



Join us for this monthly webinar series designed to provide you with valuable insights quickly and efficiently. PHA and HPS look forward to keeping you up to date in this monthly update!

This series is offered for **free to TAHC Members!**

2025 Schedule

These 1-hour webinars will be held on the 2nd Thursday of each month, starting at 11:00am Eastern.

☀ **March 13: What's New – CAHPS Hospice Survey** *(with Melinda Gaboury)*

This session will review changes that are going into effect April 1, 2025 for the CAHPS Hospice Survey. New and Improved may be deceiving....join us to ensure that you are on top of all the updates related to CAHPS!

☀ **April 10: Hospice Eligibility Documentation** *(with Tammy Stewart)*

Does your clinical documentation truly support the eligibility for Hospice services? Understanding the impact of skilled documentation is crucial to your agency's success under medical review. Join us to learn the critical foundations of how to appropriately document hospice eligibility as well as recognize common mistakes to avoid them. In this session, we will take a deep dive into documentation requirements and best practices to support Hospice eligibility.

☀ **May 8: Hospice CoPs vs. Conditions of Payment** *(with Victoria Barron)*

While following the Hospice Conditions of Participation are essential for regulatory compliance, compliance related to the Hospice requirements for coverage AKA the "conditions of payment" are essential to ensure your agency is paid for the outstanding care you provide. This session will discuss the associated conditions of participation as well as the Hospice payment requirements that directly impact payment of Hospice claims.

☀ **June 12 : The 2026 Hospice Proposed Rule** *(with Melinda Gaboury)*

2026 is sure to hold many changes for Hospice reimbursement, compliance and the Hospice Quality Reporting Program. Join us for a recap of the Hospice Proposed Rule and all the changes ahead.

☀️ **July 10: Hospice Billing Hot Topics** *(with Melinda Gaboury)*

What pains you the most about Hospice Billing? This session will review some very key elements of billing for Hospice patients and some key things that must happen prior to billing in order for your revenue cycle to be complete and effective.

☀️ **August 14: HOPE** *(with Tammy Stewart)*

This session will be a high level recap of all things HOPE that are imperative for flawless implementation of the new tool effective October 1, 2025.

☀️ **September 11: Top Hospice Survey Deficiencies** *(with Victoria Barron)*

This session will cover the top 5 survey deficiencies and how to avoid them. This session will outline those top deficiencies and review the documentation that is REQUIRED in the chart to avoid the deficiency. Best practice for your agency charts, processes, etc. will be detailed so that agencies realize how the surveyor is going to review the elements related to the Conditions of Participation. Key elements that surveyors find deficient in agency records will be outlined and reviewed.

☀️ **October 9: Emergency Preparedness Essentials** *(with Victoria Barron)*

An Emergency Preparedness program that includes all required elements will result in a survey free of E-tags and an agency prepared to deal with all possible hazards! This session outlines the required components, steps and timelines needed to ensure agencies are survey ready related to the Emergency Preparedness Conditions of Participation.

☀️ **November 13: Hospice Quality Reporting Program (HQRP)** *(with Melinda Gaboury)*

This session will take agencies through the components that make up the HQRP and do a deep dive on the Hospice Care Index (HCI). This session will also touch on the impact of HOPE on the HQRP outcome measures.

☀️ **December 11: Top Hospice Medical Review Denials** *(with Melinda Gaboury)*

This session will take agencies through the winding road of Medicare scrutiny. While billing the Medicare benefit and getting paid relatively easy, there is always a risk of things being reviewed at some point and what can you do to avoid denials.

Meet the Speakers



Melinda A. Gaboury

Melinda A. Gaboury, COS-C, is Co-Founder and Chief Executive Officer of [Healthcare Provider Solutions](#). 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 extensive experience in Medicare Patient-Driven Groupings Model (PDGM) training, billing, collections, case-mix calculations, chart reviews, and due diligence. Medicare appeals (UPIC, RA, ADR, and TPE) with all the Medicare Administrative Contractors (MACs) have become the forefront of Melinda's current impact on the industry. She is currently serving as the Chair of the National Association

for Home Care & Hospice (NAHC) Home Care and Hospice Financial Managers Association (HHFMA) Advisory Board and Work Group, Treasurer of the Home Care Association of Florida Board of Directors and serves on the Tennessee Association for Home Care Board. Melinda is also the author of the *Home Health OASIS Guide to OASIS-E and Home Health Billing Answers 2024*.



Victoria Barron

Victoria Barron, MBA, BSN, RN, COS-C, is a Clinical Consultant for HPS. She provides support and solutions to home health and hospice agencies nationally to achieve regulatory compliance. With more than 37 years of nursing and healthcare experience, the majority of Victoria's career has been in the home services arena including home health, hospice, home care, and home infusion where she has served in various roles. In home health and hospice, Victoria has served as agency administrator, interim administrator, clinical director, surveyor, mock surveyor, QAPI team member and consultant. In private duty she has served as agency administrator, and in home infusion as marketing director and infusion Registered Nurse. Victoria has led and participated in the start-up of hospice, home care and

home infusion agencies and has successfully led teams through the initial Certification and Accreditation process as well as renewals of existing Certification/Accreditations. She is experienced in operations, clinical and billing compliance, data analytics, and process development and implementation. Victoria strives to support agencies achieve regulatory compliance and clinical success to provide quality care to patients across all service lines. Victoria is a licensed Multistate Registered Nurse and is CHAP certified as a Hospice and Home Health Consultant.

Tammy Stewart, RN, CPHQ, COS-C, is a Clinical Consultant for HPS. 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. Tammy's commitment to service and compassionate nursing care started



30 years ago as a home health nurse. Her experience includes successfully starting a Hospice QAPI program and serving as a Hospice Quality Manager. Tammy has experience as a Home Health Clinical Manager as well as case management of home health patients. Tammy has provided education and leadership for home health, hospice, and acute care settings throughout her nursing career. Her knowledge of Federal and State Regulations along with her clinical experience motivates her to continually seek solutions to the barriers of healthcare in all settings. Tammy's experience includes developing and implementing quality and performance improvement programs for home health and hospice in addition to performing data analysis, clinical chart reviews, onsite billing audit reviews and provider education.

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