



**AAHAM WEBINAR  
WEDNESDAY, February 27, 2019  
1:30pm - 3:00 PM ET**

**EVERYONE Earns 3 AAHAM CEUs for attending**

Join AAHAM and Sarah Mendiola, Director of Clinical and Legal Services at Washington & West, LLC, as we present this important webinar,

**“The Role of Patient Access in Denials  
Prevention and Intervention”**

This presentation will focus on the patient access role in preventing denials. Discuss some of the challenges of the patient access department and some potential solutions. Real world denials will be examined and find out just how they could have been prevented; and discuss strategies for appeal and management of denials. While the presentation focuses on the role of the patient access department in preventing administrative/technical denials, this presentation can be helpful for anyone in the revenue cycle who deals with denials prevention or appeals.

Learn:

- Patient access issues and goals
- The role of patient access in the prevention of lack of authorization denials
- Best practice concepts for denial prevention
- What to do if a claim is denied

**Space is limited to the first 100 registrants, register today!**

Level of webinar: Intermediate

Target audience: Access managers, billing managers, revenue cycle staff and analysts

**About our speaker:**

Sarah Mendiola is the Director of Clinical and Legal Services for the Baltimore based law firm of Fotheringill & Wade, LLC, and denial Defense Company of Washington & West, LLC. Ms. Mendiola has extensive experience overturning various Medicare, Medicaid, and commercial plan denials. She has a comprehensive understanding of the Medicare appeals process and has successfully represented numerous clients at Administrative Law Judge hearings; and has obtained favorable results for claim denials from Zone Program Integrity Contractor (ZPIC) audits. She has also represented Maryland

providers at administrative hearings for claim denials by Maryland Medicaid and is intimately familiar with myriad issues surrounding commercial claims as well.

Ms. Mendiola graduated from the University of Baltimore School of Law Magna Cum Laude, and holds a Bachelor of Arts in Jurisprudence from the University of Baltimore where she graduated Summa Cum Laude. Ms. Mendiola is also a Licensed Practical Nurse (LPN) in the State of Maryland and is certified as a Certified Professional Coder (CPC) and Certified Professional Compliance Officer (CPCO). She is admitted to the Maryland Bar and is a member of the American Bar Association. Sarah can be reached at [s.mendiola@washingtonwest.com](mailto:s.mendiola@washingtonwest.com).

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This \$145, 90-minute telephone conference call includes a presentation, Q&A period, and handout provided via email. The fee is for one line, if multiple lines are to be used, a separate fee for each line must be paid. The audio conference format permits an unlimited amount of people to listen in from one phone. Everyone that attends earns 3 CEUS for attending, so feel free to gather up your whole team! Correspondence and handouts will only be sent to the registrant. The member name and number must match the email address. You will receive a CEU sign up form for your entire group of listeners with your confirmation. To ensure the quality of interaction, the number of registrations for each audio seminar is limited. Reserve your space by registering ASAP.

**To register...**

Email, fax or mail your registration form with payment to:

AAHAM Webinars  
11240 Waples Mill Road  
Suite 200  
Fairfax VA 22030  
Fax: 703/359-7562  
Email: [moayad@aaham.org](mailto:moayad@aaham.org)

We apologize but we do not invoice nor accept purchase orders. **Payment must be received on or before February 20, 2019.** We are unable to accept registrations after that date. **Correspondence and handouts will only be sent to the registrant. The member name and number must match the email address.**

**On February 24, 2019, you will be emailed your confirmation, handouts, phone number and passcode to use for the call, and a CEU form. On the program date...**It's easy! Just call in at the scheduled time and enter your passcode. Long-distance rates are covered in your registration fee.

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Certification•Compliance •Leadership Development•Networking•Advocacy*



# Webinar Registration Form

**Please Return to:**

AAHAM Webinar Registration  
 11240 Waples Mill Road, Suite 200  
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### Upcoming Webinar Schedule and Rates

**Topic: Clarifying the Agency Reporting Process: How to Get What You Want While Eliminating What You Don't**

When: WEDNESDAY, January 23, 2019 1:30pm - 3:00 PM EDT  
 Speaker(s): Lori Zindl, President of OS Healthcare  
 Registration Deadline: January 16, 2019 AAHAM CEU's Earned: 3  
 AAHAM National Member \$145       Non-members \$235

**Topic: Contract Language - What to Look Out For and How to Maximize Reimbursements**

When: WEDNESDAY, February 13, 2019 1:30pm - 3:00 PM EDT  
 Speaker(s): Steve Selbst, Managing Partner of Paragon Revenue Group  
 Registration Deadline: February 7, 2019 AAHAM CEU's Earned: 3  
 AAHAM National Member \$145       Non-members \$235

**Topic: The Role of Patient Access in Denials Prevention and Intervention**

When: WEDNESDAY, February 27, 2019 1:30pm - 3:00 PM EDT  
 Speaker(s): Sarah Mendiola, Director of Clinical and Legal Services at Washington & West, LLC  
 Registration Deadline: February 20, 2019 AAHAM CEU's Earned: 3  
 AAHAM National Member \$145       Non-members \$235

**Topic: How to Mitigate Denials through Process Improvement**

When: WEDNESDAY, March 20, 2019 1:30pm - 3:00 PM EDT  
 Speaker(s): Kristie Bailey, Senior Manager for Revenue Integrity Solutions, and Cathy Archuleta, Senior Consultant at Sunstone Consulting  
 Registration Deadline: March 13, 2019 AAHAM CEU's Earned: 3  
 AAHAM National Member \$145       Non-members \$235

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[Online Member Registration](#)[Online Nonmember Registration](#)

Questions? Please call 703.281.4043 x 4  
 or email [moayad@aaham.org](mailto:moayad@aaham.org).

Do something today that your future self will thank you for.

#AAHAMAlwaysInvestinYourself

#AAHAMRaisetheLevel