The Missouri Alliance for Home Care

2023 Annual Conference and Home Care Exhibition

PUTTING the PIECES Together

April 26 – 28, 2023

Margaritaville Lake Resort
Osage Beach, MO
About This Conference:

Join MAHC as we meet up once again in April! It’s the perfect time to reconnect with old friends and make some new ones.

This year’s theme is “Putting the Pieces Together”. A puzzle is made of numerous pieces, each one unique, and equally important in the end result. In order to construct one, pieces are brought together to create an overall picture. If a single piece is unaccounted for, the puzzle is unfinished. As we gather together April 26-28, 2023 at the Margaritaville Lake Resort (previously Tan-Tar-A), we hope the sessions throughout the conference will allow attendees to explore the various pieces, learn how to better integrate those pieces and build upon the fundamental pieces of the larger home care puzzle.

The Conference Committee has once again, pieced together an outstanding program. We are excited to have back for his final year, Bill Dombi, NAHC President, to update you on federal legislative and policy issues. Michael Fields, the new Director of the Bureau of Home Care & Rehab Standards and MMAC/DSDS will kick off the conference with state updates; then throughout, you will enjoy an outstanding lineup of 35 breakout sessions with nationally known speakers such as Melinda Gaboury, Forvis, Teresa Northcutt, Wipfi, Axxess, CGS, SimiTree and many, many more. We are also pleased to once again offer our 1-day Therapy Conference.

The conference will follow our traditional format designed especially for your education and enjoyment, filled with unique experiences and special events. Be sure to make time for an evening of networking and reconnecting and join in on a piece of the fun for some karaoke and dancing during the Wednesday evening reception.

Each one of us fulfills a piece of a larger puzzle. In the end it’s not about the pieces, it’s how they work together. Join us for the 2023 MAHC Annual Conference as we help you and your agency in “Putting the Pieces Together”.

Concurrent General Sessions

Wednesday, April 26th, 10:30 a.m.- 12:00 p.m.

**Bureau Update**

*Solving the Puzzle*

Michael Fields, Bureau Administrator, will be sharing the latest news and updates from the Bureau of Home Care and Rehabilitative Standards. Topics for both home health and hospice will include discussion of survey processes, as well as survey and provider statistics collected over the past year. He will also provide a brief overview of the new federal hospice regulations and state hospice rules. Rita Craighead MSN, RN, COS-C, the state OASIS education coordinator, will give a review of OASIS changes and updated guidance on the most common questions. Providers in attendance will have the opportunity to gather valuable information during the session that will be of great benefit to the entire agency staff.

1.5 CE – N, T

Michael Fields, RN, Administrator and Rita Craighead, MSN, RN, COS-C, State OASIS Education Coordinator, Bureau of Home Care and Rehabilitative Standards, Jefferson City, MO

**HCBS Update**

*One More Piece – An Update from Missouri Medicaid Audit & Compliance and the Division of Senior & Disability Services*

The Missouri Medicaid Audit & Compliance Unit (MMAC) and the Division of Senior & Disability Services (DSDS) will jointly provide Home and Community Based Services (HCBS) program updates during this session. Topics will include issues currently affecting the program, regulation updates, and policy changes. MMAC Provider Review Manager Darla Weekley and DSDS Director Melanie Highland will also address frequently-asked questions about the program.

NO CE

Melanie Highland, Director, Division of Senior and Disability Services (DSDS) & Darla Weekley, MMAC Provider Review Manager, Missouri Medicaid Audit and Compliance (MMAC), Jefferson City, MO
2023 MAHC Conference

2023 MAHC Conference Schedule

Wednesday, April 26
8:30 a.m. – Conference Registration
10:00-10:30 a.m. – Business Meeting
10:30 a.m.-12:00 p.m. – Concurrent General Sessions
  • Bureau Update
  • HCBS Update
12:15-1:30 p.m. – Awards Luncheon
1:45-3:15 p.m. – Concurrent Sessions
3:30-5:00 p.m. – Concurrent Sessions
5:00-6:30 p.m. – Exhibit Hall Reception
7:00-9:00 p.m. – Karaoke Night

Thursday, April 27
7:00 a.m. – Conference Registration
7:00-9:00 a.m. – Exhibit Hall Opens with Breakfast
9:15-10:45 a.m. – Concurrent Sessions
11:00 a.m.–12:30 p.m. – Concurrent Sessions
12:30-2:00 p.m. – Final exhibit Hall session-lunch/prize drawings
2:15-3:45 p.m. – General Session, Bill Dombi, NAHC President
4:00-5:30 p.m. – Concurrent Sessions

Free Evening!

Friday, April 28
7:00-8:00 a.m. – Breakfast
8:00-9:30 a.m. – Concurrent Sessions
9:45-11:15 a.m. – Concurrent Sessions
11:30 a.m.-12:30 p.m. – Keynote, Vicki D. Landers
12:45 p.m. - Closing Ceremony & end of MAHC Annual Conference

Grandprize drawing - Must be present to win!

General Session
Thursday, April 27th – 2:15 - 3:45 p.m.

Bill Dombi, President
National Association of Home Care & Hospice
Washington D.C.

During this session, National Association of Home Care & Hospice (NAHC) President William Dombi, Esq., will provide insight into the emerging trends in health care policy and brings up-to-the minute details on the legislative, regulatory, and legal matters that directly impact home care. Don't miss this opportunity to benefit from the insight of one of the industry's leading voices and get your questions answered.

NO CE

Keynote Address
Friday, April 28th – 11:30 a.m. - 12:30 p.m.

Vicki D. Landers PT DPT ACC
In Progress Coaching,
North Kansas City, MO

The Purpose of Your Presence
Life satisfaction improves when you know your purpose. This thought-provoking talk will help uncover your purpose, as a leader, clinician, employee, coworker, parent, child, spouse, and person. Are your actions, words, and deeds aligned or misaligned with your purpose? Leave with practices to improve the quality of your work and relationships.

1.0 CE – N, T

Thank you to our Gold Sponsor
Spectrum Teletrack Services

Grandprize drawing - Must be present to win!
2023 MAHC Conference

Exhibit Hall & Karaoke Night

**Wednesday, April 26th**
Reception – 5:00-6:30 p.m.
Karaoke Night – 7:00-9:00 p.m.

The exhibit hall will open on Wednesday evening from 5:00-6:30 pm for a reception. Get a first view of this year's exhibition, visit past exhibitor’s and meet new ones. The excitement will continue in Paradise A with Karaoke Night! What better way to connect with friends and make new ones than with singing and dancing.

**Thursday, April 27th**
Breakfast in the Exhibit Hall – 7:00-9:00 a.m.
Lunch in the Exhibit Hall/Closing & Vendor Prizes – 12:30-2:00 p.m.

Therapy Conference One Day Only!

MAHC is offering one full day of therapy education as a separate track to other sessions on **Thursday, April 27th**. Send your therapy staff to hear from industry experts and network with colleagues from around the state. Please see the registration page for more information on this rate.

Business Meeting:

The Annual Business Meeting will be held on **Wednesday, April 26th, 10:00-10:30 a.m.**

Participate in the business of your association, meet the new MAHC Board of Directors and hear from Executive Director Carol Hudspeth as she reviews the year’s highlights and provides a legislative update.

Full Conference Registration

Includes admission to all Annual Conference workshops, events and scheduled meals listed in the conference brochure schedule.

Special Needs

If you are disabled and require assistance or have special food needs, please submit your requirements to MAHC three weeks in advance of this event.
1. Hospice VBID
This session will cover the details of the Value-Based Insurance Design (VBID) Model – Hospice Benefit Component. Medicare Advantage (MA) has long had coverage for home health patients, but there has never been coverage for Hospice under the MA benefit. VBID is a demonstration that began January 1, 2021 and continues for 5 years. There are multiple Medicare Advantage Organizations (MAO) that are participating and have coverage in multiple states. In addition to Hospice care there is an expansion of Palliative Care services that are offered to patients through the MAO. CMS is testing how the hospice benefit component can improve beneficiary care through greater care coordination, reduced fragmentation, and transparency in line with recommendations by the Office of Inspector General (OIG), the Medicare Payment Advisory Commission (MedPAC) and others. Hospice must prepare as more and more MAOs are participating in VBID to offer the hospice benefit to their beneficiaries.
1.5 CE - N, T, NHA
Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc., Nashville, TN

2. VBP 2023: Fitting Together Strategy with Practice
Value Based Purchasing (VBP) is underway and rounding the corner into the 2nd quarter turn of this first agency performance year. With up to 5% either plus or minus to reimbursement in 2025, it’s critical to know where your agency stands at this stage of the performance year and make key adjustments to your strategies based on your current results so that you can finish this first year strong. In this session we will review the key elements that make up and impact the VBP total performance score (TPS) in conjunction with discussing key strategies to improve your performance in each area.
1.5 CE - N, T, NHA
Angela Huff, RN, FORVIS, LLP., Springfield, MO

3. Fitting the Quality Puzzle Piece into the Puzzle of Home Care
This session focuses on Quality Assurance activities that enhance compliance in Home Care settings (In-Home & CDS). Attendees working in any healthcare setting will see how transparent and cyclical auditing programs can positively impact quality, service provision, and morale.
1.5 CE - N, T, NHA
Shirley Gamble, MBA, FACHE, Bayada Home Health Care St. Robert, MO

Looking for a Handout?
Handouts for all workshops will be available on-line at the beginning of April. Remember to download and print handouts for any workshops you plan to attend. Registered participants will receive the link to the handouts prior to the conference.
4. Boosting Clinician Efficiency while Promoting Work Life Balance
Empowering agency leadership with actions that can be taken to build a positive work environment among staffing shortages and constant industry changes. Sharing examples and practical applications that will boost clinician efficiency/proficiency and encourage them to be more engaged while balancing life outside of work. Learners will be able to use analytics to gauge the health of their agency. Identify factors that contribute to staff morale. And design a positive work culture with the challenges of constant guidance changes such as the impact of OASIS-E.
1.5 CE - N, T, NHA
Anna Powers, BSN, RN & Michael Greenlee, MBA, HealthRev Partners, Ozark, MO

5. Emotional Intelligence: A Missing Piece of the Puzzle
Emotional intelligence evolves throughout a lifetime. It is one of the key puzzle pieces in team growth, development, and retention. This workshop covers key topics, along with strategies for development and enhancement of this essential skill. Improving emotional intelligence will make you a better peer, teammate, and leader.
1.5 CE - N, T, NHA
Mariah Swinker, RN, MBA-HA, BSN, LSSGB, Lake Regional Health System, Osage Beach, MO

Wednesday, April 26
3:30-5:00 p.m.

6. Hospice Eligibility Documentation
Accurate hospice eligibility documentation is critical to fulfilling the CoPs and payment requirements. The lack of supporting documentation for a terminal prognosis is the number one reason for denial. Reviewers often look for a significant decline in patient condition. Although this is not a requirement of hospice care, terminal prognosis is. This session will help clinicians document the slightest changes in baseline measures. More importantly, you’ll learn how to capture in documentation the occurring changes that support terminal prognosis - even without a decline in baseline measures. Go beyond the LCDs and common tools for documenting eligibility by drilling down to the details and characteristics that differentiate terminal and chronic patients with the same diagnosis.
1.5 CE - N, T, NHA
Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc., Nashville, TN

7. Financial Management: Solving the 2023 PDGM Reimbursement
This session provides a detailed overview of the Medicare Prospective Payment System (PPS), highlighting changes effective January 1, 2023. The session describes how full episode payments are calculated and the importance of OASIS to this process. It describes the exceptions to episodes including LUPAs, PEPs, and outliers. The session highlights billing management issues and accounting and management reporting. It will provide an overview of current revenue management cycle issues and new challenges including telehealth G Codes and other claims processing topics. The session concludes with a suggested approach to strategic management of a Medicare agency to maximize quality and minimize cost.
1.5 CE - N, T, NHA
Brian Lebanion, Wipfli LLP, Milwaukee, WI

8. Fitting the New OASIS-E Items into the POC Puzzle
We know we must collect the data for the new OASIS-E items, but what is the purpose of this data? Learn how CMS plans to use the data for a new quality measure and some best practices to set your agency up for success. More importantly, how can you use this information in care planning your home health services? Explore some examples of ways to use the new OASIS-E items to enhance outcome improvement.
1.5 CE - N, T, NHA
Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H, Teresa Northcutt LLC, Middletown, MO

9. Discover the Road to Your Professional Passion
In this session you will learn to excel in a chosen field-what makes you thrive and commit yourself to a profession. Develop skills to assess awareness of what makes you the best and most passionate about the roles you hold throughout your career cycle. Learn to recognize where and when to shift gears to maintain that excitement and continual growth. Recognize your passionate potential for both professional and personal growth and develop professional relationships to grow in your experience and passion.
1.5 CE - N, T, NHA
Tiffany Karlin, Wipfli LLP, St. Louis, MO

10. Solving the Puzzle of Keeping Veterans at Home
Learn how to use the VA benefits as a funding source to pay for home care. Increase your knowledge in pension with aid and attendance and the different ways to access VA benefits for home care.
1.5 CE - N, T, NHA
Jeanne Asher, RN, BSN, American Veterans Care Connection (AVCC), St Louis, MO
Workshops for 2023 MAHC Conference

Thursday, April 27
9:15 –10:45 a.m.

11. Unlocking Performance Value in Care at Home: Strategic Use of Analytics
Value-based care at home is accelerating, accompanied by workforce shortages and complex client needs. Achieving top outcomes at the lowest cost requires actionable insights, fueled by data. This talk reviews predictive, performance and workforce analytics within home health, hospice, and personal care, focusing on key data levers to improve performance.
1.5 CE - N, T, NHA
Cynthia Campbell, BSN, RN, Katherine Morrison, MSN, RN, CHPN & Yancey Bond, BS, WellSky, Overland Park, KS

12. PDGM & Value Based Purchasing 2023
Combine the Centers for Medicare & Medicaid Services (CMS) Home Health Value-Based Purchasing (HHVBP) and their case-mix classification model, the Patient-Driven Groupings Model (PDGM) and you have tons of work as Medicare-certified home health agencies are going to find! Agencies are pitted against each other and given incentives for better quality care under the HHVBP while being forced to survive under the rate cuts and constant scrutiny of the PDGM model. CMS simultaneously seeks to enhance the current public reporting process and the outcome measures associated. January 2023 was the first month of the nationwide HHVBP rollout, how will your agency fare? This session will include a look at the HH Final Rule, including a brief update to the rates and changes to the PDGM key components. We will also review the pre-implementation reports from HHVBP and how agencies can use those moving forward and analyze how the HHVBP model affected outcome scores for every provider. Melinda Gaboury of Healthcare Provider Solutions will present her knowledgeable, very frank, and clear insights and suggestions on how to implement improvements within your agency.
1.5 CE - N, T, NHA
Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc. Nashville, TN

13. Solving the Puzzle of Hospice Compliance and Cash Flow
Hospices have become recent targets of audits conducted by various program integrity contractors. This uptick in scrutiny warrants a practical response by hospices to assess potential payment risks related to documentation and process. This session will explore practical methods of assessing potential risks and conducting an internal compliance risk assessment to evaluate both technical and substantive documentation requirements.
1.5 CE - N, T, NHA
M. Aaron Little, CPA, FORVIS, LLP., Springfield, MO & Nanette Minton, RN, HCS-D, HCS-H, HCS-O, MAC Legacy, Denton, TX

14. Medication Adherence & More: Missing Pieces for Transforming Care at Home
In 2016, non-optimized medication therapy cost the system $528.4 billion. These costs were more than monetary, they can be measured in lives lost, emergency room visits and hospitalizations, not to mention disruption in people’s lives and admission to long-term care. By putting together, the missing pieces and ensuring safe and effective medication therapy from the start, monitoring medication adherence, and analyzing individual results, Custom Health has helped deliver personalized care that helps people in any setting live their healthiest lives. Our pharmacy team is armed with adherence data and connects everyone’s circle of care to personalize care plans and deliver that care effectively, no matter where a person lives: independently, with assistance or with direct support. We take the stress away from remembering medications, how to take them and when, and ensure that medications are doing what they should. By improving access to care by looking after meds. From packaging to home delivery, to empowering clinical pharmacists to proactively intervene and collaborate as they analyze data and use tools, we change the standard to optimize clinical outcomes and reduce the overall cost of care for patients under any plan, including Medicaid patients or those enrolled in private health plans. Studies have shown our patients with multiple chronic conditions average three drug therapy problems that require intervention and our virtual clinical oversight has resulted in 4.1 million safe and effective medication administrations and counting. We stop the guesswork around medications.
1.5 CE - N, T, NHA-PC
Shannon Shores, MSW, Custom Health (Pack 4U), Mountain View, CA

15. Solving the Leadership Puzzle
This session provides an overview of leadership principles. Explore the differences between leadership and management. Define leadership styles and learn about leadership competencies commonly sought after for healthcare leadership roles. Discuss how to utilize strengths to enhance performance and satisfaction of your team and self.
1.5 CE - N, T, NHA
Shirley Gamble, MBA, FACHE, Bayada Home Health Care St. Robert, MO

Considerations
Many people suffer with allergies, sensitivity to fragrances and asthma. Please limit fragrances.
Thursday, April 27
11:00 a.m. –12:30 p.m.

16. Hospice Clinician Boundaries: Achieving Balance and Avoiding Burnout
The intimacy of care delivery at end of life runs deep, as does the aligned importance of establishing and maintaining professional boundaries. Hospice is fraught with opportunities to lose sight of where professional responsibilities end and personal accountability begins. Knowing where to draw the lines of professional-boundaries, in actions and in words, can help you protect yourself, your patients and their families, and your teammates, while building communication skills and self-care tools.

1.5 CE - N, T, NHA
Katherine Morrison, MSN, RN, CHPN & Cynthia Campbell, BSN, RN, WellSky, Overland Park, KS

17. Home Health Revenue Cycle: Piecing Together Cash Flow and Compliance
There are many pieces to the home health revenue cycle, including Medicare NOAs and new billing codes, TPE, and the increasing complexities of Medicare Advantage (MA). This session will attempt to put the pieces together by providing the latest updates on billing and revenue cycle matters related to PDGM, TPE, MA, and other emerging requirements activities.

1.5 CE - N, T, NHA
M. Aaron Little, CPA, & Elizabeth Wilson, CPA, FORVIS, LLP., Springfield, MO

18. Test Your OASIS-E Skills on a Start of Care
Observe a Start of Care visit and test your ability to apply your knowledge of current guidance to score key OASIS items based on the assessment activities presented. Teresa and Tracy provide an educational and entertaining challenge for clinicians to identify correct responses and discuss the rationale behind the responses selected.

1.5 CE - N, T, NHA
Teresa Northcutt, BSN RN COS-C HCS-D HCS-H, Teresa Northcutt LLC, Middletown, MO & Tracy Northcutt, BS MS HCS-D COS-C, Coast-to-Coast Coding, New Hartford, MO

19. Succession Planning - Is Your Business Transferable
Business transitions are a fact of life. Every business will transition, but not every owner will have the chance to actively participate in the process. In order to affect a successful transition, a business owner should start by understanding if their business CAN be transitioned in its current state. Once a business owner understands the feasibility of transitioning the business, then he or she can start to explore the myriad steps involved in making a successful transition happen.

1.5 CE - N, T, NHA
Brian Goodhart, Wipfli LLP, Radnor, PA

20. Don’t Let This Piece Puzzle You! Personal Care, In-Home and CDS Updated Regulations
This session will outline the proposed changes to the Personal Care Program, In-Home and CDS regulations. In this session we will focus on the regulation revisions under each program type including any permanent COVID-19 flexibilities that were incorporated. We will discuss the changes, new requirements and distinguish what is no longer required in the programs.

NO CE
Jessica Schaefer, HCBS Assistant Section Administrator, Division of Senior and Disability Services and Elisa Pellham, HCBS Consultant

Thursday, April 27
4:00 –5:30 p.m.

21. The Hospice Drug File: Learn to Love It
This session will review current medication-related hot topics for hospices. These include understanding regulatory requirements for medication management after hospice election, medication appropriateness, formulary substitutions and communicating effectively. Patient cases will be used to highlight concepts and areas of scrutiny. Bring your medication profile questions!

1.5 CE - N, T, NHA-PC
Ellen Heath Fulp, PharmD, MSPC, BCGP, AvaCare, Inc, Greensboro, NC

22. Strategies to Tackle Home Health Margin Compression
Home health agencies have experienced some challenging years and 2023 and 2024 promises more of the same. Reimbursement rates have been squeezed and further cuts are proposed by CMS, yet costs and regulatory requirements continue to rise. Not to mention the expansion of home health VBP nationally. Agencies are challenged to maintain quality while attempting to become more efficient and productive in order to battle margin compression. In this interactive session, findings will be shared from the FORVIS and SHP’s annual benchmark analyses as they study the financial and operational indicators of the top performing agencies in quality and financial performance. Findings from survey results will be shared on the operational approaches and strategies these top performing agencies use to achieve optimal results in a balanced manner.

1.5 CE - N, T, NHA
Mark P. Sharp, CPA, & Angela Huff, RN, FORIVS, LLP., Springfield, MO

23. Simplifying OASIS-E Using the 15 Minutes OASIS Walk
Clinicians struggle with completing OASIS accurately. By teaching clinicians’ clues to observe during the Show Me Walk, the majority of OASIS items can be collected in just 15 minutes. Organizations will see a vast improvement in their key performance indicators as a shift occurs from screen time to patient time.

1.5 CE - N, T, NHA
Mike Carr, PT, COS-C, Axxess, Dallas, TX
24. Piecing Together a Simple Process for Better Caregiver Retention and Business Success
Introducing a Caregivers rewards program that can be used to motivate your Caregivers to help you be more successful as a business owner. This program is designed to reward your Caregivers to do simple daily tasks that will help you increase your compliance with EVV, training, & keeping updated with the many requirements. The main goal of this program is to Reward your caregivers to help you run your business instead of adding office staff to manage them, you can Reward the ones that make it all happen, the Caregivers. It will truly increase your retention of Caregivers and work to make you the employer of choice. In today’s business world, with the shortage of good Caregivers, its important to find ways for the good ones to stay. Keeping good ones will save you hiring cost and increase your profits.

1.5 CE - N, T, NHA
Chris Callahan, Owner & Abby Havens, Director of Support, Spectrum TeleTrack Voice Technologies Inc., Batavia, IL

25. Complete the Electronic Visit Verification (EVV) Puzzle
This session will provide an update on Missouri's Electronic Visit Verification (EVV) requirements, regulations, and the aggregator solution. Speakers will present information regarding the aggregator, requirements and provider expectations to ensure compliance. An update on the HCBS EVV Value-Based Incentives along with an update on Home Health providers compliance will also be discussed.

NO CE
Terri Woodward, Missouri Department of Social Services, MO HealthNet Division; Darla Weekly, Missouri Medicaid Audit & Compliance (MMAC); Melanie Highland, Director, Division of Senior & Disability Services; and Mercedes Van Dyke, HCBS Systems and Data Reporting Bureau Chief, Division of Senior and Disability Services

26. Palliative Care and Hospice Research Updates
The aim of this session is to review the latest research in palliative medicine and hospice to identify clinically relevant studies from the past year that can help provide clinicians with high quality evidence to guide clinical decisions. This year we will review topics including the latest literature on selecting treatments for nausea, identifying appropriate antibiotic courses for common hospice presentations , and examining the latest advances in machine learning that will change the future of hospice prognostication.

1.5 CE - N, T
Dr. Patrick White, MD, HMDC, FACP, FAAHPM, Stokes Family Endowed Chair in Palliative Medicine and Supportive Care Chief, Division of Palliative Medicine, Chief Medical Officer, BJC Home Care

27. It Takes a Village: Ensuring Your Hospice Patients are Eligible for Admission and Recertification
Documenting to the hospice diagnosis is essential for demonstrating why a patient is eligible for hospice admission and recertification. Staff struggle with describing small declines that are essential in ensuring that patients continue to receive needed hospice services. For many hospices the burden falls to the RN Case Manager, when in reality, the entire IDG is responsible for documenting patient eligibility.

1.5 CE - N, T, NHA-PC
Raianne Melton, RN, BSN, CHPN, Axxess, Dallas, TX
Workshops for 2023 MAHC Conference

28. OASIS-E: A New Puzzle for Home Health to Master
The countdown to OASIS-E and home health value-based purchasing (HHVBP) is over. These high-impact changes became a reality on January 1, 2023. During this session we will provide insights on how home health organizations transitioned from OASIS-D1 to OASIS-E. This major OASIS overhaul includes a new format, sections and scoring that will potentially impact agency quality performance and reimbursement. This isn’t a detailed look at each item, but rather insight into what is next for OASIS-E and how to strategically utilize the information now.
1.5 CE - N, T, NHA
Brian Lebanion, Wipfli LLP, Milwaukee, WI

29. Enhancing Patient Satisfaction
For both home care and hospice agencies, patient satisfaction is always a priority of the care and services provided. Identify strategies to get off to a good start establishing a positive agency-patient relationship and enhance achievement of patient and agency goals. Examine the role clinicians play in patient satisfaction and the importance of boundary setting to deliver professional care. Discuss the impact of social determinants of health on meeting the needs of the patient and family.
1.5 CE - N, T, NHA
Teresa Northcutt, BSN RN COS-C HCS-D HCS-H, Teresa Northcutt LLC, Middletown, MO

30. How Can You Help Prevent Medicaid Fraud
Fraud prevention starts with you. Help MMAC prevent fraud in the Missouri Medicaid program. Come learn about what fraud is and some examples of the day-to-day cases the investigators work on. We will learn about kickbacks and incentives, along with EVV, CDS, and In-Home programs rules, and what to do if you suspect fraud.
NO CE
Mike Valley, CPIP, MMAC, Jefferson City, MO

31. Diagnosis Coding
Diagnosis coding for hospice can be challenging and requires knowledge of coding guidance and sequencing rules to avoid payment conflicts. Learn the coding rules that must be followed and apply them to some typical hospice scenarios.
1.5 CE - N, T, NHA
Teresa Northcutt, BSN RN COS-C HCS-D HCS-H, Teresa Northcutt LLC, Middletown, MO

32. Solving the Medicare Home Health Documentation Puzzle Piece by Piece
Join CGS and solve the Medicare home health documentation puzzle piece by piece. We will examine key documentation requirements, loop in top home health medical review denial reasons and unlock tips and resources. Fit all the pieces together and shape a complete picture of reimbursement success. Then your Medicare Administrative Contractor (MAC), CGS J15 Home Health & Hospice, will discuss all the hot and trending topics in the Medicare world. Your attendance will ensure that you are current on all things Medicare and keep you in the know so you can stay compliant and maximize your Medicare reimbursement by reducing your errors and get claims processed correctly the first time.
1.5 CE - N, T, NHA
Lisa McClammy, BSN, RN, COS-C, HCS-O, HCS-D & Nanette Minton, RN, HCS-D, HCS-H, HCS-O, MAC Legacy, Denton, TX

33. Hospice Care Index - The Results Are Coming In But What Do They Mean and How Do They Fit Into Agency Operations?
Hospice Quality has been an area of focus with a push to have quantifiable and transparent objective measures to rate the hospice care provided. The Hospice Care Index part of the Quality Reporting Program and is now being publicly reported but what does this mean, why is it important and how should you be utilizing this data to drive financial and clinical outcomes across your agency.
1.5 CE - N, T, NHA
Angela Huff, RN, FORVIS, Springfield, MO

34. Putting the Pieces Together to Create Your Budgeting Road Map
Budgeting is an organization blueprint to measure its success. The budget is a true collaboration of all parts of the organization to ensure that realistic expectations are presented to leaders, boards, or owners. With the high amount of uncertainty around payment cuts and the staffing shortage crisis, it is important for agencies to do as much planning as they can. There are numerous data points that are necessary to review in the budgeting process, but it can be difficult to narrow down what is the most important. Join in to understand what staffing models, KPIs, and planning is necessary to create a working budget.
1.5 CE - N, T, NHA
Natalie Alexander, Macc, SimiTree, Hamden, CT

35. Utilization of Therapy Collaboration to Impact Functional Scoring
Home Health agencies continue to face a multitude of regulatory updates that affect payment under PDGM. Ensuring the accuracy of the scoring of the OASIS Functional Items has never been more critical. Home Health agencies need to see the value of the utilization of therapy resources to ensure OASIS accuracy. Not only will this increase the likelihood of positive patient outcomes, but the agency will be better positioned to receive the revenue associated with the accurate scoring. As the scoring of OASIS Functional items have impact on PDGM, Care Compare, and Value Based Purchasing, a focused and intentional approach to both the M1800 and GG items are crucial to accurately capture progress and reimbursement. Agencies should analyze their agency process to assess for potential gaps in care planning that underutilize this valuable resource. Attendees will receive practical, actionable assessment strategies and examples of collaboration among disciplines to achieve the greatest impact on quality and reimbursement when scoring these items.
1.5 CE - N, T, NHA
Lisa McClammy, BSN, RN, COS-C, HCS-O, HCS-D & Nanette Minton, RN, HCS-D, HCS-H, HCS-O, MAC Legacy, Denton, TX

Friday, April 28
9:45 – 11:15 a.m.
Workshops for 2023 MAHC Conference

Therapy Conference 2023

Thursday, April 27th, 2023

7:00-9:00 a.m. – Breakfast in the Exhibit Hall
9:00-12:15 p.m. – Education Sessions
12:30-2:00 p.m. – Lunch/Prize Drawings in the Exhibit Hall
2:15-3:45 p.m. – General Session, Bill Dombi, NAHC President
4:00-5:30 p.m. – Education Session

2023 Therapy Conference is back and better than ever! We hope you join us for a full day line-up of great speakers & subjects, including Bill Dombi, President of NAHC. Network with other therapists from around the state & meet the many exhibitors in the exhibit hall. This is one conference you don’t want to miss!

9:00-10:30 a.m.
The Puzzle of Long COVID - What’s Changed Since Last Year?
The Long COVID puzzle pieces, fitting them together in your practice. Learn what has changed and what has stayed the same regarding recommendations for therapy assessment and the treatment of individuals with Long COVID.
1.5 CE – T
Vicki D Landers PT DPT ACC, Coach/CEO, In Progress Coaching, North Kansas City, MO

10:45 a.m.-12:15 p.m.
Best Practices for Therapy in HH VBP
Home Health Value Based Purchasing (HH VBP) is a reality for your agency beginning January 2023. This discussion will review how your therapy evaluations, and practice can improve patient outcomes and promote success for your agency in HH Value Based Purchasing. We will review diagnosis specific assessment tools that can elevate your support for the primary reason for the homecare episode.
1.5 CE – T
Shannon Liem, MS., CCC-SLP, COS-C, National Clinical Director for Home Health, and Monica Thompson, PT, DPT, Clinical Practice Specialist, Aegis Therapies, Frisco, TX

2:15-3:45 p.m.
General Session – Federal Updates with NAHC
See page 3 for more information.

4:00-5:30 p.m.
Care for the Clinician, Putting Your Personal Pieces Back Together
Discover ways to refresh yourself so you can focus on patient care while at work. Learn what influences your behavior and techniques that you can implement now to feel better about yourself and the work you do. Be prepared to move around in this interactive session.
1.5 CE – T
Vicki D Landers PT DPT ACC, Coach/CEO, In Progress Coaching, North Kansas City, MO

PUTTING the PIECES Together

Missouri Alliance for Home Care
Awards Luncheon

Wednesday, April 26, 12:15-1:30 pm

Join us for the 2023 Awards Luncheon on Wednesday as we honor this year’s MAHC Home Care Award Recipients. These awards are presented to those individuals who have been chosen from numerous nominations for their exceptional accomplishments in going above and beyond in the Home Care industry.

Hotel Information

Guest rooms are available at Margaritaville Lake Resort (Tan-Tar-A) at a special MAHC conference rate of $126 (including resort fee) by calling 1-800-826-8272, or via the website at: MargaritavilleResortLakeoftheOzarks.com. The cutoff date for room availability is March 28, 2023. (Please make sure you make your hotel reservations ASAP as after the cut-off date the hotel cannot guarantee you will be able to get a room and if you can get a room it will likely be located in the estates)

The hotel is located on State Road KK off of Highway 54 in Osage Beach.

Vote for Best Exhibitor

Many of the exhibitors may choose to decorate their booths at the conference based on the theme Putting the Pieces Together to be considered for the “Puzzle Solver”. As the attendee you will get to vote on which booth you feel has the best decorations. The winning booth will receive $100 Visa Gift Card and first choice of booth space in the 2024 Exhibit Hall Second place will receive a $50 Visa Gift Card.

A Big Thank You to Our Early Sponsors!

Spectrum “TeleTrAck”
Voice Technologies, INC.
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Shea Home Care, Inc.
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Is your agency 100% compliant?
If found non-compliant, you could jeopardize your Medicaid status and lose eligibility to provide services.

To avoid a call from the Office of Medicaid Compliance & Fraud, make sure your agency is compliant!

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KEVIN LANTZY | 734.436.2631 | KEVIN@SHOSHANA.COM
ROSEMARKSYSTEM.COM
Grand Prize Drawing
Stay for the grand finale closing session on Friday at 12:45 pm. $1,000 in Jackpot prizes will be drawn. You must be present to win.

50/50 Drawing/Raffle
The Home Care Research & Education Foundation, dedicated to Home Care research education & scholarships, invites everyone to show your support by purchasing 50/50 tickets for a chance to win cash, get your name in the raffle and be ready to bid on the silent auction items for a chance to win some great prizes to be announced later.

Exhibit Hall Prize Drawings
Prize drawings will be available in the exhibit hall. Be sure to have your card validated by each exhibitor as usual and bring plenty of business cards with you that you will use to enter drawings sponsored by the exhibitors as well as share information with other colleagues.

Classroom Monitors
Volunteer to be a classroom monitor and have a chance to win a relaxing weekend stay at Margaritaville Lake Resort (Tan-Tar-A). To show our appreciation to those that volunteer, all classroom monitor names will be entered into this drawing. Please mark the box on the registration form that you would like to be a classroom monitor and Jeanne Blomberg will contact you. DON’T MISS this great opportunity!

Nametags
Participants will be required to wear the conference nametag for admission to any event. 1 day only participants will be identified by a separate/distinct nametag.

Photo Release
From time to time we use photographs of conference participants in our promotional materials. By virtue of your attendance at the MAHC Annual Conference, MAHC reserves the right to use your likeness in such materials.

Planning Your Wardrobe
Casual attire is appropriate for this conference. Be sure to bring a light jacket or sweater to the classrooms, classroom temperatures are often on the chilly side.
2023 Annual Conference & Home Care Exhibition
April 26-28, 2023
Registration Form

Company: ____________________________________________ Phone: ______________________
Address: __________________________________________ Fax: ________________________
City, State, Zip: ____________________________________

Now Two Ways to Pay! Check or Credit Card (Visa, MasterCard, Discover or AMEX) Discount applied if paying by check!

**Therapy Conference** – Therapy conference attendees can choose to come on Thursday only or take advantage of attending the full conference at the full conference rate noted above and could count toward the multiple attendee discounts offered. Please list any therapist attending, whether full conference or just Thursday.

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<thead>
<tr>
<th>Participant Name</th>
<th>Email Address</th>
<th>Full MAHC Conference</th>
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For security reasons, if paying via credit card please fax or mail (not e-mail) your registration form

Registration Fees Payable by check or credit card

Name as it appears on card: ____________________________________________  ☐ Check  ☐ Credit Card
Exp. Date: _______________  CVC(3 or 4 digit code): _________________

Billing Address: ________________________________  Signature: ________________________________

TOTAL FEES ENCLOSED $___________

Mail Registration & Payment to:
Missouri Alliance for Home Care
2420 Hyde Park, Suite A
Jefferson City, MO 65109-4731
Phone: (573) 634-7772  Fax: (573) 634-4374
Email: education@mahcmail.org

Conference Cancellation Policy: Cancellations received by April 1, 2023 are eligible for a 90% refund. Cancellations received on or by April 19, 2023 are eligible for a 50% refund. No refunds granted for cancellations received after April 19, 2023. We will bill for unfulfilled reservations at the full rate.
Save the Date

2024 MAHC Annual Conference & Exhibition

April 24-26, 2024
Osage Beach, MO