

# PSSA 101 Essentials Workshop

**February 10<sup>th</sup>, 2026**  
9am - 4pm CST

## Session

### PSSA Licensure Overview

- Scope of practice
- Reporting requirements
- Regulatory compliance
- Navigating the audit/complaint process

### Managing Partnerships

- Getting in network
- Scope of the benefit
- Credentialing process
- Preparing for and processing pay

## Lunch

### Resolving Payer Disputes

Understanding the options that exist for resolving difficult situations with state payers.

### Employment Best Practices

- Employment compliance (overtime, hiring/firing, drug screenings, EEOC)
  - Preparing for the companionship exemption rule change
- Best employment practices

### Effective Operations

- **Recruitment & retention strategies:** proven ways to attract and keep great caregivers—smart pay approaches, benefits that matter, culture-building, and the best places to post and recruit.
- Effective operations & leadership: the KPIs that actually move the needle, plus practical tips for running lean—budgeting, efficiency, and cost control without sacrificing quality.

**Members \$149**

**Prospective Members \$299**

### Healthcare Provider Solutions

402 BNA Drive  
Nashville, TN 37217



## Presenter

### Daniel Giannotti, Esq.

Director of Licensure  
TN Department of Mental Health and  
Substance Abuse Services

### Managed Care Organizations (MCOs)

**Area Agency on Aging and Disability  
(AAADs),**

**Finalizing speaker**

### Tennessee Department of Commerce and Insurance (TDCI)

**Finalizing speaker**

**Finalizing speaker**

**Clint Nobles, Founder and CEO**  
**Jessica Nobles, Founder and CRO**  
Home Care Ops