

**Wednesday - Thursday, August 21 - 22, 2019**

**Holiday Inn Resort - 1706 N. Lumina Avenue - Wrightsville Beach - NC - (877) 330-5050 (\$224/\$254 - til July 30)**

## THANK YOU 2019 SPONSORS!!

**Platinum:** Philips Respironics, VGM; **Gold:** Drive DeVilbiss, O2 Concepts, ResMed

**Silver:** Brightree, Compass Health Brands, McKesson, MedBill  
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ISTA Personnel Solutions, Pharmacists Mutual, Pride Mobility, Prochant, The B&G Group, Virginia Medical Repair

**Wednesday, August 21, 2019 - 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 - Brad Heath *General Meeting & Reports***

**12:45 pm Mark Higley - VP Regulatory Affairs, VGM  
Round 2021 Bidding Closing Soon Now What?  
Predictions & Strategies **SPONSOR VGM****

*The bid window is closing and the waiting begins. Learn what industry trends are predicted and projected strategies should be employed. What will suppliers in 130 competitive bid areas be doing?*

**1:30 pm Kim Brummett (VP Regulatory, AAHomecare)  
AAHomecare Federal Regulatory Updates**

*This session this session will provide an update of the top level regulatory issues; including the challenges of TPE audits. In addition the update will walk through some of the challenges for non-bid areas as the CB2021 gets closer. When will we know the impact? Q&A and discussion.*

**2:15 pm John Gallagher, VP of Government Relations, VGM Group  
Current Status of Legislative Activity**

*This portion of the session will provide participants 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 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.*

**2:45 pm Meet Platinum & Gold Sponsors - Exhibit Time & Cookie Break  
SPONSORED BY TESTSMARTER**

**3:30 pm Joey Graham, Prochant**

**Best Practices for Managing HME Back-Office Operations**

*HME businesses are feeling the heat of rising labor rates, overworked employees, and reimbursement cuts. These pains can impact one of their most crucial areas: back-office operations. From order confirmation and billing to collections and cash posting, these teams are critical to a company's overall success. This session will dig deeply into the best practices for managing your back office to encourage employee engagement, patient satisfaction, and company growth. We will explore work flow, technology tools, incentives, and key metrics.*

**4:30 pm Louis Feuer, Dynamic Consulting  
Patient Engagement Strategies for Your Homecare Company  
for Growing Revenues and Improving Outcomes**

***TODAY'S HOT TOPIC!!!** After interviews with many of national health plan executives and owners of pharmacy chains, combined with the latest research on patient engagement strategies and challenges, Louis brings his work to this dynamic & insightful presentation. Strategic patient engagement programs are on the forefront of major change - engaged patients increase revenues, insure successful clinical outcomes. You can then develop your own patient engagement program - and you can ultimately impact every aspect in the continuum of care for all patients. Make a name for your home care company! Objectives: **Identify** patient engagement strategies/ challenges from access to technology, cultural diversity & patient's economic status; **Review** & identify patient engagement programs to increase revenues & decrease patient/customer acquisition costs.*

**5:30 pm - Meet Ms. Wheelchair USA 2019 - Brittany Hawley  
SPONSORED BY VAN PRODUCTS**

**5:30 pm - 7:15 pm - SPECIAL SPEAKERS & EXHIBITOR RECEPTION  
Cocktails & Snacks SPONSORED BY PHILIPS RESPIRONICS**

**Thursday, August 22, 2019**

**8:00 am FULL BREAKFAST BUFFET WITH EXHIBITORS  
SPONSORED BY RESMED**

**8:30 am Louis Feuer, Dynamic Consulting  
Business Diversification in Customers, Products, Revenue  
Sources: Creating New Specialties for Increased Revenues**

*As restaurants tell you can have the chicken cooked your way, the home medical equipment industry may need to be creating a more have it "your way" operation as well. The acquisition costs for each customer continues to increase, so does your revenue per customer! This program is dedicated to helping you search historical data, create change in your business and developing new branding specialties. What services and products should you consider for 2020 and beyond? Hear about new department tag lines or an advertising program that will draw potential customers to your store. Learn to expand and diversify with minimal investment and major returns. Louis lets his creative and insights guide your next business move. You don't want to miss this dynamic and exciting program by an industry expert.*

**9:30 am Meet Your Sponsors - more 2 minute "speed" intros!  
VISIT EXHIBITORS**

**10:15 am Sylvia Toscano, Pres, Professional Medical Administrators  
Revenue Techniques**

*Please join Sylvia for a discussion that will teach you creative thinking approaches to revenue cycle reimbursement with more tips and strategies*

**11:15 am AAHomecare Payer Relations Team:  
Laura Williard (VP) & David Chandler (Director)  
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 MCO roll out for NC Medicaid.***

**12:15 pm - LUNCH WITH EXHIBITORS - Exhibits Close 1:00 pm  
SPONSORED BY O2 CONCEPTS**

**NEW! SPECIAL GUEST - Ms. Wheelchair USA 2019**



**Brittany Hawley**

from Wilson, NC

Wednesday, August 21st at 5:30 pm

**"Peoples' perspectives are often more  
disabling than the disability itself"**

Appearance & Transportation Sponsored by



**1:00 pm Medicaid & Managed Care Sessions - NC, VA & WV  
Update - NC MCO's Introduction and Q&A**

**NC Speakers:** Grace Vermeulen, Ryan Hyde & Deja Rohadfox  
Communications Team from CSRA

**NC MCO Update:**

*Short presentation by each MCO followed by Q&A - invited for booth time.*

**Medicaid Teleconference times:** VA - 1:00 pm; WV - 1:45 pm

**2:00 pm Lisa Garvin & Mario Aguilar  
Updates from Blue Cross NC**

*Presentation & Updates from staff that you need to know, followed by a Q&A.*

**2:45 pm Medicare & CGS Update**

**Judie Roan, Provider Relations Senior Analyst**

*Changes & updates in Medicare policy, My CGS resources and get the latest on the telephone discussion project expansion designed to be more efficient.*

**THANK YOU FOR COMING! DRIVE SAFELY**

**Plan Your Future in 2020 with ACMESA...**  
2020 Winter Meeting Feb 6-7 Durham Convention Center  
2020 Summer Meeting: August 19-20 Holiday Inn Wrightsville Beach