



TENNESSEE
ASSOCIATION FOR
HOME CARE



JOY IN THE JOURNEY

ANNUAL MEETING 2026

EMBASSY SUITES
MAY 4-5TH, 2026



YOU DON'T HAVE A HIRING PROBLEM. YOU HAVE AN OPERATIONAL BREAKDOWN.



More people won't fix it. The right structure will.

WHAT WE SEE INSIDE GROWING AGENCIES:

- Schedulers constantly firefighting
- Missed calls → missed revenue
- Recruiting is reactive, not predictable
- Owners stuck as the “backup system”
- Growth creates more chaos, not control

Growth doesn't break your business.
Lack of operational structure does.

THIS IS WHERE MOST AGENCIES GET IT WRONG:

They try to solve operational problems with more hires.

That creates:

- More complexity
- More inconsistency
- More dependence on the owner

What actually scales an agency:

- ✓ Clear roles
- ✓ Defined workflows
- ✓ Consistent execution
- ✓ Accountability across the system

We don't just fill roles.
stabilize the functions that break first when you grow.

1. Scheduling stability

3. After-hours reliability

2. Recruitment pipeline consistency

4. Intake and response time



REDUCE OVERHEAD WHILE INCREASING OPERATIONAL CONSISTENCY

- ✓ Lower labor cost
- ✓ Reduced turnover disruption
- ✓ More predictable performance

Ready to Transform Your Operations?
Book a Call with us!

Save an average of
58.89%



Sunday, May 3, 2026

5:00–6:00PM Conference Attendee Registration (optional)
5:00–6:00PM Exhibit Booths Set-Up (optional to set-up Monday)
5:30–7:00PM Complimentary Drinks and Light Snacks



Monday, May 4, 2026

8:30AM–4:00PM Conference Attendee Registration
8:00–9:00AM Exhibit Booths Set-Up (optional to set-up Sunday)
6:30–8:30AM Free made-to-order Breakfast at the hotel opens at 6:30AM

9:00–10:00AM **Keynote: Leading with Insight: Using Pain Points to Coach Teams, Strengthen Culture, and Drive Results**
1.00 CE



Jen Gasper, Business Coach, Home Care Evolution Facilitator. Michelle Mullins, TAHC President

Effective leadership starts with understanding – not assumptions. This session helps agency owners identify and understand the real pain points experienced by caregivers, families, current clients, and referral partners, and shows how that insight can be used to coach teams, improve communication, strengthen culture, and deliver better outcomes across the organization. Key Takeaways:

- Why understanding pain points is a leadership responsibility, not just a sales skill
- How to identify and validate pain points across caregivers, families, clients, and referral sources
- Using pain-point insight to coach teams more effectively in the field and on inquiry calls
- Aligning messaging, training, and support to reduce friction and burnout
- How empathy-driven leadership improves retention, trust, and performance

Your paragraph text


10:00–10:25AM **Network/Visit Exhibitors – Refreshment & Snack Break**

10:25–11:55AM **Home Health: Lead the Charge: Guiding Your Team to VBP Excellence in 2026** **1.50 CE**



Melinda A. Gaboury, COS-C, CEO, Healthcare Provider Solutions Facilitator. Amanda Carver, Sweetwater Home Health

The Home Health Value-Based Purchasing (HHVBP) program enters a new era in 2026. The Centers for Medicare & Medicaid Services (CMS) is implementing major changes effective January 1, 2026, reshaping how quality, cost, and functional outcomes determine reimbursement. Industry expert Melinda Gaboury will break down the 2026 rule changes and translate them into practical, immediately actionable strategies. Learn how new requirements impact clinical operations, therapy utilization, financial stability, and agency performance under HHVBP – and walk away with a clear action plan to strengthen outcomes and safeguard revenue.





Monday, May 4, 2026

10:25–11:55AM



Hospice: Following the Symptom Management Cues in CAHPS and HOPE 1.50 CE

Caren Martin, PharmD, BCGP, Senior Clinical Manager, Enclara Pharmacia

Facilitator: Ginny Dyer, Hospice of Cumberland County Inc.

The CAHPS (the Consumer Assessment of Healthcare Providers and Systems) survey and HOPE (Hospice Outcomes and Patient Evaluation) tool are now an integral part of hospice quality assessment. Their focus on common end-of-life symptoms including pain, nausea, dyspnea, anxiety/agitation, bowel function, and sadness can alert the hospice team to areas for assessment and opportunities for optimal symptom management. This presentation focuses on pharmacologic and nonpharmacologic strategies to evaluate, treat, and monitor these symptoms and will discuss ways to effectively communicate with patients and caregivers to maximize both patient comfort and the CAHPS and HOPE assessments

10:25–11:55AM



PSSA: Latest Legal Developments Impacting the Home Care Industry

Clayton Nedza, Associate, Polsinelli

Facilitator: Shannon Wright, Senior Solutions Home Care

Please join employment attorney Clayton Nedza for a summary of the most significant legal trends and updates impacting your agency. He will also review recent industry specific employment practices being targeted in new lawsuits and the actions owners can take to better protect their agencies from litigation and DOL investigations.

10:25–11:55AM



MGMT: Effectively Managing Employees with Problems 1.50 CE

Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting

Facilitator: Aisha Lbhalla, Loving Home Care, LLC

At some time, most employees will have some work-related or personal problems that will affect their attitudes, behaviors, and attention when they are at work. These can vary from attendance issues, conflicts with coworkers, and lack of participation in job activities, to substance dependence, mental illness, and threats of violence. Often, supervisors and other leaders are at a loss about how to identify problems, whether to address issues or ignore them, if legal and/or disciplinary concerns may be present, and what the resources may be if outside assistance is needed. We will review some of the more common employee-related situations and discuss what roles and actions employers need to consider when our employees have problems that come to work with them.



Monday, May 4, 2026



10:25-11:55AM



Sales: Mastering The First Call

Emily Isbell, Founder & CEO, 24/7 Solutions

Facilitator: Anna Roller, Tennessee Quality Hospice

The first call from a prospective client is more than just an inquiry; it's an opportunity to convert interest into long-term business. Yet many home care teams miss this chance by failing to lead the conversation with confidence, empathy, and a structured process. This session will equip attendees with a step-by-step framework to turn service inquiries into scheduled care consultations, improving conversion rates and overall revenue. This interactive session includes real-world insights from secret shopper evaluations, actionable strategies teams can implement immediately, and a free tool to provide their teams or franchisees.

11:55AM-1:20PM **Award Luncheon & Visit Exhibitors**

1:20-2:35PM



Home Health: Survey Readiness with the NEW Survey Protocols!

1.25 CE

Annette Lee, RN, MS, HCS-D, COS-C, CEO and Founder, Provider Insights

Facilitator: Joy Carr, Cookeville Regional Home Health

When you are going on a trip and going a way you haven't been before, it is important to have a road map-- to know the directions, and to avoid the pitfalls! CMS has changed the home health state operation manual and the HH survey process. So, we have developed a road map for you and your agency to follow, to make the new road feel familiar, and help provide you a smooth survey journey. This session will give you an overview and some real-world details about the new process and provide you with a simplified roadmap to be able to check off each location along the journey of survey preparedness with success! Identify the new criteria and steps in the Home Health Surveyor protocols Explain how to best prepare your agency for the survey- from office staff to the clinical team and leadership, with tools and hints along the way Perform a mock survey using the protocols and road map provided- from tandem visits to the interview questions and medical record reviews

1:20-2:35PM



Hospice: Lessons Learned from HOPE Tool Implementation 1.25 CE

Tammy Stewart, RN, CPHQ, COS-C, Clinical Consultant, Healthcare Provider Solutions

Facilitator: Ginny Dyer, Hospice of Cumberland County Inc.

Since October 1, 2025, hospice providers have been required to perform and submit HOPE assessments via iQIES. This session addresses the importance of accurate HOPE data collection and timely submission as well as obstacles encountered by providers. We will discuss the role of the HOPE Tool and its impact on HQRP along with tips and processes to protect your agency from a 4% payment penalty starting in FY 2027.



Monday, May 4, 2026



1:20–2:35PM PSSA: MCO Panel: BLUECARE TN, UNITED HEALTHCARE & WELLPOINT



Facilitator: Marcus Foster, AdvanceCare Health Services, LLC

Join BlueCare Tennessee, United Healthcare and WellPoint for an update on all things CHOICES. This MCO panel will provide solutions to questions and concerns that our members requested assistance with.

1:20–2:35PM MGMT: Let's Change How We Think About Change - For Our Clients, Our Businesses, For Ourselves 1.25 CE



Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting

Facilitator: Shawn Mullins, Oasis In-Home Care

Change is constant in our lives, and yet we often believe that it will stop just behind the next curve in the road. Whether this occurs in our personal lives or affects us at work, most of us like predictability and being able to plan for what we expect. When we face the reality of change as the rule and not the exception, we can learn that we can control our emotional reactions to change, if not the situations. The keys to managing and thriving in a changing environment are flexibility and resilience. By recognizing our emotions and our ability to deal with them, we can accept change and do our best. Whether we acknowledge that someone has moved our cheese or modified our job assignments, we can all benefit from recognizing that we are doers and not victims.

1:20–2:35PM Sales: Internal Sales: Selling Through Service



Emily Isbell, Founder & CEO, 24/7 Solutions

Facilitator: Anna Roller, Tennessee Quality Hospice

While marketing your business externally is very important, an often overlooked treasure trove comes from marketing your business internally. In this session Emily will work with owners on developing an Internal Sales approach guaranteed to shift your team's mindset towards a culture of selling through service. Imagine if you could grow your business by 25% in just two months without ever adding a new client. It is possible and Emily will be teaching you exactly how she did just that during one of the most challenging times of the pandemic.

1:20–2:35PM Network/Visit Exhibitors – Refreshment & Snack Break

3:00–4:00PM ALL: Legal Updates and Industry Trends in Home Health, Hospice, and Personal Care 1.00 CE



Clayton Nedza, Associate, Polsinelli

Facilitator: Shannon Wright, Senior Solutions Home Care

This session provides a practical overview of recent legal developments and emerging industry trends affecting home health, hospice, and personal care providers. This presentation will translate complex regulatory and legal issues into clear, actionable insights, focusing on how changes in the law impact operations, reimbursement, workforce management, and compliance. Attendees will leave with a better understanding of key risks to watch for, best practices, and how these trends may affect the business of care delivery.

5:30–7:00PM Complimentary Drinks and Light Snacks





Tuesday, May 5, 2026

8:00–11:15AM
6:30–8:30AM

Exhibit Booths are Open
Free made-to-order Breakfast at the hotel opens at 6:30AM

8:30–9:30AM

Home Health: Audit Denials? Non-affirmations? Coming Face to Face with Your FTF Operational Issues 1.00 CE

Annette Lee, RN, MS, HCS-D, COS-C, CEO and Founder, Provider Insights



Facilitator: Amy Paschall, Adoration Health

FTF denials are on the top of all auditors' lists. Why is this, after over a decade of this requirement? Because things change! Join this prior MAC Medical Review Nurse in a deep dive of the types of issues being denied for FTF, AND, how to properly set up processes at your agency to ensure you have compliant, winning documentation! Review the evolving issues with FTF Plan tidy processes and checkpoints for getting the FTF right that involve the whole team Play Medical review nurse and review some FTF documentation- some that would get paid- some that didn't! Bonus! A simplified FTF checklist to ensure you've covered all the bases.

8:30–9:30AM

Hospice: The Federal Hospice Landscape: Policy, Payment, and Oversight 1.50 CE

Patrick M. Harrison, JD, Senior Director, Regulatory & Compliance, National Alliance for Care at Home



Facilitator: Callie Rumsey, Tennessee Quality Hospice

This session provides a comprehensive update on the hospice federal policy and regulatory landscape, including the FY 2027 Hospice Wage Index and Payment Rate Proposed Rule. The discussion will highlight key payment, quality, and regulatory proposals, situating them within broader federal priorities related to program integrity, oversight, and care delivery. Attendees will gain a clearer understanding of how current regulatory signals may shape hospice operations, strategic planning, and related considerations in the year ahead.

8:30–9:30AM

PSSA: TENNCARE: CHOICES Update

Katie Evans, Chief of LTSS, Division of TennCare

Facilitator: Vicki Burks, GoodWorks At Home



Don't miss this opportunity to hear from TennCare directly who will provide solutions to questions and concerns that our members requested assistance with



Tuesday, May 5, 2026



8:30–9:30AM



MGMT: Emotional Intelligence and Leadership: How We Really Make the Grade 1.00 CE

Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting

Facilitator: Savannah Wesley, Continuum Pediatric Nursing Services

When we think about “intelligent” people, usually we are talking about their book smarts, their educational achievements, their impressive vocabularies, or their logical thinking (IQ). We often don’t consider people who are likeable, who are in touch with their emotions, who are flexible in how they deal with life, or who can accept feedback appropriately as intelligent or not. These are some of the factors we mean when we talk about emotional intelligence (EQ). To be successful, we must look at both of these aspects of ourselves and our employees. Recognizing that there are some things we can improve and other factors that we cannot or choose not to change; this session will help us identify and learn some important keys to becoming more emotionally intelligent in both our work and personal lives.

8:30–9:30AM



Sales: High Performance Isn't Accidental: The 90-Day Formula for Sales Team Results

Casey Rausin, RN, CCM, Business Development, Home Care Sales

Facilitator: Beverly Wattenbarger, Quality Home Health

High-performing teams don't happen by accident; they're built with intention. Walk through the exact framework top agencies use to hire right, onboard fast, coach effectively, and hold the line on accountability. Leave with a 90-day implementation roadmap.

9:30–9:45AM **Network/Visit Exhibitors – Refreshment & Snack Break**

9:45–10:45AM



Home Health: What is Skilled Care? Busting the Myths & Setting the Story Straight on What Medicare Truly Pays for! 1.00 CE

Annette Lee, RN, MS, HCS-D, COS-C, CEO and Founder, Provider Insights

Facilitator: Amy Harrison, Vanderbilt Home Care Services

If you've ever been told that Medicare will pay your agency for a specific service only to find out that they won't actually cover that service, or if you've ever thought an audit would go well because a patient "really needed home health" only to be told by your Medicare Administrative Contractor (MAC) that the services "were not medically necessary", then this session is for you! Find out what Medicare actually reimburses home health providers for.

9:45–10:45AM





Hospice and Palliative Care in a Value-Based World 1.00 CE

Patrick M. Harrison, JD, Senior Director, Regulatory & Compliance, National Alliance for Care at Home

Facilitator: Callie Rumsey, Tennessee Quality Hospice

As CMS continues its shift toward value-based payment and accountability, hospice and palliative care increasingly intersect with value-based care delivery. This session explores how hospice and palliative care fit into today's value-based care landscape, including CMS Innovation Center models and demonstrations, and examines where gaps, constraints, and opportunities remain. The discussion will focus on how evolving model design and policy priorities may influence the future role of serious illness and end-of-life care within value-based initiatives





Tuesday, May 5, 2026



9:45–10:45AM **PSSA: From Hiring to Thriving – Reducing Caregiver Churn with Better Workflows and Recognition**



Aaron Hay, Solution Engineering Manager, Alayacare
Facilitator: Chelsea Williams, At Home Healthcare

Caregiver turnover in personal care isn't just an HR headache, it's a growth limiter and a risk to client experience. In this session, we'll explore how agencies are using AlayaCare to make caregiver jobs worth staying for. We'll connect the dots between modern mobile workflows, smarter scheduling and matching, and automated agentic processes that strip out busy work and reduce burnout. You'll see how AlayaCare's platform, combined with partners like Caribou for rewards and financial wellness, helps agencies recruit into a digital, caregiver-centric experience and recognize and reward good work. We'll translate these capabilities into a practical 90-day plan for PSSA providers so you leave with concrete steps to improve schedules, simplify documentation, and build a culture where caregivers feel supported, not stretched.

9:45–10:45AM **MGMT: Relationship-building for Leaders 1.00 CE**
Judy Bookman, Director, Judy Bookman Workplace Behavior Consulting
Facilitator: Shawn Mullins, Oasis In-Home Care



The human side of leadership is so important but too often overlooked. A successful leader provides shared vision and supervision; but, leaders must develop a relationship with the people they inspire to follow them. A successful leadership relationship inspires employees to become more than they imagined they could be and achieve more than they thought they could. This session examines the importance of relationships and feelings in the workplace, gives us the opportunity to assess ourselves as leaders, and begin to develop skills that contribute to bringing out the best in our employees.

9:45–10:45AM **Sales: Stop Guessing, Start Growing: KPIs that Move the Needle**
Casey Rausin, RN, CCM, Business Development, Home Care Sales
Facilitator: Beverly Wattenbarger, Quality Home Health

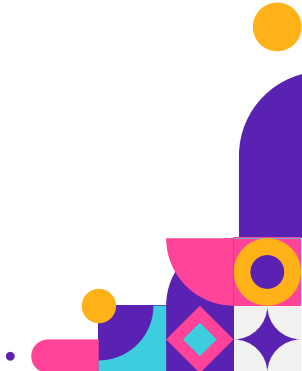
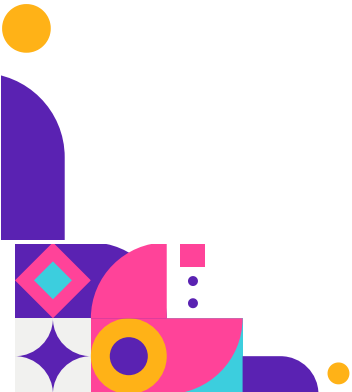


Most sales reps track activity. Top performers track outcomes. Learn which 5 metrics actually predict referral growth—and how to use them to turn your sales team from busy to productive. Walk away with a scorecard you can implement Monday morning.

10:45–11:15AM **EXHIBITOR FUN – Grand Prize WINNERS will be Announced!**

***Sponsors Embassy Suites, HPS & VRI**

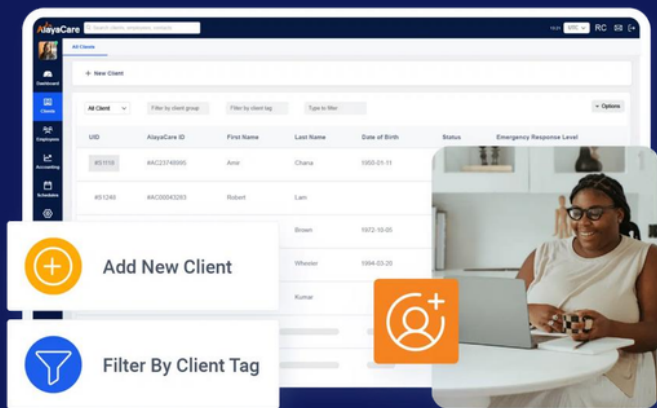
It's a TAHC tradition! Join our exhibitors and our MCs for a fun-filled conclusion to our program. Winners for all sorts of gifts will be announced. Our conference isn't possible without our sponsors and exhibitors. Please be sure to thank them for their support of our industry!





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Meet Our Speakers

Judy Bookman, MA, LCSW, is the CEO of Judy Bookman Workplace Behavior Consulting. Before opening her own consulting firm in 2018, she was the Assistant Director for Concern EAP, a division of Baptist Memorial Healthcare Corporation in Memphis, where she worked as a corporate trainer and workplace consultant. She presents over 200 workshops annually for area businesses, government entities, and educational institutions; as well as at local and regional conferences. Her topics are as diverse as “Come See Me in My Office: A Guide for Becoming a Terrific Manager”, “Happiness: Can I Get There from Here?”, “How Fred Astaire and a Playtex Girdle Helped Me Become a Better Leader”, and “Ethical Decision-Making: Think Right, Do Right.” Judy also specializes in executive coaching, workplace strategies, workplace retreats, and conflict resolution.

Katie Evans was appointed Chief of Long Term Services and Supports with the Division of TennCare in August of 2022. Prior to joining LTSS in 2021, she served as Senior Associate General Counsel in the TennCare Office of General Counsel for 6 years, with a concentration on administrative litigation related to LTSS, provider fraud, waste, and abuse, as well as petitions for declaratory order and special projects. She spent the first 7 years of her legal career at the Legal Aid Society of Middle Tennessee focusing on health, benefits, elderly law and children’s issues.

Melinda A. Gaboury, with more than 33 years in home care, has over 23 years of executive speaking and educating experience, including extensive day-to-day interaction with home care and hospice professionals. She routinely conducts Home Care and Hospice Reimbursement Workshops and speaks at state association meetings throughout the country. Melinda has profound experience in Medicare PDGM training, billing, collections, case-mix calculations, chart reviews and due diligence. Medicare Review appeals with all Medicare MACs have become the forefront of Melinda’s current impact on the industry. Melinda is currently Chair of The Alliance/HHFMA Advisory Board and Work Group, serves on the Home Care Association of Florida Board of Directors, and the Tennessee Association for Home Care Board of Directors. Melinda is also the author of the Home Health OASIS Guide to OASIS-E1 and Home Health Billing Answers, 2024.

Meghann Galland is the Deputy Director of LTSS within the Division of TennCare. She began her career with LTSS in 2012, providing broad support, guidance, and leadership on behalf of the Chief of LTSS. Meghann was a part of major implementations and program enhancements, to include the Employment and Community First CHOICES program. In 2019, she transitioned to Vocational Rehabilitation as the Middle TN Area Director, advocating for and supporting individuals with disabilities in achieving their employment goals. Meghann was part of a team that led transformation to modernize and better align service delivery with person-centered practices. In her current role, Meghann provides broad support and leadership to the LTSS team, enhancing service delivery to serve TennCare members. Meghann is married and has four children, ranging from 5 to 23 years old.

Jen Gasper has a robust background in the home care industry, exemplified through her role as the Marketing Director at HomeChoice Senior Care from 2015 to 2018. In this position, she played a pivotal role in fostering relationships within the healthcare industry, resulting in record-breaking referrals. Her expertise in client acquisition and retention contributed to a 67% increase in weekly billable hours in under 9 months. Jen’s leadership also extended to the creation and facilitation of weekly in-service meetings, tailored to meet the specific needs of referral sources, further solidifying her impact within the home care sector. Jen’s strategic approach to coaching and her ability to craft and deliver tailored marketing and sales solutions have made her a trusted advisor in the home care industry and become one of Home Care Evolution’s more senior and accomplished Coaches.



Meet Our Speakers

Patrick M. Harrison serves as the National Alliance for Care at Home's senior director of regulatory and compliance, with over 15 years in the healthcare field focusing on policy, regulation, and advocacy. Harrison previously served as health policy director for a health policy and reimbursement consulting firm, where he oversaw the firm's health services division for clients generating billions in annual revenue and provided strategic guidance on regulatory, compliance and reimbursement issues. Prior to his consulting role, Harrison served as senior director of post-acute care with the Healthcare Association of Hawaii, where he provided leadership to drive strategic plans for the association's home health, hospice, and other post-acute care members. Harrison earned his Juris Doctor, cum laude, from the William S. Richardson School of Law and his baccalaureate degree in anthropology from the University of Hawai'i at Mānoa.

Aaron Hay is a Senior Solutions Engineer at AlayaCare with 8 years of experience helping home care and home health organizations across North America modernize operations. He specializes in agentic, AI-powered workflows and complex integrations that connect EHR, payroll, HR, scheduling, and billing so caregivers can focus on care, not clicks. At this year's conference, Aaron is sharing practical ways technology can strengthen caregiver recruiting, onboarding, and retention.

Emily Isbell, CSA is a Best-Selling Author, Home Care Operations Expert, Increasing Revenues & Improving Operations for Franchisee and her team of home care experts provide a variety of programs to franchisors. Their most successful being Powerhouse Peers™, a third party provided Performance Group program where franchisors utilize the expertise of EI & Company's years of home care success to build their franchisees businesses in a highly specialized performance group approach.

Annette is a registered nurse, with a Master's in Health Care Administration, practicing since 1990, with the majority of her nursing experience in home health and hospice. For over a decade she worked with the CMS Medicare Administrative Contractor where she provided review of, and education on home health and hospice reimbursement, coverage and documentation. Annette then founded "Provider Insights, Inc" out of a need in the industry to translate "Medicare-ese" into language agencies could understand and assists providers daily with audits, quality improvement and survey preparation. She marries together her experience in the "real world" and the inside knowledge of Medicare to ensure providers can meet the requirements of CMS, and ensure compliant, efficient operations. Annette presents and consults nationally on the Conditions of Participation, (COPs), Survey, audits, quality measures and documentation and coverage for both the home health and hospice benefits. She also is an expert in OASIS, ICD-10 coding and HOPE. Annette holds both the Certificate for OASIS Specialist-Clinical and the Home Care Coding Specialist-Diagnosis certification.

Dr. Martin earned her Doctor of Pharmacy degree from the University of Nebraska Medical Center and completed an executive residency with the American Society of Consultant Pharmacists. She has enjoyed working in a wide range of nonconventional clinical roles, including pharmacy association management, senior care, pharmacy benefits management, ambulatory care, value-based care, and hospice. She is a board certified geriatric pharmacist, has worked as a North Carolina Clinical Pharmacist Practitioner, and has authored more than a hundred articles for national pharmacy publications. She is a frequent presenter at state and national hospice conferences. Dr. Martin is currently serving in the role of Senior Clinical Manager at Enclara Pharmacia.

Meet Our Speakers

Clayton Nezda is an attorney for an Am-Law 100 law firm. Clayton has a broad entrepreneurship background, ranging from co-founding a technology company to driving another technology company's client acquisition and retention strategy in the franchise space, resulting in a successful exit to one of the largest private equity firms in the world. Today, he uses his entrepreneurial background to assist clients in implementing practical solutions for their various legal needs. His practice focuses on transactions and litigation with a special interest in the franchise industry. Clayton works with an array of clients, including Fortune 500 organizations and franchisors, small businesses, and franchisees across multiple industries.

Casey Rausin is an RN nurse leader, Board Certified Care Manager, and growth strategist with more than a decade of experience building, scaling, and selling high impact services in home care and care management. As former COO of Care Around the Block and Choices in Senior Care, Casey led sales and business development operations, overseeing referral strategy, partnership growth, and the successful integration of care management with private duty home care. Today, Casey serves as Director of Business Development at HomeCareSales, helping agencies modernize their sales approach through diagnosis based selling, referral strategy, and disciplined execution. Through 3C Strategies and C. Brooke LLC, she also advises owners and leadership teams on business development, partnerships, and scalable growth, always grounded in relationships, clarity, and results.

Tammy Stewart is a Registered Nurse who joined Healthcare Provider Solutions, Inc. (HPS) as a Clinical Consultant in August 2021. She is a member of the National Association for Healthcare Quality and holds a Certified Professional in Healthcare Quality (CPHQ) certification. As a part of the HPS clinical consulting team, Tammy provides support and solutions to home health and hospice agencies across the country to achieve regulatory compliance.



Tennessee Association
of Home Care

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Representative(s): Aaron Hay, Manager, Solution Engineering, Linas Ruslys, Regional Director & Queenie Doucet Ng, Account Manager

Emails: sales@alayacare.com aaron.hay@alayacare.com linas.ruslys@alayacare.com queenie.doucet@alayacare.com

Website: www.alayacare.com

AlayaCare is an AI-powered, end-to-end software platform for home-based and community care organizations, managing the full client lifecycle from assessment and care planning to scheduling, route optimization, and visit verification. We combine in home and virtual care with data and AI-driven automation to deliver better outcomes for providers and their clients. **BOOTH #3**

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Representative(s): Kaliah Kern, Regional Account Executive

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Paradigm is home care's third-party payer expert, specializing in Medicaid and VA billing, compliance, collections, authorizations, and enrollment. Our strongest differentiator is our blend of advanced technology and hands-on expertise: namely, how our AI-powered tools are backed by a team that knows every policy nuance and payer shift. Home-based care providers use Paradigm to get paid on time, stay compliant, and scale confidently with a fully integrated, AI-powered platform. Today, more than 3,900 providers trust Paradigm to help them get paid on time, stay compliant, and grow with confidence. **BOOTH #28**

4. Hartmann USA, Inc. **Gold Sponsor**

481 Lakeshore Pkwy

Rock Hill, SC 29730

Phone: 865.438.0591

Representative(s): Leanne Friesen, Account Manager, Melanie Hicks, Account Manager & Haley Mason, Account Manager

Emails: leanne.friesen@hartmann.info melanie.hicks@hartmann.info haley.mason@hartmann.info

Website: www.hartmann.info

Helps. Cares. Protects. HARTMANN is a leading European supplier of system solutions for medicine and care. Medical professionals and patients rely on our products every day in the US and across 36 countries worldwide. **BOOTH #14**

HARTMANN



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Designed to maintain and restore Wound Balance

Zetuvit[®] Plus Silicone Border

- + Simple to choose, simple to use
- + Versatile, effective, patient-friendly



Contact your local HARTMANN representative, or visit us at www.hartmannusa.com for more information.

HARTMANN USA, Inc.
Rock Hill, SC 29730
1-800-243-2294
hartmannusa.com
XLIT 3156 Rev.0 (0326)

Meet Our Sponsors & Exhibitors

5. Vitable Health **Silver Sponsor**

215 Bullens Lane

Woodlyn, PA 19094

Phone: 484.416.0769

Representative(s): Kelsey Fjermedal & Marissa Makar

Emails: kelsey@vitablehealth.com marissa@vitablehealth.com Website: www.vitablehealth.com

Founded to solve the healthcare challenges facing home care agencies, Vitable Health delivers affordable health benefits built for the frontline caregiver workforce. Through our primary care and ACA-compliant solutions, caregivers receive easy access to everyday care and prescriptions, while agencies gain predictable costs and a practical strategy to strengthen retention. **BOOTH #13**

6. BlueCare of Tennessee **Bronze Sponsor**

1 Cameron Hill Way

Chattanooga, TN 37402

Phone: 615.295.9680

Representative(s): Tanya Glover & Marquita Wilson

Emails: Tanya_Glover@bcbst.com Marquita_Wilson@bcbst.com

Website: www.bcbst.com

BlueCare of Tennessee - Individuals that we support are at the heart of all that we do. We want them to get the care that they deserve. To support our mission, our provider network is an important part of how we accomplish this. Our mission is our passion: to improve the lives of our members. No matter what they have going on in their lives, we're here every step of the way. **BOOTH #24**

7. Molnlycke **Bronze Sponsor**

5445 Triangle Parkway

Peachtree Corners, GA 30092

Phone: 513.787.5328

Representative(s): Michelle Way & Heather Pitkins Email: michelle.way@molnlycke.com Website: www.molnlycke.com/us

Transforming care for patients and caregivers - At Mölnlycke, we have always been dedicated to improving quality of life for patients and those who care for them. We do it by offering innovative, high-quality solutions for wound care and surgical procedures, and by helping you implement new and better ways of working. Ultimately, we enable safer, more efficient and sustainable care. For people and planet. **BOOTH #11**

8. United Healthcare Community Plan of Tennessee **Bronze Sponsor**

10 Cadillac Drive, Suite #200

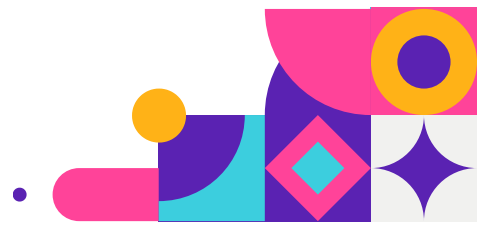
Brentwood, TN 37027

Phone: 800.690.1606

Representative(s): Nathaniel Robinson & Alondra Roberts

United Healthcare Community Plan is a TennCare Medicaid plan offering a range of benefits to children, pregnant women, adults and people who are elderly or have a disability. UnitedHealthcare Community Plan offers physical and behavioral healthcare across the state of Tennessee. In addition, Medicare Advantage plans are available for people who qualify for both Medicaid and Medicare Parts A and B. More information is available on our website: www.uhccommunityplan.com/tn

BOOTH #23



Meet Our Sponsors & Exhibitors

9. Wellpoint **Bronze Sponsor**

22 Century Blvd., Ste. 220

Nashville, TN 37214

Phone: 423-486-8716

Representative(s): Heather Shaffer, LTSS Network Relations Manager, Lee-Ann Hartlett & Monica Casey

Email: heather.shaffer@wellpoint.com Website: www.wellpoint.com

Wellpoint - Providing care for those who need it most requires a team effort and there's no more critical person on this team than you the provider. Our challenge is to find ways to help you use your resources as efficiently and productively as possible. That begins by listening to the problems you encounter and the ideas you have to make the system work better. Together we can find the real solutions that can make a difference in people's lives. **BOOTH #22**

10. WellSky **Bronze Sponsor**

11300 Switzer Road

Overland Park, KS 66210

Phone: 404.247.2677

Representative(s): Anna Harding, Account Executive & Rob Pittroff, Account Executive

Emails: Anna.Harding@WellSky.com rob.pittroff@wellsky.com Website: www.wellsky.com

WellSky is one of America's largest and most innovative healthcare technology companies leading the movement for intelligent, coordinated care. Our proven software, analytics, and services power better outcomes and lower costs for stakeholders across the health and community care continuum. In today's value-based care environment, WellSky helps providers, payers, health systems, and community organizations scale processes, improve collaboration for growth, harness the power of data analytics, and achieve better outcomes by further connecting clinical and social care. WellSky serves more than 20,000 client sites — including the largest hospital systems, blood banks, cell therapy labs, home health, and hospice franchises, post-acute providers, government agencies, and human services organizations. Informed by more than 40 years of providing software and expertise, WellSky anticipates clients' needs and innovates relentlessly to build healthy, thriving communities. **BOOTH #18**

11. Healthcare Provider Solutions, Inc. **Grand Prize Sponsor**

402 BNA Drive, Suite 212

Nashville, TN 37217

Phone: 615.399.7499 Fax: 615.399.7790

Emails: mgaboury@healthcareprovidersolutions.com tstewart@healthcareprovidersolutions.com

Website: www.healthcareprovidersolutions.com

HPS' core services include home care & hospice billing and collections, receivable collection projects, coding, chart reviews, operational reviews, managed care consulting, and education. **BOOTH #9**

12. Valued Relationships, Inc. (VRI) & Guardian Medical Monitoring **Grand Prize Sponsor**

1400 Commerce Center Suite 100

Franklin, OH 45005

Phone: 855.852.1498 or 937.608.0327 Fax: 800.692.8189

Representative(s): David Lukens, Senior Territory Manager

Email: dlukens@vricares.com Website: www.vricares.com

VRI is solving some of the biggest challenges in healthcare, impacting Star Ratings, SDoH, and more through the power of connection. With over 30 years of experience, VRI is proud to partner with home health providers to support independent living through PERS, medication management, and vitals monitoring solutions. **BOOTH #25**



Meet Our Sponsors & Exhibitors

13. About You In Home Care **TAHC MEMBER**

201 Holiday Blvd., Ste. 110

Covington, LA 70433-6115

Phone: : 985.246.6475

Representative(s): John Hendrix, Sales Manager & Stephanie Breland, Sales Representative

Emails: john@aboutyouhc.com stephanie@aboutyouhc.com Website: www.aboutyouhc.com

About You In Home Care is a locally owned and operated non-medical caregiving/sitting service that focuses on giving clients the services they need. We adapt our services to each patient's particular situation and take great care to assign the most suitable caregiver based on needs, interests, and personal preferences. **BOOTH #17**

14. Advanced Wound Therapy

2488 E 81st St., Suite 2010

Tulsa, Ok

Phone: 503.949.8418

Representative(s): Alison Spangler, Account Manager & Sarah Zachary, Account Manager

Emails: aspangler@awt-tn.com szachary@awt-n.com Website: www.advancedwoundtherapy.com

At Advanced Wound Therapy, we revolutionize wound care with cutting-edge, compassionate treatments, helping patients heal faster and regain quality of life. Our commitment to excellence, improvement, and patient-focused care not only improves outcomes for countless individuals but also alleviates the healthcare and financial challenges faced by patients and providers. Advanced Wound Therapy delivers expert, innovative wound care services precisely when and where they are needed. Our extensive range of services offers comprehensive care tailored to each patient's needs, ensuring the highest level of treatment and convenience. Advanced Wound Therapy integrates innovative technology with compassionate care to improve patient recovery and quality of life. Our personalized approach brings hope and healing, ensuring each patient receives the best possible treatment for their recovery journey. **BOOTH #27**

15. AxisCare **TAHC MEMBER**

1105 Wooded Acres Dr., Ste. 300

Waco, TX 76710

Phone: 800.930.7201

Representative(s): Will Martin, Director of Enterprise Accounts & Mark Shaddix, Business Development Representative

Emails: willmartin@axiscare.com markshaddix@axiscare.com Website: www.axiscare.com

As the industry's leading all-in-one home care software solution for both single and multi-location home care agencies, AxisCare provides back-office scheduling, point-of-care, and revenue cycle management (RCM) solutions that help agencies in all 50 states and four countries. Specializing in Private Pay, Medicaid, and VA Billing, AxisCare's state-of-the-art platform helps agencies track essential growth metrics, maintain a healthy cash flow, achieve effortless compliance, and gain full control of their operations so agencies can scale while staying focused on what matters most – providing the best care possible. **BOOTH #1**

16. Call A Doctor Plus

166 Albany Turnpike, Suite 8,

Canton, CT 06019

Phone number: (931) 206.5177

Representative(s): Amelia (Millie) Hunter

Email: milliehunter.lfl@gmail.com Website: www.cadrplus.com

Call A Doctor Plus is a virtual healthcare service that offers convenient, confidential access to quality providers 24/7, anytime, anywhere. By scheduling a visit with a U.S. board-certified and licensed provider, you can be diagnosed, treated, and prescribed medication if necessary. This is the perfect employee benefit plan for budget-conscious employers wanting more power to recruit, retain, and reward the healthiest and most loyal employees. **BOOTH #26**



Meet Our Sponsors & Exhibitors

17. CareAlly

7 Lindenwood Drive

Jericho, VT 05465

Phone: 802.345.4046

Representative(s): Parker Polidor Co-Founder Email: parker@joincareally.com Website: www.careally.com

Seniors can't keep up with their home anymore. CareAlly protects them with a trusted local team that proactively checks in, handles home repairs, and prevents small issues from becoming expensive emergencies - so adult children don't have to drop everything to be there. We also protect seniors from the predatory practices unfortunately common among home repair companies. **BOOTH #19**

18. CareXM

843 Misty Harbor Rd

Chapin, SC 29036

Phone: 803.240.4351

Representative(s): Forrest Perkins, Director of Sales, Daniel Burton, Regional Solutions Advisor, & Kelly Stanley, Director of Clinical Solutions

Emails: daniel.burton@carexm.com kelly.stanley@carexm.com forrest.perkins@carexm.com

Website: www.carexm.com

CareXM provides Software with a Service (SaaS) solutions for home health, hospice, and hospital organizations, specializing in 24/7 licensed nurse triage, patient engagement, and medical answering services. Their HIPAA-compliant platform integrates with EMRs to reduce burnout, lower costs, and enhance patient experience. **BOOTH #2**

19. CHC Solutions, Inc.

162 Industry Drive

Pittsburgh, PA 15275

Phone: 800.220.5262

Representative(s): Sam McKeever, Account Manager & Bobby Cancilla, Director of Sales

Emails: smckeever@chcsolutions.com bcancilla@chcsolutions.com Website: www.chcsolutions.com

CHC Solutions, Inc. supplies medical products to patients. We receive the order from doctors and their staff, verify the products are covered by the patient's insurance, the supplies are shipped to them and we bill their insurance. Everything we do is about improving the patient experience. Caring is the difference. **BOOTH #12**

20. HealthCare Strategies, Inc. **TAHC MEMBER**

5746 Marlin Rd, Suite 600

Chattanooga, TN 37411-5680

Phone: 423.296.0074

Representative(s): Becky Crabtree, Software Sales and Training Specialist & Melisa Rittenberry, COO

Emails: bcrabtree@hcstrategies.com MRittenberry@hcstrategies.com Website: www.hcstrategies.com

HealthCare Strategies is a comprehensive home health and hospice support company, providing services to clients across the US for over 27 years. Services include Consulting & Education, Coding & OASIS Review, Revenue Cycle Management, and the EMR software HCS Connect™. Referrals to admission, scheduling to patient contact, clinical documentation to billing, the HCS Connect™ platform simplifies operations and streamlines processes so you can do what you love...care for your patients. **BOOTH #4**

21. IntellaTriage **TAHC MEMBER**

320 Seven Springs Way, Suite 220

Brentwood, TN 37027

Phone: 516.359.3405

Representative(s): Harrison Tucker, Chief of Staff

Email: htucker@intellatriage.com Website: www.intellatriage.com

IntellaTriage delivers expert, compassionate care when patients need it most, while reducing the burden on field clinicians and improving nurse retention. We provide 24/7 nurse-first triage solutions, including care team coordination and patient engagement services, to providers and their patients by leveraging the largest network of remote licensed nurses in post-acute care. **BOOTH #15**

Meet Our Sponsors & Exhibitors

22. Medline Industries, Inc. **TAHC MEMBER**

Three Lakes Drive

Northfield, IL 60093

Phone: 800.633.5463

Representative(s): Devin Coleman, Sales Representative & Anita Meador, Sales Representative & Patti Sorensen, Group Manager of Strategic Programs

Email: ameador@medline.com Website: www.medline.com

Medline is a global manufacturer and distributor serving the healthcare industry with medical supplies and clinical solutions that help customers achieve both clinical and financial success. **BOOTH #16**

23. Mobile Images **TAHC MEMBER**

6111 Heritage Park Drive A400

Chattanooga, TN 37416

Phone: 615.410.6642 Fax: 615-399-7790

Representative(s): Debbie Merchant, Business Development, Brittany Myers, Business Development & Patricia Sonner, Business Development

Emails: debmerchant4@comcast.net bmyers@mobileimages.org patricia@mobileimages.org

Website: www.mobilexray.com

Mobile Images partners with home health and hospice agencies by providing diagnostic services. We strive to bring quality Xray and Ultrasound services to your clients at bedside. This eliminates travel to a diagnostic center thus reducing stress and anxiety for your clients. **BOOTH #5**

24. Paychex, Inc.

911 Panorama Trail South

Rochester, NY 14625

Phone: 585.303.5469

Representative(s): Nick Russell, Partnership Development Manager, Patrick Daniel, Home Health Care Account Executive & Paulo Palrao, Home Health Care Account Executive

Emails: nrussell1@paychex.com pmdaniel1@paychex.com ppalrao11@paychex.com

Website: www.paychex.com

Paychex, Inc. (Nasdaq: PAYX) is the digitally driven HR leader that is reimagining how companies address the needs of today's workforce with the most comprehensive, flexible, and innovative HCM solutions for organizations of all sizes. Paychex, Inc provides businesses with HR, payroll, benefits, and insurance solutions.

BOOTH #6

25. Radar Healthcare

Avenue HQ, 10 -12 East Parade

Leeds, West Yorkshire LS12BH

Representative(s): Wesley Walker

Email: wesley.walker@radarhealthcare.com Website: www.radarhealthcare.com

Supporting US healthcare providers - Enhance care, prevent harm and improve outcomes across your healthcare organization. Are you a director of risk management, quality improvement manager or responsible for ensuring regulation and compliance? Do you need robust compliance software tailored to drive transformational change and improve patient outcomes?

Radar Healthcare works with health systems, senior living organizations, hospices and behavioral health centers across the US to improve compliance, reduce risk and enhance care quality. Our platform is designed to meet the unique challenges of each sector, helping teams stay ahead of regulations and deliver better outcomes. **BOOTH #20**

Meet Our Sponsors & Exhibitors

26. Simple, a Netsmart Solution

11100 Nall Avenue

Overland Park, KS 66211

Phone: 913.601.8378

Representative(s): Sam Pate, Senior Client Development Representative

Email: spate@ntst.com Website: www.simple.health

Home health and hospice care are complex. Your data compliance should be simple. 8,500+ healthcare providers trust Simple for regulatory compliance and data submission. Learn more about our tools for OASIS/HOPE assessment accuracy and simplified CMS submissions at **BOOTH #21**

MARK YOUR CALENDAR

2026 Fall Conference

Date: Sunday, November 15 – Tuesday November 17, 2026

Location: HeartSong Lodge & Resort, 1210 Dollywood Resorts Blvd,
Pigeon Forge, TN 37863



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AGENDA / AT A GLANCE

SUNDAY, MAY 3, 2026

TIME	Sessions subject to change.	MEETINGROOM
5:00-6:00PM	Conference Attendee Registration (optional)	Birch/Hickory
5:00-6:00PM	Exhibit Booths Set-Up (optional to set-up Monday)	Birch/Hickory
5:30-7:00PM	Complimentary Drinks and Light Snacks	Hotel Bar

MONDAY, MAY 4, 2026

TIME	SESSION/SPEAKER	MEETING ROOM
8:30AM-3:00PM	Conference Attendee Registration	Birch/Hickory
8:00-9:00AM	Exhibit Booths Set-Up (optional to set-up Sunday)	Birch/Hickory
6:30-8:30AM	Free made-to-order Breakfast at the hotel opens at 6:30AM	Atrium
9:00-10:00AM	Keynote: Leading with Insight: Using Pain Points to Coach Teams, Strengthen Culture, and DriveResults/ GASPER 1.00 CE	Birch/Hickory
10:00-10:25AM	Refreshment & Snack Break with Exhibitors	Birch/Hickory
10:25-11:55AM	Home Health: Lead the Charge: Guiding Your Team to VBP Excellence in 2026 / GABOURY 1.50 CE	Azalea/Iris
10:25-11:55AM	Hospice: Following the Symptom Management Cues in CAHPS and HOPE / MARTIN 1.50 CE	Poplar
10:25-11:55AM	PSSA: Latest Legal Developments Impacting the Home Care Industry/ NEZDA	Rosebud/Sycamore
10:25-11:55AM	MGMT: Effectively Managing Employees with Problems / BOOKMAN 1.50 CE	Magnolia
11:55AM-1:20PM	Sales: Mastering The First Call / ISBELL	Williamson
1:20-2:35PM	Award Luncheon & Visit Exhibitors	Birch/Hickory
1:20-2:35PM	Home Health: Survey Readiness with the NEW Survey Protocols! / LEE 1.25 CE	Azalea/Iris
1:20-2:35PM	Hospice: Lessons Learned from HOPE Tool Implementation / STEWART 1.25 CE	Poplar
1:20-2:35PM	PSSA: MCO Panel: BLUECARE TN, UNITED HEALTHCARE & WELLPOINT	Rosebud/Sycamore
	MGMT: Let's Change How We Think About Change - For Our Clients, Our Businesses, For Ourselves/BOOKMAN 1.25 CE	Magnolia
1:20-2:35PM	Sales: Internal Sales: Selling Through Service / ISBELL	Williamson
2:35-3:00PM	Network/Visit Exhibitors – Refreshment & Snack Break	Birch/Hickory
3:00-4:00PM	ALL: Legal Updates and Industry Trends in Home Health, Hospice, and Personal Care / NEZDA 1.00 CE	Birch/Hickory
5:30-7:00PM	Complimentary Drinks and Light Snacks	Hotel Bar

TUESDAY, MAY 5, 2026

TIME	SESSION/SPEAKER	MEETING ROOM
8:00-11:15AM	Exhibit Booths are Open	Birch/Hickory
6:30-8:30AM	Free made-to-order Breakfast at the hotel opens at 6:30AM	Atrium
8:30-9:30AM	Home Health: Audit Denials? Non-affirmations? Coming Face to Face with your FTF Operational Issues/LEE1.00 CE	Azalea/Iris
8:30-9:30AM	Hospice : The Federal Hospice Landscape: Policy, Payment, and Oversight / HARRISON 1.00 CE	Poplar
8:30-9:30AM	PSSA: TENNCARE: CHOICES Update/EVANS	Rosebud/Sycamore
8:30-9:30AM	MGMT: Emotional Intelligence and Leadership: How We Really Make the Grade / BOOKMAN 1.00 CE	Magnolia
8:30-9:30AM	SALES: High Performance Isn't Accidental: The 90-Day Formula for Sales Team Results / RAUSIN	Williamson
9:30-9:45AM	Refreshment & Snack Break with Exhibitors	Birch/Hickory
9:45-10:45AM	Home Health: What is Skilled Care? Busting the Myths and Setting the Story Straight on What Medicare Truly Pays for! / LEE 1.00 CE	Azalea/Iris
9:45-10:45AM	Hospice and Palliative Care in a Value-Based World / HARRISON 1.00 CE	Poplar
9:45-10:45AM	PSSA: From Hiring to Thriving – Reducing Caregiver Churn with Better Workflows and Recognition / HAY	Rosebud / Sycamore
9:45-10:45AM	MGMT: Relationship-building for Leaders / BOOKMAN 1.00 CE	Magnolia
10:45-1:15AM	SALES: Stop Guessing, Start Growing: KPIs that Move the Needle / RAUSIN	Williamson
	EXHIBITOR FUN - Grand Prize WINNERS will be Announced! *Sponsors Embassy Suites, HPS & VRI	Birch/Hickory