM	<b>IND:</b> Building Dynamic Groups			<b>PROD:</b> Insurance Eligibility	<b>PROD:</b> Hidden Gems: Rarely Utilized Tools in CGM APRIMA	<b>PROD:</b> eMEDIX Your Clearinghouse Partner	<b>CME:</b> Digital Marketing Trends in Healthcare You Should Know About



# Conference-at-a-Glance

## Friday, September 9, 2022

	Room: Escondido 2	Room: Escondido 3	Room: High Plains 2	Room: High Plains 3	Room: Davis 1	Room: Davis 3	Room: Tate 3&4
8:30 AM - 9:45 AM	<b>IND:</b> Uncoupling Management and Leadership		<b>PROD:</b> Product Roadmap	<b>PROD:</b> Patient Portal Configuration	<b>PROD:</b> Promoting Office Efficiency with APRIMA		<b>CME:</b> Best Practices form the Clearinghouse Experts
10:00 AM - 11:15 AM	<b>IND:</b> Security Q&A	<b>IND:</b> Confronting the Great Resignation - How to Engage and Keep your Vital Team Members Happy	<b>PROD:</b> Closing the Loop: Orders & Results Workflows in APRIMA	<b>PROD:</b> Your Clearinghouse Partner for APRIMA	<b>PROD:</b> MIPS Promoting Interoperability Configuration		
11:15 AM - 12:45 PM	<b>Lunch &amp; Exhibit Hall</b>						
12:45 PM - 2:00 PM			<b>PROD:</b> Medication Management	<b>PROD:</b> Facility Portal	<b>PROD:</b> 1 of 2 Full Note Dashboard Overview		<b>CME:</b> Regulatory Updates for 2023
2:15 PM - 3:30 PM		<b>IND:</b> Battling Burnout - Protecting Your Peace and Your Passion	<b>PROD:</b> KDB Editing Chief Complaint, HPI, and ROS	<b>PROD:</b> Solutions for Posting Payments Efficiently	<b>PROD:</b> 2 of 2 Full Note Dashboard Working Session		<b>IND:</b> Information Security Program
3:45 PM - 5:00 PM	<b>IND:</b> Building Dynamic Groups		<b>PROD:</b> KDB Editing: Physical Exam & History	<b>PROD:</b> Future of the Quality Payment Program	<b>PROD:</b> Patient Portal Questionnaires	<b>IND:</b> Opening a POL: Advice for Starting Your Own In Office Lab	<b>IND:</b> Digital Marketing Trends in Healthcare You Should Know About



# Conference-at-a-Glance

## Saturday, September 10, 2022

	Room: Escondido 1	Room: Escondido 2	Room: High Plains 1	Room: High Plains 2	Room: High Plains 3	Room: Davis 3	Room: Tate 3&4
8:30 AM - 9:45 AM		<b>IND:</b> Battling Burnout - Protecting Your Peace and Your Passion	<b>PROD:</b> Automatic Claims Processing	<b>PROD:</b> Your Clearinghouse Partner for APRIMA	<b>PROD:</b> Tips & Tricks for Speedy Charting		<b>IND:</b> Regulatory Updates for 2023
10:00 AM - 11:15 AM	<b>IND:</b> Confronting the Great Resignation - How to Engage and Keep your Vital Team Members Happy			<b>PROD:</b> Medication Management	<b>PROD:</b> Hidden Gems: Rarely Utilized Tools in CGM APRIMA		<b>IND:</b> Healthcare Strategies to Grow your Business
11:15 AM - 12:45 PM	Lunch & Exhibit Hall						
12:45 PM - 2:00 PM				<b>PROD:</b> Promoting Office Efficiency with APRIMA	<b>PROD:</b> Product Roadmap	<b>PROD:</b> eMEDIX Your Clearinghouse Partner	
2:15 PM - 3:30 PM				<b>PROD:</b> Solutions for Posting Payments Efficiently	<b>PROD:</b> Imaging Rules/ Appropriate Use		





## CGM APRIMA Product Track

This track includes sessions related to the CGM product you use daily. This content covers new features, recent technology updates as well as secrets to success like tips and tricks from our product experts.

### Appointment Queue

Sept. 8 | 10:00 AM - 11:15 AM

The newly designed Appointment Queue in CGM APRIMA provides a streamlined look to your clinic and providers schedules while still allowing for efficient appointment scheduling. Come learn how to use the new Appointment Queue and implement it in office workflows.

### APRIMA Product Roadmap

Sept. 9 | 8:30 AM - 9:45 AM

Sept. 10 | 12:45 PM - 2:00 PM

2022 was a year of big changes for CGM APRIMA, and 2023 promises to be even bigger. Come learn about the new and planned features for CGM APRIMA from the expert team responsible for our product strategy.

### Automatic Claims Processing

Sept. 8 | 12:45 PM - 2:00 PM

Sept. 10 | 10:00 AM - 11:15 AM

This class will review ways to speed up your billing process using Automatic Claims processing and other valuable AR management tools.

### Closing the Loop: Orders and Results Workflows in CGM APRIMA

Sept. 9 | 10:00 AM - 11:15 AM

In this course, we will explore workflows for managing patient's clinical service orders and results, including

tracking results and approvals. Learn how the options to view results in text and graphic formats can give your team the perspective they need for improving this cycle in your patient workflow!

### Customizing Your Clinical Note: Building Custom Tabs Within APRIMA - Work Session

Sept. 8 | 12:45 PM - 2:00 PM

In this working session course, you will learn the basics of building custom forms in CGM APRIMA as well as developing formatting models to display the form information.

### Facility Portal

Sept. 9 | 12:45 PM - 2:00 PM

CGM APRIMA's Facility Portal allows you to share relevant clinical data with facilities for mutual patients. This session will show you all the ways you can configure and utilize your facility portal for improved efficiency and information sharing.

### Formatting Models

Sept. 8 | 12:45 PM - 2:00 PM

Learn how to use APRIMA's Formatting Models to create custom notes, letters and more by pulling information from the patient's demographics, visits and other chart documentation. You will not only learn how to create these staples using the clinical application but you will understand why the data populates the end result.

### Full Note Dashboard Overview

Sept. 9 | 12:45 PM - 2:00 PM

Learn about the New Full Note Dashboard, which gives providers new and exciting options for charting their patient visits. In this class, we will demonstrate all of the ways you can use this powerful tool!

### Full Note Dashboard Work Session

Sept. 9 | 2:15 PM - 3:30 PM



## CGM APRIMA Product Track

Now that you have seen the power of CGM APRIMA's Full Note Dashboard, attend this session to create your own dashboard tiles and configurations. You will leave this session with a completed FND configuration, ready to use.

### Future of the Quality Payment Program

Sept. 9 | 3:45 PM - 5:00 PM

CMS' Quality Payment Program rules change from year to year. This informative session will review the program rules for 2022, as well as look ahead to proposed changes for 2023 and beyond.

### Hidden Gems: Rarely Utilized Tools in CGM APRIMA

Sept. 8 | 3:45 PM - 5:00 PM

Sept. 10 | 10:00 AM - 11:15 AM

This class will review features that are not widely used in CGM APRIMA but offer great benefits to productivity and documentation. Items that we will review include; Procedure History, Assessment Forms, DPN for ordering DME, Diagnosis attributes, and much more!

### Imaging Rules/Appropriate Use

Sept. 8 | 2:15 PM - 3:30 PM

Sept. 10 | 2:15 PM - 3:30 PM

Do you order advanced imaging services, such as CT, PET, or MRI studies? If so, then this class will shed light on the newly established Appropriate Use Criteria Program. Learn how the new rules will impact you, what changes you may need to make in order to be compliant, and how CGM APRIMA can help you.

### Insurance Eligibility

Sept. 8 | 3:45 PM - 5:00 PM

Understanding patient insurance benefit information is critical to the financial health of a practice. Using CGM APRIMA's automated eligibility checking, you can stay informed of patient deductibles, copay and coinsurance amounts in advance, reducing the likelihood of ballooning patient A/R. This session will show you all about the eligibility tool in CGM APRIMA.

### KDB Editing: Chief Complaint, HPI, ROS

Sept. 9 | 2:15 PM - 3:30 PM

In this session, you will see just how easy it is to add and edit a chief complaint, history of present illness symptoms, and review of systems items to reflect your optimal patient visit note.

### KDB Editing: Physical Exam & History





## CGM APRIMA Product Track

Sept. 9 | 3:45 PM - 5:00 PM

In this session, you will see just how easy it is to add/edit physical exam findings, history questions, and patient responses to reflect your optimal patient visit note.

### Managing Patient-Provider Referral Relationships

Sept. 8 | 2:15 PM - 3:30 PM

This class will focus on seamless swift patient referrals to other providers as well as receiving referrals from outside sources. You will understand how to produce transition of care documents for a seamless transition of care.

### Medication Management

Sept. 9 | 12:45 PM - 2:00 PM

Sept. 10 | 10:00 AM - 11:15 AM

In this class, you will learn the ins and outs of reviewing and refilling medications, prescribing controlled substances and ways to help ensure patient safety when prescribing using CGM APRIMA. Discover how to improve efficiency with tools such as electronic prior authorization and patient RX text notifications.

### MIPS: Promoting Interoperability Configuration

Sept. 9 | 10:00 AM - 11:15 AM

Learn all about each of the Promoting Interoperability objectives and how configuration will enable you to report your MIPS data successfully.

### Patient Portal Configuration

Sept. 9 | 8:30 AM - 9:45 AM

Learn how to configure your patient portal, to improve efficiency in your practice, and accuracy in your patient's medical record. This class will cover message routing, determine which items patients can view online, and

show you what your patient views when they log in to the portal.

### Patient Portal Questionnaires

Sept. 9 | 3:45 PM - 5:00 PM

In this class, you will learn how to build questionnaires that patients can complete online and add to their chart. We will explore the various types of information that can be captured and best practices for editing existing questionnaires.

### Promoting Office Efficiency with CGM APRIMA

Sept. 9 | 8:30 AM - 9:45 AM

Sept. 10 | 12:45 PM - 2:00 PM

Want to accomplish the same tasks with less time? Understand the features and functions of CGM APRIMA that will promote efficiency in your office. We will touch on overall workflow, full note composer, financial benefits and management. Participants will walk away with tools to help them manage their practice.

### Solutions for Posting Payments Efficiently

Sept. 9 | 2:15 PM - 3:30 PM

Sept. 10 | 2:15 PM - 3:30 PM

In this course, you will learn tips and tricks for posting complicated payments, managing payer credits, insurance recoupments, and other actions that affect your financial health.

### Telehealth Encounters in CGM APRIMA

Sept. 8 | 3:45 PM - 5:00 PM

Explore how to efficiently and effectively use CGM APRIMA for your telehealth encounters. We will discuss technical considerations, best practices for visit notes, as well as take a look at the functionality added to help you



## CGM APRIMA Product Track

document telehealth visits with ease.

### Tips and Tricks for Speedy Charting

Sept. 8 | 10:00 AM - 11:15 AM

Sept. 10 | 8:30 AM - 9:45 AM

This class will explore CGM APRIMA features designed for completing a chart note quickly and efficiently, including Code Association, Note Processor Add-ins, Common Problem Palettes and MFU lists.

### Your Clearinghouse Partner for CGM APRIMA

Sept. 9 | 10:00 AM - 11:15 AM

Sept. 10 | 8:30 AM - 9:45 AM

Having eMEDIX as your clearinghouse partner opens the door to more visibility and insight into your revenue cycle, and it is integrated with CGM APRIMA. Regardless of which practice management system you use, learn how you can enroll and manage your own providers, navigate online tools for claims management to discover workflow opportunities and more.



## Industry Track

These sessions focus on healthcare technology topics. From rapidly changing technologies to up to date regulatory requirements, sessions in this track will bring you in the “know” for what is happening in this industry “in the now”.

### **Battling Burnout-Protecting Your Peace and Your Passion**

Sept. 9 | 2:15 PM - 3:30 PM

Sept. 10 | 8:30 AM - 9:45 AM

Roger Wilson will share up-to-date information on recognizing burnout in yourself and others, and provide viable ways to renew, re-engage, and restore your passion for your profession. Burnout Happens! It is what you do about it that makes a difference. Hear about his “war stories” as he invites you to share yours as you battle the burnout together!

### **Building Dynamic Groups**

Sept. 8 | 3:45 PM - 5:00 PM

Sept. 9 | 3:45 PM - 5:00 PM

It's the best ice breaker exercise in the world. Using a game created in the 1970s by a physicist and a psychiatrist, you will participate in this great communications workshop and receive all materials to take back home if you want to run it with your teams at work. (communications activity and lectures as well as instructions on how to run this activity at your job)

### **Confronting the Great Resignation - How to Engage and Keep your Vital Team Members Happy**

Sept. 9 | 10:00 AM - 11:15 AM

Sept. 10 | 10:00 AM - 11:15 AM

Dr. Stark-Wilson will discuss the “said and unsaid” reasons for resignations, ways to recognize when a team member is “on the fence” and share realistic ways to show value and appreciation to those who are “in it for the long haul” as well as those who are “looking elsewhere but still engaged.” Come ready to interact, learn, and plan for success in your workplace.

### **Digital Marketing Trends in Healthcare You Should Know About**

Sept. 9 | 3:45 PM - 5:00 PM

The importance of digital marketing in the healthcare sector cannot be underestimated. Establishing an online presence is critical to the growth of your practice as it allows you to reach out to a wider audience who hangs around in the digital world. Join us as we provide a clear vision for digital marketing efforts in 2022. We will explore a variety of software and techniques that can help accelerate your online marketing success. We will look at A/B testing, SEO tips, PPC advertising, and many other areas to provide immediate and longer-term impact to your practice's bottom line.

### **Healthcare Marketing Strategies to Grow Your Business**

Sept. 10 | 10:00 AM - 11:15 AM

A major key to success in running a medical organization is a robust and healthy marketing strategy. This session will look at various tools and tips that will help bring you more robust results in your marketing efforts. From quick hits like hosting social events to more in-depth ideas to build a powerful brand, we will work together towards the goal of healthier patients through a stronger marketing strategy.



# Industry Track

## Information Security Program

Sept. 9 | 2:15 PM - 3:30 PM

This session will present an overview of the function of an information security program, from the endpoint to the network, to the data itself. The focus will be on presenting updated ideas about information security considered against the modern threat landscape, as well as where the security world expects new threats will go. We will discuss effective security tools, baseline security configurations, data encryption, authentication mechanisms and offer some insight into what we have put in place and how it holds up against repeated attacks, both from hired assets posing as hackers to real-world threat actors trying to access our systems.

## Opening a Physician Office Lab: Advice for Starting Your Own In Office Lab

Sept. 9 | 3:45 PM - 5:00 PM

So you want to start doing lab testing in your physician office lab. Where do you start? What do you need? When is a good time? Why should you do it? The benefits of doing lab testing in-house are immeasurable and contribute greatly to both a positive patient experience and to positive patient outcomes. Listen to two experienced lab managers talk about the nuts and bolts of how they built their labs from a supply closet to a fully functioning laboratory. If they can do it, so can you!

## Regulatory Updates for 2023

Sept. 10 | 8:30 AM - 9:45 AM

Despite what regulators say, it seems like every year brings more rules for EHR development and use, not fewer. 2023 is no exception. In this session, Laurel Havenner, the Product Manager for regulatory compliance in CGM products, and Sam Frank, the Director of Product Management, will discuss upcoming impacts from the Cures Act, changes to MIPS, and other new laws and billing rules that may affect the way your practice operates.

## Security Q&A

Sept. 9 | 10:00 AM - 11:15 AM

This session will cover content specifically requested by YOU! What security topics are you interested in? Is there a particular information security concern you have or question you need answered? Send your questions to [securityquestions@emds.com](mailto:securityquestions@emds.com) by July 15th and we will address them in this presentation at User Conference.

## Uncoupling Management and Leadership

Sept. 8 | 12:45 PM - 2:00 PM

Sept. 9 | 8:30 AM - 9:45 AM

This session disentangles the two concepts and shows how we can lead at every level of an organization, but also how important managing well is to make sure there is room to stay agile and improve broken systems.



## Continuing Education Track

Professionals in our industry have so much on their plate including continuing education requirements. The User Conference team wants to ensure that we make the most of your investment by making this the event that covers all your needs, by providing a variety of sessions that meet your annual certification requirements.

### Best Practices from the Clearinghouse Experts

Sept. 9 | 8:30 AM - 9:45 AM

Why am I being rejected? In this session, we will uncover the top five rejections we commonly see across all practice management systems and what we can do to avoid them in the future.

### Digital Marketing Trends in Healthcare You Should Know About

Sept. 8 | 3:45 PM - 5:00 PM

The importance of digital marketing in the healthcare sector cannot be underestimated. Establishing an online presence is critical to the growth of your practice as it allows you to reach out to a wider audience who hangs around in the digital world. Join us as we provide a clear vision for digital marketing efforts in 2022. We will explore a variety of software and techniques that can help accelerate your online marketing success. We will look at A/B testing, SEO tips, PPC advertising, and many other areas to provide immediate and longer-term impact to your practice's bottom line.

### Healthcare Marketing Strategies to Grow Your Business

Sept. 8 | 12:45 PM - 2:00 PM

A major key to success in running a medical organization is a robust and healthy marketing strategy. This session will look at various tools and tips that will help bring you more robust results in your marketing efforts. From quick hits like hosting social events to more in-depth ideas to build a powerful brand, we will work together towards the goal of healthier patients through a stronger marketing strategy.

### Information Security Program

Sept. 8 | 2:15 PM - 3:30 PM

This session will present an overview of the function of an information security program, from the endpoint to the network, to the data itself. The focus will be on presenting updated ideas about information security considered against the modern threat landscape, as well as where the security world expects new threats will go. We will discuss effective security tools, baseline security configurations, data encryption, authentication mechanisms and offer some insight into what we have put in place and how it holds up against repeated attacks, both from hired assets posing as hackers to real-world threat actors trying to access our systems.

### MIPS: Clinical Quality Measure Configuration

Sept. 8 | 10:00 AM - 11:15 AM

In this course, you will learn how to configure your database to collect clinical quality measure data required for MIPS reporting.

### Regulatory Updates for 2023

Sept. 9 | 12:45 PM - 2:00 PM

Despite what regulators say, it seems like every year brings more rules for EHR development and use, not fewer. 2023 is no exception. In this session Laurel Havenner, the Product Manager for regulatory compliance in CGM products, and Sam Frank, the Director of Product Management, will discuss upcoming impacts from the Cures Act, changes to MIPS, and other new laws and billing rules that may affect the way your practice operates.

