Compliance 360 CUSTOMER CONFERENCE 2010

**** PRELIMINARY AGENDA as of 08-24-2010 ****

Monday, October 18, 2010

Tim	Topic
8:00 AM – 7:00 PM	Registration Open
8:30 AM – 12:00 PM	**Pre-Conference Training Class (part 1):** **System Administration** This class assumes some level of prior training and approximately 6 months of use in the system to gain full advantage of the session. This hands-on training class will take a deep dive into System Administration tips and tricks, focusing on configuration, optimization and security. Please note that seating is limited to the first 32 students that register for these pre-conference classes. In this session learn how to: • Manually add employees to your system, create security and module groups, providing/restricting access • Utilize the Import Manager application • Create reports to monitor the performance and use of your system • Configure messages, understand the differences in reporting options, etc. 
12:00– 1:30 PM	Lunch on your own

Monday, October 18, 2010

1:30 PM – 5:00 PM	**Pre- Conference Training Class (part 2):** **Workflow Template Design** This class assumes some level of prior training and approximately 6 months of use in the system to gain full advantage of the session. This in-depth, hands-on training class will teach you how to set up Workflow templates to automate and streamline your daily processes. Bring your workflows mapped out for Policies, Contracts, Incidents, and others. Please note that seating is limited to the first 32 students that register for these pre-conference classes. **Workflow 2A – General Workflow (for all applications other than Claims Auditor)** In this session learn how to: • Customize workflows with the delegate feature • Stop or re-assign workflows in process • Take advantage of rules, messages, etc. • Edit rules that send e-mail notifications • Learn workflow best practices for simple workflows for modules such as Policies, Contracts and Documents • Learn workflow best practices for more complex workflows for modules such as Incidents and Compliance Workspace **Bring your workflows mapped out for Policies, Contracts, Incidents, and others.  **Workflow 2B - Specific to Claims Auditor** In this session learn how to: • Copy a default workflow or copy your customized RAC workflows as a starting point for creating other workflows (MIC, CERT, ADR, etc.) • Take advantage of team assignments by division • Take advantage of rules, messages, etc. • Customize workflows with the delegate feature • Stop or re-assign workflows in process • Edit rules that send e-mail notifications • Understand workflow best practices specific to the RAC and other healthcare provider related revenue cycle workflows and how you can best set up your workflows with these processes in mind 
5:00– 6:00 PM	Free Time
6:00 – 8:00 PM	Join us for cocktails in the hotel lobby.

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Tuesday, October 19, 2010

<table>
<tr><th>Time</th><th colspan="6">Topic / Speaker</th></tr>
<tr><td>7:30 – 8:30 AM</td><td colspan="6">Registration & Breakfast</td></tr>
<tr><td>8:30 – 9:00 AM</td><td colspan="6">Welcome & Compliance 360 Company Update

Steve McGraw, President and CEO</td></tr>
<tr><td>9:00 – 9:30 AM</td><td colspan="6">Compliance 360 Product Update
Overview of the latest enhancements and product direction

Debbie Luyk, Director of Product Management</td></tr>
<tr><td>9:30 – 10:00 AM</td><td colspan="6">Compliance 360 Services and Support Update
Overview of Professional Services, Customer Support and Customization Services

Natalie Cheney, Vice President of Professional Services & Support</td></tr>
<tr><td>10:00 – 10:15 AM</td><td colspan="6">Break</td></tr>
<tr><td>10:15 – 11:15 AM</td><td colspan="2">Breakout Training:
Compliance Workspace
This is one of our most popular online classes. This session for new customers and a refresher for others, will focus on the latest enhancements as well as tips and tricks for streamlining the set up and access to laws and regulations.</td><td colspan="2">Best Practices Session:
GRC Practices & Trends
Michael Rasmussen, a leading GRC industry analyst will discuss the latest hot topics in GRC based on his engagements with hundreds of organizations, large and small.</td><td colspan="2">Best Practices Session:
RAC Audits and Appeals
Day Egusquiza, our premier educator on the RAC webinars, will host this session in person. Send in your questions in advance and be prepared for expert answers and guidance.</td></tr>
<tr><td>11:15– 12:30 PM</td><td colspan="6">Lunch</td></tr>
<tr><td>12:30 – 1:30 PM</td><td colspan="2">Breakout Training:
Policy Management
For new customers and a refresher for others – This session will provide an overview of the key capabilities with tips and tricks for optimized management and distribution of your policies and procedures.</td><td colspan="2">Breakout Demonstration:
New Assessment Capabilities
Come explore new capabilities for testing and monitoring the effectiveness of your compliance controls and other processes. These include built in scoring and enhanced reporting.</td><td colspan="2">Breakout Training:
Claims Auditor - RAC
Building on the preceding Best Practices session for RAC, we'll examine tips and tricks for getting the most value from the Claims Auditor as you manage RAC Audits.</td></tr>
<tr><td>1:30 – 1:45 PM</td><td colspan="6">Break</td></tr>
<tr><td>1:45 – 2:45 PM</td><td colspan="3">Best Practices Session:
Internal Audit
Learn best practices in internal audit from a panel of industry experts and understand how the recommended practices can be implemented using the new Internal Audit solution.</td><td colspan="3">Best Practices Session:
3rd Party Risk Management
You may be highly dependent on 3rd-party contractors, but you cannot outsource liability or responsibility. Learn about best practices from an expert in vendor compliance and third party risk.</td></tr>
<tr><td>2:45 – 3:00 PM</td><td colspan="6">Break</td></tr>
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**** PRELIMINARY AGENDA as of 08-24-2010 ****

Tuesday, October 19, 2010 (continued)

Time	Topic / Speaker		
3:00– 4:00 PM	**Breakout Demonstration:** **Internal Audit** Learn about the new Internal Audit application through a live demonstration and learn about the experiences of early adopter customers. Planned enhancements will also be discussed.	**Breakout Demonstration:** **3rd Party Risk Management** See the latest enhancements that take Contract Management to a new level – a complete platform for proactive third party risk management and vendor compliance.	**Breakout Training:** **Incidents** See how the Incidents module is used to identify, track and remediate issues including hotline tips, fraud and abuse allegations, audit findings, legal cases and more.
4:00– 5:30 PM	Free Time		
5:30 – 10:00 PM	**Ten Pin Alley** An evening of networking with your peers in a fun environment with dinner, games and a little competition. Ten Pin is one of Atlanta's most popular, high-end recreational hotspots. We'll have the entire facility for the Compliance 360 Customer Conference, with a variety of games and social activities. Even if you don't bowl, we guarantee this will be a fun evening of networking and social activities.		

Wednesday, October 20, 2010

Time	Topic / Speaker	
7:30 – 8:30 AM	Breakfast	
8:30 – 9:30 AM	**Best Practices Session:** **Measuring and Reporting on Compliance and Risk Management Effectiveness** Learn how one customer is using Compliance 360 to radically transform and increase visibility of the company's compliance program by creating tangible measures, automating processes and reporting results to C-Level management.	**Best Practices Session:** **Did You Know: Tips & Tricks** Join several customer experts as well as Compliance 360 staff as they share their most popular tips, tricks, short cuts and other suggestions throughout the system, for streamlining processes and helping you get home in time for a warm dinner every night.
9:30 – 9:45 AM	Break	
9:45 – 10:45 AM	**Best Practices Session:** **Beyond Implementation – Ensuring a Successful Deployment** Learn how several customers have successfully addressed resistance to change and other challenges to user adoption in broad scale deployments.	**Best Practices Session:** **Using Claims Auditor and Claims Auditor Gateway** Learn how one customer is using the Claims Auditor and Gateway to integrate their core PFS data directly into the Claims Auditor, saving time and effort, minimizing data entry errors and ensuring that their claims audit system of record includes all the critical data.
10:45 – 11:00 PM	Break	

**** PRELIMINARY AGENDA as of 08-24-2010 ****

Wednesday, October 20, 2010 (continued)

<table>
<tr><th>Time</th><th colspan="3">Topic / Speaker</th></tr>
<tr><td>11:00 AM – 12:00 PM</td><td>Best Practices Session:
Using the Virtual Evidence Room to Streamline Regulatory Reviews
Regulatory reviews are disruptive and costly, even when they go well. Learn how several customers are using Compliance 360 to reduce overhead burdens and streamline accreditation reviews, ad hoc inquiries and audits.</td><td colspan="2">Best Practices Session:
Using Claims Auditor for MIC Audits
We'll examine tips and tricks for setting up State-specific workflows and getting the most value from the Claims Auditor as you manage MIC audits that are unique in each State. We'll also look at what has been accomplished with some selected customers in their states.</td></tr>
<tr><td>12:00 – 1:00 PM</td><td colspan="3">Lunch</td></tr>
<tr><td>1:00 – 1:45 PM</td><td colspan="3">Awards Ceremony and Prize Drawings</td></tr>
<tr><td>1:45 – 2:45 PM</td><td>Breakout Demonstration:
Introduction to the New Report Writer
This session will provide an overview of the new Report Writer and the many new capabilities for modifying current reports and creating new ones.</td><td>Breakout Training:
Compliance Workspace (repeat)
This is one of our most popular online classes. This session for new customers and a refresher for others, will focus on the latest enhancements as well as tips and tricks for streamlining the set up and access to laws and regulations.</td><td>Design Session:
Usability Session
During the past year, we've been using your feedback to make significant design changes and usability enhancements. We'll review the key changes and seek your feedback as this ongoing process continues.</td></tr>
<tr><td>2:45 – 3:00 PM</td><td colspan="3">Break</td></tr>
<tr><td>3:00 – 4:00 PM</td><td>Breakout Demonstration:
Introduction to the New Platform Architecture
The new Platform Architecture enables customization of your applications far beyond current capabilities. This includes the ability to add new fields, make certain fields required or even display selected fields based on the user. In this session, we'll demonstrate the capabilities and power of the new tools coming in 2011 and show you what has already been accomplished with some pre-release customers.</td><td colspan="2">Breakout Demonstration:
3rd Party Risk Management (repeat)
See the latest enhancements that take Contract Management to a new level – a complete platform for proactive management of third party risk and vendor compliance.</td></tr>
<tr><td>4:00 PM</td><td colspan="3">Conference Close</td></tr>
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**Please note that the agenda is subject to change*

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Additional Opportunities for Conference Attendees:

In addition to the scheduled session on the agenda, the conference will include walk-up tables for Professional Services, Customer Support and Product Management. This is a great opportunity to meet the experts in person, discuss your current questions and provide your personal input on product design and direction.

Sessions Ideal for bringing your laptops:

Bring your laptop to these hands-on training sessions. The entire conference venue is WI-FI enabled, so you can remain as connected as needed.

Before attending a session, please be sure that your laptop is fully charged. The session rooms are not conducive to everyone plugging in their laptops. We also ask that you mute your computer to minimize distractions. Email alerts can be distracting to the presenters and your fellow attendees.