

**Annual Membership Meeting
Center Rio Grande
Wednesday, March 21, 2012
10:45 a.m. - 11:30 a.m.**

The Annual Meeting of the ECI Users Group is an event which each member company should have a representative in attendance. The meeting is the opportunity for the membership to review the financial status of the organization and discuss issues members would like to see addressed by the Executive Committee during the coming year. This is also the time to discuss any enhancement projects that should be presented to Eldorado for development.

Following the business meeting, election of the Executive Committee will be held. There are seven positions for a two year seat on the committee to be filled this year.

Members standing for re-election are:

Tawanda Travis, Health Cost Solutions
Fran Fikes, Health Desgin Plus
Rod Wall, Teamsters Health & Welfare Fund
Addie Fagan, Shasta Administrative Services
Patricia LaVigne, BeneSys, Inc
Lisa Taras, Meritain Health
Yonette Bowen, Amalgamated Life Ins.

Additional names can be added to the ballot by forwarding nominations to the secretary,

Fran Fikes at: ffikes@hdplus.com

no later than March 1, 2012. Nominations will also be accepted from the floor. Each member company has one vote and must appoint a representative who will be responsible for completing the ballot during the election.

As a reminder, only those companies that are in good standing and paid the 2012 Membership Fee will be eligible to attend the meeting and participate in the election of the Executive Committee.

Following the Membership Meeting the Executive Committee will hold a brief meeting for the election of officers.

**ECI Users Group
Judy E. Auger, Director of Membership
P O Box 9337
Ketchikan, AK 99901**



Registration Information

Member Registration: \$275.00 per person
Non-member Registration: \$525.00 per person
Associate Member Registration: \$525.00
Associate Member Staff Registration: \$275.00

To register for the ECI Users Group's 14th Annual Working Conference and Annual Meeting go to the website at: eciusers.org and click on the "registration icon". Select type of registration from the dropdown box. There are four selections to choose from:

Member: is a staff person who works for a company that is a member of the Users Group.

Associate Member/Vendor: is a vendor who has a strategic partnership with Eldorado and is an Associate Member of the Users Group.

New Member: is for a company who is an Eldorado client but not currently a member of the Users Group and would now like to join and send staff to attend the conference.

Non-Member: is an Eldorado client who would like to send staff but does not want to become a member of the Users Group at this time.

The registration fee can be paid on-line with a Visa, Mastercard or American Express credit card or by mailing a check to: ECI Users Group, P O Box 9337, Ketchikan, AK 99901.

Hotel Information

**Hyatt Regency Hotel - 123 Losoya Street
San Antonio, Texas**
Room Rate: \$169.00 Single or Double
Phone: 888.421.1442

To make room reservations go to eciusers.org and click on the **room reservation** icon. The hotel will be offering the ECI Users Group Conference rate from March 16th through March 24th for those who may be able to come early or stay after the conference. Please make your hotel reservations before February 28, 2012 as our block of rooms will be released after that date. If you are unable to make your reservations from the website it may be that the special conference rate is not available for all of the dates you requested. Please call the reservation desk at the above phone number in case the rate is available during a portion of your stay. Be sure to advise the reservation desk you are a member of the ECI Users Group.

To make reservations for transportation from the airport go to: eciusers.org and click on the transportation icon. Shuttle service is available for \$19 but you must make reservations. If you prefer Taxi service the cost is \$24 one-way but the car can accommodate up to 6 passengers.

2012 Working Conference Schedule at a Glance

Sunday, March 18, 2012

5:30 p.m. - 7:30 p.m. Registration & Meet and Greet Reception - Garden Terrace

Monday, March 19, 2012

8:00 a.m. - 9:00 a.m. Continental Breakfast and Registration

9:00 a.m. - 9:30 a.m. Welcome and Announcements

9:30 a.m. - 10:30 a.m. General Session-Introductions-Regulatory Issues Update

10:30 a.m. - 11:00 a.m. Exhibit Area Open

11:00 a.m. - Noon General Session with Eldorado

Noon - 1:00 p.m. Lunch

1:00 p.m. - 1:30 p.m. Exhibit Area Open

Breakout Sessions	Life of a Claim	Creative Plan Building	X12- EDI
1:30 p.m. - 3:00 p.m.	Session	Session	Session

3:00 p.m. - 3:15 p.m. Exhibit Area Open

3:15 p.m. - 4:15 p.m.	Vendor Track	Vendor Track	Vendor Track
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4:15 p.m. - 4:30 p.m. Exhibit Area Open

4:30 p.m. - 5:30 p.m.	Vendor Track	Vendor Track	Vendor Track
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No events scheduled for Monday Evening

Tuesday, March 20, 2012

7:30 a.m. - 8:30 a.m. Continental Breakfast

Breakout Sessions	Life of a Claim	Creative Plan Building	Troubleshooting
8:30 a.m. - 10:00 a.m.	Repeats	Repeats	

10:00 a.m. - 10:30 a.m. Exhibit Area Open

Breakout sessions	Javelina	Marvelous Modules	X12-EDI
10:30 a.m. - Noon	One Session Only	Session	Repeats

Noon - 1:00 p.m. Lunch

1:00 p.m. - 1:30 p.m. Exhibit Area Open

Breakout Sessions	Workflow/CSI	Marvelous Modules	Troubleshooting
1:30 p.m. - 3:00 p.m.	One Session Only	Repeats	Repeats

3:00 p.m. - 3:15 p.m. Exhibit Area Open

3:15 p.m. - 4:15 p.m.	Vendor Track	Vendor Track	Vendor Track
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4:15 p.m. - 4:30 p.m. Exhibit Area Open

4:30 p.m. - 5:30 p.m.	Vendor Track	Vendor Track	Vendor Track
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6:00 p.m. Gather in Lobby

6:30 p.m. - 10:00 p.m. Reception and dinner sponsored by Eldorado - ECI Users

Wednesday, March 21, 2012

8:00 a.m. - 9:00 a.m. Continental Breakfast

9:00 a.m. - 10:30 a.m. General Session - Office Procedures

10:30 a.m. - 10:45 a.m. Break

10:45 a.m. - 11:30 a.m. Annual Membership Meeting and Closing Comments

Meet and Greet Reception

Garden Terrace

Sunday, March 18, 2012 5:30 p.m. - 7:30 p.m.

The ECI Users Group annual conference will kick off with a gathering to meet up with friends and welcome those who are attending the conference for the very first time.

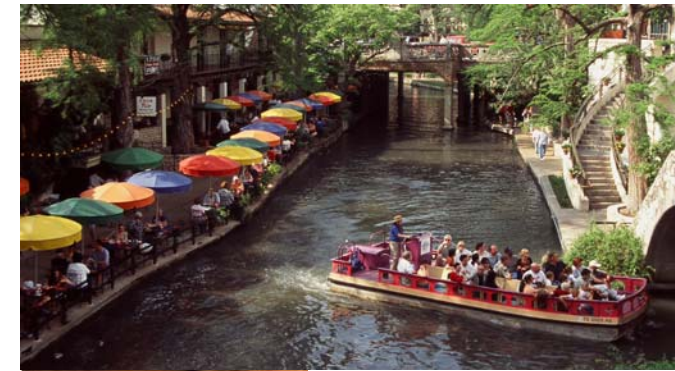
This is the opportunity to sit back and relax before focusing for the next two and a half days on the serious side of the conference.

Dinner Event

Tuesday, March 20, 2012

6:00 p.m. - 10:00 p.m.

Sponsored by: Eldorado & ECI Users Group



After a busy day of attending sessions meet in the hotel lobby and follow our leader along the Riverwalk to the Saltgrass Restaurant where the chef has prepared some mouth watering Texas style food. The evening will end when we cruise around the Riverwalk for a view of some

very interesting architecture that surrounds the area.

Just remember, sessions start again at 9:00 a.m. on Wednesday!

General Session

Rio Grande Ballroom

Monday, March 19, 2012

9:00 a.m. - 9:30 a.m.

Welcome and Announcements

9:30 a.m. - 10:30 a.m.

Introductions of Associate Member/Vendors

Fun With Legislative Issues!

Facilitator: Nancy Fee

The government seems to like keeping us busy without providing much guidance for the legislation they have enacted. This general session will be a discussion of some of the issues we are all facing such as healthcare reform, 5010 and ICD10, how we deal with implementation and how we assist our employer groups with compliance.

11:00 a.m. - Noon

Presentation by Eldorado

1:30 p.m. - 3:00 p.m.

Vendor Summit

Room: **Guadalupe**

Facilitators: Phil Musson & Tawanda Travis

A summit for Vendors only to learn more about the Users' operations and how your product can be maximized for the benefit of the client

Wednesday, March 21, 2012

9:00 a.m. - 10:30 a.m.

Room: **Rio Grande Ballroom**

Office Procedures

Facilitator: Phil Musson

This session is an open forum to share with other users about processes in the workplace, vendor sources, and other problem solving issues that are part of daily life in the office.

Breakout Sessions

Monday, March 19, 2012

1:30 p.m. - 3:00 p.m.

Life of a Claim

Room: Center Rio Grande

Facilitators: Nancy Fee and Fred Porter

Pre-adjudication	Adjustments and refunds
Adjudication	Effect of edits and logic
COB	on claims processing
Exceptions	Claims check run

The topics may look the same but participant discussion and system changes make this session new and different every year! Come and see what fellow users are encountering and how your processes can be more efficient.

Creative Plan Building

Room: East Rio Grande

Facilitators: Addie Fagan and Kurt Kubishke

Q&A on Difficult Plan Building Scenarios

ICD10 Plan Building

OON blind wrap network

Search functionality

Netchoice

Age 26 termination

X12 - EDI

Room: West Rio Grande

Facilitators: Jeremy Feldbruegge, Rod Wall, Yolanda Barrera and Lauren Kneuss

This session will cover updates and features in the HealthPac system that assist us in handling the electronic data we work with on a daily basis. Topics being covered include:

X12 Manager	5010 Implementation Update
EFT Functionality	Medicare Section III
Vendor Interfaces	

Not everyone uses these features or works with their vendors in the same way so questions and personal experiences are encouraged to make this an interactive and informative session.

Tuesday, March 20, 2012

8:30 a.m. - 10:00 a.m.

Life of a Claim - Repeats

Room: Center Rio Grande

Creative Plan Building - Repeats

Room: East Rio Grande

Trouble Shooting

Room: West Rio Grande

Facilitator: Lisa Taras and Yolanda Barrera

This session will provide helpful insight into the art of troubleshooting your issues and making the most out of your time and energy. An open-style session will give you a chance to share personal system issues with Eldoardo staff and other users in order to gain useful ideas and strategies.

Tuesday March 20, 2012

10:30 a.m. - Noon

Javelina - One Session Only

Room: West Rio Grande

Facilitator: Tawanda Travis and David Hawkes

This session is NOT a demonstration of the product
This session is NOT a training session of the product
This session IS the opportunity for current users and those in the process of implementation to meet together and gain knowledge from one another to help make better use of the system.

Marvelous Modules

Room: Center Rio Grande

Facilitator: Patty LaVigne, Yonette Bowen and Kurt Kubishke

Disability - set up, claims processing, adjustments
CDHP - benefit plan set up, contribution master, claims and adjustments, rollover processing
COBRA - rules, letters, COBRA master, COBRA fast builder
WebECI -over view, online enrollment, ABF EOB link, news scroller

Tuesday, March 20, 2012

10:30 a.m. - Noon

continued

X12- EDI - Repeats

Room: East Rio Grande

Tuesday, March 20, 2012

1:30 p.m. - 3:00 p.m.

Workflow/CSI - One Session Only

Room: East Rio Grande

Facilitators: Jeremy Feldbruegge, Nancy Fee and Fred Porter

Forces you to look at your internal office processes and ways to keep the system in sync with changing office procedures.

Management decides on who does what

Claims go to the right person the first time

Assist with training of new examiners

Gets the dirty claims completed

Managing Pends, DOL Regs and Prompt pays

Manage VIP's, Providers or Special Friends

Improved claim turnaround time

Batch claim corrections for plan building and pricing issues

Work with third party vendors more efficiently

Marvelous Modules - Repeats

Room: Center Rio Grande

Trouble Shooting - Repeats

Room: West Rio Grande

A "Working Conference"

In 1999 the ECI Users Group held their first Working Conference in New Orleans, LA. The title "working conference" reflected the goal of making this conference one where the members could discuss software issues, share resolution of problems, and also share experiences with outside vendors.

To better communicate with one another throughout the year the website was developed. The ability to broadcast to over 100 members to ask questions about functionality, or discuss issues with updates has proven to be a powerful tool. The website is also where the Membership Directory, E-mail Directory, Quarterly Newsletter, Conference Power Point Presentations, Functionality Recommendations and Vendor Directory are located.

The ECI Users Group's Working Conference has evolved over the years. Vendors are now invited to exhibit their product and also sponsor sessions to learn how these services can add productivity to daily processes.

Those attending the conferences have always been encouraged to bring open job issues to see if some bright person has a resolution to the problem, or has found a work-a-round. The unique thing about the Users Group is that, although members compete for the same piece of business, everyone is willing to share their solutions.

The Break-out Sessions are a time to speak up. It is the motto of the Users Group that there is "**no dumb question**" so this is the time to bring your questions, get your issues resolved and share solutions you may have developed.

Vendor Track Sessions

Monday, March 19, 2012
3:15 p.m. - 4:15 p.m.

AMPS Advance Medical Pricing Solutions

Room: East Rio Grande
Presenters: Mike Dendy and Jim Delaney

Advanced Medical Pricing Solutions (AMPS) is a healthcare cost containment company specializing in the review of hospital claims. We provide reviews on both in and out of network claims with an 8 day or less turn around time. AMPS' audits are conducted exclusively by licensed physicians. AMPS provides legal and consumer advocate support for employers, members and payers alike. AMPS also indemnifies our services to protect clients from financial loss. AMPS' average cost savings is 27% gross and 21% net to the employer. On an average 1,000 employee group, AMPS annual net savings to an employer would be approximately \$680,000 with a TPA commission of \$44,000.

Bases Loaded, Inc

Room: Center Rio Grande
Presenters: Shana Boley and John Artz

Intelligents = New Service Solutions

Come join our interactive forum and learn how BLI will help your company intelligently eliminate provider issues from your day-to-day business process. This, in turn, will increase your profits and productivity instantly. Explore with us how to intelligently eliminate IRS 1099 filing penalties. We will share all of our intelligent service solutions including a few new ones that have ease of use and are beneficial from day one! You are in charge of the presentation. Tell us what provider interests you have and we will address it. Looking forward to seeing you there!

Monday, March 19, 2012 continues
3:15 p.m. - 4:15 p.m.

Benefit Informatics

Room: West Rio Grande
Presenters: L.G. Hanzel and Chris Metcalf

Healthcare Data Management a Headache? Help is on the way.....

Benefit Informatics, Inc., a **Benefitfocus** company, is a healthcare data integration, warehouse, analysis and reporting company. We receive claims and member data directly from multiple sources and transform it into actionable information enabling the efficient planning, management and analysis of benefit plans. Our simple and proven software as a service (SaaS) technology helps organizations identify and control healthcare costs. Our customers include employers, insurers, TPA/ASOs, broker/consultants and coalitions. BI integrates more than 240 data sources, many refreshed daily, and serves more than 60 payer organizations, 6,000 employer health plans, and more than 3 million members.

Monday, March 19, 2012
4:30 p.m. - 5:30 p.m.

HealthX

Room: East Rio Grande
Presenter: Keri Daminelli

Go Mobile!

Looking for that perfect portal experience to drive engagement? Healthx Mobile Services Apps is a step in the right direction! Healthx Mobile Services (HMS) enables instant access to healthcare and benefit information using Smartphone apps. With 93% of adult Americans now having access to a cell phone, HMS provides easy mobile access today.

Join Keri to find out more about HMS and many other innovative communication technologies delivered by Healthx. A fabulous prize drawing will be held during this session, attendees must be present to win.

Tuesday, March 20, 2012
3:15 p.m. - 4:15 p.m.

Emdeon Business Services

Room: East Rio Grande
Presenters: Ben Cortright & Barry King

Emdeon will present a brief overview of our services within claim services, payment management (Check,EOB and additional printing services)and fraud and abuse detection solutions that increase efficiencies through intelligent transaction services.

We will update enhancements to our Payment Management Services (fka:ABF). This will include increased savings for HPUSA users by Emdeon establishing relationships with lockbox vendors and discounts regarding a new print/mail process recently implemented for Eldorado users who want more flexibility and increased design capability of the Eldorado letter generation output process.

We will also introduce Health Payers Protect. HP Protect is a new solution which offers a final filter on your current ECI/ABF check file to prevent the release of payments with code editing issues and provider data cleansing for potentially fraudulent or non-existing providers.

JMS and Associates

Room: Center Rio Grande
Presenters: Chuck Agrusa and Judi Bean

JMS is a privately owned global information management company that specializes in, but is not limited to, the health care industry. JMS has over 25 years of experience in the healthcare industry helping both small and large organizations worldwide meet the challenges of information and workflow management. Our teams are experts handling HIPAA compliant EDI (electronic data interchange) formats, and we excel at electronically managing data.

JMS provides tailored solutions supported by technical expertise and rigorous QC. Our Vendor Track will include review of products and services, successful implementation strategies, and an open discussion on making the decision to outsource. Come talk to us about your company's needs and how JMS professional and Administrative solutions can help!

2012 Exhibitors

Associate Members of the ECI Users Group are invited each year to exhibit their products to enable users to learn how their offerings can benefit daily processes in the workplace. With the ever changing healthcare management arena it is important to find the right products that will help maximize your operations.

Be informed! Stop by and visit with:

AMPS Advanced Medical Pricing Solutions

Vendor Track Sponsor
Bases Loaded, Inc.

Vendor Track Sponsor
Benefit Informatics, Inc.

Vendor Track Sponsor
Context4 Healthcare
Emdeon Business Services

Vendor Track Sponsor
Evloution 1
FAIRHealth, Inc.

FIS Global
HealthX, Inc.

Vendor Track Sponsor
JMS & Associates, Inc.

Vendor Track Sponsor
PHX Premier Healthcare Exchange
PMCS Preferred Medical Claim Solutions

RedCard Systems
TC3 Health, Inc
The Phia Group, LLC
WellDyneRX