

# "THE POWER OF POSSIBILITIES"

## February 7-8, 2018

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**The MED Group, Pharmacists Mutual, Pride Mobility, Virginia Medical Repair, the B&G Group**

**Durham Convention Center - 301 West Morgan St., Durham**

**Lodging: Durham Marriott City Center - 201 Foster St., Durham: 919-768-6000**

### Wednesday, February 7

9:00 am Board Meeting - Open to Membership (Meeting Room 3): **10:00 am- Exhibitor Set Up Begins**  
12:30 pm Meeting Registration Open - Pick up Meeting Materials  
**1:00 pm President's Welcome, General Meeting, Presenting 2018 Slate & Committee Reports;**  
**1:15 pm John Gallagher, VP Government Relations, VGM**  
**"Benchmarking Results: Reaction & Response"**

Presentation includes: Attributes of the business, Payer Mix/historical changes, Human Resources, Revenue per employee, Personnel costs, Continuing Education, Salary survey (clinical, technical, billing/ reimbursement/sales/customer service, management and office, executive), Sales incentives and commissions, Financial (revenue growth, sales v. rental, expenses and profit as % of revenue), Key financial metrics, Operations (average monthly orders per FTE, re-supply, inventory, outcomes data, outsourcing, billing systems) Mark was unable to attend and John was kind enough to sub for him.

**2:15 pm Ashley Mata, Senior Account Manager, Patient Collections, Brightree**  
**"5 Best Practices in Optimizing Patient Billing"**

In this session, Ashley will teach you how to...Explore current billing practices & analyze opportunities to increase efficiency and workflow; Identify key billing techniques through scripting and technology; Learn tips & 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

**3:15 pm Dessert Break in Meeng Room**

**3:30 pm Kim Brummett, Director of Regulatory Affairs & Laura Williard, Director Payer Relations, AAHomecare**  
**"National Regulatory & State Payer Updates"**

Kim will update us on all the regulatory happenings & Laura will inform us of the many projects & other initiatives at AAHomecare that benefit the provider and supplier community

**4:45 pm Susan Menendez, BCBS, Director of Strategic Provider Relationships**  
**"BCBS of NC Update"**

BCBS staff will provide the latest information for providers in 2018, their programs and policies, including AIM and other updates

**5:15 pm John Gallagher, VP Government Relations, VGM;**  
**"Federal Washington Update and Working with the Administration"**

John gives us his Legislative update with focus on what's going on in Washington with the Administration, our NC/VA delegation, HHS & CMS and who our new champions are that we can count on for change.

**6:15 pm Reception & Exhibit Show: Cocktails & Hors-d'oeuvres**

**7:30 pm Enjoy your Evening - Dinner on your own**

### Thursday, February 8

**8:30 am Continental Breakfast with Exhibitors**

**9:00 am Sarah Hanna, CEO ECS North**  
**"Building a Team who will...Walk through Walls for You..."**

Is your company poised to provide your team the right conditions for them to give their best each day, be committed to the organization's goals and values, motivated to contribute to the success of your company and have an enhanced sense of their own well-being? If not, how can you achieve these results? Two words: Employee Engagement. Employee engagement is about positive attitudes and behaviors that lead to improved business outcomes, better employee retention, increased productivity and a reduction in turnover. This seminar will provide insight and tools which promote your team to become focused on clear goals, trusted and empowered, make them want to go the extra mile and "walk through walls for you."

**10:00 am Break with Exhibitors**

**10:30 am Division of Medical Assistance Presentations**  
**John Vitiello, DMEPOS Mgr; John Stancil, DMEPOS/Pharmacy Dir.; Sheri Spainhour, PT**  
**"Medicaid Update, Future of Managed Care in NC & More"**

DMA & Management staff gives an overview of the program updates, in-depth look at current issues plus Medicaid Reform/ Expansion will also be addressed Q&A Session to follow.

**11:45 am Richard Davis, SPHR, SHRM-SCP, HirePowerHR**  
**"How to Hire, Develop, and Keep the BEST Employees"**

Conservative estimates are that the cost of losing an employee can be equal to or greater than 3 1/2 times the total compensation the employee was paid. Bill Gates puts turnover at 100 times what an employee was paid. Other reports show that US business loses \$450-\$550 Billion a year in lost productivity. The sad part is that most of the high cost of losing an employee or having an under-performing employee could have been prevented. There is a "secret sauce" included in the recipe to hire the BEST, develop the BEST, and keep the BEST. This session will provide an insight into the current workforce; explain the secret to managing and developing a team for maximum productivity; and detail a Painless Performance Management process that works!

**12:45 pm Lunch with Exhibitors**

**1:30 pm John Gallagher, VP Government Relations, VGM**  
**"VA Contracting Update"**

John gives us more tips and updates on VA Contracting business - what's new in the marketplace and how to be successful

**2:00 pm Judie Roan, CGS Jurisdiction C DME MAC**  
**"Medicare Update & Q&A"**

Judie from CGS gives updates and answers questions regarding Medicare program participation.

**3:30 pm Adjourn**