

2025 Expo Speakers Bio's:

Shannon DeConda: Ms. DeConda has devoted her entire career to healthcare, starting as a front-desk receptionist and progressing through roles in medical assisting, respiratory therapy, practice management, billing and denials support, and in-office coding, auditing, and education. In 2007, she founded the National Alliance of Medical Auditing Specialists (NAMAS)—the first organization to formally educate medical auditors and the original creators of the CPMA credential. Today, as President of NAMAS and as the VP of Regulatory Compliance with the parent company, DoctorsManagement, Ms. DeConda continues to elevate industry standards, providing essential resources and training to healthcare professionals nationwide.

Branden Chavez: Branden has been certified since 2009 and is an active member of the Kansas City AAPC chapter. He is currently the Education Officer and was President in 2023, and Education Officer in 2024. He got his COSC credential in 2019. He is currently the Revenue Cycle Manager for a 25-provider private practice, which is one of the largest private orthopedic practices in the metropolitan Kansas City area. He has been working in orthopedics since 2009. He has two wonderful children: a son aged 11 and a daughter aged 8. When not doing the coding nerd thing, he enjoys the great outdoors and spending time with his children. His life goal is to go to every state's highest point. He is currently up to 10 with many more planned for 2025. His goal for this presentation is to deliver facts in a comedic and crowd-pleasing way as well as provide valuable information.

R. Temple Dunlop: R. Temple Dunlop, CPC, CRC, CADS is an experienced medical coder, auditor, provider educator, and coding instructor. She has held various positions in service as an AAPC officer for the Macomb Township Michigan chapter. Driven by a desire to learn and a passion to share her expertise, she takes pride in mentoring students and delivering presentations in her own unique style. As a Clinical Documentation Specialist with the University of Michigan Health System, her goals include keeping providers updated with documentation guidelines to increase the accuracy of their coding while decreasing the administrative burden and mitigating risk. She serves as a Subject Matter Expert for procedural and diagnostic coding by creating educational materials used system wide. In addition to her primary job functions, Temple has been recognized by the Wayne State University Eugene Applebaum College of Pharmacy and Health Sciences for her commitment as a dedicated academician to the PA Clinical Rotations Course.

Jenna Godlewski: Jenna focuses solely on healthcare law and assists medical practices across the country on reimbursement, regulatory, and compliance matters. She helps clients reduce exposure, develop corrective action plans, and successfully appeal Medicare, Medicaid, and other federal payor recoupment claims. Another primary focus of her practice is handling CMS enrollment issues, payment suspensions, and revocation/exclusion appeals. Since joining the Maynard Nexsen firm, she has also had the

opportunity to assist clients with developing and restructuring their internal compliance programs. Jenna served for three years as a prosecutor for the City of Chicago, where she handled over 100 cases at a time from filing through resolution. This experience has been beneficial in her current work of representing her clients in Administrative Law Judge hearings to appeal Medicare overpayments and in supporting her colleagues on healthcare litigation matters. Jenna is dedicated to staying current on healthcare reimbursement compliance issues. She spends time every day researching legislative changes, CMS policy changes, and OIG updates. This knowledge has proven beneficial in assisting many of her clients to avoid CMS scrutiny. Outside of work, Jenna loves nothing more than spending time with her family, which includes her husband and three amazing children. She also has a passion for coaching her children's volleyball, basketball, and softball teams.

Michael Jagielski and Kelly Price (Meridian Health Plan): We are currently Provider Network Specialist II's on the Provider Engagement Team within Meridian Health Plan. Our team works to cultivate a collaborative partnership between Meridian Health Plan and providers by building a strong trust-based alliance with engaging, consistent communication and the commitment to address concerns promptly with an overall goal to optimize provider experience and patient care.

Suzanne Kayner (HAP): Suzanne is a seasoned professional with over forty years of experience in the insurance industry. She has been with Health Alliance Plan for ten years and was recently promoted to Manager – Provider Services. In addition, she has a strong background in medical billing and coding as a leader in a medical billing company for fifteen years.

Christine Lesser: Ms. Lesser's career as a Pain Management Educator spans 11 years. She is passionate about educating healthcare providers and medical professionals in efficacious and improved chronic pain management modalities to avoid opioid prescribing. Currently she educates in orthopedics, podiatry, neurology, rheumatology, family practice, internal medicine and PM&R resident physicians at each health system throughout Metro Detroit, Ann Arbor and additional cities. During Covid she welcomed the opportunity to assist clinics and private practices with one-on-one chronic pain management strategies without opioids. She continues to enjoy one on one education with these clinics and practices to this day. Previously she was the Vice President of Healthcare Services for Easter Seals Southeast Michigan where she created, launched and managed their Home Health Division for children and young adults. Christine has enjoyed presenting to numerous provider groups including the Great Lakes Hospice & Palliative Nurses Association, Michigan Council of Nurse Practitioners chapters and the Michigan Association of Medical Assistants.

Heather Peterson (BCBSM): With 26 years of experience at Blue Cross and Blue Shield and Blue Care Network of Michigan, Heather has spent the vast majority of her career seeking to improve provider relationships while providing education, training and service to provider practices across Western and Northern Michigan. Holding a master's degree in healthcare administration, she brings a wealth of knowledge and expertise to her role as a Provider Engagement Consultant. Beyond work, Heather enjoys spending quality time with her daughter and husband, embracing the beauty of Northern Michigan. Whether it's outdoors, on the lake, or exploring everything the region has to offer, she finds joy in the simple pleasures of nature and family life. Currently residing in Lake City, MI, Heather is committed to both her profession and the beautiful community she calls home.

Lori-Ann Rickard: Lori-Ann Rickard founded Rickard & Associates in 2000 after years as a partner at Clark, Hill, a large Detroit law firm, and working as corporate counsel for the Ascension St. John Health System. Ms. Rickard is an experienced corporate attorney, an accomplished litigator and a recognized leader in healthcare law and estate planning law. Her clients range from national healthcare systems, ambulance companies and all types of individuals, providers, and medical billers. She is a Certified Professional Coder herself. Rickard and Associates provides a full range of legal services, including compliance issues, auditing, risk assessments, contract negotiation, employee issues, billing issues, and personal and business asset protection. Ms. Rickard has published nine books and authored many articles on healthcare matters. She is an active member of the American Health Lawyers Association, State Bar of Michigan Health Law Section, American Bar Association, and the American Academy of Professional Coders. She has also been certified by the Institute of Continuing Legal Education in Probate and Estate Planning.

Nicole Salava (Medicaid): Nicole Salava is a Provider Analyst within Provider Relations for Medicaid Fee for Service. She has worked with Provider Relations for the past 16 years. Nicole's focus within the section is professional and clinic-provider type, where she can take pride in knowing that she can make a difference with providers and their experience within the Medicaid program.

Penny Yost (BCBSM): Penny Yost has worked in Provider Engagement & Transformation for Blue Cross/BCN for almost ten years. Prior to working at Blue Cross, she worked in several different roles in healthcare including pharmaceutical sales with Pfizer, quality improvement coordinator with McLaren Medical Group and several roles at what is now known as Ascension Tawas. She has a Master of Administration in Health Services from Central Michigan University.