



PRE-SUMMIT Workshops

Tuesday, October 28, 2025
Francis Marion Hotel, Charleston, South Carolina

CONNECT. EMPOWER. INSPIRE.

Palmetto Care Connections is pleased to offer **complimentary** Pre-Summit Workshops. These sessions are designed to equip attendees with valuable knowledge and practical tools. We invite you to **register today** for a Pre-Summit Workshop or for the full Summit experience. See Registration link below:
<https://www.palmettocareconnections.org/summitattendee-registration/>

1:00PM - 2:00PM

Check-In/Registration

2:00PM - 4:30PM

Session 1: Telehealth Billing and Reimbursement Bootcamp



Amanda Gardner
MHA, RHIA



Kellie Mendoza
MHA, CHC, CHPC, CPC

This session will explore current trends, challenges, and best practices in telehealth billing and reimbursement. Industry experts will provide insights into evolving payer requirements, coding updates, and strategies to improve revenue cycle efficiency. Attendees will gain practical tools to enhance compliance, streamline claims processing, and ensure accurate reimbursement in an increasingly complex regulatory landscape.

Amanda Gardner, MHA, RHIA, Corporate Compliance Regulatory Manager, MUSC Physicians
Kellie Mendoza, MHA, CHC, CHPC, CPC, Chief Compliance & Privacy Officer, MUSC Physicians

2:00PM - 4:30PM

Session 2: AI Workshop



Brian Gunnell, CTC

Dive into the future of healthcare at our pre-summit lab, where we'll explore how AI is already revolutionizing clinical practice, from enhancing diagnostics to accelerating drug discovery. We'll confront the critical ethical challenges of data privacy and algorithmic bias, seeking to balance innovation with patient safety and trust. Discover how AI can streamline operations and reduce clinician burnout by automating administrative tasks and improving workflows. Join us as we envision a new, human-centered healthcare ecosystem empowered by multimodal AI.

Brian Gunnell CTC, Senior Telemedicine Engineer Team Lead, University of Virginia, UVA Health HIT Telemedicine Engineering, Karen S Rheuban Center for Telehealth, Mid-Atlantic Telehealth Resource Center Advisory Board

2:00PM - 4:00PM

Session 3: Digital Navigation Bootcamp



Liz Saitz



Davia Smith
MHA

This hands-on bootcamp is designed to equip attendees with the knowledge and skills needed to effectively support patients in navigating digital health tools and technologies. From telehealth platforms and patient portals to internet safety, participants will learn best practices for guiding diverse populations through digital care access. Ideal for care coordinators, patient navigators, community health workers, and frontline staff, this session offers practical training to bridge the digital divide and enhance patient engagement in a tech-driven healthcare landscape.

Liz Saitz, IT Director of Community Engagement, Palmetto Care Connections
Davia Smith, MHA, Chief Community Relations Officer, Palmetto Care Connections

For more information about PCC or the Summit go to www.palmettocareconnections.org