hfma

arkansas chapter

Arkansas Chapter Spring 2022 Annual Conference

Wednesday, April 20, 2022

9:00 am – 4:00 pm	**Golf Outing – Gary Brooks Memorial Golf Tournament** **Glenwood Country Club (separate sign up)**
5:00 pm	**HFMA New Member Meet & Greet – Board Room**
5:30 pm	**HFMA Board and Committee Chair Meeting – Board Room**
6:30 pm – 7:30 pm	**Networking Opportunities Sponsored by Corporate Sponsors – Lobby**

Thursday, April 21, 2022

7:30 – 8:00 am	**Registration & Breakfast – 1st Floor Lobby**
8:00 – 8:15 am	**Welcome & Announcements – Michael Westerfield, HFMA President– Ballroom**

General Session – Ballroom 1&2

8:15 – 9:30 am | Course SP2201
2021 Arkansas Legislative Update and Medicaid Check-up
Bo Ryall, President and CEO, Arkansas Hospital Association*
Jodiane Tritt, Executive Vice President, Arkansas Hospital Association*
CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Basic | Prerequisites: None

Program Content: This presentation will cover highlights of state legislation impacting Arkansas hospitals and the healthcare system in Arkansas and provide an overview of changes to the Medicaid Expansion program – now known as ARHOME.

Learning objectives: After this presentation, participants will be able to
- Understand changes made to policies governing the healthcare delivery system in Arkansas.
- Understand changes made to the Medicaid Expansion program and the overall Medicaid program in Arkansas during the legislative session.

9:30 – 9:45 am	**Break with Exhibitors – 1st Floor Lobby**

9:45 – 11:00 am | Course SP2202

Liar, Liar Pants on Fire

Traci Brown, Fraud-Busting Body Language Expert, Traci Brown, Inc*

CPE Credits: 1.5 | CPE Type: Personal Development | Level: Basic | Prerequisites: None

Program Content: Learn to read fraudsters like a book with renowned body language expert Traci Brown. You can quit second guessing your instincts and immediately tell fact from fiction when Traci teaches the nine telltale signs someone is lying, how to quickly uncover the truth and how to keep nefarious people from making you a victim. Discover how to win the game of 'Two Truths and a Lie' you play every day with clients, boss, your team and prospects. In this fast-paced session, you will discover how to use Traci's 9 point Fraud Spotting System to separate the lies from the truth so you don't innocently step into a business, life or reputation destroying event.

Learning objectives: After this presentation, participants will be able to

- Quit second guessing your instincts and immediately tell fact from fiction when you discover: 9 telltale signs someone is lying
- Discover how to quickly uncover the truth
- Understand how to keep nefarious people from making you a victim
- Determine when you should lie

11:00 am – 1:00 pm Lunch, Installation of Officers, Presentation of Awards - Ballroom 3

General Session – Ballroom 1&2

1:00 – 2:15 pm | Course SP2203

Engaging a Multi-Generational Workforce with Gamification

Beth Conklin, Director of Organizational Development and Training, State*

CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Basic | Prerequisites: None

Program Content: Engaging patient account representatives is challenging and critical for every provider. Understanding the tendencies of each generation can assist in creating pathways for representative engagement. Learn how one organization increased productivity and focus on organizational goals while decreasing representative turn-over by implementing gamification to better engage a multi-generational workforce.

This session outlines how providers can engage representatives by working with generational tendencies. Learn how implementing gamification using a multi-generational approach produced results of:

- Improved productivity
- Improved focus on organizational goals and individual contributions towards goals
- Increased peer recognition
- Reduced turnover

Learning objectives:

- In an increasingly tight labor market, patient account representative engagement is more important than ever, especially in light of increased patient experience expectations. Understanding the tendencies of each generation can influence how to structure business offices in order to benefit patients and team members while achieving organizational goals.
- The audience will discover how they already use gamification in their everyday life. Through an interactive exercise, the audience will understand how fitness trackers motivate behaviors. Using this example, the audience will understand how gamification can be used for tasks performed every day in the business office.
- This session will outline effectively implementing gamification to reap maximum benefits for every generation and outline how different forms of competition, recognition and rewards can be used to generate engagement and desired behaviors. Understanding how gamification can create a more productive work environment while focusing on organizational goals or KPI's.
- Using an outsourcer/extended business office call center as a case study, demonstrate how to generate enthusiasm and buy in across all generations for new technology, including gamification. Also discussed will be how to increase enthusiasm post-implementation through rewards and recognition.

2:15 – 2:30 pm Break with Exhibitors – 1st Floor Lobby

Financial – Meeting Room 2&3

2:30 – 3:45 pm | Course SP2204

The Mechanics of Rolling Forecasting

Kristi Taylor, Senior Software Implementation Consultant, Syntellis Performance Solutions*

CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Basic | Prerequisites: None

Program Content: Rolling forecasting has come to the forefront among an increasing number of hospitals and health systems to complement or replace the annual budget. Regardless of business size or structure, there are a few critical components found in successful rolling forecast implementations that you should consider. This session will discuss how to best approach a new rolling forecasting implementation, ranging from considerations for how to structure your rolling forecast model, to successful communication and roll-out approaches. We'll offer real-world examples of how various organizations have been effective and successful in their rolling forecasting implementations.

Learning objectives: After this presentation, participants will be able to

- Convey the key areas of focus for any rolling forecasting implementation that will support better organizational adoption.
- Discover the importance of a tiered communication plan across the various functional levels of your organization.
- Learn important reporting and target setting methods to provide boards and executives with the data they need.
- Discuss how to refine your new process to be efficient and repeatable.

Revenue Cycle – Ballroom 1

2:30 – 3:45 pm | Course SP2205

Revenue Cycle Roundtable

Deidra Dunagan, MHA, FHFMA, RHIA, Administrative Director Revenue Cycle, Jefferson Regional Medical Center *

CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Basic | Prerequisites: None

Program Content: Instructor-led discussion of various challenges and opportunities facing revenue cycle managers, directors and other leaders to include: staffing and hiring, challenges of remote staffing, pricing transparency, common insurance denial issues, payor issues, with a focus on practical solutions.

Learning objectives: After this presentation, participants will be able to

- Recognize common challenges in revenue cycle.
- Learn Best Practices from successful hospital revenue cycle leaders.

3:45 – 4:00 pm Break with Exhibitors – 1st Floor Lobby

Financial – Meeting Room 2&3

4:00 – 5:15 pm | Course SP2207

501(r) Reminders and Tips to Stay Compliant

Amber Sherrill, Director, BKD LLP*

CPE Credits: 1.5 | CPE Type: Taxes | Level: Basic | Prerequisites: None

Program Content: This presentation will cover IRC Section 501(r) requirements for hospitals seeking to qualify for or maintain tax-exempt status. We will take a brief look into the background of Section 501(r), its implementation, and the compliance challenges hospitals now face as a result. We will cover 501(r) IRS examination activity and compliance checks, along with examples of 501(r) failures, corrections, and disclosures. We will conclude with some tips on how to avoid costly penalties, exam costs, and reputational damage by verifying compliance and building processes to remain compliant over time, along with the intense scrutiny of charity care and community benefit of exempt hospitals.

Learning objectives: After this presentation, participants will be able to

- Gain knowledge of Section 501(r), its background, and compliance challenges exempt hospitals face.
- Learn about 501(r) IRS Examinations and Compliance Checks, including tips and processes to avoid costly penalties, exam costs, and reputational damage.
- Learn about the intense scrutiny being placed on charity care and community benefit provided by exempt hospitals.

Revenue Cycle – Ballroom 1

4:00 – 5:15 pm | Course SP2208

Combat Staffing Shortages, Increase Revenue with Self-Service Patient Access, Intake and Engagement

Paul Shorrosh, CEO and Founder, AccuReg*

CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Basic | Prerequisites: None

Program Content: With unprecedented staffing and financial challenges impacting hospitals across the country, it's more important than ever to open the digital front door and automate workflows that enable patients to assume tasks traditionally handled by registrars. Join this session to learn how self-service digital patient engagement, intake and access solutions can not only improve efficiency and relieve staff shortages, but also enable financial clearance and ensure the data integrity needed to prevent lost revenue.

In this presentation, you'll learn how to make a digital transformation that allows patients to use self-service digital technology to complete administrative tasks, make payment and communicate in real-time with your staff. We'll demonstrate how providers can redeploy limited staff to higher value activities using the digital front door supported by exemption-based workflows and data as a service.

Learning objectives: After this presentation, participants will be able to

- Use automated digital patient access, intake and engagement technology on one platform to improve efficiency and alleviate staffing challenges.
- Create a consumer-centric healthcare experience that enables patients to shop and pay while increasing pre-service revenue.
- Automate workflows for critical patient access functions that ensure the data integrity necessary to avoid costly rework.
- Use payment estimation and processing to enable financial clearance that improves up-front revenue capture and reduces overall cost-to-collect.
- Use customizable bi-directional communications to build trust in your technology and increase adoption of patient portals within your EHR.

5:30 – 7:30 pm Crawfish Boil - Networking Opportunities Sponsored by Corporate Sponsors – The Hotel Hot Springs - The Inside Track Bar - First Floor

Friday, April 22, 2022

8:00-8:30 am Registration & Breakfast – 1st Floor Lobby

General Session – Ballroom 1&2

8:30 – 9:45 am | Course SP2210

Addressing Self Pay Collections During a Pandemic and Beyond

Ben Colton, Principal, ECG Management Consultants*

Andrew Davis, Senior Manager, ECG Management Consultants*

CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Intermediate | Prerequisites: Basic knowledge of self-pay collections

Program Content: The difficulty of collecting patient balances is an ongoing reality for revenue cycle leaders. With COVID-19 impacting the financial stability of millions of people, self-pay balances are at even greater risk as consumers tighten their purse strings and reprioritize expenses. Providers are further challenged with new and ongoing government regulations that impact self-pay balance estimates and collections. This presents a dilemma for providers in their local communities: how to ethically pursue patient balances while demonstrating empathy and understanding of the situation? The session will help attendees understand the strategies necessary to effectively navigate this challenging environment.

Learning objectives: After this presentation, participants will be able to

- Understand the market factors that have increased the importance of self-pay collections, including the impact of COVID-19.
- Review contemporary strategies that effectively align process, resource, and technology infrastructure to optimize patient collections.
- Recognize what is at stake if a plan is not developed.
- Learn how to tackle common challenges to implementing an effective self-pay strategy.

9:45 – 10:15 am Break

General Session – Ballroom 1&2

10:15 – 11:30 am | Course SP2211

Optimize Health Care Revenue Cycle Operations with Robotic Process Automation (RPA)

Patricia Bounds, Director of Revenue Cycle Solutions, nThrive*

CPE Credits: 1.5 | CPE Type: Specialized Knowledge | Level: Basic | Prerequisites: None

Program Content: Robotic Process Automation (RPA) has proven to be an important technology for the automation of manual processes. Organizations that have implemented have reduced costs by 30-70% depending on processes deployed. According to Becker's Hospital CFO Report, some organizations have increased their team capacity from 35 to 200%, so they can focus on higher priority, problem-solving tasks.

This advanced technology helps hospitals to streamline operations, reduce the time to complete tasks, improve financial performance, and lower labor costs. It is easily used for common tasks that can be replicated, like manual data entry, queries, cutting and pasting. Bots can also be trained to automate more complex tasks including denials management, authorization management, claim edit resolution, and other processes, including:

- Gathering information from websites and other applications to integrate information directly into the HIS and submit pre-authorizations
- Correcting eligibility mistakes including government managed care eligibility
- Responding to payor denials by generating online appeals automatically
- Automating simple billing edit resolution

Learning objectives: After this presentation, participants will be able to

- Understand the benefits of implementing RPA.
- Assess whether to build or buy your own RPA platform.
- Identify efficiencies from RPA.
- Understand how workflow tools and performance analytics can improve the experience with RPA.

**About the Speakers:*

Bo Ryall is president and CEO of the Arkansas Hospital Association. He has been with the Association since 2005 and was named president in 2010. He holds a bachelor's degree from the University of Arkansas at Fayetteville and a master's degree in public administration from the University of Arkansas at Little Rock. Bo also served as the chief lobbyist on the state level for Arkansas hospitals and was previously executive director of the HomeCare Association of Arkansas. Bo was most recently appointed to Governor Asa Hutchinson's COVID-19 Winter Task Force, he currently serves on the Future of Medicaid Work Group, and the State Issues Forum Steering Committee, both of the American Hospital Association. He serves as chairman of the Health Care Providers Forum, is a member of the Health Care Industry Council of the Federal Reserve Bank of St. Louis, is an Arkansas Regional Organ Recovery Agency board member, and is a past-president of the Arkansas Society of Association Executives.

Jodiane Tritt joined the AHA executive team as Vice President of Government Relations in 2010 and, in 2018, took on the role of Executive Vice President of the association. Tritt represents the AHA in all state legislative and regulatory activities. Prior to joining the AHA staff, Tritt most recently served as Executive Director of the Center for Clinical and Translational Research (now known as the Translation Research Institute at the University of Arkansas for Medical Sciences). Prior to that position, she was Director of Community Support for the Arkansas Department of Health (ADH). In her work at ADH, she played an integral role in public health policy development and was responsible for the agency's legislative agenda. Tritt is Past-President of the Arkansas Society of Association Executives, Past-President of the Arkansas Society of Professional Lobbyists, a member of the South Central Telehealth Resource Center Advisory Council, and on the Advisory Board of the University of Arkansas for Medical Sciences College of Public Health. She is also a past chair of the State Association of Government Relations Officials for the American Hospital Association. She is a graduate of Hendrix College and holds a JD from William H. Bowen School of Law.

Traci Brown is a frequent television guest and is the author of How to Detect Lies, Fraud and Identity Theft. Her Fraud Spotting Learning Platform has helped companies stop millions in fraud loss. TIME Magazine has named Traci one of the nation's top deception detection experts. She's trained alongside our country's top law enforcement.

Beth Conklin has over 25 years in the credit and collection industry with experience as a collector and production management before managing both the training and compliance departments for two nationally recognized agencies. Beth is currently Director, Organizational Training and Development with the State. Beth holds the TSP and CCCO designations and is a Certified Instructor for the ACA, earning both the Fred Kirschner Award in both 2013 and 2015 as well as recognition as the ACA Certified Instructor of the Year for 2012 and 2016. Beth has contributed to multiple magazine articles, has been recognized as one of 32 Top Collection Professionals in the industry in 2014 & 2018 and continues to serve on the ACA Education Council.

Kristi Taylor is a Senior Software Implementation Consultant in the Healthcare at Syntellis, responsible for implementing, providing software consulting and client support for the firm's Budgeting, Rolling Forecast and Productivity solutions, all of which are part of the Syntellis Axiom Healthcare Suite. She works with hospitals and health systems of varying sizes and complexity nationwide to ensure a successful implementation experience. Mrs. Taylor has broad financial and accounting experience within the healthcare sector. Prior to Syntellis she was a Financial Analyst at Summit Health in Chambersburg, Pa., where she oversaw the medical group's annual operating budget process, monthly reporting, productivity reporting, benchmarking, and provider compensation. In addition, she was the main system user for their Axiom Suite. Previously, she was an in-charge accountant at Albright Crumbacker Moul & Itell in Hagerstown, Md., where she worked on audits, tax returns, and financial packages for a variety of organizations in different industries. Mrs. Taylor holds an M.B.A. and a B.S. with a major in Accounting, both from Mount Saint Mary's University. She also retains a CPA designation, licensed in the state of Maryland.

Deidra Dunagan is a healthcare Revenue Cycle Management Professional with over 30 years of experience in the field. She is a south Louisiana native and started her career as an HIM professional and quickly transitioned into other areas of the Revenue Cycle. The majority of her career was in Louisiana hospitals in PFS leadership roles and she relocated to Arkansas in 2015 when she accepted a position at Jefferson Regional Medical Center. As Administrative Director of Revenue Cycle, she is responsible for all revenue cycle functions at Jefferson Regional including Admissions, HIM, billing and collections, chargemaster and the physician revenue cycle. Deidra completed her BS in Health Information Management at University of Louisiana at Lafayette in 1990 and her Masters of Healthcare Administration at LSU-Shreveport in 2016. She has been a member of HFMA since 2000 and holds the credential of FHFMA. She is a past president of the Louisiana Chapter of HFMA and served a three year term on the National HFMA Board of Examiners.

Amber Sherrill has more than sixteen years of experience providing tax compliance and consulting services to clients in the health care, exempt cooperative, and not-for-profit industries. She regularly assists exempt healthcare entities, hospitals, and related taxable subsidiaries handling complex tax issues. Her technical expertise includes comprehensive knowledge on exemption requirements and reporting. She provides guidance to mitigate risks in exposure areas, such as tax-exempt bond arbitrage compliance, unrelated business income, worker classifications, joint ventures, and the complexities of tax law changes. Amber is a member of the American Institute of CPAs, Arkansas Society of Certified Public Accountants, Healthcare Financial Management Association, and serves as a board member and officer on the TEGE Exempt Organization Council. She also serves as a board member of the Arkansas Arthritis Foundation. She is a 2004 graduate of University of Central Arkansas, Conway, with a B.B.A. degree in accounting and computer information systems, and a 2005 graduate with an M.Acc. degree.

Paul Shorrosh is Founder and CEO of AccuReg, an industry-leading SaaS technology solutions company that helps patients across the country access and engage with their care and helps hospitals get paid for it. Paul has nearly 30 years' experience managing patient access and revenue cycle teams and processes for hospitals, including Providence Hospital, Mercy Medical and Springhill Medical Center. After finding a disconnect between front- and back-end departments, Paul used his expertise to develop a powerful software system to automate, improve and simplify the patient registration and pre-service processes at hospitals. His goal was simple—improve the patient experience and the financial performance of hospitals by empowering patient access teams. Paul started AccuReg in 2005 in Mobile, AL. The company now has additional offices located in Franklin, TN, and Orlando, FL. As a former member of NAHAM's Board of Directors, Paul launched and chaired the organization's Industry Standards Committee from 2009-2017 where he led the development of NAHAM AccessKeys®, a series of key performance indicators (KPIs) that now serve as national benchmarking standards for patient access performance. Paul has been recognized by NAHAM twice, receiving the Murray Rimmer Award in 2014 and Carl Satterfield Award in 2017. He also has served on the board for Danita's Children since 2010. This nonprofit organization is dedicated to providing education, nutrition, medical and dental care to children and families in Haiti. Paul holds an MBA in Healthcare Administration and IT from the University of Connecticut and an MSW in Healthcare from the University of Alabama.

Ben Colton is a Principal and partner with ECG Management Consultants. The leader of ECG's Revenue Cycle practice, Ben assists health systems across the country in evaluating, optimizing, and improving their revenue cycles to support enhanced financial performance and operational alignment. The focus of Ben's engagements expands beyond helping clients realize only a onetime opportunity, emphasizing instead the establishment of a revenue cycle environment that supports continuous improvement.

Andrew Davis works in ECG's Revenue Cycle practice. In his time at ECG, he has partnered with a variety of hospital and physician groups across the country to optimize structural, operational, and financial performance. Andrew has a deep background in consolidated business office models, the integration of revenue cycle activities across health systems, the use of IT as a strategic driver for organizational change, technology-directed process optimizations, and quantitative-guided labor management. Prior to joining ECG, he completed his administrative fellowship at Duke University Health System and served as a revenue cycle department manager. He is Epic certified and spent much of his time optimizing IT system design and supporting operational structures following a major system conversion.

Patricia Bounds is the Director of Revenue Cycle Solutions at nThrive. She has worn many hats over the course of her 18 years with nThrive. From coordinating implementations to providing client and sales support for nThrive claims management, denials/collections technologies and robotics process automation. Patricia was a Revenue Cycle Director at a large acute organization prior to joining nThrive and understands how technology can operate within the revenue cycle to provide a significant impact.

HOTEL RESERVATIONS

HOTEL RESERVATIONS Please make your own reservations with The Hotel Hot Springs in Hot Springs (1-877-623-6697). A block of rooms has been reserved, so please mention that you are with Healthcare Financial Management Association and use code HFMA22 to receive the rate of $129 for a single & $139 for double room. The Hotel Hot Springs will accept reservations until March 30, 2022. After this date reservations will be taken on a space & rate available basis. Please make your reservations as soon as possible.

EDUCATIONAL CREDITS

NATIONAL REGISTRY OF CPE SPONSORS

Health Care Financial Management Association-Arkansas Chapter is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.NASBAregistry.org

Arkansas Chapter HFMA is registered with the Texas State Board of Public Accountancy as a CPE sponsor. This registration does not constitute an endorsement by the Board as to the quality of our CPE program.
(Sponsor number 009840)

Prerequisites and advance preparation are not required unless otherwise indicated.
Depending on the track the participant attends, a maximum of 10.5 CPE credits is available.
All courses are instruction method GROUP LIVE.
All sessions will incorporate an element of participant engagement, and there will be time for questions after each session.

CPE Type is classified based on NASBA definitions. The AR State Board of Public Accountancy requires license holders to complete a minimum number of hours in certain subject areas. The chapter has determined that the following CPE types fall within these subject areas: Accounting, Accounting (Governmental), Auditing, Auditing (Governmental), Regulatory Ethics, Behavioral Ethics & Taxes

CPE SIGN-IN AND CERTIFICATES

To receive CPE credits, you must sign in for each individual session you attend. Sign-in registers are provided for those individuals who sign and check that they need a CPE certificate. Sign-in registers will be located in each session room. If your name is not printed on the register, be sure to print your name legibly on the one of the blank lines at the end and sign next to your name. CPE Certificates will be emailed to each participant following the meeting. Keep a copy of this program along with your certificate for your records.

SPEAKER PRESENTATION HANDOUTS

Handouts will be made available electronically 3 days prior to the meeting. All attendees will receive an email notifying them that the handouts are available on the Arkansas HFMA website at arkansashfma.org so you can bring to the meeting if you choose.

REGISTRATION DISCOUNTS

Multiple registrations from the same organization are eligible for a discount. The 1st and 2nd entire meeting registrants pay full price, then the 3rd and 4th registrants pay 50% of the registration fee and the 5th and any additional registrants pay 25% of the registration fee. Multiple registrants must register at the same time to ensure they receive the discounts. Multiple registrations discounts do not apply to sponsor comps or one day registrations.

Any Past President of the Arkansas Chapter will be a discounted registration fee of $75. This is being done both as a thank you for your tremendous efforts in past service to the Chapter and to encourage your continued attendance to meetings. If you are registering as part of a multi-attendee entity the discount will be applied to the last person registered.

PARKING/SHUTTLE FOR THIS EVENT

The Hotel Hot Springs offers valet parking for overnight guests. There is self-parking available also.

BUSINESS CASUAL DRESS IS APPROPRIATE FOR THE MEETINGS & EVENTS.

2021-2022 CORPORATE SPONSORSHIP PROGRAM

The Corporate Sponsorship Program is designed to enhance the quality of the Chapter programs, newsletters, and other activities. Organizations can strengthen the Chapter by becoming a Corporate Sponsor.

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The SSI Group, LLC
Toyon Associates, Inc.

ARKANSAS CHAPTER HFMA SPRING 2022 CONFERENCE REGISTRATION

PLEASE REGISTER ON-LINE (Credit Card & Mail Check options) (Sponsors using complimentary registrations will be issued a discount code to register)

Go to: www.arkansashfma.org then click on Education & Events
OR go to: https://cvent.me/dKeo23

***Registration Fee:**

$250	Conference Registration (before 4/15)*
$125	ARHFMA Member & ARHFMA Sponsor (before 4/15)*
$75	Past ARHFMA President (before 4/15)*

***All Registrations after the Friday before the meeting will incur an additional $25 late registration fee.**

Thursday or Friday only registration is available. Call Tami Hill at 501-231-0200 for pricing for members and nonmembers. Checks and Credit Card are the only forms of payment accepted.

***If taking advantage of discounts referenced in brochure, please follow these instructions below:**

Multiple Registrations from Same Organization:

1st & 2nd entire meeting attendee – full price
3rd & 4th entire meeting attendee – 50% off
5th & over entire meeting attendee – 75% off

Please contact Tami Hill at arhfma@arkansashfma.org or 501-231-0200 if you want to do multiple registration discounts and you will be issued a discount code to register.

MAIL check payable to:

HFMA Arkansas Chapter
Attn: Tami J. Hill, Registrar
419 Natural Resources Drive
Little Rock, AR 72205

REFUNDS AND CANCELLATIONS

If cancellations are received after April 15, 2022, only 50% of the registration fee is refundable or still payable. **Registrants who do not cancel or cancel day of or after the meeting has started (Wednesday) or fail to attend must pay the entire fee.** Substitutions, however, are permitted. Registration forms and cancellations must be emailed. Phone and voicemail are not valid forms of communication for cancellations. For more information regarding administrative policies such as complaint and refund, please contact **Tami Hill at 501-231-0200 or arhfma@arkansashfma.org.**