

MEDICAL AGENDA



USERS GROUP

2026 CONFERENCE

*SMARTER TODAY.
READY FOR TOMORROW.*



SEPTEMBER 9-10, 2026 | DOUBLETREE HOTEL, BILLINGS, MT

2026 MEDICAL OVERVIEW

This page provides an overview of all sessions scheduled during the Users Group Conference. If you have any questions before the event, feel free to contact us at UsersGroup@CU.net. Once you're at the conference, we invite you to visit the registration table, where our staff will be happy to assist you.

Please note that start and end times will be adhered to as closely as possible.

WEDNESDAY, SEPTEMBER 9		
8:15 – 9:30 AM	Opening Keynote – Smarter Today. Ready for Tomorrow.	
10:00 – 10:50 AM	Ashvin	
11:00 – 11:50 AM	Fewer Denials, More Revenue, Better Visibility	
1:15 – 2:15 PM	Power BI – From Curious to Capable	
2:30 – 3:30 PM	The Future of Medical APIs – Roadmap & Community Discussion	
4:00 – 5:00 PM	Open Forum	
THURSDAY, SEPTEMBER 10		
8:15 – 9:15 AM	A/P Rewrite Jeopardy	TeD, ACM & Mobile Panel
9:30 – 10:30 AM	A/P Rewrite Forum	Logistics Panel
10:45 – 11:45 AM	Version 9 – New Standard Options/ Enhancements	Inventory/Purchasing Panel
1:15 – 2:15 PM		AI & Analytics Panel
2:30 – 3:30 PM		Financials Panel
POST-CONFERENCE FRIDAY, SEPTEMBER 11		
2:30 – 3:30 PM	TIMS Gaia Post-Conference Workshop	

2026 PRESENTATION AGENDA

TUESDAY, SEPTEMBER 8

6:00 – 8:00 PM **Welcome Reception – DoubleTree Hotel, 3rd Floor, Ballroom A**

WEDNESDAY, SEPTEMBER 9

7:00 – 8:00 AM **Registration & Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer**

8:15 – 9:30 AM **Opening Keynote – Smarter Today. Ready for Tomorrow.**

Whether you're looking to improve visibility into claims and revenue cycle performance, streamline patient intake through AI-powered integrations, unlock new insights with Power BI, or ask Gaia questions about your TIMS data in plain English, this year's conference is packed with ways to get the most value from TIMS 8 right now.

Throughout the conference, you'll see how AI is becoming a practical part of day-to-day operations—from analytics and reporting to integrations and workflow automation. You'll also get an introduction to TIMS Gaia, our AI intelligence layer for TIMS, and discover how it can help your team find answers faster, automate repetitive tasks, and unlock the full value of your operational data. For those ready to go deeper, we'll conclude the week with a full-day, hands-on Gaia workshop.

Then we'll look ahead to what's next, with a hands-on look at TIMS 9, including a reimagined A/P experience and new BI tool options. We'll also share the remarkable progress we've made toward TIMS 10's next-generation order management system, giving you a glimpse of the future of TIMS.

David Schaer, President, Computers Unlimited

10:00 – 10:50 AM **Ashvin AI**

NEW LOCATION

In this session, Ashvin AI will share how healthcare and DME organizations are rethinking provider onboarding, qualification, and credentialing workflows by first identifying operational bottlenecks, compliance challenges, and delays that impact both staff productivity and revenue. The discussion will focus less on AI itself and more on the practical business questions organizations should ask to identify operational bottlenecks to solve.

Ashvin

11:00 – 11:50 AM **Fewer Denials, More Revenue, Better Visibility**

Are denied claims, coverage gaps, and limited visibility slowing your revenue cycle? Discover how proactive claims monitoring, smarter denial management, automated coverage detection, and real-time analytics work together to protect your bottom line. This session explores how to catch issues before they become write-offs—reducing rework and recovering revenue faster. You'll see a live demo of the technology in action and get your questions answered during an interactive Q&A.

Waystar

12:00 – 1:00 PM **Lunch – DoubleTree Hotel, 2nd Floor, Skybridge 1**

1:15 – 2:15 PM **Power BI – From Curious to Capable**

Discover what Power BI is, see it in action, and explore the enhancements our team has delivered. This demo-style session is designed for every level—no experience needed. You'll leave with a clearer picture of what your data is capable of, inspired by what's already possible, and equipped to move forward with confidence.

Danny Little

2026 PRESENTATION AGENDA

WEDNESDAY, SEPTEMBER 9, CONTINUED

2:30 – 3:30 PM

The Future of Medical APIs – Roadmap & Community Discussion

This session will provide an overview of the Medical Web Services roadmap, including planned features and strategic direction. Attendees are encouraged to participate in an open discussion to share ideas, challenges, and integration experiences.

Josh Chapman

3:30 – 4:00 PM

Afternoon Break – Ice Cream Treats, 3rd Floor Foyer

4:00 – 5:00 PM

Open Forum

This open forum provides an opportunity to share ideas, discuss topics of interest, and reflect on key takeaways from conference sessions. Collaborate directly with Computers Unlimited experts, provide feedback, explore best practices, and gain insight into upcoming product enhancements and the development roadmap. Bring your questions, challenges, and ideas as we work together to shape the future of medical software solutions.

Discussion Led by CU Staff

6:00 – 8:00 PM

Open House Reception – Computers Unlimited, 2407 Montana Avenue

Gather with fellow Users Group attendees and Computers Unlimited staff for an enjoyable evening of delicious food and refreshments at our company headquarters, located in the heart of downtown Billings.

THURSDAY, SEPTEMBER 10

7:00 – 8:00 AM

Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

8:15 – 9:15 AM

A/P Rewrite Jeopardy

THIS. IS. JEOPARDY! Welcome to Accounts Payable Jeopardy, the quiz show competition you know and love, with a TIMS twist. The A/P Rewrite team will share updates about the project in this fun and engaging presentation that will touch on topics like progress, features, functionality, release dates, and more!

Sonya Delger

TeD, ACM & Mobile Panel

Join our panel discussion on TIMS Delivery, ACM, and TIMS Mobile, where experienced users share how these mobile apps are enhancing delivery efficiency, improving field operations, and increasing productivity. Learn how your team can get more value from mobile technology.

Steering Committee Members

9:30 – 10:30 AM

A/P Rewrite Forum

Join the team that is rewriting Accounts Payable in Version 9 for a full hour dedicated to answering your questions, hearing your concerns, and collecting feedback. We will supplement conversation with live demonstrations from our QA environment.

Sonya Delger

Logistics Panel

In this panel discussion, learn how distributors are optimizing routes, enhancing scheduling accuracy, and ensuring timely deliveries with proven strategies you can apply to your own business.

Steering Committee Members

2026 PRESENTATION AGENDA

THURSDAY, SEPTEMBER 10, CONTINUED

10:45 – 11:45 AM

Version 9 – New Standard Options/Enhancements

Get an inside look at the newest standard enhancements and updates coming in TIMS 9. Learn how these new features can improve your operations and discover practical ways to maximize the value of the latest innovations in TIMS.

Christian Thode

Inventory/Purchasing Panel

In this session, users share how they optimize stock levels, streamline procurement processes, and improve supply chain efficiency using TIMS. Learn practical tips to enhance visibility, reduce costs, and keep your operations running smoothly.

Steering Committee Members

12:00 – 1:00 PM

Lunch – DoubleTree Hotel, 2nd Floor, Skybridge 1

1:15 – 2:15 PM

AI & Analytics Panel

Join us for an engaging panel discussion on how AI and advanced analytics are transforming distribution. Gain practical insights, proven approaches, and actionable ideas to enhance your own use of AI and analytics within TIMS.

Steering Committee Members

2:30 – 3:30 PM

Financials Panel

In this session, our panel will share how they manage accounts payable, general ledger, and accounts receivable with greater efficiency and control. Hear insights for streamlining financial processes, improving accuracy, and leveraging the system to support better business decision-making.

Steering Committee Members

3:30 – 4:00 PM

Afternoon Break – 7th Inning Stretch, 3rd Floor Foyer

6:00 – 8:00 PM

Dinner Reception – Ponderosa Room, DoubleTree Hotel, 22nd Floor

Wrap up the conference with an evening of dining, conversation, and networking with Computers Unlimited staff and fellow TIMS users. Don't miss out! There will also be exciting prize giveaways for some lucky attendees.

NEW LOCATION

2026 PRESENTATION AGENDA

FRIDAY, SEPTEMBER 11, POST-CONFERENCE (OPTIONAL)

7:00 – 8:00 AM

Continental Breakfast – DoubleTree Hotel, 3rd Floor Foyer

8:30 – 4:30 PM

TIMS Gaia Post-Conference Workshop

Spend a full day exploring how TIMS Gaia can help your team work smarter, access information faster, and automate common tasks. Through hands-on demonstrations and real-world examples, you'll learn how to leverage AI across the entire TIMS ecosystem.

TIMS Documentation

Learn how Gaia can instantly find answers across TIMS documentation, user guides, release notes, and technical resources. Stop searching through manuals and start getting answers in plain English.

TIMS Data

See how Gaia can help you explore your TIMS data, understand database structures, generate SQL queries, create RDL reports, and build dashboards—all through natural-language conversations.

TIMS APIs

Discover how Gaia can interact with TIMS APIs to retrieve information, automate processes, and connect workflows without requiring deep technical expertise.

TIMS Skills

Learn how Skills extend Gaia's capabilities by packaging common tasks, business processes, and specialized knowledge into reusable AI-powered tools.

Custom Skills

Go beyond the built-in capabilities and learn how to create your own Skills tailored to your company's unique workflows, procedures, and business requirements.

Using Claude Desktop via TIMS Gaia MCP

Explore how the TIMS Gaia Model Context Protocol (MCP) enables secure access to TIMS data and functionality from Claude Desktop, opening new possibilities for advanced AI-assisted workflows and productivity.

David Schaer and CU Staff