The Virtual CHIACON20 includes LIVE General Sessions and Master Classes on June 15-17, 2020, and prerecorded eLearning Tracks. View program descriptions and presenter detail on the Virtual CHIACON20 Program webpage at http://chiacon20.attendify.io/

### Day 1 - CATALYZE Health Information Integrity

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<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Description</th>
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<tbody>
<tr>
<td>Mon, June 15 8:45 am - 10:00 am</td>
<td>LIVE General Session</td>
<td>Keynote: If you’re in the Driver’s Seat, Why Are You Lost? A Roadmap to an Amazing Life - Dr. Lawana Giidney</td>
</tr>
<tr>
<td>Mon, June 15 10:30 am - 12:00 pm</td>
<td>LIVE General Session</td>
<td>Virtual Reality: A Review of the Future - Dr. Albert “Skip” Rizzo, Director, Medical Virtual Reality and Research Professor</td>
</tr>
</tbody>
</table>
| ELEARNING TRACK 1 | Health Information Integrity and Leadership | T1.1) Why Isn’t Patient Search as Easy as Google? - Innovator: medarces medarces  
T1.2) How Original is your EHR Clinical Documentation? - Cassi Bimbaum  
T1.3) Using EMPI Tools to Get the Most from your Archived Data - Letha Stewart  
T1.4) Leading MIIR Management: Improving Data Quality and Minimizing Errors - Karen Profitt |
| ELEARNING TRACK 2 | Organizational Management | T2.1) Release of Information: Industry Changes and the Road to the Right Solution - Innovator: MRO  
T2.2) Your Role in the Future Workforce - Borth, Colla Cohnanad, Jajeliginski, Kuleck, Mamoon, Robertson, Spiller  
T2.3) Picking Up the Pieces of the Pandemic - Panel: Jenkins, Premeau, Thomas, Taliento |
| ELEARNING TRACK 3 | Innovation | T3.1) Closing the Loop Between Clinical Care and Revenue Integrity - Innovator  
T3.2) Compliant and Mobile Technology Essential To Remote Query Workflow - Innovator: Artifical Health  
T3.3) The Role of HIIM in Data Analytics: Don’t Be Left Out - Colleen Goolans |

### Day 2 - PARTNER to Accelerate Innovation

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<thead>
<tr>
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<tr>
<td>Tues, June 16 8:45 am - 10:30 am</td>
<td>LIVE General Session</td>
<td>Current Federal and California Telehealth Policy Change Updates: What to Expect for 2020-2021 - Mei Kwong, Executive Director</td>
</tr>
<tr>
<td>Tues, June 16 11:00 am - 12:00 pm</td>
<td>LIVE General Session</td>
<td>The Power and Limitations of Artificial Intelligence to Impact Patient Outcomes Through Data Integrity - Dr. Alan Young, Chief Medical Officer</td>
</tr>
<tr>
<td>Tues, June 16 12:30 pm - 5:00 pm</td>
<td>LIVE Exhibitor Exchange</td>
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</tbody>
</table>
| ELEARNING TRACK 4 | Consumer Advocacy | T4.1) Individuals’ Right to Access: What’s Happening in the Industry - Innovator: MMRA  
T4.2) CMS Price Transparency Requirement: How to Comply by January 1, 2021 - Innovator: Panacea Healthcare Solutions  
T4.3) OSHPD 2020: What You Need To Know - Panel: Langston, Skallet, Tapney  
T4.4) Patient Advocacy for the Aging Population - Kia Copenhagen |
| ELEARNING TRACK 5 | Evolving Topics | T5.1) Career Development 2020: Staying Ahead of the Curve - Innovator: Norwood Staffing Solutions  
T5.2) Unraveling the Information Governance Assessment - Innovator: Primeau Consulting Group  
T5.3) HIM’s Role in Today’s Health Care Eco-System as HIM is Reimagined - Rita Bowen  
T5.4) Exploring Social Determinants of Health in the Medical Record - Stacy Rogers and Destinee Tormey |
| ELEARNING TRACK 6 | Patient Experience | T6.1) Easy Ways to Empower Patients: Usage Data from the Record Request Wizard - Innovator  
T6.2) Physician Burnout to Business Traction - Innovator: Aquity Solutions  
T6.3) ROI Strategies: Improving Quality, Turn Around Time and Patient Access - Adriana Previdi  
T6.4) Understanding the Patient Experience and Access Through the Eyes of Revenue Cycle - Susan Labowe |

### Day 3 - CONNECT the Health Information Community

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<thead>
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<tr>
<td>Wed, June 17 8:00 am - 8:50 am</td>
<td>LIVE Master Class (Included with Track 7)</td>
<td>(T7.1-MC) Privacy Dashboards: What Should be Tracked and Reported - Rita Bowen and Connie Renda</td>
</tr>
<tr>
<td>Wed, June 17 9:00 am - 9:50 am</td>
<td>LIVE Master Class (Included with Track 8)</td>
<td>(T8.1-MC) HIM Management in the Revenue Cycle Space - Moderator: Melanay Merryman</td>
</tr>
</tbody>
</table>
| Wed, June 17 10:00 am - 10:50 am | LIVE Master Class (Included with Track 9) | (T9.1-MC) ICD-10 Coding Survivor: Who’s Getting Voted Off the Island? - Donna Klure and Caleb Issaudoulin  
(T9.2) Common Coding Errors - Karen Pickering  
(T9.3) 2021 and the Future of E/M Coding - Nena Scott |
| Wed, June 17 11:00 am - 11:50 am | LIVE Master Class (Included with Track 10) | (T10.1-MC) Population Health: More than a Medical Record - HIM Professional Panel  
(T10.2) Artificial Intelligence in Health Care - Dana Victor  
(T10.3) Consent Management: Challenges, Opportunities and Future Direction - Daniel Chavez |
| Wed, June 17 12:00 pm - 12:45 pm | LIVE Connect Event | CHA Recognition and Scholarship Awards Ceremony |
| Wed, June 17 1:00 pm - 3:30 pm | LIVE Connect Event | CHA Member Engagement Meeting (formerly House of Delegates) |
| ELEARNING TRACK 7 | Privacy, Security and Cybersecurity | (T7.2) Lock Your Backdoor: Steps to Ensure Business Associate Compliance - Bill Wagner  
(T7.3) Into the Breach: Successfully Coming Out on the Other Side - Daniel Serff  
(T7.4) How Ransomware Can Ruin the Day: Ways to Win Against Attackers - Kevin McDonald |
| ELEARNING TRACK 8 | Mid-Revenue Cycle | (T8.2) Preventing and Appealing Denials - Margaret DeFilipiés  
(T8.3) National & California CC/MMC and Case Mix Trends - Maureen Matthews and Sandy Brownson  
(T8.4) Creating a Culture of Excellence in Revenue Cycle - Diane Premeau, Tammy Hippgason |
| ELEARNING TRACK 9 | Coding, CDI and Compliance | (T9.2) Common Coding Errors - Karen Pickering  
(T9.3) 2021 and the Future of E/M Coding - Nena Scott  
(T9.4) How to Have a Successful CDI Program with “Just a Bunch of Coders” - Ruth Hauser |
| ELEARNING TRACK 10 | eHIM/EHR Best Practices | (T10.2) Artificial Intelligence in Health Care - Dana Victor  
(T10.3) Consent Management: Challenges, Opportunities and Future Direction - Daniel Chavez  
(T10.4) Patient Portals: Serving the Undererved - Maria Caban Alizondo |