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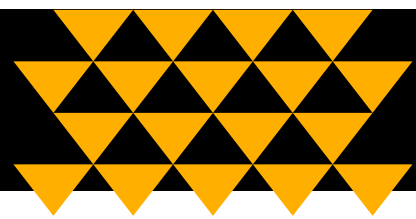
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TAHC 2024 ANNUAL MEETING

MAY
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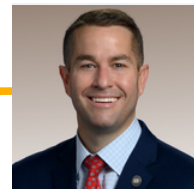
welcome to franklin



Keynote: State of the State / 9 – 10 am,

Delivered by Members of the Tennessee General Assembly

Sen. Shane Reeves (R-Murfreesboro) , Rep. Sabi ‘Doc’ Kumar (R-Springfield) & Rep. Clark Boyd (R-Lebanon)



Hear a recap of the recently adjourned legislative session from influential members of the Tennessee General Assembly, Sen. Reeves, Rep. Kumar and Rep. Boyd. These legislators sit on committees of jurisdiction for issues including health, certificate of need, and insurance, all of which were tackled this session. Time will be reserved for questions from the audience.

Session facilitated by Jennifer Hall, BrightSpring Home Health / 1.00 CE

Refreshment Break with Exhibitors: 10 – 10:25 am

MONDAY, 1ST CONCURRENT SESSIONS: 10:25 – 11:55 am

Home Health Value Based Purchasing – The IPR Reports Detail Review / 1.50 CE

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



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 be detailed in this session.

Session facilitated by Anita Porter, Quality First Home Care

Palliative Care & Home Health: Transforming the Value Driven Journey: Person Centered Decision Making & Advanced Care Planning / 1.50 CE

Cindy Campbell, MHA-Healthcare Informatics, BSN, RN, Senior Director Advisor & Katherine Morrison, MSN, RN, CHPN – Director of Hospice Consulting Operations, WellSky



As the contemporary Japanese writer Haruki Murakami noted: “Death is not the opposite of life, but a part of it.” Planning for smooth transition into end-of-life care often occurs in home health, due to a lack of confidence and competence incorporating advance directive conversations into practice. Building this skill ensures that patients’ preferences are honored, promoting a person-centered decision-making approach to care.

Advance care planning has been proven to significantly increase hope for patients and their families, as well as improve clinical outcomes related to decreasing avoidable hospitalization. A value-add for every service line in care at home, learning the how-to’s within advance care planning will help your organization advocate for foundational continuum-based support as a patient and family face the ultimate progression of disease – end of life.

Learning objectives: • Explain the importance of communication regarding disease progression and advance care planning • Describe suggested methodology for conducting an advance directive conversation • Discuss how effective advance care planning can yield better outcomes within HHVBP

Session facilitated by Suzie McWherter, Baptist Hospice - Union City



MONDAY, 1ST CONCURRENT SESSIONS: 10:25 - 11:55 am

PSSA: MCO Panel with Participation by BlueCare TN, United HealthCare & Wellpoint

Sponsored by UnitedHealthcare Plan of TN



Join BlueCare Tennessee, UnitedHealthcare, and Wellpoint for an update on all things CHOICES. This MCO panel will cover pre-submitted questions and topics and provide an overview of what is likely coming next for CHOICES providers.

Session facilitated by Elizabeth Bellar, The Care Giving Elite, LLC

MGMT: Daily Execution. Extraordinary Results / 1.50 CE

Scott Welle, Speaker & Peak Performance Trainer



This session goes into the psychology of big goals, goal setting strategy and goal achievement execution. Goals can be personal or professional but one of the biggest things that bolsters our resilience is the feeling that we're making progress towards meaningful & impactful outcomes.

Session facilitated by Shayla Williamson, St. Jude Children's Research Hospital Home Care, LLC

TAHC Annual Awards Luncheon / 11:55 am - 1:20 pm

Generously Sponsored by BlueCare of Tennessee

Luncheon will be followed by an opportunity to visit with exhibitors

MONDAY, 2ND CONCURRENT SESSIONS: 1:20 - 2:35 pm

Home Health: Medicare Advantage: Digging in the Details / 1.25 CE

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



Home health providers are grappling with the shift in the Medicare eligible population into Medicare Advantage Plans (MA Plans). Providers are asking: What are the implications of current demographic trends? What operational and financial issues should providers expect as their payer mix shifts to mostly Managed Care? Being successful in this environment of these payer mix changes requires agencies to understand their costs of treating these patients and other impacts on their operations on an individual contract basis.

Session facilitated by Amy Harrison, Vanderbilt Community & Home Services

Hospice: National Hospice Update / 1.25 CE

Katie Wehri, Director of Home Care & Hospice Regulatory Affairs at NAHC



2024 will prove to be a pivotal year for hospices. This session will address the regulatory and policy changes proposed in the hospice rule (posted end of April). We anticipate that the HOPE will be proposed for national implementation along with program integrity provisions. There is also an expectation that there will be insights gleaned from CMS comments about possible future payment reform. Of course, there will be updates to share about the Special Focus Program. The intense burden hospices are experiencing from audits and the impact of this will continue to impact access to care.

Facilitated by Lori Caldwell, UPMC Home Care Services-Hospice



MONDAY, 2ND CONCURRENT SESSIONS: 1:20 - 2:35 pm

PSSA: TennCare: CHOICES Update

Meghann Galland, Deputy Chief of LTSS, Division of TennCare



Join us for this popular session presented by Deputy Chief of LTSS, Meghann Galland. Ms. Galland will address pre-submitted questions and topics provided by TAHC provider members. Time will be reserved for questions from the audience.

Session facilitated by Rae Green, All Ways Caring HomeCare

Sponsored by Wellpoint

MGMT: Delegating with Confidence: How to Equip Your Team for Success / 1.25 CE

Jessica & Clint Nobles, Owners of Home Care Ops



Discover how to delegate with confidence and equip your team to achieve predictable results in your business. Learn the proven, four-step process to identify what tasks to delegate, how to select the right team members for the job, and the simple tracking system to ensure consistent results so you can walk away knowing your team will get the same outcomes you do... or even better.

Session facilitated by Shayla Williamson, St. Jude Children's Research Hospital Home Care, LLC

Network/Visit with Exhibitors: 2:35 - 3 pm

CLOSING SESSION: 3 - 4:00 pm

No Matter the Role - How YOU Show Up Matters / 1.00 CE

Vicki Landers, PT, DPT, ACC, Founder & CEO of In Progress Coaching



Healthcare professionals are faced with overwhelm, stress and constant change. In this thought-provoking talk, Vicki shares powerful strategies that demonstrate how the improvement of patient care is in each of our hands. Learn an empowering framework you can implement right away to increase the effectiveness of your organization. * Learn The 7 Levels of Energy Through Which We Show Up as Healthcare Professionals & * How Energy Creates Our Reactions - How to Identify & Shift Your Response in Real-Time.

Session facilitated by Melanie Keller, Meritan, Inc.



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Exhibitor Welcome Reception

4 - 5:00 pm

Join your colleagues, the TAHC team, and the exhibitors that make this conference possible, for a networking reception to close out our first day of learning.

Cash bar will be available and free hors d'oeuvres will be served.

WI-FI Conference Code: TAHC2024

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TUESDAY, 1ST CONCURRENT SESSIONS: 9 - 10 am

Home Health: Achieving Excellence in Patient-Centered Care: A Roadmap for Success / 1.00 CE

Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President, Education & Quality & Michelle Horner BSN, RN, HCS-D, HCS-O, HCS-H, COS-C, Post-Acute Education Manager, McBee



Discuss strategies and best practices for delivering patient-centered care, focusing on enhancing the overall experience and outcomes for home care recipients. Achieving better outcomes means more than just improving the numbers, it is improving the care. Using a case study approach. McBee experts strategize on how to optimize outcomes and payment while providing stellar care to the patients.

Facilitated by Nichole McClain, Tennessee Quality Care Home Health and Hospice



Hospice: Has Hospice Lost Its Way? / 1.00 CE

Katie Wehri, Director of Home Care & Hospice Regulatory Affairs at NAHC



This session lays out the current national view of hospice care, reasons for concerns about the quality of care and discussion about key aspects of care delivery and quality of care; discussion of policy changes that may be on the horizon; discussion of how hospice fits into the current landscape for health (i.e. technology, interoperability, value based care, etc.)

Facilitated by Lori Caldwell, UPMC Home Care Services-Hospice

PSSA: Metrics for Success: The KPIs Home Care Agencies Need to Be Tracking

Todd Austin, President & COO, Home Care Pulse



Have you ever heard the saying, "What gets measured, gets managed?" Recruitment doesn't work without the data, and the more home care agencies can dive into tangible business insights, the more likely they are to succeed. We're breaking down the key data and metrics home care agencies should be tracking to improve recruitment, and how they can help to solve caregiver shortages. We'll discuss: 1. Why data is the key to determining shortcomings at your agency 2. What solutions do you need to implement once you identify the problem? 3. How the free Master Recruiting Series can benefit each position in your agency (including owners/operators, HR representatives, and other office staff).

Session facilitated by Michelle Mullins, Oasis In-Home Care

MGMT: 5 Key Strategies That Drive Referrals and Revenue and 4 Mistakes to Avoid / 1.00 CE

Mark Wilson, VP of Business Development, Wilshire Business Partners



Home Health, Hospice, and Personal Care leadership managers and sales/marketing professionals will learn proven strategies for driving referral and revenue growth in today's competitive marketplace. Attendees will learn how to diagnose and solve problems in order to move transactional business relationships to strategic partnerships. Define and target the most critical skills your team needs for success:

- The key to creating value;
- Uncover problems to solve problems;
- Invest in quality and not quantity.

Session facilitated by Shawn Mullins, Oasis In-Home Care

TUESDAY, 2ND CONCURRENT SESSIONS: 10 – 11 am

Home Health: The Discharge Function Score of 2025 and What You Should be Doing to Achieve the Best Outcomes / 1.00 CE

Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President, Education & Quality & Michelle Horner BSN, RN, HCS-D, HCS-O, HCS-H, COS-C, Post-Acute Education Manager, McBee



Starting from January 2025, the Discharge Function score will replace the Total Normalized Composite scores in Value-Based Purchasing to measure functional outcomes. Join us to learn about how the Discharge Function score is calculated and ways to improve your functional outcomes, resulting in better OASIS outcome scores.



Statistics show that patients with better functional outcomes will have increased opportunities to remain independent at home. Statistics also show that agencies struggle with responding to the GG items accurately. Learn how to measure functional outcomes accurately and initiate effective interventions to improve function.

Facilitated by Amanda Carver, Sweetwater Hospital Home Health

Hospice Special Focus Program (SFP) & Provisional Period of Enhanced Oversight (PPEO) / 1.00 CE

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



Major scrutiny of the Hospice Benefit is well underway nationwide. This session will review the details of both programs and what Hospices can expect. The Special Focus Program (SFP), will monitor hospices identified as poor performers based on selected quality indicators. Hospices selected for the SFP will be under additional oversight to enable continuous improvement. This required program includes the development and implementation of enforcement remedies for noncompliant hospice programs, as well as procedures for appealing determinations regarding these remedies. These enforcement actions can be imposed instead of, or in addition to, termination of the hospice program's participation from the Medicare program. Through the PPEO, new providers or suppliers are subject to prepayment medical reviews designed to address improper billing practices right out of the gate. This program is for newly certified hospices as well as change of ownership. This is a must attend session.

Facilitated by Ginny Dyer, Hospice of Cumberland County Inc.

PSSA: Where Did the Money Go? Strategies for Protecting Your Clients & Your Agency from Financial Fraud & Abuse

David Young, MBA, Executive Chair & Co-Founder, SpendCare, Inc.



Financial fraud and abuse are a significant challenge for seniors and the family and professional caregivers who support them. A [recent study by the AARP](#) estimated that over 28 billion dollars is stolen from U.S. seniors each year and the [National Adult Protective Services Association](#) found that seniors' mortality risk is increased threefold when they are the victims of financial fraud/abuse. In this presentation we will provide an overview of common scams (ex. lottery, romance, tech support scams) and sources of financial fraud and abuse (family/friends, solicitors, professional caregivers). The mechanics of these schemes will be discussed as well as best practices for preventing financial fraud and abuse, detecting early warning signs and intervening safely and effectively. A special emphasis will be placed on how home care agencies can mitigate and manage the risk of professional caregiver fraud/abuse and the risk of clients forgetting personal shopping requests. A model for avoiding reputational harm, law enforcement involvement, and the loss of the client as a customer and the caregiver as an employee will also be discussed.

Session facilitated by Kunu Kaushal, Senior Solutions Home Care

TUESDAY, 2ND CONCURRENT SESSIONS: 10 – 11 am

MGMT: Operations, Revenue, Engagement, Leadership Development / 1.00 CE

Todd Austin, President & COO, Home Care Pulse



We'll cover updated workforce data that delves into the profound impact of creating an inclusive work environment that embraces diversity. Discover how prioritizing inclusivity enhances job satisfaction, employee engagement, loyalty, and commitment. Learn about the attraction and retention of talent, reduction of turnover costs, improved team dynamics, and the positive organizational reputation that results from fostering an atmosphere of inclusiveness and diversity.

Session facilitated by Shawn Mullins, Oasis In-Home Care

CLOSING CEREMONY PRIZE DRAWING

11 – 11:30 am

Generously Sponsored by BetterRX, Healthcare Provider Solutions, IntellaTriage, Marriott & StateServ

It's a TAHC tradition! Join our exhibitors and our MCs for a fun-filled conclusion to our program. Winners of 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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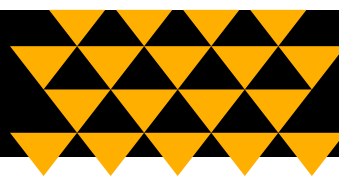
Whether you're on the front lines or behind the scenes, working 15 hour shifts or waiting to see patients again, you're making a difference in patients' lives. From our teams packing boxes to the ones bringing them to your door, however you need us, we're here to deliver.

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meet our speakers



As highly accomplished executive, **Todd Austin** is recognized as a leading voice in the rapidly growing care industry. With over a decade of experience in executive leadership roles, Todd brings a wealth of knowledge and expertise to his current position as a key member of the Home Care Pulse team. With a background in sales, marketing, management, operations, and finance, Todd is a true Renaissance executive with a rare combination of strategic and tactical skills. His expertise in developing and implementing growth strategies, optimizing operations, and driving profitability has made him a sought-after advisor to many organizations. As a natural leader, Todd has successfully led teams for both million and billion-dollar organizations and has a proven track record of achieving outstanding results. His ability to inspire, motivate, and mentor his team members has helped him to build highly effective teams that consistently deliver exceptional results. In addition to his work in the care industry, Todd is a passionate speaker and thought leader who is dedicated to sharing his expertise and insights with others. He is also committed to personal growth and continuous learning and stays up to date on the latest industry trends and best practices. When he's not working, Todd enjoys spending time with his family, playing golf, and giving back to the community. He is a respected leader, a trusted advisor, and a valuable asset to the Home Care Pulse team.

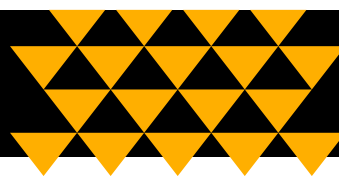
Cindy Campbell is a nationally recognized thought-leader and management consultant to the continuum of healthcare at home. Cindy holds a Master of Health Administration with specialty in Healthcare Informatics, and a Bachelor of Science in Nursing. Cindy brings deep experience leading multi-service line healthcare at home, followed by over 20 years of work with Fazzi Associates, now proud to be a fully integrated member of the WellSky family of companies. Cindy and her team help agencies leverage strategic thought and operational efficiency into organizational, work-process and clinical model design for Home Health, Hospice, Palliative Care and Private Duty organizations throughout the United States. Cindy has served as a Board Member of the National Association for Homecare & Hospice, Chair of the Pediatric Homecare & Hospice Association of America, and member of the Executive Committee of the American Telemedicine Association's Homecare and Remote Monitoring Special Interest Group. A passionate advocate for innovation on behalf of patients and industry, Cindy is committed to driving methodology to best serve the needs of advancing healthcare at home.

Katherine Morrison, RN, MSN, CHPN, is the Director of Hospice Consulting Operations. Katherine is a registered nurse and has worked in hospice for over 20 years, much of which was spent in leadership roles. She holds a Master of Science degree in Nursing with a major in Nursing Informatics. Her experience includes leading home hospice programs as well as freestanding hospice residences. She is an ELNEC trainer and has presented the ELNEC curriculum to organizations of all sizes. She is a member of numerous industry organizations and is committed to excellence in end-of-life care.

Melinda Gaboury is co-founder and Chief Executive Officer of Healthcare Provider Solutions, Inc. (HPS). Melinda Gaboury and Mark Cannon founded the company in April 2001 to provide financial, reimbursement, billing, operational and clinical consulting to the home care and hospice industries. Melinda, with more than 30 years in home care, has over 22 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. UPIC, RA, ADR & TPE appeals with all Medicare MACs have become the forefront of Melinda's current impact on the industry. She is currently serving as the Chair of the NAHC/HHFMA Advisory Board and Work Group and is currently serving on the Board of Directors for both the Home Care Association of Florida & Tennessee Association for Home Care. Melinda is also the author of the Home Health OASIS Guide to OASIS-E and Home Health Billing Answers, 2023.

Meghann Galland recently returned to Long Term Services and Supports as Deputy Chief within the Division of TennCare in October of 2022. 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 better align service delivery with person-centered practices. Meghann is married and has 4 children, ranging from 3 to 20 years old.

meet our speakers



Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President of Education & Quality at McBee, brings more than 35 years of experience in the home health and hospice industry, specializing in regulatory compliance, both as an RN and a home care attorney. Lisa founded Selman-Holman CoDR (Coding Done Right), a coding outsources and audit company, which was acquired by McBee in 2021. In her role as VP of Education & Quality, Lisa leads the education team in producing quality education through live events and online via Post-Acute Academy. Post-Acute Academy includes a robust catalog of courses in home health and hospice hot topics as well as onboarding requirements. Additionally, Lisa leads the quality audit team to ensure the highest-level of accuracy in coding and clinical documentation internally at McBee and externally for clients nationwide. Lisa is the past chair of the Board of Medical Specialty Coding and Compliance (BMSCC) and is an originator of the Homecare Coding Specialist-Diagnosis (HCS-D), Homecare Clinical Specialist-OASIS (HCS-O) and Homecare Coding Specialist-Hospice (HCS-H) credentials. She is an AHIMA Approved ICD-10-CM Trainer.

Michelle Horner BSN, RN, HCS-O, HCS-D, HCS-H, COS-S is the Manager of Post-Acute Education for McBee. She has more than 30 years of experience in healthcare with an extensive background in critical care and home care. Michelle has been instrumental in the content creation for the McBee Post-Acute Academy. She currently specializes in Quality, Clinical, and Regulatory Consulting and Education. Michelle develops and provides custom on-site client education programs. She speaks regularly for various home care associations. Her expertise regularly appears in the Decision Health Diagnosis Coding Pro and she is a subject matter expert contributor for several Decision Health publications. Michelle currently serves on the AHCC's Board of Medical Specialty Coding and Compliance Certification HCS-D and HCS-O Committees.

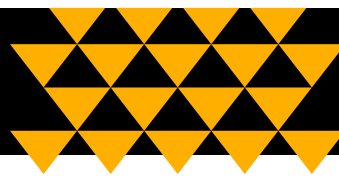
Vicki Landers, PT, DPT, ACC, is a seasoned healthcare professional with over two decades of experience in clinical and leadership roles. She is the founder and CEO of In Progress Coaching, where her mission is to empower healthcare leaders to unlock their full potential. Vicki's passion lies in conducting live interactive presentations that not only entertain but also educate and inspire her audience. Through In Progress Coaching, she assists healthcare leaders in uncovering and developing their leadership skills, ensuring that they end each day feeling satisfied and fulfilled in their roles.

Clint Nobles is recognized as the Home Care Industry's leading expert in Operations and one of the top Entrepreneur coaches, Clint Nobles is on a mission to help owners and operators make more, work less, and get their life back. Drawing from his 15+ years of experience in high-performing executive leadership, he bootstrapped his own home care agency from the ground up to a multi-state, multi-million dollar business in under two years. Fully exiting daily operations in the process. Now, Co-Founder of Home Care Ops, he and his wife Jessica, help home care owners leverage the power of a team-managed agency to increase profit, reduce their workload, and scale their business WHILE existing daily operations.

Jessica Nobles is a Serial Entrepreneur and is recognized as the industry's leading Business and Home Care Owner coach. An Experienced home care owner and net profit expert, she bootstrapped her own agency from the ground up to a multi-state, multi-million dollar business in under two years. Now, as Co-Founder of Home Care Ops, she and her husband (Clint) help home care owners leverage the power of a team-managed agency to increase profit, reduce their workload, and scale their business WHILE existing daily operations.

Katie Wehri has 25+ years in the hospice, home health, private duty and palliative care industries holding various executive level positions in these arenas. She has extensive experience in operations, healthcare regulation and accreditation standards interpretation and compliance, quality assessment and performance improvement programming and compliance programs. She has worked for hospices and home health agencies in a variety of settings including multiple locations in multiple states, hospice inpatient unit, pediatric hospice and adult and pediatric palliative care. She also has experience in opening and expanding sites for hospice and home health organizations. Katie is educated in health care administration with a bachelor's degree from Bowling Green State University in Ohio. She is currently the Director, Home Care & Hospice Regulatory Affairs for NAHC.

meet our speakers



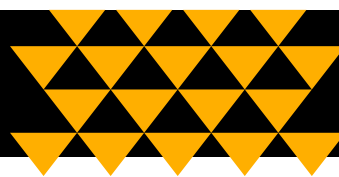
Outperformers are not born; they're made. We ALL have the capacity to "raise our game," and **Scott Welle** has spent more than 15 years helping people do this, personally and professionally. Scott's 10 best-selling books, articles, videos, podcasts and online programs inspire hundreds of thousands of people worldwide. He has a master's degree in Sport Psychology, is an adjunct professor at St. Olaf University and was recently named the 2021 Midwest Motivational Speaker of the Year. For "fun" (and because he's a little crazy!), he's completed 33 marathons, 5 Ironman triathlons, a 100-mile ultra marathon, and serves others by showing them how to tap into the mindset of challenging their self-limiting beliefs and aspiring to Outperform every day.

Mark Wilson is a business development executive whose career spans across home health, hospice, media, and the entertainment industry. He currently serves as Vice President of Business Development for Wilshire Health & Community Services, Inc., which operates home health and hospice agencies as well as a national consulting firm specializing in revenue cycle management. He is responsible for sales and marketing for all Wilshire programs and services as well as the development of new business lines. His innovative sales strategies and training have led the company to consistent growth and record-level patient referrals and admissions. Mark joined Wilshire from Ignition 36 Media where as Chief of Strategy he created sales and marketing programs for clients such as Activision, GM, Warner Music Group, Universal Pictures, and Frank Sinatra Enterprises. He currently resides on California's Central Coast.

David E. Young, MBA, has spent over 35 years developing new ways to deliver care to vulnerable populations. Most recently, David served as the Chair of the Board of Directors for an artificial intelligence company that predicted the best treatment path for patients receiving behavioral health care. Prior to that, he held executive positions in large and small organizations and developed numerous startup companies. David received his MBA with a concentration in health business administration and finance from the University of Dallas and his bachelor's degree from Samford University in Birmingham, AL.

Mandy Young practices law with the firm of Butler Snow LLP in Nashville, Tennessee. Her practice includes governmental relations and insurance and health care regulatory work. She graduated from the University of Tennessee College of Law in 1992, Order of Coif, and graduated with a B.S. Degree from Vanderbilt University, cum laude, in 1989. Her primary focus is governmental relations at the Tennessee legislature. Her current legislative clients include Tennessee Association for Home Care, Baptist Memorial Hospital, Cigna, CVS, Verizon, Tennessee Society of Certified Public Accountants, and Volkswagen Group of America, Inc., to name a few. She is married to Stephen G. Young, a lawyer, and together they have three children.

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Representative(s): Marquita Wilson & Tanya Glover

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2. Genesis Legacy Whole-Body Donation Foundation Breakfast Sponsor

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Representative(s): Robin Bozarth, LFD, CTBS, CQA, Genesis Manager

Email: rbozarth@meri.org Website: www.genesislegacy.org

Nonprofit and mission-driven, Genesis coordinates whole body donation for individuals wanting to enable critical medical training of the Medical Education & Research Institute (MERI). Our staff is here to discuss the donation process, and how we can support your patients and families wanting to make this life-saving gift. **BOOTH #13**

3. McKesson Medical Surgical Breakfast Sponsor

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Representative(s): Matt Lawrence, Account Manager – PAC & Haley McDavid, Account Manager – PAC

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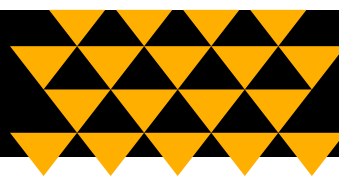
10 Cadillac Drive, Suite #200
Brentwood, TN 37027
Phone: 800.690.1606

Representative(s): Bryan Boles, Manager Provider Services & Alondra Roberts, Provider Relations Advocate

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 #9**

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6. Wellpoint Technology Sponsor

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Representative(s): Roosevelt Fayne

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 #10**

7. BetterRX Grand Prize Sponsor

299 S. Main Street, Suite 1300

Salt Lake City, UT 84111

Phone: 615.943.2190

Representative(s): Hagan Morgan, Regional Director of Sales & Sara Nigro, Director of Channel Partnerships

Email: hmorgan@betterrx.com snigro@betterrx.com Website: www.betterrx.com

BetterRX is changing hospice pharmacy through patient-focused technology and services. Optimize. Order. Done!

BOOTH #6

8. Healthcare Provider Solutions, Inc. Grand Prize Sponsor

402 BNA Drive, Suite 212

Nashville, TN 37217

Phone: 615.399.7499 Fax: 615.399.7790

Representative(s): Melinda Gaboury, COS-C Chief Executive Officer & Jennifer Osburn, RN, HCS-D, COS-C

Emails: mgaboury@healthcareprovidersolutions.com josburn@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 #20**

9. IntellaTriage Grand Prize Sponsor

320 Seven Springs Way, Suite 220

Brentwood, TN 37027

Phone: 615.463.5033

Representative(s): Rob Queener

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

Founded in 2008, IntellaTriage is the nation's leading provider of after-hours nurse-first triage for hospice and home health. IntellaTriage provides access to licensed nurses 24 hours a day, seven days a week, through customized protocols and cloud-based technology. Over the past fifteen years, IntellaTriage has revolutionized the way post-acute triage is conducted, improving the patient experience, reducing nurse burnout, and increasing financial performance for the organizations it serves. **BOOTH #24**

10. StateServ Grand Prize Sponsor

1201 S Alma School Rd, Suite 4000

Mesa, AZ 85210

Phone: 877.633.7250

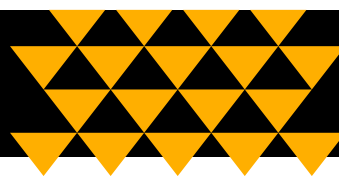
Representative(s): Drenda Walker, Regional Sales Director

Email: Drenda.walker@stateserv.com Website: www.stateserv.com

StateServ provides post-acute programs with the most comprehensive DME management solution through the industry's largest network of DME providers, a powerful user-centric technology platform, and expertise from dedicated account consultants. We give our patients a best-in-class DME experience while providing our partners with predictable costs and operational ease. Most importantly, we give both the peace of mind they deserve.

BOOTH #15

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11. Call A Doctor Plus **TAHC MEMBER**

2985 Surrey Ridge Rd

Clarksville, TN 37043

Phone: 931.206.5177

Representative(s): Millie Hunter

Email: mlerman@cadplus.com Website: www.cadplus.com

TELADOC is the nation's first and largest Telemedicine provider giving members 24/7 access to U.S. based, prescription-writing physicians for themselves and their entire household without copays, appointments, or missed work. TELADOC reduces absenteeism and provides you happier, healthier, more loyal employees for only \$10 per month. Want more power to recruit, retain, and reward the best employees – even those that are part-time or PRN? TELADOC is the answer. **BOOTH #28**

12. CareTime & Ally **TAHC MEMBER**

2035 Lakeside Center Way, Suite 190

Knoxville, TN 37922

Phone: 321-392-6422 (CareTime) (Ally) 863-474-5776

Representative(s): Adam Banks, Account Executive, Erica Ross, Account Executive & Julio Barea, VP of Sales

Emails: adam.banks@allycaretime.com erica.ross@allycaretime.com julio.barea@allycaretime.com

Websites: www.caretime.us & www.allyms.com

CareTime & Ally are designed to be simple and easy for homecare agencies and registries. CareTime is user-friendly and includes essential features such as CRM, scheduling, EVV, billing, claims, reporting, and a family portal. Ally is the only company that offers technology, billing and compliance for home care registries. **BOOTH #14**

13. Data Facts, Inc.

8000 Centerview Parkway, Suite 400

Cordova, TN 38018

Phone: 901.685.7599

Representative(s): Julie Henderson, Chief Revenue Officer & Lisa May, Executive Vice President

Emails: jhenderson@datafacts.com lisa@datafacts.com Website: www.datafacts.com

For over three decades, Data Facts has provided background screening clients trust to make sound hiring decisions. Working with Data Facts is an investment not only in your business but also in an invaluable partnership. As pioneers in the industry, Data Facts is passionate about creating safe, secure workplaces. We leverage technology to amplify our efforts, but also employ real people to provide common sense and exceptional customer service. The result? Reliable candidate and employee information that's returned quickly and efficiently. Data Facts delivers technology-driven information for people, about people, by people. **BOOTH #25**

14. Employee Benefit Specialists **TAHC MEMBER**

345 Montvue Avenue

Morristown, TN 37813

Phone: 423.581.7591

Representative(s): Adam Toth, President & Courtney Brooks

Emails: atoth@ebstn.com jmyth@ebstn.com Website: www.ebstn.com

We create and maximize employee health, life, and supplemental benefit packages, for different types of businesses, groups, and other organizations. If you are an individual looking for insurance benefits, we can design a plan to fit your life and budget. **BOOTH #2**

15. HangZone

3330 Cumberland Blvd, Suite 500

Atlanta, GA 30339

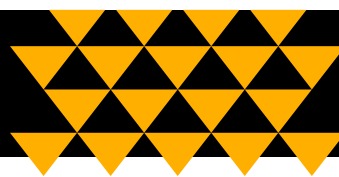
Phone: 404-369-3632

Representative(s): Tyler Bandy, Co-CEO & Judson Bandy, Co-CEO

Emails: tyler@hangzone.com judson@hangzone.com Website: www.hangzonecare.com

HangZone is an Atlanta-based software development company. The HangZone Care software suite gives home care agencies and registries the easiest learning curve and cleanest user interface for running their businesses. Our core office software handles all of your CRM, scheduling, accounting, and reporting needs. HZCaregiver, our mobile caregiver app, empowers your caregivers to seamlessly check-in and maintain detailed activity logs. Finally, the HZCare Client Portal enables clients to easily view their schedules and make secure payments. **BOOTH #22**

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16. 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 & Madeline Wurm, Sales Specialist
Email: bcrabtree@hcstrategies.com Website: www.hcstrategies.com

HealthCare Strategies (HCS) has been supporting home health and hospice agencies for over 25 years. Our key motto has been and will continue to be, we are not successful unless our clients are successful. In addition to our full support and service approach, HCS has a fully scalable, user friendly and compliant EMR called HCS Connect™. HCS Connect™ handles the medical records from intake through billing. HCS also has RCM and ICD Coding and OASIS review outsourcing services, consulting and management services and both scheduled education based on industry changes/updates and ad hoc based on agency needs. For home health, HCS has built a wide range of PDGM and VBP tools and reports that are proving to be very helpful to agencies as they navigate through both. For both home health and hospice, we continue to use enhanced technology and AI to offer the most state of the art tools and services. The entire team at HealthCare Strategies are experts in our fields. Service IS our specialty and we are very good at it. We'd be pleased to be able to help you and your agency thrive. **BOOTH #7**

17. Houchens Insurance Group **TAHC MEMBER**

109 International Drive, Ste 101
Franklin, TN 37067
Phone: 615.504.6191

Representative(s): Chris Simmons
Email: csimmons@higusa.com
Website: www.higusa.com

Houchens Insurance Group is a full spectrum insurance agency providing solutions for Property and Casualty, Employee Benefits, Surety Bonds, and Public Entity Insurance. Headquartered in Bowling Green, KY, HIG has office locations in ten cities throughout Indiana, Kentucky, Ohio, and Tennessee. A member of the largest 100% employee-owned ESOP in the US, HIG is a subsidiary of Houchens Industries. Operating with a servant's mentality, HIG strives to be a true extension of our clients' businesses. **BOOTH #26**

18. McBee – Netsmart

565 East Swedesford Road, Suite 100
Wayne, PA 19087
Phone: 913-202-1643 (Tim)

Representative(s): Lisa-Selman Holman JD, BSN, RN, HCS-D, COS-C, VP of Quality and Education & Michelle Horner BSN, RN, HCS-O, HCS-D, HCS-H, COS-S, Manager of Post-Acute Education

Emails: lisaselman-holman@mcbeeassociates.com, michellehorner@mcbeeassociates.com

McBee, part of Netsmart, provides financial, clinical, and operational strategic advisory services that have addressed the needs of more than 3,800 providers across the healthcare industry. Health systems, home health, hospice, skilled nursing, and other healthcare organizations across the nation look to McBee to provide comprehensive services and expert resolution of the various financial challenges they encounter. With a client base that spans the continuum of care, our insight into both acute and post-acute operations will position your organization to thrive under new models. **BOOTH #19**

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

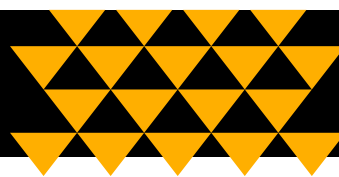
Three Lakes Drive
Northfield, IL 60093
Phone: 800.633.5463

Representative(s): Mark Piersimoni, Market Sales Director, Mike Mixon, Sales Representative & Anita Meador, Sales Representative

Emails: mpiersimoni@medline.com mmixon@medline.com 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**

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20. 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 provide on-site Imaging services to include X-ray and Ultrasound in the comfort of the patient's home; saving the patient and family both money, time and potential distress. **BOOTH #12**

21. National HME, Inc.

7501 Esters Blvd Suite 100

Irving, TX 75063

Phone: 1.440.242.7888

Representative(s): Chris Magliocca, EVP Business Development & CJ Thiemann, VP Client Relations

Email: olivia.phillips@nationalhme.com Website: www.nationalhme.com

National HME, Inc. is a direct-service DME services & solutions provider that specializes in Hospice. With over 55 direct branches across the United States, we are ready to be an extension of your care team. As you grow, we grow with you. Our proprietary software, Hospice Cloud Pro, helps make DME the easiest part of your day. Connect with us today! **BOOTH #23**

22. Rapid Coding and Oasis Review, Inc. **TAHC MEMBER**

P.O. Box 6391

Pensacola, FL 32503

Phone: 850.288.1222

Representative(s): Daryn Flanders, RN/Owner & Tammie Flanders, Administrator/Owner

Main email: Daryn.flanders@RCOreview.com Website: RCOreview.com

We are a coding and OASIS review company. We provide ICD-10 coding and OASIS review services. Our team provides these services to agencies around the country with the highest levels of accuracy and the fastest turnaround times. We work for higher reimbursement based on your documentation at the best rates possible.

BOOTH #4

23. Right At Home-Nashville **TAHC MEMBER**

1321 Murfreesboro Pike, Suite 520

Nashville, TN 37217

Phone: 615-360-0006

Representative(s): Bradford Meythaler & Perry Brown

Emails: bradford@rahhsv.com perry@rahnashville.net

Right at Home is a non-medical home care company with offices from Memphis to Knoxville. **BOOTH #17**

24. Valued Relationships, Inc. (VRI) & Guardian Medical Monitoring **TAHC MEMBER**

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 #5**

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25. Viventium **TAHC MEMBER**

400 Connell Drive, Suite 1000

Berkeley Heights, NJ 07922

Phone: 718.522.2000

Representative(s): Stephanie Johnston, HCM Sales Specialist

Email: sjohnston@Viventium.com

Viventium is a payroll and HR software company specializing in home-based and facility/community-based care, paying over 424,000 health services employees. With over 30 years of experience, Viventium's flexible human capital management software suite makes it easier for clients to employ their greatest asset, their employees.

Viventium Product Suite: - Talent Acquisition - Payroll - Employee Self Service and Flexible Pay Options - Human Resources - Business Intelligence - Time and Attendance - Benefits Administration and ACA - Learning Management For more information, visit Viventium.com. **BOOTH #21**

26. Wilshire Business Partners **TAHC MEMBER**

5425 19th Street, Suite 402

Lubbock, TX 79407

Phone: 806.581.1157

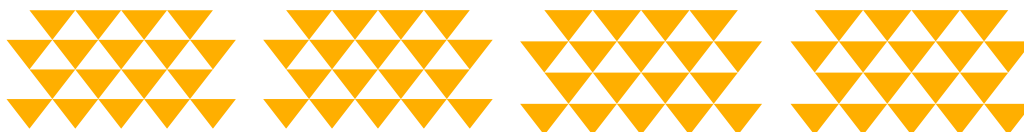
Representative(s): Latona Servantez, Account Executive & Mark Wilson, VP of Business Development

Email: info@wilshirebusinesspartners.com Website: www.wilshirehcs.com

Revenue Cycle Management: We offer solutions to outsource all areas that impact the revenue cycle. You can choose only the services you need or go with the complete solution.

Customized Solutions: We solve revenue cycle management challenges by working collaboratively with your team and using your existing software and infrastructure. The result is a fully customized billing and AR solution that works. Period.

Consulting: Choose additional services that focus on the most critical issues facing your agency. Wilshire's health care innovation experts, strategists and thought leaders in sales/marketing, executive management, operations, and finance, will provide you with guidance that will help take your agency's growth to the next level. **BOOTH #18**



happy
Nurses
month

**Celebrating National
Nurses Week 2024 May
6 - May 12, and
throughout May.**

**Nurses Make the
Difference, we honor the
varying roles of nurses
and their positive impact
on our lives.**

2024 TAHC ANNUAL CONFERENCE

MAY 6th & 7th, 2024

Total Minutes 6.75 contact hours

STATEMENT OF DISCLOSURE

1. Learning Outcome: 75% of participants will demonstrate an increase in knowledge of new changes with Medicare Advantage, Value-Based Purchasing, Hospice Special Focus Program (SFP) & Provisional Period of Enhanced Oversight (PPEO), state and federal regulations, documentation and billing errors and new methods for managing staff.
2. Attendance for the entire activity and completion of evaluation form to earn contact hours. Make certain that you sign in.
3. None of the planners for this activity have any relevant financial relationship(s) to disclose with ineligible companies.

This nursing continuing professional development activity was approved by the Georgia Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

UPCOMING TAHC CONFERENCE DATES:

2024 Fall Conference

Date: Sunday, November 17 - Tuesday, November 19, 2024

Location: The Park Vista Hotel, 705 Cherokee Orchard Rd, Gatlinburg, TN 37738

2025 Annual Conference

Date: Sunday, May 4 – Tuesday May 6, 2025

Location: Embassy Suites Nashville South Cool Springs, 820 Crescent Centre Dr., Franklin, TN 37067

2025 Fall Conference

Date: Sunday, November 9 – Tuesday November 11, 2025

Location: The Park Vista Hotel, 705 Cherokee Orchard Rd, Gatlinburg, TN 37738

TAHC 2024 Annual Meeting At-A-Glance

Franklin Marriott Cool Springs, 700 Cool Springs Boulevard, Franklin, TN 37067

Sunday, May 5th	5 PM - 6 PM	Conference Attendee Registration (continuing through Monday)	Salon 1-5
	5 PM - 6 PM	Exhibit Booths Set-Up (continuing through Monday)	Salon 1-5
MONDAY, MAY 6TH	8:30 AM - 9 AM	Conference Attendee Registration <i>SPONSORED BY Propel Insurance</i> Breakfast Buffet <i>SPONSORED BY McKesson Medical Surgical</i>	Salon 1-5
	9 AM - 10 AM	KEYNOTE: State of the State Legislative Panel / 1.00 CE	Salon 1-5
	10 AM - 10:25 AM	Network and Visit with Exhibitors - Refreshment Break	Salon 1-5
	10:25 AM - 11:55 AM	HH: Home Health Value Based Purchasing – The IPR Reports Detail Review / GABOURY / 1.50 CE	Mustang
	10:25 AM - 11:55 AM	Palliative Care & Home Health: Transforming the Value Driven Journey: Person Centered Decision Making and Advanced Care Planning / CAMPBELL & MORRISON / 1.50 CE	Morgan
	10:25 AM - 11:55 AM	PSSA: MCO Panel / BLUECARE TN, UnitedHealthcare & Wellpoint <i>SPONSORED BY UnitedHealthcare Community Plan of TN</i>	Franklin
	10:25 AM - 11:55 AM	MGMT: Daily Execution. Extraordinary Results / WELLE / 1.50 CE	Palomino
	11:55 AM - 1:20 PM	TAHC Annual Awards Luncheon <i>SPONSORED BY BlueCare of Tennessee</i>	Salon 1-5
	1:20 PM - 2:35 PM	HH: Medicare Advantage: Digging in the Details / GABOURY / 1.25 CE	Mustang
	1:20 PM - 2:35 PM	Hospice: National Hospice Update/WEHRI / 1.25 CE	Morgan
	1:20 PM - 2:35 PM	PSSA: TENNCARE: CHOICES Update / GALLAND <i>SPONSORED BY Wellpoint</i>	Franklin
	1:20 PM - 2:35 PM	MGMT: Delegating with Confidence: How to Equip Your Team for Success / NOBLES / 1.25 CE	Palomino
	2:35 PM - 3:00 PM	Network and Visit with Exhibitors - Refreshment Break	Salon 1-5
	3 PM - 4 PM	ALL: No Matter the Role – How YOU Show Up Matters / LANDERS / 1.00 CE	Salon 1-5
	4 PM - 5 PM	EXHIBITOR WELCOME RECEPTION - Enjoy cash bar & free hors d'oeuvres as you network! <i>GET YOUR GRAND PRIZE FORM FOR GRAND PRIZE DRAWING ON TUESDAY</i>	Salon 1-5
TUESDAY, MAY 7TH	8 AM - 9 AM	Continental Breakfast with Exhibitors <i>SPONSORED BY Genesis Legacy Whole-Body Donation Foundation</i>	Salon 1-5
	9 AM - 10 AM	HH: Achieving Excellence in Patient-Centered Care: A Roadmap for Success / HOLMAN & HORNER / 1.00 CE	Mustang
	9 AM - 10 AM	Hospice: Has Hospice Lost Its Way? / WEHRI / 1.00 CE	Morgan
	9 AM - 10 AM	PSSA: Metrics for Success: The KPIs Home Care Agencies Need to Be Tracking / AUSTIN	Franklin
	9 AM - 10 AM	MGMT: 5 Key Strategies That Drive Referrals and Revenue and 4 Mistakes to Avoid / WILSON / 1.00 CE	Palomino
	10 AM - 11 AM	HH: The Discharge Function Score of 2025 and What You Should Be Doing Now to Achieve the Best Outcomes / HOLMAN & HORNER / 1.00 CE	Mustang
	10 AM - 11 AM	Hospice Special Focus Program (SFP) & Provisional Period of Enhanced Oversight (PPEO) / GABOURY / 1.00 CE	Morgan
	10 AM - 11 AM	PSSA: Where Did the Money Go? Strategies for Protecting Your Clients & Your Agency from Financial Fraud & Abuse / YOUNG	Franklin
	10 AM - 11 AM	MGMT: Operations, Revenue, Engagement, Leadership Development / AUSTIN / 1.00 CE	Palomino
	11 AM - 11:30 AM	EXHIBITOR FUN! Grand Prize WINNERS will be Announced! <i>SPONSORED BY BetterRX, Healthcare Provider Solutions, IntellaTriage, Marriott & StateServ</i>	Salon 1-5