



Fall Payer Update
Wednesday, November 18, 2026
Schoolcraft College, Livonia

Agenda

7:30 am – 8:30 am	Registration/Continental Breakfast
8:30 am – 8:45 am	Welcome
8:45 am – 9:45 am	You May Not Own the Billing, But the Patient Still Comes to You: Navigating Financial Questions, Frustration, and Next Steps <i>Jan Hailey, MHL, CMC, CMCO, CMIS, CMOM, CMCA-E/M</i> CEO, Practice Matters, LLC
9:45 am – 10:45 am	WPS Medicare <i>Mary Muchow</i> Specialist – Outreach & Education
10:45 am – 11:15 am	BREAK
11:15 am – 12:15 pm	WPS Medicare (Continued) <i>Mary Muchow</i> Specialist – Outreach & Education
12:15 pm – 1:00 pm	LUNCH
1:05 pm – 1:25 pm	PAYER BREAKOUT (Choose 1) McLaren Molina
1:30 pm – 1:50 pm	PAYER BREAKOUT (Choose 1) Aetna Meridian
2:00 pm – 3:30 pm	BCBSM Update
3:30 pm	Meeting Adjourn