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FAHCS 2017 FALL CONFERENCE & EXHIBIT SHOW AGENDA - Wednesday & Thursday, NOVEMBER 8 - 9, 2017

Bahia Mar Ft Lauderdale Beach DoubleTree: 801 Seabreeze Blvd., Ft Lauderdale 33316 - (954) 764-2233 \$129 courtyard (upgrades avail.)

PRE-MEETING: Tuesday, November 7th - 7:00 pm - FAHCS Board Meeting (open to membership)

Day ONE - Wednesday, November 8, 2017: (Meetings & Exhibits in Grandview Room)

- 10:30 am Meeting Registration Open (NO LUNCH SERVED TODAY)
- 11:00 am President's Welcome, General Meeting, Introduce Board of Directors; Updates & Committee Reports
- 11:30 am Louis Feuer, Dynamic Speakers - "Customer Engagement Strategies: Revenue Rewards From Staying in Touch"

Engaging the customer outside the average retail experience can insure you are "remembered" in time of need. Learn valuable strategies and programs that can build revenues and engage the customer in an era of information overload.

12:30 pm Ronda Burhmester, VGM, "Staying in the Game, Making the Plays & WINNING!"

We all know we have bad habits to break...like not getting all the required documentation prior to delivery or saying we'll fight it in appeal or not being 100% prepared for an audit or accepting unsustainable rates or not recouping every penny you are entitled to. Maybe you want to break some bad policies & procedures that tend to plague the DME industry. Let's discuss when to go non-assigned (or non-participating) to ensure that you get paid! Are you billing for the K0462 - temporary replacement product (loaner) when a DME item is being repaired? You can bill this code and get reimbursed! Get proper ABNs and know when to use them!



SPECIAL GUEST 1:30 pm Madeline Delp, Ms. Wheelchair USA - She shares her Amazing "Live Boundless" Story

2:00 pm SNACK BREAK

2:15 pm Adam Miller, Homecare Program Manager, VGM Insurance Services
"Health Care Held Hostage – How to Arm Your Business to Defend Against Cyberattacks"

The health care industry has become one of the top, if not THE top target for hackers. And the costs of a breach are skyrocketing. With hackers working full time, searching for ways to penetrate our business's infrastructure, how do we be proactive about defending against cyberattacks? Don't risk it all. Attend this session to arm yourself with the tools and best practices you need to protect your business from online threats. We will: Examine the current environment of cyber threats, and understand the types of breaches that are common in the health care industry, Discover the greatest risks for providers when it comes to data breaches and Learn best practices and practical steps you can take immediately to help protect your business from cyber threats.

3:15 pm Sylvia L. Toscano, President, Professional Medical Administrators, Inc.,
"A/R Initiatives - An overview of Reimbursement Strategies"

Topics covered in this session: Medicare, Appeals – Limiting the scope of review, Denials capped rentals- Series claims, Formal telephone discussion, RAC is back, Managed care updates and the benefits of outsourcing.

4:00 pm Liz Daniels, Provider Relations, CGS Jurisdiction C DME MAC, "Medicare Update"

Session includes updates and answers regarding The telephone discussion Demo & Medicare program participation

4:45 pm John Stalnaker - ACU-Serve Corporation - "HIPAA Compliance Simplified"

Continue & Strengthen Your Compliance program. Speaker will be discussing what the OCR has outlined and what they requested from our company for our compliance audit. He will cover the basics of a HIPAA compliance program and talk through the fines being imposed. John will jazz up this very basic material!

5:30 pm EXHIBITS OPEN - Vendor Appreciation Reception

7:00 pm Add-on event - Water Taxi Boat Party: Details announced at the show!

Day TWO - Thursday, November 9, 2017: Meetings & Exhibits in Grandview Room)

8:00 am Continental Breakfast with Exhibitors

8:30 am Richard Davis "How to Hire, Develop, and Keep the BEST Employees"

Conservative estimates are that the cost of losing an employee can be equal to or greater than 3 ½ times the total compensation the employee was paid. Bill Gates puts turnover at 100 times what an employee was paid. Other reports show that US business loses \$450-\$550 Billion a year in lost productivity. The sad part is that most of the high cost of losing an employee or having an under-performing employee could have been prevented. There is a "secret sauce" included in the recipe to hire the BEST, develop the BEST, and keep the BEST. This session will provide an insight into the current workforce; explain the secret to managing and developing a team for maximum productivity; and detail a Painless Performance Management process that works!

9:30 am Exhibitor Break

10:00 am Laura Williard, VP Payer Relations, AAHomecare - "Payer Relations Update: Projects Benefit State & Federal"

Laura serves as our Liaison between payers and providers and will update attendees on bill's legislative effects on DME and work being done to minimize adverse effects and minimize benefits. She will also outline the initiative and groups she is working with to benefit DME.

FAHCS FALL CONFERENCE presents VGM FALL SEMINAR SERIES - Included in FAHCS Fall Conference Fee!

10:45 am Mark Higley - VP Regulatory Affairs, VGM - "Navigating a New 2019 Competitive Bidding Program"

The rules (and bid strategy) have changed! Bid bonds are now required, along with bid ceiling and capacity issue changes. Suppliers in 130 competitive bid areas will direct the rural and regional pricing for the next three years. This round is critical!

11:30 am Luncheon - Sponsors Highlights - Associate Member Introductions & EXHIBIT TIME

12:30 pm Ty Bello - CEO, Team @ Work, "HME Business Optimization - The NEW NORMAL" PART ONE

There is always uncertainty in every business, but those that choose to set a Business Optimization Plan are less often to come short of their goals and also demonstrate greater stability in good and bad times.

A Business Optimization Plan will provide both Strategic and Tactical Processes that set the course for your next year, establishes metrics and a business cadence for success, delivery results and change the way you do business. The Business Optimization Plan will take your business from Here (the Now) to the THERE, The NEW NORMAL.

1:45 pm John Gallagher, VP Governmental Affairs, VGM - "Current Status of Legislative Activity"

This portion of the session will provide you with recent and timely information and government updates, explaining what they mean for the HME/DME industry. Topics will include current health care reform and the following HME issues: The HME competitive bidding program, Where the industry is going forward; fixes to the current program, State HME licensure progress, How to develop a grassroots campaign at the state/local level.

2:30 pm Ty Bello - CEO, Team @ Work, "HME Business Optimization - The NEW NORMAL" PART TWO

3:45 pm ADJOURN

*Please Note: FAHCS reserves the right to change the agenda or cancel meetings due to emergencies, insufficient registrations, etc. FAHCS takes pride in presenting speakers on topics of interest and the speakers we offer are widely recognized as experts in their field. However, the FAHCS staff and its officers and board of directors are not able to evaluate the accuracy and content of their presentations which are highly technical in nature and often require professional judgments. For this reason, FAHCS and its staff, officers, and directors assume no liability growing from the advice and information such speakers present. No refunds after October 25th.