

ADDRESSING MEDICAL DEBT
Developing Best Practices for Providers and Patients
AGENDA

- 8:00 a.m. Registration and Networking**
- 8:30 a.m. Welcome and Forum Goals**
Jarrett Barrios, President, BCBSMA Foundation
- 9:00 a.m. Federal and State Debt Collection Standards**
Panel Discussion Moderator: *Jarrett Barrios, President BCBSMA Foundation*
- Billing and Collection Policies: Overview of State Requirements for Health Safety Net
Nancy Savoie, Deputy General Counsel, Division of Health Care Finance and Policy
- Federal Fair Debt Collection Practices Act
Leonard Gordon, Director, Northeast Region Federal Trade Commission
- Revised Community Benefits Guidelines: Recommended Debt Collection Practices
Lois Johnson, Assistant Attorney General, Office of the Attorney General, Commonwealth of Massachusetts
- 10:00 a.m. How Medical Debt Impacts Individuals and Families**
Panel Discussion Moderator: *Georgia Maheras, Private Market Policy Manager, Health Care for All*
- Consumer Protections and Legal Enforcement
Matt Selig, Acting Director, Health Law Advocates
- Medical Debt Research: Real Patient Stories
Mark Rukavina, Executive Director, The Access Project
- 10:30 a.m. Break**
- 10:45 a.m. Hospital Best Practices: Improving Provider-Patient Communication and Opportunities for Revenue Enhancement**
Moderator: *Anuj Goel, Massachusetts Hospital Association*
- Speaker** Implementing Regulation-Compliant Billing and Collection and Developing Community “Goodwill”
Douglas Brown, Senior VP, General Counsel, UMass Memorial Health Care
- Panel** Working with Consumers to Increase Coverage, Financial Assistance, and Payment Options: Business Practices at the Frontlines of the Health Care Organization
- *Stuart Lerman, Corporate Manager, Patient Accounts, Partners HealthCare System*
 - *James Graves, Director, Patient Financial Services, UMass Memorial Medical Center*
 - *Robert Moore, Director, Hospitals Business Operations, Baystate Health*
- 11:50 a.m. Wrap Up**
Jarrett Barrios, President, BCBSMA Foundation
- 12:00 p.m. Adjourn**