

SUNDAY, NOVEMBER 9, 2025

TIME	Sessions subject to change.
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, NOVEMBER 10, 2025

TIME	SESSION/SPEAKER
8:30AM-3:00PM	Conference Attendee Registration
8:00-9:00AM	Exhibit Booths Set-Up (optional to set-up Sunday)
8:30-9:00AM	Breakfast Buffet
9:00-10:00AM	Keynote: National Update from Washington: The Future of Home Care 1.00 CE <i>Dr. Steven "Steve" Landers, CEO, National Alliance for Care at Home</i> <i>Session Facilitated by Michelle Mullins, TAHC President</i>  Steven Landers will lead a session providing a comprehensive Washington update. This session will cover federal policy developments shaping the future of home care, focusing on payment reforms, improving access to care, and enhancing service quality. Attendees will receive insights into changes in reimbursement structures, caregiver support, and the role of technology in care delivery. The session will also explore how these policies impact providers, patients, and the home care workforce. Objectives: • Summarize key federal policy changes affecting home care. • Explain current payment reform initiatives. • Identify strategies for improving access and quality of home care. • Describe the impact of policies on providers, patients, and the workforce. • Recognize the role of technology and caregiver support in home care.
10:00-10:25AM	Network/Visit Exhibitors – Refreshment Break
10:25-11:55AM	Home Health: Value Based Purchasing – How are the 2025 Changes Settling In? 1.50 CE <i>Melinda A. Gaboury, COS-C, CEO, Healthcare Provider Solutions</i> <i>Facilitator: Amanda Carver, Sweetwater Home Health</i>  The HHVBP Expansion Model is in full swing moving into the 4th year (2026) where significant changes have been proposed. Has the impact of the 2023 results negatively impacted reimbursement? This session will review the Value-Based Purchasing Model Interim Performance Reports through the October 2025 release. This session will discuss evaluation of your agency's reports and how to understand which items to be worked on. This session will provide best practices on improving scores, specifically in the OASIS items and HCAHPS measures. Lastly, the 2026 Proposed changes will be detailed.
10:25-11:55AM	Hospice View from Washington 1.50 CE <i>Patrick M. Harrison, JD, Senior Director, Regulatory & Compliance, National Alliance for Care at Home</i> <i>Facilitator: Callie Rumsey, Tennessee Quality Hospice</i>  Join us for an in-depth exploration of the latest developments impacting hospices at the federal level. This session will delve into topics such as hospice trends and utilization, program integrity, significant regulatory takeaways, and other developments in the

policy space. This session will address what these changes mean for hospice providers as they navigate regulatory and quality requirements in the year ahead, equipping providers with the knowledge to adapt and thrive in an evolving regulatory landscape.

10:25-11:55AM



PSSA: TENNCARE: CHOICES Update

Meghann Galland, Deputy 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.

10:25-11:55AM



MGMT: Boomers Through the Z's – Success with a Multi-Generation Staff 1.50 CE

Lori Hoffner, Professional Organizational Development Speaker & Trainer, Supporting CommUnity, Inc.

The approach that each person uses on the job and how they perform certain work tasks are deeply rooted in their generational experiences and values. As the mass exodus of the baby-boomer generation leaders continues to happen, the up-and-coming millennial generation pushes in for their chance at the helm, and Gen Z nipping at their heels, there is a great need to find a positive way for the transition to happen. In this session, Lori will help you learn ways to blend the different generations into a cohesive and positive team as well as creating an environment of cooperation that meets the needs of your staff regardless of their age. You will identify ways to encourage a positive internal culture that that gets projected externally to the customers.

11:55AM-1:20PM

Lunch & Visit Exhibitors

1:20-2:35PM



Home Health & Hospice: Navigating the Managed Care Landscape: Strategies for Home Health & Hospice Success 1.25 CE

Melinda A. Gaboury, COS-C, CEO, Healthcare Provider Solutions

Facilitator: Ginny Dyer, Hospice of Cumberland County Inc.

We will explore essential workflow best practices and the intricacies of understanding managed care contracts. As the healthcare industry continues to evolve, especially in the realms of home health and hospice, it has become critical for agencies to adapt their operations to ensure quality patient care while maximizing financial performance.

1:20-2:35PM

PSSA: MCO Panel: BLUECARE TN, UNITED HEALTHCARE & WELLPOINT

Facilitator: Aisha Lbhalla, Loving Home Care, 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: Accountability; It's Everybody's Responsibility 1.25 CE

Lori Hoffner, Professional Organizational Development Speaker & Trainer, Supporting CommUnity, Inc.

Facilitator: Shawn Mullins, Oasis In-Home Care

Accountability; the obligation of an individual or organization to account for its activities, accept responsibility for them, and to disclose the results in a transparent manner. It is the expectation we have for ourselves and others, but how often do we meet it? Do we find solutions when things don't go as we had planned, or do we play the blame game? Maybe we start using mental-math to determine the cost of speaking up. Together we will discuss how we move beyond understanding the need for accountability, to engaging your team in ways that can win their hearts, minds, and commitment. You will learn how to create a philosophy of accountability that everyone can embrace and practice. A philosophy that removes fear increases skills, confidence, and reliability.

2:35-3:00PM

Network/Visit Exhibitors – Refreshment Break

3:00-4:00PM

ALL: Attitude is Everything: How to Nurture Your Growth Mindset 1.00 CE

Steve Yeatts, Vice President Business Development, Bristol Hospice



Facilitator: Trent Presley, Gentiva

This closing session will provide an overview of the following: •Identifying the difference between Growth Mindset & Fixed Mindset, •How emotional intelligence, positive energy, and encouragement draw people toward you, •How these famous “failures” became successful, •The power of YET, •Being wary of labels, •How changing your mindset is not easy but worth it and MORE!

TUESDAY, NOVEMBER 11, 2025

TIME	SESSION/SPEAKER
8:00-11:15AM	Exhibit Booths are Open
6:30-8:30AM	Free made-to-order Breakfast at the hotel opens at 6:30AM
8:30-9:30AM	Home Health: ICD-10 Coding Update: New Codes & Claims Issues 1.00 CE <i>Jennifer Osburn, RN, HCS-D, COS-C, Clinical Consultant, Healthcare Provider Solutions</i> Facilitator: Debbie Yorba, Lincoln Medical Home Health & Hospice Every year the ICD-10 code set changes. This session will provide an overview of the 2026 ICD-10 CM changes with a focus on the changes that will be the most consequential for Home Health and Hospice agencies, discuss the impact these changes will have on claims that begin prior to and end after October 1, and identify resolution tips for Return to Provider claims (RTP) due to the dreaded “invalid code.” Your coders need to be current with all changes and this is the session to provide that clarity.
8:30-9:30AM	Hospice Medical Review 1.00 CE <i>Tammy Stewart, RN, CPHQ, COS-C, Clinical Consultant, Healthcare Provider Solutions</i> Facilitator: Callie Rumsey, Tennessee Quality Hospice The good, the bad and the ugly of Hospice Medical Review? This session will detail denials that are currently happening in medical review. In addition, the appeal process will be defined with best practices for submitting appeals.
8:30-9:30AM	PSSA: The Referral Relationship Playbook: How to Attract, Nurture, and Convert More Referral Partners <i>Jessica Nobles, Founder / Chief Relationships Officer, Home Care Ops</i> Facilitator: Chelsea Williams, At Home Healthcare Growing your home care agency doesn’t have to mean working harder or spending more on ads. The strategy? Stronger referral relationships. In this session, I teach a clear, step-by-step method to build lasting partnerships with key referral sources without feeling salesy or pushy. Attendees will walk away with a proven plan to connect with the right people, nurture real relationships, and create a referral network that keeps their agency growing year after year.
8:30-9:30AM	MGMT: All Hands on Deck: Creating & Sustaining a Customer-Centric Culture 1.00 CE <i>Steve Yeatts, Vice President Business Development, Bristol Hospice</i> Facilitator: Savannah Wesley, Continuum Pediatric Nursing Services In this interactive session learn the following: •What a winning culture feels/smells like •Hall of Fame or Hall of Shame brands, •7 Things that help your team culture, •7 Things that hurt your team culture, •How to hire culture shapers and more!
9:30-9:45AM	Network/Visit Exhibitors – Refreshment Break
9:45-10:45AM	Home Health: If It Wasn't Documented, It Wasn't Done: Common Documentation Issues Impacting Home Health 1.00 CE <i>Tammy Stewart, RN, CPHQ, COS-C, Clinical Consultant, Healthcare Provider Solutions</i> We've all heard the line, "if it wasn't documented, it wasn't done". Join us for this informative session that provides examples of common documentation issues and tips to correct or avoid

them and how documentation issues may negatively impact your agency during survey AND under medical review.

9:45-10:45AM



Hospice Under the Microscope: Thriving or Surviving? 1.00 CE

Patrick M. Harrison, JD, Senior Director, Regulatory & Compliance, National Alliance for Care at Home
Facilitator: Ginny Dyer, Hospice of Cumberland County Inc.

In an era of heightened regulatory scrutiny, hospice providers face increased oversight and audits. This session offers an in-depth exploration of the common trends and denials affecting hospices today and provides practical strategies for navigating challenges by learning how to effectively engage the interdisciplinary group (IDG) and ensure clinical documentation meets regulatory requirements. Attendees will gain the knowledge to not only survive but thrive in an increasingly scrutinous regulatory landscape.

9:45-10:45AM



PSSA: Growing a Business Without Losing Your Mind: The Truth About Scaling, Burnout & Staying Sane

Jessica Nobles, Founder / Chief Relationships Officer, Home Care Ops
Facilitator: Chelsea Williams, At Home Healthcare

Everyone tells you strategies for growing your business... what they don't tell you is how to survive the late nights, the weight of responsibility, and the moments when you wonder if you're in over your head. This session offers an unfiltered, behind-the-scenes look at what it really takes to scale without losing yourself. You'll learn how to overcome burnout, break through mental traps, and build a business that fuels your life... not one that runs it. I'll also share the game-changing shifts that helped me grow a multi-million, multi-state home care agency and step back without losing everything I built. If you're scaling fast (or want to), this session is your mental survival kit.

9:45-10:45AM



MGMT: A Leader's Job is to Inspire 1.00 CE

Steve Yeatts, Vice President Business Development, Bristol Hospice

Steve will provide answers and solutions for the following: •How to hold everyone (and yourself) accountable, •How strong leaders are coaches not critics, •Why effective leaders ask for team insight, •The importance of being a good listener, •How to treat everyone differently but the same, •Why investing in your team's goals and growth leads to retention •And more!

10:45-11:15AM

EXHIBITOR FUN - Grand Prize WINNERS will be Announced! *Sponsors HPS, The Park Vista Hotel, VRI & WMS

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!

This activity has been submitted to the Georgia Nurses Association for approval to award contact hours. The Georgia Nurses Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

THANK YOU, TAHC SPONSORS



Make Wound Care Wherever You Call Home



TAHC 2025 FALL CONFERENCE ATTENDEE REGISTRATION FORM

NOVEMBER 9TH-11TH | The Park Vista Hotel | GATLINBURG, TN

TAHC's Fall Conference will have a great line-up of speakers and topics for Home Health Agencies (Medicare certified and private duty), Hospice, Palliative & Personal Support Service Agencies. Join hundreds of your fellow Tennessee home care industry professionals.

To join us on November 9th -11th, register one of the following ways to save your spot!

1. Complete this form and mail with check to: TAHC, P.O. Box 140087, Nashville, TN 37214
2. Register online at tnhomecare.org - Credit Card payments include 3% processing fee
3. Any questions call 615-885-3399 or email rochelle@tnhomecare.org

ATTENDEE SELECTION

The following Early Bird Rates are valid through October 10th, 2025. Rates increase on October 11th. Registration Includes educational sessions & meals.

REGISTRATION TYPE	TAHC Members	Non-Members
☐ Per Person fee for 1 st and 2 nd registrants EARLY BIRD	☐ \$369.00	☐ \$775.00
☐ *Per Person fee for 3 or more registrants EARLY BIRD	☐ \$349.00	☐ \$733.00
☐ Per Person fee for 20 or more registrants EARLY BIRD	☐ \$329.00	☐ \$700.00
<i>*Receives a \$20.00 discount for each attendee registered</i>		
☐ Per Person fee for 1st and 2nd registrants AFTER OCT. 10TH	☐ \$469.00	☐ \$875.00
☐ *Per Person fee for 3 or more registrants AFTER OCT. 10TH	☐ \$449.00	☐ \$833.00
<i>*Receives a \$20.00 discount for each attendee registered</i>		

ATTENDEE INFORMATION

1. Name: _____ Title: _____

Email: _____

2. Name: _____ Title: _____

Email: _____

Agency: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

**Conference Registrations will be confirmed by email along with your handout link. Please list additional names on a separate page.*

Fall Conference Location / Hotel Details: The Park Vista Hotel, 705 Cherokee Orchard Rd., Gatlinburg, TN 37738. Reserve your Online room at www.parkvista.com OR Contact 1- 800-421-7275. Mention or use TAHC Group Code ONLINE BOOKING: TAH when registering online or by phone to get the TAHC group discounted rate of \$135.00. Rooms' cut-off for discounted rate 10/11/2025 *All suites must be booked thru the hotel directly by calling (865) 436-9211- ask for in-house reservations. Hilton Reservations cannot book suites at discounted rates.*
*Parking charge of \$10 per day for each night's stay.

REFUND: The registration fee, less a \$75 handling charge, is refundable if notice is received in writing at TAHC by September 15, 2025. NO REFUNDS AFTER October 15, 2025. Substitutions are welcome. No credit will be given for no-shows.