



D4 (Health Services) – Breakout Agenda

Breakout Room: Aria

Tuesday, February 27

2:45 – 3:00 p.m.	Welcome & Discussion Mike Matthews, President, Physician Services
3:00 – 3:20 p.m.	Consumer Experience and Consumer Engagement Physician Services: What to expect in 2024 and beyond Serena Pettes, VP, Consumer Experience Kaitlin Snider, VP, Consumer Engagement
3:20 – 3:40 p.m.	Access Optimization and Referral Optimization Sharon Nir, VP, Patient Access Optimization
3:40 – 4:00 p.m.	2024 Budget Expectations & Critical Indicators Nathan Hamlet, CFO, Physician Operations