



PAMS 2023 ANNUAL CONVENTION

April 5 - 7, 2023

Red Lion Hotel Harrisburg Hershey
4751 Lindle Rd, Harrisburg, PA 17111

AGENDA

Wednesday | April 5, 2023

11:00 AM

Golf Outing

Dauphin Heights Golf Course, 650 S Harrisburg Street, Harrisburg, PA 17113
18-hole scramble / \$50 per player

5:30 – 6:30 PM

Board Meeting

7:00 – 8:30 PM

Convention Mixer

Vendors and attendees are invited to join us for drinks and appetizers
Vendor Meeting at 7:15 PM

Thursday | April 6, 2023

7:45 – 9:00 AM

Registration & Full Breakfast

9:00 – 9:15 AM

Welcome/Business Meeting

9:15 – 10:15 AM

Keynote Session: “The Game-Winning 3” – Making It Count in Business & in Life

Speaker: Dave Davlin

Success can be defined in its simplest form as making life better for someone else. Whether it comes in creating a better product, helping to relieve someone’s stress or pain, bringing someone laughter or joy or helping someone get more out of their life, success is always about serving.

This being the case, the key to success in any business lies not only in the development of great programs and services, but more importantly in the development of great people. In this insightful presentation, Dave Davlin shares three essential ingredients for developing a purpose-driven mentality to achieve a fulfilling career and balanced life.

This presentation is an hour of interaction, humor, audience participation mixed with a powerful message. It is a roller coaster ride of emotion that will find the audience engaged in hilarious laughter one moment and brought to tears the next.

The audience will be challenged to make the most of every moment in order to develop themselves personally and professionally while creating value and making a difference in the lives of others.

10:15 – 10:30 AM

Break

10:30 AM – 12:00 PM

Washington Legislative Update

Speakers: Jay Witter, AAHomecare; Seth Johnson, Pride Mobility

12:00 – 1:30 PM **Lunch/Vendor Time**

BREAKOUT SESSIONS: 1:30 – 2:30 PM

Breakout Session 1: **Adherence to PAP Therapy**

CEU Available

Speaker: Cheryl Needham, Philips Respironics

Learning Objectives:

- Review common methods for PAP adherence
- Compare CPAP algorithms that can assist in PAP adherence
- Discuss the new American Thoracic Society policy statement on CMS PAP coverage

Breakout Session 2: **Top Ten Hot Topics – Part 1**

Speakers: Kelly Grahovac, van Halem Group

Staying up to date on legislation changes, new HCPCS codes, contractor updates, and billing instructions isn't easy. In fact, managing all these changes in addition to caring for patients and running your business means important information may be missed. Now's your chance to "be in the know"! In this session, Kelly and Ronda will get you up to speed on the important issues affecting the HME industry and you, the supplier, right now! These two will cover any billing updates, changes in coverage requirements, and everything in between!

- Learn about which product categories have experienced recent changes in coding, coverage or billing.
- Receive audit updates based on current trends by contractor
- Understand legislation changes and how they may affect your organization's "bottom line"
- Discover the issues your peers are facing and how they may affect you.

Resources:

- <https://www.cgsmedicare.com/jc/>
- <https://www.noridiansmrc.com/>
- <https://www.performantcorp.com/solutions/healthcare/cms-rac-resources/region-5/default.aspx>
- <https://oig.hhs.gov/reports-and-publications/workplan/>

Breakout Session 3: **Profitability in Complex Rehab**

Speakers: Paul Komishock and Jay Brislin, Pride Mobility

Billing for CRT can often seem just as complex as the wheelchair itself. The more you know about what's available, what an end user may need, and what's reimbursable by insurance, the better equipped you'll be to service your patients effectively. This class will help you identify CRT options and accessories that may be overlooked, help you identify ways to streamline your CRT business, and help you to be able to successfully bill and get paid for the items you provide.

BREAKOUT SESSIONS: 2:45 – 3:45 PM

Breakout Session 1: **Negotiating Managed Care Contracts**

Speaker: Jeff Baird, Brown & Fortunato

Approximately 50% of Medicare beneficiaries are signed up with Medicare Advantage Plans ("MAPs"), while approximately 70% of Medicaid beneficiaries are signed up with Medicaid Managed Care Plans ("MMCPs"). These percentages are increasing. MAPs and MMCPs work essentially the same way: (i) the government health care program

contracts with a “Plan” that is owned by an insurance company; (ii) the Plan signs up patients; (iii) the Plan signs contracts with hospitals, physicians, DME suppliers and other providers; and (iv) the government program pays the Plan that, in turn, pays the providers. In order to serve MAP and MMCP patients, DME suppliers must sign managed care contracts. In so doing, the supplier needs to be careful. Not only must the contract provide sufficient reimbursement to the supplier, but the contract will have some “trap” provisions that may be harmful to the supplier. This program will discuss the most important provisions that are contained in managed care contracts, such as covered services, medical necessity, passive amendments, incorporation of collateral documents, set-off, remedy for delay in payment, and payment forfeiture for late claims. The program will discuss how the supplier can negotiate with Plans; and the discussion will point out the provisions that are often non-negotiable and the provisions that are open to negotiation.

Breakout Session 2: **Top Ten Hot Topics – Part 2**

Speakers: Kelly Grahovac, van Halem Group

3:45 – 4:00 PM **Break**

BREAKOUT SESSIONS: 4:00 – 5:00 PM

Breakout Session 1: **Using DME Medicare Policy to Your Advantage**

Speaker: Andrea Stark, MiraVista

The current reimbursement landscape requires DME suppliers to be the expert when it comes to holding *everyone* accountable to CMS payment and coverage rules. That means using CMS policy effectively to avoid recoupments, as well as making sure payers that “follow Medicare rules” do just that.

In this session, MiraVista Reimbursement Consultant Andrea Stark helps suppliers:

- Hold Medicare Advantage Plans accountable to CMS’s payment and coverage criteria.
- Use Medicare’s Hospice Non-Covered Items form to dodge recoupments related to hospice patients.

Breakout Session 2: **Value of Patient Satisfaction Surveys**

Speaker: Sandra Canally, The Compliance Team

Within any organization, satisfaction surveys are critical for measuring quality and obtaining meaningful feedback to help identify areas in need of improvement from the end user, and recognize gaps in the system. This presentation will enable you to identify ways to not only make your business better but increase business as well.

Learning Objectives:

- Learn how to increase business via patient satisfaction results
- Use satisfaction results to communicate with referral sources
- Learn how to determine training opportunities for staff via the survey results

5:00 – 6:45 PM **Reception in Exhibit Hall**

Prize Drawing at 6:30 PM

Appetizers and beverages served during this networking event

6:45 PM **Dinner on Own**

Friday | April 7, 2023

7:45 – 8:30 AM **Full Breakfast**

BREAKOUT SESSIONS: 8:30 – 9:30 AM

Breakout Session 1: **Overview of Patient Identification and Utilization of NIV and High Flow Oxygen Therapy at Home**

CEU Available

Speaker: Dan Dunmire, Movair

Learning Objectives:

- Define non-invasive ventilation (NIV) and High Flow Therapy (HFT)
- Help clinicians identify patient populations that would benefit from domiciliary NIV
- Discuss physiology of disease processes and how NIV can help
- Discuss the emergence and utility of domiciliary HFT

Breakout Session 2: **Top 10 Accreditation Deficiencies: Be Aware and Prepare**

Speaker: Josh Bressler and Steven Gray, BOC

Accrediting your DMEPOS facility can be a stressful experience. Whether you are going through the accreditation process for the first time or reaccrediting after the expiration of a three-year cycle, many DME and HME facilities fear this process. This session breaks down how to prepare for your site survey and shares the top 10 deficiencies found by BOC's national surveyor team. Learn what the top 10 deficiencies are and how to mitigate them. This session will help you understand that the accreditation survey process should not be dreaded and with proper preparation, it can be just another day at the office.

Learning Objectives:

- Understand ways to prepare for your accreditation survey.
- Identify the common deficiencies and how to avoid them.
- Walk away with real world preparation strategies for your next Accreditation site survey.

9:30 – 9:45 AM **Break**

9:45 – 10:45 AM **Medicare Advantage Plans: Government Oversight and Industry Advocacy**

Speaker: Jeff Baird, Brown & Fortunato

Medicare Advantage Plans ("MAPs") have had tremendous growth in enrollment in recent years. Almost 50% of Medicare beneficiaries are covered by MAPs and this is expected to continue to grow at a rapid pace. Working with MAPs has proven to be challenging for suppliers in their ability to access networks, negotiate rates, and work through a sometimes-non-existent appeals process. And so DME suppliers quite naturally ask what the federal laws are that govern MAPs. On the one hand, federal laws governing MAPs are quite extensive. However, only a small portion of the federal laws pertain to the relationship between the MAPs and the providers/suppliers that serve the patients covered by the plans. Much of the law is aimed to (i) protect covered lives and (ii) set minimum requirements for coverage, networks, complex reimbursement mechanisms. This program will discuss the current MAP environment and the federal laws that govern them. The program will further discuss how these laws affect DME suppliers as they provide services to patients covered by MAPs. The program will then pivot to discuss the most important issues DME suppliers must face as they work with MAPs. Finally, the program will discuss the work being done to

educate Congress, CMS, and the industry and the resources available to help DME suppliers navigate these plans.

10:45 – 11:00 AM **Break**

11:00 AM – 12:00 PM **Become a Best Practice Success: KPI's to Fit your Individual Corporate Strategy**

Speaker: Sarah Hannah, ACU-Serve

KPI's are not always a "one size fits all" solution to hitting goals outlined by your company. Metrics used in the industry need to be qualified against your company nuances and reporting differentials. In this presentation, Sarah will discuss the questions you should ask when bringing outside benchmarks into your strategic plan. Questions such as: Who created the metric and how is it defined? How do you calculate your metrics and is it a different formulation than those given in the industry? This seminar will provide a framework of areas to evaluate to ensure the metrics chosen are realistic for your business. Set the standard for your own calculations and use that data for goal attainment.

12:00 PM **Grand Prize Drawing/Adjourn**

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