



FAHCS 2018 ANNUAL CONFERENCE & EXHIBIT SHOW

Wednesday & Thursday, SEPTEMBER 26 - 27, 2018

Holiday Inn Tampa Westshore Airport: 700 N. Westshore Drive, Tampa, FL 33609 - (813) 289-8200 - Room Block til 9/11/18 at \$122

Day ONE - Wednesday, September 26, 2018: (Royal Palm Room 3-4-5)

- 9:30 am FAHCS Board Meeting (open to membership) & Exhibitors May Begin Set Up
- 12:00 noon Meeting Registration Open (NO LUNCH SERVED TODAY)
- 12:45 pm President's Welcome, General Meeting, Introduce Board of Directors; Updates & Committee Reports
- 1:00 pm **NEW!!** CareCentrix (Melissa Philbeck, MBA - Director Network Management)
Update and Introduction to the One on One Private Meetings at FAHCS
- 1:15 pm *Mark Higley - VP Regulatory Affairs, VGM - **"Interpreting & Preparing for the 2019-2021 Proposed Rule Changes"**

This proposed rule released on July 11, 2018 suggests major revisions to the near term and future Medicare reimbursement climate. A delay in the next bidding program, new interim payment methodologies, and an overhaul to the competitive bid auction processes all are likely. Mark will offer analysis and commentary to assist HME providers in their preparation for these changes

- 2:00 pm Ashley Mata, VP Patient Collections, Brightree
"5 Best Practices in Optimizing Patient Billing & Intake"

In this session explore current billing practices & analyze opportunities to increase efficiency and workflow; Identify key billing techniques through scripting and technology; Learn tips and tricks other Providers have implemented that can be used in daily operations as it directly relates to patient billing; and evaluate the technology needed to implement a turn-key patient collections strategy including intake management tips.

- 3:00 pm **EXHIBITS OPEN - SNACK BREAK**

- 3:30 pm Craig Douglas, VP Payer & Member Relations, VGM,
"Retaining Your Payer Sources in Today's Competitive Environment"

Contracting with a broad range of payer sources is more necessary today than ever before, but it is also more difficult now than ever. The "any willing provider" mentality has been tossed aside by many payers, and they are narrowing their provider panels from numbers measured in multiples of 100 to panels in multiples of mere tens, or in some cases are looking for sole source provider agreements. VGM is dedicated to helping HME providers remain relevant to as many payer sources as possible. Please join us for an open discussion about how VGM can help you retain access to the payers and patients that you rely on to keep your business thriving.

- 4:15 pm Will Ross, VP Marketing, Quality Medical - **"Limiting Audit Risk with Digital Equipment Service Records"**

Managing your equipment fleets with the right type of organization and efficiency should be foundational to your business, but far too often it is overlooked. How many times have you had equipment moving from location to location without being able to track it? What about manufacturer's schedules for preventative service, are you following those guidelines to make sure you are not liable for a device failure? Just like your clinical records, such as compliance and resupply documentation requirements, the Equipment Service Records for your Ventilation and Oxygen devices are just as important to maintain in order to protect yourselves from future audits and/or litigation. Making sure you are using certified providers and are keeping records of each equipment service in an accessible and archivable manner is key to make sure this part of your business is operating efficiently and compliantly. This session will walk through the importance of the Equipment Service Record as well as different software platforms that help you organize your fleets of equipment and the service being performed on them.

- 5:00 pm **EXHIBIT TIME - Vendor Appreciation Reception: Snacks and Drinks and Networking!**

- 7:00 pm Add-on event - Dinner & Casino Night! Food, Fun, and Games! \$50 each

Day TWO - Thursday, September 27, 2018: (Royal Palm Room 3-4-5)

- 8:00 am Continental Breakfast with Exhibitors
- 8:30 am Howard Ingham, Premier Pulmonary Services, **"Entering the Sub Acute Market as a DME Provider"**

This session will provide guidance and targets points on how to work in the nursing home market for equipment rental & respiratory therapy services

- 9:30 am Exhibitor Break

- 10:00 am Laura Williard, VP Payer Relations, AAHomecare - **"Payer Relations Update: Projects Benefit State & Federal"**

Laura serves as our Liaison between payers and providers and will update attendees on bill's legislative effects on DME and work being done to minimize adverse effects and minimize benefits. She will also outline the initiative and groups she is working with to benefit DME.

- 10:45 am Liz Daniels, Provider Relations, CGS Jurisdiction C DME MAC, **"Medicare Update"**

Session includes a review of recent updates and changes to the Medicare program and will also highlight some new and upcoming enhancement to CGS self service tools. Time will be allotted to address questions on billing and policy issues affecting Fee For Service Medicare claims.

FAHCS presents VGM BUSINESS FORUM - Included in FAHCS Fall Conference Fee! *Mark & John's sessions on Day 1 INCLUDED

- 12:00 noon **Luncheon - Sponsor Highlights - Associate Member Introductions & EXHIBIT TIME**

- 1:00 pm *John Gallagher, VP Governmental Affairs, VGM - **"Current Status of Legislative Activity"**

This portion of the session will provide you with recent and timely information and government updates, explaining what they mean for the HME/DME industry. Topics will include current health care reform and the following HME issues: The HME competitive bidding program, Where the industry is going forward; fixes to the current program, State HME licensure progress, How to develop a grassroots campaign at the state/local level.

- 1:45 pm Ronda Burhmester, VGM, **"Solutions for the HME Supplier: Options & Opportunities"**

Operating in a complex HME industry has its challenges starting at the front line (intake) through delivery to the patient and finally getting reimbursed for services provided all on a timely basis. The process involves the entire HME staff where knowing the guidelines and medical policies that are provided by the payers are understood and also required. It is important for the company to set policies when margins are not met or coverage criteria is not met, making the options known and helping the staff feel confident when helping a referral source or beneficiary to provide solutions. The answer is not "No" or "this is how we have always done it" but instead, these are the options so the beneficiary can make their own choice and the company gets paid for the services. Can it be offered as a cash sale or non-assigned, is an ABN required or not, what does upgrade mean or other cash selling solutions (opportunities) for the beneficiary? We, HME suppliers, are the solution having a variety of options AND opportunities available for referrals and beneficiaries in a complicated industry. You will discuss the options and solutions for the upcoming year with enrollment status (assigned vs non-assigned in 2019), Discover viable options when you determine you can't accept the beneficiaries insurance rates. (ABN, upgrades, cash sale), review updates (policy, audits, regulations) occurring in the industry to ensure those gray areas are revealed and identified, and discuss the areas that are challenging within the company

- 2:45 pm Sarah Hanna, CEO, ECS North, **"Perseverance and Persistence: Leadership Qualities That Bring Success"**

Successful companies are those which have a strong leadership team. Great management brings about the best in their staff which thereby improves productivity and retention. This seminar will provide the three pillars of leadership (Passion, Purpose, and Execution) which will evoke change within you and help motivate your team toward achievement. With the changes in the industry today, leaders are needed to propel their organizations into the next dimension of healthcare and secure their company's future. You will Discuss the three pillars of leadership, List ways the three pillars can be implemented, Describe ways to improve management skills, Explain the use of goals to promote staff accountability.

- 3:45 pm Sylvia Toscano, Pro Med DME Billing, **"Key Performance Indicators"**

During this presentation, we will review the meaning of KPI's as well as application and usage within the billing, posting and collections departments.

- 4:15 pm Adjourn **DRIVE SAFELY!**