

The Missouri Alliance for Home Care

2024 Annual Conference and Home Care Exhibition



April 24 – 26, 2024

Margaritaville Lake Resort

Osage Beach, MO

2024 MAHC Conference

About This Conference:

Join us this April at the wonderful Margaritaville Lake Resort (formerly Tan-Tar-A) for the 2024 MAHC Annual Conference! It's the perfect opportunity to reconnect with old friends and make new connections in the dynamic world of home care.

This year's theme is “**Champions of Home Care**”. Many times, when we think of CHAMPIONS, we think of sports. We may be reminded of the Super Bowl, World Series, or the greatest sports players of all time. But the definition of a Champion really goes beyond the number of titles won or plaques on the wall.

Champions, as we define them, possess key characteristics that enable them to successfully motivate others to adopt new innovations and behaviors. These individuals are inherently motivated, committed to implementing change, persistent, enthusiastic, and highly effective communicators. They play an integral role in not only improving patient care but also enhancing their own organizations.

Becoming a “Champion in Home Care” requires strength and willpower to persevere, even in the face of obstacles. It demands determination, endurance, persistence, and tenacity - undeniable marks of a champion. These champions drive forward change, ensuring that services are constantly evolving and working towards higher standards, benefiting both providers and recipients alike. As we gather on April 24-26, 2024, we believe attendees already embody the qualities of champions in home care. Through conference sessions and networking opportunities, we aim to empower them to enhance these qualities and further excel in their roles.

Our Conference Committee has crafted a game-winning program filled with enriching experiences. We're thrilled to welcome back NAHC President Bill Dombi, who will provide updates on federal legislative and policy issues. Additionally, Michael Fields, Director of the Bureau of Home Care & Rehab Standards and MMAC/DSDS, will kick off the conference with state updates. Throughout the event, attendees will enjoy over 30 breakout sessions featuring nationally renowned speakers such as Melinda Gaboury, FORVIS, Teresa Northcutt, Wipfli, Annette Lee, CGS and many more. We're also excited to offer our one-day Therapy Conference once again.

The conference will follow our traditional format, designed for both education and enjoyment. Be sure to carve out time for networking and reconnecting during our Wednesday evening reception, complete with the return of karaoke for a night of fun.

Each one of us strives to be the best at what we do. So, in the end, it's not just about your achievement, it's about the entire team. Champions aren't born, they're made from the actions they take, the work they put in, and the focus they have for what matters most. Join us for the 2024 MAHC Annual Conference to honor and enhance the “**Champion**” in all of us!

2024 MAHC Conference

Concurrent General Sessions

Wednesday, April 24th

10:30 a.m.- 12:00 p.m.

Bureau Update:

Be a Champion!

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, citation overview, as well as survey and provider statistics collected over the past year. Robin Swarnes, Assistant Bureau Administrator, 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 Robin Swarnes, Assistant Bureau Administrator, Bureau of Home Care and Rehabilitative Standards, Jefferson City, MO

HCBS Update

Going for Gold – 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 Director Dale Carr 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) & Dale Carr, Director, Missouri Medicaid Audit and Compliance (MMAC), Jefferson City, MO

Conference Committee

Committee Chair:

Cheryl Foster

Visiting Nurse Association –
Kansas City

Kim Sisk

Cox Health at Home

Latonya Strickland

Delmar Gardens Home Care Inc.

Julie Tucker

Elara Caring

Jennie Perrelli

SimiTree

Committee Members:

Shirley Gamble

Bayada Healthcare

Christy Swaringim

Elara Caring

Matt Smith

Elara Caring

Mariah Swinker

Lake Regional Health System

Tammie Heimsoth

Benton Co. Health Dept. Home
Health Agency

Kelci Stafford

Bayada Healthcare

Christie Foster

Golden Valley Memorial Hospital
Home Services

Brooke Kendrick

NorthEast Independent Living Services

Valerie Noblitt

Citizens Memorial Home
Health/Hospice

Kacie Schmitz

Central Missouri Home Health

Sheri Mathis

New Day Healthcare-Phoenix
Home Care & Hospice

Darlene Seyer

Shea Home Care, Inc.

Natalie Alexander

SimiTree

Mary McCreery

Positive Achievements

Sarah Phenix

TNMO Healthcare LLC DBA Gentiva
Personal Care

Melissa Faifer

Shea Home Care, Inc.

Gloria Soendker

Visiting Nurse Association – Kansas City

2024 MAHC Conference

2024 MAHC Conference Schedule

Wednesday, April 24

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

7:00-10:00 p.m. – Karaoke/Dancing Night

Thursday, April 25

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 26

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, Dan Meers, KC Wolf

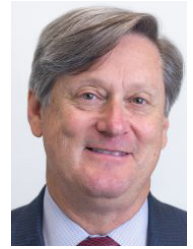
12:45 p.m. – Closing Ceremony & end of MAHC
Annual Conference

***Grandprize drawing -
Must be present to win!***

General Session

Thursday, April 25th – 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 26th – 11:30 a.m. - 12:30 p.m.

Dan Meers
KC Wolf, Kansas City, MO



**Take Off the Mask – Is Your
Life Story Worth Telling?**

It's been said that if you ask a man his occupation you will find out how he pays his bills, but if you ask a man his preoccupation then you will discover the passion of his life. Dan Meers has a rather unique occupation. For over 25 years he has paid his bills by working as "KC Wolf" the mascot of the Kansas City Chiefs. However, Dan's preoccupation, what he is truly passionate about encouraging others to strive for the best in life and to enjoy it each and every step along the way. Dan believes that your life is like a Coin. You can spend it anyway you wish but you will only get to spend it one time, so spend it wisely. During this presentation Dan shares some of the valuable lessons he's learned during his long career as a professional mascot. Whether at home, work or in the community, Dan challenges his audience to live each day to the fullest by wisely investing their lives and not just spending them.

1.0 CE – N, T

2024 MAHC Conference

Exhibit Hall

Wednesday, April 24th

Reception – 5:00-6:30 p.m.

Karaoke & Dancing Networking Reception – 7:00-10:00 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, where back by popular demand, is Karaoke Night with an added dance floor this year! Don't miss out on this exciting way to connect with friends and make new ones.

Thursday, April 25th

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 25th**. 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 24th

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.

Workshops for 2024 MAHC Conference

Continuing Education Opportunities

Continuing Education: **N** - Nursing Contact Hours **T** - Therapy CE
 NHA - Nursing Home Administrator Clock Hours

Nursing CEs - Missouri Alliance for Home Care is approved as a provider of nursing continuing professional development by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Therapist CEs - Have been submitted and are pending approval.

Nursing Home Administrator Clock Hours - Have been submitted and are pending approval.

Most workshops are approved for contact hours for Nurses, Therapists, & Nursing Home Administrators and will be identified as such with an "**N**" for Nursing Contact Hours, a "**T**" for Therapy CE, and "**NHA**" for Nursing Home Administrator Clock Hours. Those workshops which do not yield any CE credit are marked "**No CE**".

An individual may accumulate a maximum of 13 Nursing Contact Hours.
Therapy CE and NHA CE has been submitted and are pending approval.

Wednesday, April 24 1:45-3:15 p.m. - Concurrent Sessions

1. Cultural Compass: Harnessing the Power of Your Culture in a Rapidly Changing World

In this session you will discover the key to thriving organizations in today's dynamic world. Learn to address root issues, not just symptoms, by harnessing the transformative power of culture. Align leadership practices with your organization's essence to foster innovation, retain top talent, and become an industry magnet.

1.5 CE - **N, T, NHA**

Eric Pratum, MA, MBA, Bigwidesky, St. Louis, MO

2. Monitoring Agency Financials and Productivity

Understanding financial information can be a daunting task. Let us unpack this topic to help fine tune your ability to interpret agency financials. We will focus on Key Performance Indicators (KPIs) that you need to keep an eye on when assessing and tracking financial performance. We will also provide agencies with suggestions to monitor staff productivity levels. The key to managing operations starts with knowing what and how to monitor data.

1.5 CE - **N, T, NHA**

Amber Popek, CPA, Amanda Thomas, CPA and Morgan Crews, CPA, FORVIS, LLP, Springfield, MO

3. Home Health Final Rule

This session will provide a detailed review of the 2024 Final Rule in Home Health. Any changes that are set to be implemented for 2024 will be reviewed with best practices for implementation. This session will also include the changes finalized to be implemented January 1, 2025, for the Value Based Purchasing Expansion. The significant changes to multiple pieces of the HIPPS code calculation will be highlighted.

1.5 CE - **N, T, NHA**

Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc. Nashville, TN

4. Develop a Winning Coding Process

Accurate coding depends on more than the coder; it requires a knowledgeable team and an effective process. Learn the key components: referral information necessary to support detailed coding, how to query and verify when info is missing, diagnosis selection and sequencing, face-to-face issues, updating the diagnosis list on the claim, and more. This session is not a coding class – it's for the home health team to develop a process that the coder can depend on to create winning coding.

1.5 CE - **N, T, NHA**

Teresa Northcutt BSN RN COS-C HCS-D HCS-H, Consultant, Teresa Northcutt LLC and Coast-to-Coast Coding, Middletown, MO

Workshops for 2024 MAHC Conference

5. Level of Care Transformation and InterRAI HC Coding

After six years of planning, development, and partial implementation, the Level of Care (LOC) Transformation is expected to be fully implemented this year. This session will help you as a provider be informed of what to expect and how you can be a pivotal support to participants during this transition. Learn more about the goals and changes of the transformation if you are new to the conversation. Also learn more about the process that will take place to ensure participants are closely evaluated at reassessment. This session will take a deep dive into the coding of the InterRAI HC. Whether you are a provider reassessor or a provider supporting a participant through this transition, there will be many takeaways to help you feel informed during this process.

NO CE
Jessica Schaefer, HCBS Programmatic Director and Rena Cox, Policy & Training Bureau Chief, Division of Senior and Disability Services, Jefferson City, MO

3:30-5:00 p.m. - Concurrent Sessions

6. Home Health Value Based Purchasing

HHVBP began January 1, 2023. This session will detail the process of the Value-Based Purchasing Model. The Interim Performance Reports began being issued July 2023 and this session will detail review these reports. The session will also review the calculation methodology of VBP Expansion and what agencies should be doing to be successful in 2024 and beyond. The HHVBP changes for 2025 will also be detailed in this session.

1.5 CE - N, T, NHA

Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc. Nashville, TN

7. It's not IF, it's WHEN - ADR's, They Will Come...

There are multiple entities that are requesting records from agencies to ensure proper payment of Medicare claims. It's important for agencies to understand the importance of these records requests and ensure that they are turned in for review. This presentation will give agencies the education to know how to prepare, review, and respond to each type of request.

1.5 CE - N, T, NHA

Celeste Miller RN, BS, HCS-D, COS-C, Oracle-Billing, Coding, Consulting, Garland, UT

8. Reducing Acute Care Hospitalizations and ED Use

Reducing acute care hospitalizations is a key measure of care and impacts your Quality-of-Care Star Rating and Value-Based Purchasing Total Performance Score. Understanding the forces that drive ED use and re-hospitalizations of home care patients is the first step to reducing admissions, along with identification of risk for hospitalization and implementation of interventions to address those risk factors. Examine evidence-based best practices that have worked for other agencies and take-home tools and best practices to reduce ACH.

1.5 CE - N, T, NHA

Teresa Northcutt BSN RN COS-C HCS-D HCS-H, Consultant, Teresa Northcutt LLC and Coast-to-Coast Coding, Middletown, MO

9. Psychological Safety, Teamwork, and Patient Care

Move beyond "coordination of care" reports. Discover what physiological safety is and how it relates to teamwork and patient care. Learn how this impacts staff satisfaction and gather ideas on how to increase physiological safety in your department among clinicians and leadership to improve team performance.

1.5 CE - N, T, NHA-PC

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

10. Mastering Person Centered Care Planning and Care Note Documentation

Are you a provider reassessor looking to further sharpen your HCBS care planning and case note documentation skills? If yes, this quick and detailed session will provide you with the core information needed to be successful in these two areas. We will take a close look at the areas of care planning that often present the most questions and then provide you with the tools to ensure your case notes are sure to meet all policy requirements.

No CE

Jessica Schaefer, HCBS Programmatic Director and Rena Cox, Policy & Training Bureau Chief, Division of Senior and Disability Services, Jefferson City, MO

Networking Reception

Wednesday, April 24th, 7:00-10:00 p.m.

Back by popular demand – Karaoke Night!
Make plans to stop by and visit with old friends or maybe even meet some new ones at this networking reception! We hope to see you there!

Workshops for 2024 MAHC Conference

Thursday, April 25
9:15-10:45 a.m. – Concurrent Sessions

11. Hospice Compliance

CMS recently finalized plans to implement the hospice Special Focus Program (SFP) while Medicare contractors continue with various audits focused on hospice providers. This session will offer insights into the current compliance landscape, including understanding specific areas of risk while also exploring practical methods of assessing and mitigating potential risks.

1.5 CE - **N, T, NHA**

M. Aaron Little, CPA, FORVIS, LLP., Springfield, MO & Chris Gallarneau, BSW, LBSW, MAC Legacy, Denton, TX

12. Does Coding Matter

ICD-10 coding is essential in the home health and hospice industry. Mistakes in coding can decrease payment, deny claims, increase scrutiny, and cause abnormal trending. Learn the most updated tips and tricks to ensure you have clean claims, justified reimbursement, and stay under the radar of records requests. Learn how diagnoses by the provider transfers over to our codes placed on our claim and how to assess accuracy. We will also have practice coding scenarios and discussions.

1.5 CE - **N, T, NHA**

Celeste Miller RN, BS, HCS-D, COS-C, Oracle-Billing, Coding, Consulting, Garland, UT

13. Elevating Home Health Care through CAHPS: Understanding, Implementing, and Improving

Home health care is a vital service that provides comfort, convenience, and quality of life to millions of patients. But how do we measure and improve the patient experience in home health care? How do we ensure that home health agencies are delivering the best possible care to their clients? In this presentation, you will learn everything you need to know about CAHPS and how to integrate it into your home health care practice. You will gain a thorough understanding of the CAHPS survey, its components, and its benefits. You will also learn how to implement CAHPS effectively, from data collection and analysis to action planning and improvement. You will discover how CAHPS data can help you identify areas of strength and weakness, prioritize areas for improvement, and monitor your progress over time. By using CAHPS, you will not only comply with the regulatory requirements, but also demonstrate your commitment to excellence in home health care. You will become a champion of home care, providing patient-centered care that meets and exceeds the expectations of your clients. Join us to learn how to champion home care with CAHPS.

1.5 CE - **N, T, NHA**

Brian W. Lebanion, MBA, RNC, CPC, HCS-O, HCS-D, Wipfli, LLC, Corbin, KY

14. Get Home Safe — Your Safety Matters

Get home safe after a day of caregiving because your safety is important. Many caregivers go into homes alone and at all hours of the day and in some rough neighborhoods. Come to this session to learn about Conditions of the Mind, situational awareness, pre-planning for bad things, de-escalation tips, and general safety. Know your instincts, have a plan.

NO CE

Mike Valley, CPIP, Senior Investigator, Missouri Medicaid Audit & Compliance, Jefferson City, MO

15. HH Regulatory Updates

CMS never sits still! This session will bring you all of the updates for 2024 and 2025 that we know of! We will discuss payment, audits, OASIS, top survey issues and HHVBP! Come get the resources regarding these changes, as well as tools for the “what does this mean to me!”

1.5 CE - **N, T, NHA**

Annette Lee, CEO and Founder, Provider Insights, Inc., Des Moines, IA

11:00 a.m.-12:30 p.m. – Concurrent Sessions

16. Elements in Your Home Health Chart that Affect Your Reimbursement

There are a number of items within the home health world that affect payments on claims. Learn those items that affect payment and how quality over quantity is rewarded. Each element has strategically been created by Medicare to ensure they decrease fraud, waste, and abuse. The chart as a whole will determine your overall payment. Learn strategies to help your agency be successful.

1.5 CE - **N, T, NHA**

Celeste Miller RN, BS, HCS-D, COS-C, Oracle-Billing, Coding, Consulting, Garland, UT

17. Home Health PEPPER Reports

PEPPER Reports have swiftly become the forefront of everyone's concern when it comes to Home Health Medicare Medical Review. The PEPPER which is data that is gathered strictly from the processed claims information, carries a very heavy weight in the decision – to Medically Review an agency or NOT. Many of the targets calculated within the PEPPER give home health agencies detailed insight into the claims' details that may have been overlooked causing issue with the target calculations. This session will take you through key elements in the PEPPER targets and how to review the data in your organization to determine how they can be improved, if needed.

1.5 CE - **N, T, NHA**

Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc. Nashville, TN

Workshops for 2024 MAHC Conference

18. Hospice Regulatory Updates

There is a LOT of movement around hospice, and we are expecting much more in the upcoming year! This session will break down the changes that occurred for 2024, including the changes regarding the IDT, billing, and survey! This is a can't miss when hospice had regulatory updates included in their own rule, as well as the home health and physicians' rules! We will ensure you walk out with clarity and tools to keep you on the right path! We are expecting the 2025 proposed rule soon and look forward to seeing if CMS will be discussing implementation of HOPE at that point as well! Come and get prepared with us!

1.5 CE - **N, T, NHA**

Annette Lee, CEO and Founder, Provider Insights, Inc., Des Moines, IA

19. Becoming the Outcome-Driven Champion: Strategies for Success in Home Health

Build an outcome-driven home health workforce to enhance patient care, reduce costs & boost satisfaction. Define metrics, set goals, foster collaboration & track performance. Learn effective strategies & gain insights for successful implementation.

1.5 CE - **N, T, NHA**

Michelle Mullins BSN, RN & Hannah Vale M. Ed., HealthRev Partners, Ozark, MO

20. Become an EVV Champion

This session will provide a general overview of the Electronic Visit Verification (EVV) program, including requirements, utilization statistics for personal care service and home health care service providers, and plans for the future. It will also include a demonstration of the EVV Aggregator Solution (EAS) and how providers can use it to assist in measuring compliance.

NO CE

Terri Woodward, Strategic Initiatives Manager, Renee Riley, MO HealthNet Division, Department of Social Services and Kari Bruns, BerryDunn, Jefferson City, MO

4:00-5:30 p.m. – Concurrent Sessions

21. Winning the VBP Championship

This session will review key elements that make up and impact the VBP Total Performance Score and explore practical strategies for improving specific performance measures, with particular focus on those measures that are most heavily weighted. The session will also focus on the known changes to the VBP performance measures planned for 2025.

1.5 CE - **N, T, NHA**

M. Aaron Little, CPA, Angela, Huff, RN, FORVIS, LLP, Springfield, MO & Lisa McClammy, BSN, RN, COS-C, HCS-D, HCS-O, MAC Legacy, Denton, TX.

22. Navigating the Complex Terrain: Home Health and Medicare Secondary Payer (MSP)

This session will explore the intricate relationship between home health services and Medicare Secondary Payer (MSP) regulations. This session will provide valuable insights into understanding the MSP provisions, their impact on home health agencies, and strategies for compliance. Learn how to effectively manage and optimize reimbursement processes while ensuring high-quality patient care.

1.5 CE - **N, T, NHA**

Brian W. Lebanion, MBA, RNC, CPC, HCS-O, HCS-D, Wipfli, LLC, Corbin, KY

23. M&E Championing Challenging Patients

Management and Evaluation of the Care Plan is a qualifying skill for home health, but unfortunately it has been underutilized the past few years. Why? There are very specific qualifications for M&E, it requires detailed documentation, it elevates care coordination to a higher level and there have been some issues with payment from the MACs in recent years. But for the right patient, M&E can reduce adverse events including falls and hospitalizations, reduce caregiver and patient stress, and improve the patient and family quality of life. Learn how to choose appropriate patients and implement M&E to improve care for your challenging patients.

1.5 CE - **N, T, NHA**

Teresa Northcutt BSN RN COS-C HCS-D HCS-H, Consultant, Teresa Northcutt LLC and Coast-to-Coast Coding, Middletown, MO

24. VBIID-Hospice and Medicare Advantage

This session will cover the details of the Value-Based Insurance Design (VBIID) 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. VBIID is a demonstration that began January 1, 2021. There are 13 Medicare Advantage Organizations (MAO) participating in 2024 with 78 benefit packages, down from 2023. In addition to Hospice care there is an expansion of Palliative Care services that will be offered to patients through the MAO. The differences in coverage for an in-network vs. out-of-network provider will be reviewed. CMS requires that MAOs provide beneficiaries with broad access to the complete original Medicare hospice benefit. This session will cover all known aspects of the demonstration and will prepare hospices for the reality that Medicare Advantage is now in the Hospice world.

1.5 CE - **N, T, NHA**

Melinda A. Gaboury, COS-C, Healthcare Provider Solutions, Inc. Nashville, TN

Workshops for 2024 MAHC Conference

25. Helping Clients Help Themselves: Overcoming Objections

What? You meet a prospect, and you know you can help and all they do is tell you “No”? Your prospects have about nine different reasons for telling you “No,” even when you are the answer to their problems and the path to their goals. In “Helping Clients Help Themselves,” we will explore these mostly fear-based objections, discuss what questions you can ask to see if they exist, identify which ones are present (often it’s more than one), and use thoughtful questions and stories to assist prospects and their families to get beyond their fears to help them accomplish their goals.

1.5 CE - **N, T, NHA**

Carrie Burggraf, MS PA-C CMC, WideAwake Business, Clayton, MO

28. Championing Whole Person Care in Chronic Disease Management

In this session you will learn about a resilient 70-year-old woman with CHF and diabetes. In addition to medical challenges, she has social-related health needs. With the silos in care settings, her comprehensive need in home health may be poorly understood. Explore how whole person care can deliver key differences in her experience and outcomes.

1.5 CE - **N, T, NHA-PC**

Cindy Campbell RN, BSN, MHA, CCS-HH & Yancey McManus, WellSky, Del Mar, CA

29. Leadership Champions

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, Waynesville, MO

26. We are the Champions...of the Home Health Revenue Cycle

The home health revenue cycle continues to be challenged by numerous industry issues, two of the most significant being the continued growth in Medicare Advantage (MA) and widespread Medicare Targeted Probe and Educate (TPE) audits. This session will focus on lessons learned with Missouri MA payers and successfully navigating TPE audits.

1.5 CE - **N, T, NHA**

M. Aaron Little, CPA, Elizabeth Wilson, CPA, FORVIS, LLP., Springfield, MO

27. Hospice Special Focus

This session will ensure that you have a full understanding of how to ensure your agency stays off the radar of the Hospice Special Focus Program (SFP). Centers for Medicare & Medicaid Services (CMS) has created a “Special Focus Program” to identify poor performing hospices and help them improve through more frequent surveys and technical assistance. Did you know the SFP actually began January 1, 2024? Your hospice data TODAY is counting towards the SFP. CMS will also impose enforcement remedies and fines to further incentivize improvement. In this presentation, we will discuss the Hospice Special Focus Program and work through the algorithm on what is considered, and how these are weighted and may land hospices in this “special” program, and steps to ensure you don’t end up in that exclusive community!

1.5 CE - **N, T, NHA**

Annette Lee, CEO and Founder, Provider Insights, Inc., Des Moines, IA

30. Improving Management of Oral Medications

Improvement in Management of Oral Medications is a Quality of Patient Care STAR measure and part of the Total Performance Score for Value-Based Purchasing. Review OASIS-E guidance, identify components of a Drug Regimen Review, use collaboration to ease data collection and discuss best practices to improve this quality outcome. Take home tools to assist in staff education, implementation, and auditing.

1.5 CE - **N, T, NHA-PC**

Teresa Northcutt BSN RN COS-C HCS-D HCS-H, Consultant, Teresa Northcutt LLC and Coast-to-Coast Coding, Middletown, MO

31. Conquering HIPPS Codes under PDGM

Let’s break it down! Since 2020, the Patient-Driven Groupings Model (PDGM) has categorized patients into 432 Home Health Resource Groups (HHRG). This system analyzes claims and OASIS assessment data to gain information for agency reimbursement. The payment structure switched from a single payment for each 60-day episode to smaller 30-day payment periods, each with its own HIPPS code. Confused? Rest assured! We’ll walk you through the ins and outs of PDGM and HIPPS codes with practical examples to help you be a winner in home health payment systems.

1.5 CE - **N, T, NHA**

Lisa McClammy, BSN, RN, COS-C, HCS-D, HCS-O, MAC Legacy, Denton, TX.

Friday, April 26

8:00-9:30 a.m. – Concurrent Sessions

9:45-11:15 a.m. – Concurrent Sessions

Workshops for 2024 MAHC Conference

32. Advanced Care Planning for Home Health: Driving Championship HHVBP Results

As the contemporary Japanese writer Haruki Murakami noted: “Death is not the opposite of life, but a part of it.” Often battling the instincts of home health clinicians, this session will provide key training in advance care planning conversation skills and their importance within person-centered, value-based home health.

1.5 CE - **N, T, NHA**

Cindy Campbell RN, BSN, MHA, CCS-HH & Katherine Morrison RN, MSN, CHPN, WellSky, Del Mar, CA

33. Champions of Home Care: Going for the Gold with CGS-Billing and Documentation Review for a First Place Finish

This session will address recent and future changes in Medicare that have or will impact processing and reimbursement of Medicare claims to home health agencies. It will also discuss common billing errors and resources for preventing and resolving these mistakes. This session will also dive deeper into clinical review to identify the five home health patient eligibility criteria and the documentation required to ensure an appropriate admission and start of care.

1.5 CE - **N, T, NHA**

Katie Monzel, RN, BSN & Ariel Taylor, CGS Administrators, LLC., Nashville, TN

34. Game Changing Conversations

“I always thought my boss didn’t like me. He’s always like, ‘What is your point?’ I didn’t realize that was just how he communicates. But how do I tell him what I need to tell him? “And Communication is only 8% language. The rest is body language, tone, and energetics. In “Game Changing Conversations,” we will kick off with a Communications Assessment, discuss the results, talk about how each of the four Communications styles shows up, and how to identify others’ styles. Then we will focus on how to adapt your words, tone, energy, and body language so people can “hear” you better. These skills are critical for communicating with colleagues, prospects, referral sources, and personal relationships!

1.5 CE - **N, T, NHA**

Carrie Burggraf, MS PA-C CMC, WideAwake Business, Clayton, MO

35. Developing Leadership Bench into Champions

This session provides an understanding of leadership development plans and purposeful succession planning. Will explore building competencies, models to identify future leaders, and build expertise in navigating growth-minded conversations.

1.5 CE - **N, T, NHA**

Shirley Gamble, MBA, FACHE, Bayada Home Health Care, Waynesville, 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.



Considerations

Many people suffer with allergies, sensitivity to fragrances and asthma.
Please limit fragrances.

Workshops for 2024 MAHC Conference

Therapy Conference 2024

Thursday, April 25th, 2024

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

2024 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.

Therapeutic Alliance

Explore the pivotal role of patient-therapist relationships in home health recovery. Uncover strategies for fostering meaningful connections amidst the complexities of home care. This breakout session equips physical and occupational therapists with a coach approach, enhancing outcomes by promoting presence and collaboration with both patients and colleagues.

1.5 CE – T

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

10:45 a.m.-12:15 p.m.

Winning the VBP with Your Therapy Team

VBP is underway and your therapy team is a must have if you are going to obtain winning outcomes. Attend this session to learn how to leverage your therapy team to achieve success in all the measures in the current in 2024 and changing measures in the 2025 Expanded VBP demonstration.

1.5 CE – T

Angela Huff, RN, FORVIS LLP, Springfield, MO & Jared Rorabaugh, PT, DPT – Terrace Health, Springfield, MO

2:15-3:45 p.m.

General Session – Federal Updates with NAHC

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.

4:00-5:30 p.m.

Oasis M Versus GG Items

Oasis Functional M questions versus GG codes. Are you confused on these items? The presentation will dive deep into how to accurately score the Oasis M and GG items, giving your agency a financial boost. Discussion on the role of specific GG items that are being calculated in the discharge disposition score that will affect agencies 2025.

1.5 CE – T

Ann M. Nelson MSPT, COS-C, North Kansas City Hospital, North Kansas City, MO

2024 MAHC Conference

Awards Luncheon

Wednesday, April 24, 12:15-1:30 p.m.

Join us for the 2024 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

Hotel Information: Guest rooms are available at Margaritaville Lake Resort (Tan-Tar-A) at a special MAHC conference rate of \$138 (including resort fee) by calling 1-800-826-8272, or via the website at: MargaritavilleResortLakeoftheOzarks.com and use group code ALHC. The cutoff date for room availability is March 25, 2024. (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 **Champions of Home Care** to be considered for the "Conquering Hero" prize. As the attendee you will get to vote on which booth you feel has the best decorations. The winning booth will receive a \$100 Visa Gift Card and first choice of booth space in the 2025 Exhibit Hall. Second place will receive a \$50 Visa Gift Card.

A Big Thank You to Our Early Sponsors!

Bayada Home Health Care

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**Spectrum "TeleTrack"
Voice Technologies, INC.**

2024 MAHC Conference

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.

2024 Annual Conference & Home Care Exhibition

April 24-26, 2024

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!

Attendance Selection	MAHC Member Rate	Non-Member Rate
Full Conference - 1 person	\$499 Check/\$512 Credit Card	\$998 Check/\$1023 Credit Card
Full Conference - 2-5 people (each)*	\$449 Check/\$460 Credit Card	\$998 Check/\$1023 Credit Card
Full Conference - 6 or more people (each)*	\$399 Check/\$409 Credit Card	\$998 Check/\$1023 Credit Card
<i>*To receive multiple-attendee discount, all registrants must be employed by the company listed above.</i>		
Therapy Conference Only**	\$305 Check/\$313 Credit Card	\$610 Check/\$625 Credit Card

PLEASE PRINT LEGIBLY OR TYPE-Photocopy as needed

Participant Name	Email Address	Fee

****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.

Participant Name	Email Address	Full MAHC Conference	Therapy Only

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 ☐ Check ☐ Credit Card
Name as it appears on card: _____ ☐ Visa ☐ MC ☐ Discover ☐ Am. Express
CC#: _____ Exp. Date: _____ CVC(3 or 4 digit code): _____
Billing Address: _____ Signature: _____

TOTAL FEES ENCLOSED \$ _____

AC24



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, 2024 are eligible for a 90% refund. Cancellations received on or by April 17, 2024 are eligible for a 50% refund. No refunds granted for cancellations received after April 17, 2024. We will bill for unfulfilled reservations at the full rate.

Classroom Monitors Needed – Please Volunteer!

See page 14 for details.

Name: _____

Workshop #s: _____

Name: _____

Workshop #s: _____

Name: _____

Workshop #s: _____



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2420 Hyde Park, Suite A
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Save the Date

**2025 MAHC
Annual Conference & Exhibition**

April 30 - May 2, 2025

Osage Beach, MO