GENERAL CONFERENCE INFORMATION

What are the dates/times of the AHIMA20 Virtual Conference?
Wednesday, October 14, 2020 through Friday, October 16, 2020 (with House of Delegates meeting taking place on Saturday, October 17, 2020)
Times vary a bit each day. Please visit https://conference.ahima.org/ for complete and updated information.

I can’t remember my Username or Password to login.
Existing Customers: Go to my.ahima.org/profile using your email address or AHIMA ID number and you will be able to reset your password. If you are Creating a New Account, you will create a password.

How do I access the Virtual event?
You will receive an e-mail communication 1-2 weeks prior to the start of the Conference that will give you the link to access the platform where everything will take place online. Note: If you’re registered for the Clinical Coding Track Only, your link will only allow you to access those specific sessions, which take place Wednesday, Thursday and Friday. If you’d like, you can upgrade to the Full Conference access at going to the Registration site and clicking on My Account.

Will my laptop, tablet and/or smartphone be able to access everything available at the Virtual Conference?
Yes – the Conference platform is available through all browsers and all devices. The first screen that you will see (the landing page) will have a tab on the left that says “System Checker”. Click on that tab and the platform will check that everything is working and, if not, will return that information to you in seconds. If there are any issues, the next tab on the left is for Technical Support, and they can help fix whatever technical issues you have, however, as long as you have fairly recent updates to your browser, etc., the platform supports many/most systems and devices. It is suggested to run the System Checker in advance of the start date of the event.

Do I have to have any special equipment to access the Virtual Conference?
No, AHIMA20 Virtual Conference can be experienced via computer, laptop, tablet or smartphone and the platform will support nearly every type/brand available.

How will I know what to do once I access the Virtual Conference?
Approximately 1-2 weeks prior to the start of the Conference you will be sent an e-mail communication that will give you more information on how to optimize your Virtual Conference experience. In addition, the first morning of Conference will provide an Orientation to the virtual space and how to navigate to participate in the various events within the Conference. The system is quite easy to navigate – you will see what is happening throughout the event and you simply click on the session or activity you’d like to attend – whether it is General Sessions, Educational Sessions, Networking Events, Sponsor/Exhibitor Activities or any of the other components of the Virtual Conference.

How do I obtain CEUs from the Virtual Conference?
This process is very simple and streamlined. The virtual platform that the Conference will be presented on will be able to identify the sessions you attend. At the end of each session, you will be given a code to enter which will automatically generate the session evaluation form. Once you complete and submit that form, you will receive confirmation of the CEUs earned for that session. You will also have access to all sessions presented, including some that were pre-recorded, but still available during the Virtual Conference, for up to 60 days post-Conference. You could access more than 100 sessions, each offering 1 CEU credit – something you would not be able to achieve at a live meeting!
REGISTRATION AND AHIMA PROFILE QUESTIONS

How do I update my registration profile?

Click on the My Account tab on the top of any page once you are logged into the Registration system. Then click on Edit My Information.

How do I update my AHIMA/membership profile?

At any time, you may update your profile information at my.ahima.org/profile.

What information do I need to include in my registration and membership profile?

The basic information required is Credentials, Title, Organization, Address including Country; Email and Phone Number (Name, Email and AHIMA ID are already included).

If I change either my registration profile or my membership profile, will the changes be automatically made to both?

No, they are two different systems, so you should update your registration profile and your AHIMA profile simultaneously, but separately to make sure all information is current.

If you have additional AHIMA Membership questions, please contact AHIMA Customer Relations at 800-335-5535 or info@ahima.org – they are available by phone from 7am-7pm central time Monday through Friday.

REGISTRATION INFORMATION

What are the registration fees?

EARLY BIRD FEES – VALID UNTIL AUGUST 15, 2020
(After that date, fees could increase by $100)

<table>
<thead>
<tr>
<th>Registration Plan</th>
<th>Premier</th>
<th>Member</th>
<th>Non-Member</th>
<th>Emeritus Member</th>
<th>Student Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Conference (includes Clinical Coding Track)</td>
<td>$655.00</td>
<td>$695.00</td>
<td>$795.00</td>
<td>$350.00</td>
<td>$150.00</td>
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<tr>
<td>Clinical Coding Track Only (3 days)</td>
<td>$465.00</td>
<td>$495.00</td>
<td>$595.00</td>
<td>$300.00</td>
<td>$150.00</td>
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<tr>
<td>Military/Government Personnel</td>
<td>$50 discount available (see below)</td>
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<tr>
<td>Networking Breakfast Sessions</td>
<td>$55 each (includes breakfast)</td>
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<tr>
<td>Virtual Education Site Visit</td>
<td>No additional charge</td>
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<tr>
<td>House of Delegates</td>
<td>No additional charge</td>
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Active Military/Government personnel may be eligible for a $50 discount on registration fees. Please email Meetings@ahima.org for more information. Please include a photo of your valid military or government I.D. with expiration date after 10/31/2020.

What is included in the registration fees??

Full Conference Registration includes access (during Conference and available for 60 days post-conference electronically, on-demand) to all General Sessions and all (over 100) concurrent Education Sessions. Other Conference components include a Virtual Welcome Reception and a Virtual Networking and Appreciation Event and a variety of Sponsor/Exhibitor Activities. Back by popular demand after 2019’s debut in Chicago are the Innovation Theater Sessions and the Pitch Competition. New and exciting delivery of the education is also planned, including unique formats like a Privacy & Security Escape Room. Networking Breakfast Sessions (includes 1 CEU credit and breakfast) are available at an additional fee. A remote Educational Site Visit is also being planned (at no additional fee).

Clinical Coding Track Only Registration includes access during Conference only and only to attend the concurrent sessions offered in the Clinical Coding Track. This track is currently offering a total of 13 sessions over the 3 days of Conference – each session allows 1 CEU credit).
**Speaker/Presenter Registration**

Speakers and Presenters will be provided with the choice of registering at a discount for the Full Virtual Conference or registering for the day they are presenting (one day only) at no charge. Instructions and further information will be communicated to you through the Speakers Corner in our presentation management system Confax. If you need additional information, please contact Meetings@ahima.org.

**Press/Media Registration**

Press/Media representatives may receive complimentary registration once verified. Please contact Michael Bittner at michael.bittner@ahima.org to receive an access code.

**Guest Registration**

Guest registration is not available for the Virtual AHIMA20. We look forward to seeing your guests at the live/hybrid event in Houston, TX in 2021.

**Additional Activities – Registration Required**

Please visit [https://conference.ahima.org/](https://conference.ahima.org/) often for updated offerings.

- Networking Breakfast Sessions – additional fee of $55.00 (breakfast and 1 CEU included)
  
  Wednesday and Thursday early morning sessions

- House of Delegates Meeting – no additional fee required
  
  Saturday all day
  
  Register as Delegate/Alternate (must indicate state/district/territory you represent)
  
  or as Board Member or Observer

- Educational Site Visit (no additional fee required)
  
  Saturday
  
  Location, time TBD

- Additional activities – TBD

**Exhibitor and Sponsor Information**

Virtual Booth Space Purchase and Operations Contact: Kelli Wondra, kelli.wondra@ahima.org, 312.233.1101

Exhibitor Booth Staff Registration Allocations: 2 per Enhanced Booth; 4 per Premium Booth

Registration Includes: Access to virtual booth space and access to General Sessions. Educational tracks and networking events are not included as part of exhibitor registration.

Exhibitor Booth Staff Registration: will allow the holder access to the virtual booth admin portal during the dates that the event is in live or in on-demand mode.

Exhibitor Full Access (formerly Exhibitor with CEUs): If your booth personnel, or other members of your company would like to attend any educational tracks and collect educational credits, they will need to register as either an AHIMA member or non-member at the regular registration fees.

Cancellation Deadline: There are no refunds for complimentary booth staff registrations. Exhibitors who register as attendees for educational credit must abide by the cancellation policy set forth for attendee registration.

Onsite Registration: Onsite registration is not possible. All virtual exhibitors and sponsors should plan to register by October 9, 2020 to optimize the time needed to access their virtual booth space.

Exhibitor Reg Link: Exhibitor registration will open on August 17.

Attendee reporting is only available to companies who rent virtual booth space or who become virtual sponsors.
Payment Information and Policies

Accepted Forms of Payment

Credit Cards accepted: MasterCard, Visa, American Express, Discover

Checks and Purchase Orders accepted. If paying by check or purchase order, you will not be able to register online. Please email Meetings@ahima.org to request a registration form. Once you receive the form, complete it and mail it along with your check or purchase order to Dept. 77-6331 Chicago, IL 60678-6331 Attn: AHIMA Registrar. You must include the completed registration form. Form and payment by check or money order must be received by AHIMA no later than September 18, 2020. Payment must be processed/cleared before you will receive a registration confirmation e-mail. Only once you have that e-mail will you be allowed access to the conference.

Cancellations and Substitutions

CANCELLATION POLICY: A refund less a $150 processing fee (Students less a $50 processing fee) will be given for cancellations received in writing at least 60 days prior to the first day of AHIMA20 (by August 15, 2020). After that date, the full registration fee will be forfeited unless cancellation is due to an emergency. Cancellation must be sent to Meetings@ahima.org, in writing, as soon as possible. Additional activities that require additional fees are not eligible for refund if cancelled.

SUBSTITUTION POLICY: Substitutions are allowed until September 30, 2020 and must be requested in writing to Meetings@ahima.org. If there is a difference in member type/registration fee or additional-fee items are added to the new participants’ registration, any balance due for the substitute attendee will be charged to the original attendee’s credit card on file. If paying by check or P.O., please send any additional fees via payment policies above.