MSHO

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** *Jan Hailey, MHL, CMC, CMCO, CMIS, CMOM, CMCA-E/M* CEO, Practice Matters, LLC
9:45 am – 10:45 am	**WPS Medicare** *Mary Muchow* Specialist – Outreach & Education
10:45 am – 11:15 am	**BREAK**
11:15 am – 12:15 pm	**WPS Medicare (Continued)** *Mary Muchow* Specialist – Outreach & Education
12:15 pm – 1:00 pm	**LUNCH**
1:05 pm – 1:25 pm	**PAYER BREAKOUT (Choose 1)** **McLaren (Room VT425)** *Darrian Colborne* -Provider Relations *Dawn Dunn* -Provider Relations **Molina (Room VT460)** Karen Schuessler – Provider Network Manager
1:30 pm – 1:50 pm	**PAYER BREAKOUT (Choose 1)** **Aetna (Room VT460)** *Nehya Ahmed* – Network Relations **Meridian (Room VT425)** *Kristen Abouels*eoud – Provider Relations *Christin Kasprowicz* – Provider Relations *Brian Williams* – Pharmacy
2:00 pm –3:30 pm	**BCBSM Update** Brandon Bassham – Consultant, West Michigan Provider Engagement and Transformation April Boyce – Manager, SHS Risk Adjustment Operations Kelly Romo – Manager, Pharmacy Medical Benefit Clinical Management (Commercial and Medicare Advantage)
3:30 pm	**Meeting Adjourn**