



Spring Reimbursement Meeting April 16, 2026

Troy Marriott, Troy, MI

AGENDA

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| 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</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) Social Worker, <i>Jessica Chapman, LMSW, OSW-C</i> (Karmanos) 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 |