

# HEALTHCON 2023

## Frequently Asked Questions

### AAPC's Official COVID-19 Statement

As we get closer to HEALTHCON 2023 AAPC will continue to place high importance on facilitating measures that will ensure optimal health and sanitary conditions for everyone on site during the event.

For those who do not feel comfortable traveling on site or have state travel restrictions, we also offer a virtual experience for HEALTHCON.

### How Is AAPC Ensuring Attendee and Guest Safety?

AAPC will adhere to local mandates as well as the Events Industry Council and U.S. Centers for Disease Control & Prevention recommendations. Based on current recommendations from the CDC, we will not require masks for vaccinated individuals. Masks are encouraged for those who would feel more comfortable wearing one and for unvaccinated individuals. Proof of vaccination will not be required.

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## Safety Guidelines

### Will AAPC Be Holding Onsite Registration?

No, conference bags with registration information will be mailed ahead of arrival to limit onsite queuing. Please be sure to pack these items with you as there will NOT be onsite registration.

Your bag will include:

- ✓ *Conference Program Booklet: Listing out details of the event.*
- ✓ *Name badge and lanyard (For onsite registrants only.)*
- ✓ *Other swag items associated with the event.*

### How Is the Gaylord Opryland Ensuring Attendee and Guest Safety Along With AAPC?

Together we will responsibly handle seating to accommodate social distancing and continuous sanitation of meeting spaces.

### Will AAPC Provide Any Indicators to Show the Different Comfort Levels for On site Registrants?

Yes, we understand that coming back to live, in-person events are still new for a lot of people, and everyone has a different comfort level when it comes to physical distancing still. We want to respect all levels and give you the opportunity to let your fellow members know what you are comfortable with. We will have Ribbons available to add to your name badge as an indicator of the following three comfort levels:

- ✓ **Red:** I Need Distance (This means please keep a minimum 6ft distance, no handshakes, or hugs please)
- ✓ **Yellow:** Elbow Bump (This means a little closer is okay but keep some distance)
- ✓ **Green:** Hugs Will Do (This means I am comfortable with you being close and touching, this is only recommended for fully vaccinated individuals)

### How Can I Personally Participate in The Accountability Commitment?

You can help while attending HEALTHCON in Nashville, TN by agreeing to abide by and engage in certain health-and-safety-beneficial conduct while attending the event. This includes, but is not limited to, ensuring your upkeep on personal hygiene such as regular hand washing, engaging in appropriate physical distancing, and not attending the event if you are ill or have been recently exposed to COVID-19.

## Event Details

### When and Where Is HEALTHCON 2023?

May 21-24, 2023 – Nashville, TN

### What Time Zone Is HEALTHCON 2023 Held In?

Central Time (CT)

### **What Are the Hours of the Event?**

The event hours can change periodically. For the most current up-to-date agenda with times and descriptions view our [agenda on the event website](#).

### **Who Can Attend HEALTHCON In-Person or the Virtual Experience?**

Anyone.

### **What is HEALTHCON In-Person and Virtual Registration Cost?**

The current pricing for both is:

- ✓ AAPC Member: \$1,095
- ✓ Non-Member: \$1,495

### **Where and How Can I Register?**

You can find it all [here](#).

### **What is Included in the Registration Cost?**

- ✓ Access to the latest updates in the industry.
- ✓ The latest announcements from our CEO Bevan Erickson.
- ✓ 80 + sessions to choose from including General Sessions, Breakout Sessions, and Anatomy Expo.
- ✓ Earn up to 18 CEUs during the live event. You will not be able to earn any CEUs from the recordings.
- ✓ Conference bags. *Please note conference bags, conference program, name badges, lanyards, and shirts will be mailed ahead of arrival to limit on site queuing. On site registrants will need to pack these items and bring them to the conference. There will NOT be on site registration or extra copies on hand.*

## **Cancellation, Refund, and Transfer**

### **I Am Unable to Attend HEALTHCON in Person. Is There an Option to Attend Virtually?**

YES! HEALTHCON will be a hybrid event. We will have live, on site attendees, as well as attendees via a virtual platform. You can register for the virtual experience from the registration landing page on the [www.healthcon.com](http://www.healthcon.com).

### **What is the Registration Refund/Cancellation Policy?**

Cancellations for the conference will be granted without penalty if a cancellation request is received in writing by April 21, 2023. Due to financial obligations incurred by AAPC, a refund will be issued less a processing fee of \$250 for requests received between April 22 - May 8, 2023. No refunds or credits will be issued on cancellation requests after May 8, 2023. However, in person will be able to attend the virtual event and will have access to the recorded sessions. Please note recorded sessions are not CEU eligible. Substitutions are permitted. Cancellations must be submitted via email to [conferences@aapc.com](mailto:conferences@aapc.com). No-shows will not be refunded.

### **What is the Hotel Refund Policy/Cancellation Policy?**

All hotel cancellations must be made directly with the hotel 3-days prior to the arrival date to receive a refund. Please note that the hotel will assess a fee of one night stay if you must cancel after the 3-day deadline. If you have made a prepayment, the hotel will retain all or part of your prepayment. If not, the hotel will charge your credit card. No-shows will not receive a refund. The hotel phone number is 615-889-1000.

### **If I Can No Longer Attend, Can I Transfer My Registration to a Future Conference or Transfer My Registrations to Another Member?**

Yes, you can transfer your registration to another conference. You must make your registration transfer either to a future conference or transfer your registration to another member no later than two weeks prior to the start of the event.

## **App, Web Browser, and Instructions**

### **What Software Do I Need to Download to Attend the Conference Virtually?**

None! You only need a computer with a web browser (Google Chrome, Apple Safari), an internet connection, and speakers. Watch your inbox for instructions on how to connect to the conference event app and webpage.

### **How Do I Access the Conference App?**

An instructional email will go out two weeks prior to the conference on how to download and access the app.

## The conference Is Less Than a Week Away and I Still Haven't Received the Instructions on How to Get Set-Up - What should I do?

Please check your SPAM/Junk inbox. If you are still unable to locate your instructional email, reach out to [conferences@aapc.com](mailto:conferences@aapc.com) and we will be able to resend that email to you. Allow up to 48 hours for you to receive a response.

## Sessions, CEUs, and Recordings

### How Do I register for Sessions and See the Session Handouts?

**AAPC.com:** Once session selection is open, log in to your member area and access the event portal under purchases and items. Find the event and then click on it, it will take you to the member only area. In the member only area you will click on session selections. This is where you will select sessions ahead of time.

**Conference App:** Once you receive instructions on how to access the conference app, you will make any adjustments to your schedule in the conference mobile app or desktop version of the app. You can also access all the session slides on the conference app once they are made available.

### Does Session Selection close?

Yes, two weeks prior to the event. If you do not register for sessions by this time you will have to register in the conference app and capacity limitations for on site will affect the scheduling of sessions.

### When Are Session Slides Available to Download?

Two weeks prior to the event *if made available by the speaker.*

### The Event Is Less Than Two Weeks and Some of the Session Slides are Not Available?

If there are missing sessions slides that means they have not been made available for us to share.

### How Do I earn CEUs?

You can only earn CEUs during the live session on site and virtually. You will not be able to earn CEUs on recordings.

## Future Events and Dates

We have many great locations booked for the future! Check out all our upcoming conference dates.

- ✓ HEALTHCON Regional 2023 | Washington DC | On-site Event Only: August 7-9, 2023
- ✓ Collaborative Compliance Conference | Virtual: August 29-30, 2023
- ✓ DOCUCON A Clinical Documentation Improvement Conference | Virtual: September 19-20, 2023
- ✓ AUDITCON Two Days. All About Auditing | Virtual: November 8-9, 2023
- ✓ HEALTHCON 2024 | Las Vegas, NV | Hybrid: April 14-17, 2024

We look forward to HEALTHCON 2023, Nashville, TN as an opportunity to gather the AAPC community in person and virtually to be able to reconnect! Thank you for your understanding and ongoing enthusiasm for AAPC and our community.