

**Wednesday - Thursday, August 17-18, 2022**

**(RENOVATED!) Holiday Inn Resort - 1706 N. Lumina Avenue - Wrightsville Beach - (877) 330-5050 (\$229/\$259 - til 07/18/22)**

## THANK YOU 2022 SPONSORS!!

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**Wednesday, August 17, 2022** - BOTH DAYS: Meetings in Airlie/Tidewater & Exhibits in Causeway/Masonboro

**9:00 am** ACMESA Board Meeting (Turtle/Ocean Rm) Exhibitor Set-Up

**12:00 pm** Registration Opens

**12:30 pm** President's Welcome - Brian Wilson *General Meeting & Reports*

**12:45 pm** Mark Higley, VGM - VP Regulatory & Kim Brummett, AA  
**SPONSOR Homecare, VP Regulatory; Craig Douglas, VGM - VP Payer  
VGM Relations; John Gallagher - VP Gov't. Relations, Ronda  
Buhmester, Sr. Dir. Reimbursement: DME S.W.O.T.**

*The HME industry is constantly evolving. In the past decade (and more), we have experienced more than our share of legislative, regulatory and operational challenges. But we have survived; many have thrived. Demand for our products and services is at an all-time high; demographics and other indicators suggest this will continue into the long term. Our panel — each of whom will offer different perspectives — is prepared to assess the “S, W, O and T” of the industry in 2022 and beyond.*

**2:15 pm** Meet Platinum & Gold Sponsors - Exhibit Time & Cookie Break  
**SPONSOR ...**

**2:45 pm** AAHomecare Payer Relations Team:  
Laura Williard (VP)

**Payer Relations Update: Rules & Rates from DC to the States**

*AAHomecare serves as our liaison with payers on both a national and state level. David and Laura will update attendees on current issues and what to look for with your managed care contracts. They will share work being done to minimize adverse effects and maximize benefits and will outline their initiatives to benefit DME providers in our states. **PLUS** - Specific information on MCOs.*

**4:00 pm** Miriam Lieber, Lieber Consult. **SPONSOR ACU-SERVE**  
**Value Based Care and its Impact on HME Providers/Value  
Based Care - A Panel Discussion**

*Value-based care is increasingly more common in healthcare. HME providers must think strategically about their stake in the overall healthcare picture. Evidence demonstrates a positive association between patient experience and healthcare outcomes, including patient adherence to medical advice and reduced expense such as hospital readmission. In this panel discussion, we will define value and its impact on patient engagement. Learn how data and outcomes contribute to increased customer lifetime value and overall business value in this forward-thinking session.*



**5:15 pm - Meet Ms. Wheelchair 2022 (invited)  
SPONSOR VAN PRODUCTS**

**5:30 pm - 7:00 pm - EXHIBITOR RECEPTION  
Cocktails & Snacks SPONSOR PHILIPS RESPIRONICS**



**Thursday, August 18, 2022**

**8:00 am** FULL BREAKFAST BUFFET WITH EXHIBITORS  
**SPONSOR RESMED**

**8:30 am** Ike Isaacson, SVP of Operations, VGM  
**Authentic Leadership**

*This discussion is geared towards new, or upcoming, leaders within an organization. We'll discuss some foundational truths about working with people, while turning our focus inward to discover motivation and intentions. Leader vs. Manager, Hang the Mirror, Find YOUR fit and then find YOUR voice, Lead where you are, Check your ego, Set goals globally; motivate individually, Bringing Home to Work, Someone is always watching, Communication is Key and Your people are a reflection of your leadership. Enjoy this dynamic presentation that is sure to inspire you as you walk away with real take aways for improved leadership.*

**9:45 am** Meet Your Sponsors - more 2 minute “speed” intros!  
**VISIT EXHIBITORS**

**10:30 am** Miriam Lieber, Lieber Consulting **SPONSOR ACU-Serve**  
**Workforce Challenges & Employee Retention/Staffing for  
Today - Success Stories!**

*Supporting staff through this challenging period will improve retention and keep staff engaged and invested in your success. In the HME workforce today, what are some strategies to support your staff? How are colleagues coping with the myriad of absences, skill set lags and overall increased mental health needs? A candid and timely discussion of ways to work through and around employee stress and shortages will be included in this interactive session. From in-sourcing to co-sourcing, outsourcing and employee support programs, hear from Miriam and her discussions with companies like yours about how they are contending with the real issue around HELP WANTED!*

**11:30 am** Sarah Hanna, CEO, ECS  
**Training and Benchmark Success: What's the Correlation?**

*When evaluating cashflow strategies, organizations invest brain power into improving their revenue cycle. Industry benchmarks are dialed in; individual, departmental, and company goals are initiated - all in hopes of driving an increase in collections. Best practice standards and target objectives are necessary to motivate staff, establish performance expectations. Achievement depends on a many components based on the “human” element. That's where training comes in. Take time to develop and improve the team's resources/training program will net you the cashflow you need! Sarah will discuss the ways you can get the most out of your training program and employees. Reach your goals - maximizing your ROI! **Objectives:** Explain top training mistakes, Discuss attributes of leading training programs, Describe tools to develop an effective training platform.*

**12:30 pm - LUNCH WITH EXHIBITORS - Exhibits Close 1:15 pm  
SPONSOR ...**

**1:15 pm** Joey Graham, Chief Revenue Officer, Prochant  
**HME Workflow Management – Processing Clean Orders from  
the Front Office to the Back** **SPONSOR PROCHANT**

*No doubt, the HME work flow is highly complex, manual, and prone to human error. Problems abound - improper intake & qualification, missing authorizations & documentation, and orders that “fall through the cracks” only to be found MUCH later when they're already past timely filing. The number of providers is shrinking but the number of patients is growing, straining existing, legacy processes to the max. So, what's the solution? HME Workflow Management – putting the right systems and processes into place to “dummy-proof” your revenue cycle, from initial intake through billing and collections. Hear how the largest, most successful providers are handling high order volumes with minimal errors.*

**2:00 pm** **Medicaid & Managed Care Sessions - NC, VA & WV**  
**Updates from NC DHHS - NC MCO's and Q&A**

**Invited NC DHHS Speakers: Dave Richard - Dept. Secretary,  
John Vitiello - Medicaid Mgr; and All NC MCOs**  
**Short presentation by each MCO followed by Q&A**

**Breakout Medicaid Teleconference times:**

**VA - 2:00 pm; WV - 2:30 pm**

**Turtle & Ocean Room**

**Breakout BCBS - 3pm - Turtle & Ocean Room**

**3:30 pm** **Medicare & CGS Update**

**Judie Roan, Provider Relations Senior Analyst**

*Changes & updates in Medicare policy - My CGS resources and get the latest on recent changes to the Medicare program and updates to CGS self service tools. Time will be allotted to address questions on billing and policy issues affecting Fee For Service Medicare claims.*

**THANK YOU FOR COMING! DRIVE SAFELY**

**Plan Your 2023 Future with ACMESA...**

**2023 Winter Meeting Feb 21-22 - Grandover Resort, Greensboro**

**2023 Summer Meeting: August 16-17 Holiday Inn Wrightsville Beach**