



Spring Reimbursement Meeting April 16, 2026

Troy Marriott, Troy, MI

AGENDA

7:00 am – 8:00 am	Registration & Continental Breakfast
8:00 am – 8:15 am	MSHO Opening Remarks
8:15 am – 9:15 am	From A to D: A Practical Guide to Medicare and Extra Help <i>Cathy Patterson</i> Oncology Financial Counselor Henry Ford, St. John Detroit
9:15 am – 10:15 am	Invisible by Design: Automatic AI Downcoding and the Lost Value of Health Equity Services <i>Chelsea Austin CPC, CPMA, CRC, CEMC, CHONC, ICDCT-CM, CHA, NCP</i> Director, Billing & Coding McKesson
10:15 am – 10:45 am	BREAK
10:45 am – 12:15 pm	Integrating Supportive Care Across the Oncology Continuum Palliative Care, <i>Cyndy Ulreich ANP-C, AOCNP</i> (Henry Ford Health) Survivorship, <i>Javin H. Brita, PA-C</i> (Corewell Health, West) Oncology Social Worker, <i>Jessica Chapman, LMSW, OSW-C</i> Financial Navigator, <i>Cathy Patterson</i> (Henry Ford, St. John Detroit)
12:15 pm – 1:00 pm	LUNCH
1:00 pm – 2:00 pm	AI in Practice Operations: From Intake to Revenue <i>Eyad Abdalla</i> CEO & Founder Plena Health
2:00 pm – 3:00 pm	The Power of Hope <i>Gina Kell Spehn</i> <i>Michael Spehn</i> New Day Foundation
3:00 pm	CLOSING REMARKS