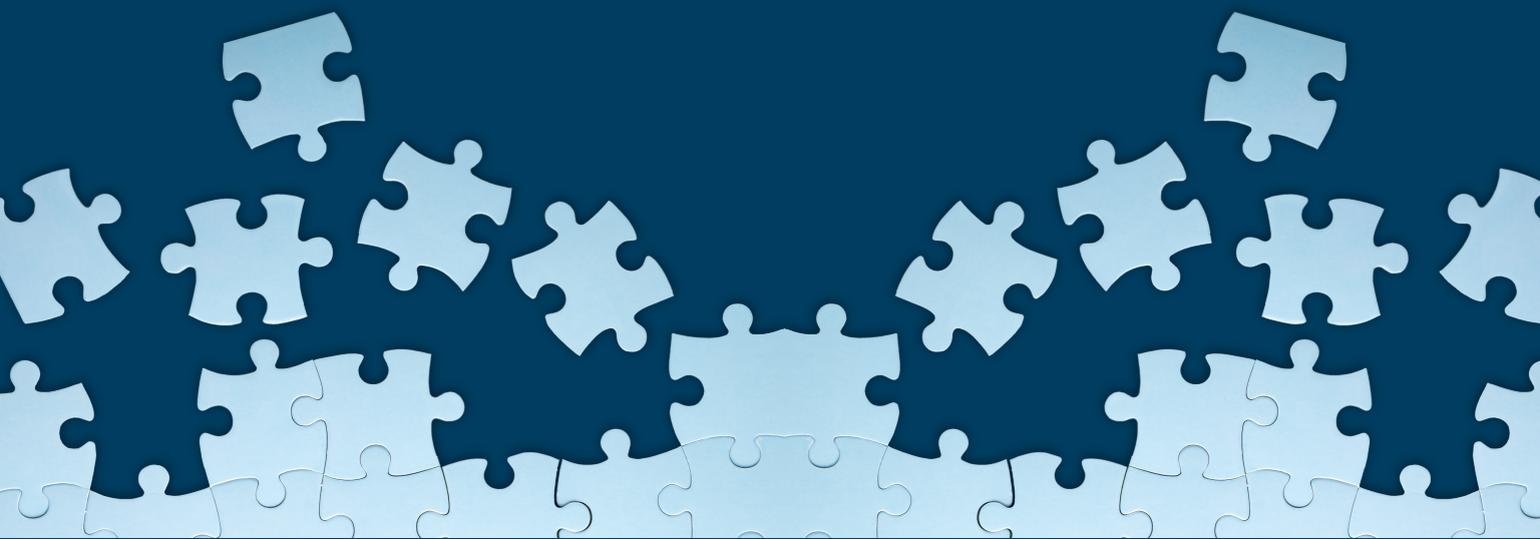
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TENNESSEE ASSOCIATION FOR HOME CARE

# PUTTING IT ALL TOGETHER

2023 ANNUAL CONFERENCE & MEETING

May 1st & 2nd, 2023

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# KEYNOTE – WELCOME TO FRANKLIN!



Monday, May 1st, 2023, 8:30 - 10:00 am

**Keynote Sponsored by Genesis Legacy Whole Body Donation Foundation**

## The Art of Collaboration and the Sound of Success

**1.50 Contact Hours**

### James Dean Hicks, Owner, Songs from the Heart Events



James Dean Hicks will welcome us to Nashville with a creative talk and performance that shares his expertise on creativity, collaboration, staying positive, and challenges on the road to success.

Since moving to music city, James Dean Hicks has had over 200 songs recorded by artists such as Blake Shelton, Johnny Cash, Merle Haggard, Reba McEntyre, Kenny Chesney, Jon McLaughlin, Vince Gill, Alison Krauss, Aaron Neville, Jessica Simpson, Joe Nichols, Bishop Gunn, Andrew Farris (INXS) and Miley Cyrus, to name a few. He has won multiple awards and written 7 number one songs. He is an artist, a producer and has also helped to develop and steer the careers of many other artists and songwriters.

*Session facilitated by Melanie Keller, Meritan, Inc.*

**10:00 am - 10:25 am: Refreshment Break with Exhibitors**

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

### Home Health: VBP: What Have We Learned So Far?

**1.50 Contact Hours**

#### Annette Lee, RN, MS, HCS-D, COS-C, Founder & President, Provider Insights



Do you know if your agency will be gaining a bonus, or facing a penalty in 2025, based on your data this year? Nearing the half-way mark in our first Performance year for HHVBP, this session will leverage what we have learned so far, as well as lessons learned as a pilot state in the HHVBP program. We will dive into the reports provided by CMS so far, as well as the tried and true methods that have worked for real agencies to improve their total performance score.

*Technology sponsored by Value Relationships, Inc. (VRI)*

*Session facilitated by Vivian Rosenbaum, Quality Home Health*

### Hospice: VBID: Hospice & Medicare Advantage

**1.50 Contact Hours**

#### Melinda Gaboury, COS-C, President, Healthcare Provider Solutions, Inc.



This session will cover the details of the Value-Based Insurance Design (VBID) Model – Hospice Benefit Component. Medicare Advantage (MA) has long had coverage for home health patients, but there has never been coverage for Hospice under the MA benefit. VBID is a demonstration that began January 1, 2021. There are 15 Medicare Advantage Organizations (MAO) participating in 2023 covering 25 states and more expected in 2024. In addition to Hospice care there is an expansion of Palliative Care services that will be offered to patients through the MAO. The differences in coverage for an in-network vs. out-of-network provider will be reviewed. CMS requires that MAOs provide beneficiaries with broad access to the complete original Medicare hospice benefit. This session will cover all known aspects of the demonstration and will prepare hospices for the reality that Medicare Advantage is now in the Hospice world.

*Session facilitated by Lori Caldwell, UTMC Home Care Services-Hospice*

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

## PSSA: PANEL WITH THE MCOs

Join Amerigroup, BlueCare Tennessee, and United Healthcare for an update on all things CHOICES.

*Technology Sponsored by United Healthcare Community Plan  
Session facilitated by Jennie Hornsby, Silver Angels of Tennessee*

## Management: Emotional Intelligence & Leadership How We Really Make the Grade

### Judy Bookman, MA, LCSW, CEO, Judy Bookman Workplace Behavior Consulting



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 have to 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 workshop will help us identify and learn some important keys to becoming more emotionally intelligent in both our work and personal lives.

*Session facilitated by Michelle Mullins, Oasis In-Home Care*



**11:55 am - 1:20 pm: Awards Luncheon**



# MONDAY, 2ND CONCURRENT SESSIONS: 1:20 PM – 2:35 PM

## Home Health: PDGM: How Leadership and Field Clinicians Impact Your Bottom Line Annette Lee, RN, MS, HCS-D, COS-C, Founder & President, Provider Insights



Do you know your average case-mix? Do you know your average utilization? How does this impact your daily payments? This session will uncover all of the ways your agency's processes, from referral to discharge, impact your payment. We will examine the strategies that will best allow your agency to strike a balance and be successful with PDGM.

*Technology sponsored by SMART Healthcare Compliance Resources, LLC  
Session facilitated by Vivian Rosenbaum, Quality Home Health*

**1.25 Contact Hours**

## Hospice: Building a Successful QAPI Program

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



An Effective Hospice Quality Program is a key component to a well-run organization! This session will focus on understanding the Hospice QAPI CoP and knowing the rules for the condition. We will detail the steps for building a successful QAPI program as well as developing action plans to ensure your agency's QAPI program is effective. You will learn how utilizing your Hospice QAPI program to the fullest will improve your agency's compliance and performance.

*Session facilitated by Lori Caldwell, UPMC Home Care Services-Hospice*

**1.25 Contact Hours**

## **PSSA: The Direct Care Workforce Study: Data into Actionable Strategies**

**Brandi Kurtyka, Co-Founder & CEO, MissionCare Collective**



Amid a national shortage of direct care workers, too few people are entering the profession, workers are leaving in droves, and companies are plagued with high turnover. In partnership with NAHC, MissionCare Collective conducted a study, analyzing 67k+ Caregivers, Home Health Aides, and Certified Nursing Assistants to better understand the psyche of the people behind care delivery in America out of a desire to transform our industry. Join this session to learn the latest insights from the DCW and how to turn the data into actionable recruitment and retention strategies.

*Technology Sponsored by Amerigroup*

*Session facilitated by Jennie Hornsby, Silver Angels of Tennessee*

## **Management: Relationship Building for Leaders**

**Judy Bookman, MA, LCSW, CEO, Judy Bookman Workplace Behavior Consulting**



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 workshop 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.

*Session facilitated by Michelle Mullins, Oasis In-Home Care*

**2:35 pm - 3 pm Refreshment Break with Exhibitors**

## **CLOSING SESSION: 3 PM – 4 PM**

**ALL: Ensuring Home Care Worker Safety in the Home**

**Caroline Tippens, Esq., CHC, Director of Licensure & Regulation, THFC;**

**Candice Rickman, MSW, Surveyor, THFC; Karissa Blake, RN, BSN, Public Health Nurse Consultant, THFC**

**Kelly Allison, RN, Manager, BlueCare Clinical Management**

As the home care landscape continues to change, our industry is confronting increasing concerns about protection of the workforce while in a patient/client's home. The obligation to provide care is not without limits, but deciding how to navigate situations where a home care worker believes their safety may be in question can be complicated. Hear from the Tennessee Health Facilities Commission regarding how these situations can be managed.

*Session facilitated by Thom Mills, Tennessee Quality Home Health*

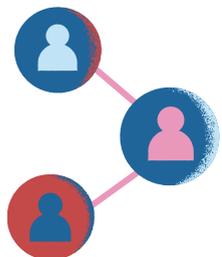
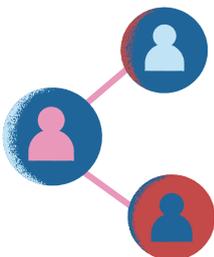
## **EXHIBITOR WELCOME RECEPTION**

**4 pm - 5 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.

*To be eligible to receive Tuesday's Grand Prize, you must attend the reception and receive your pink ticket.*



# TUESDAY, 1ST CONCURRENT SESSIONS

## 9 AM - 10 AM



**6:30 AM - 8:30 AM: FREE MADE-TO-ORDER BREAKFAST IN THE ATRIUM**

**8 AM - 11:30 AM: EXHIBITOR BOOTHS ARE OPEN**

**11 AM: GRAND PRIZE WINNERS ANNOUNCED**

### Home Health: Effective Face-to-Face

**Charles Canaan, RN, Senior Provider Relations Consultant,  
Provider Outreach and Education, Palmetto GBA**

**1.00 Contact Hour**



The Affordable Care Act (ACA) established a face-to-face encounter requirement for certification of eligibility for Medicare home health services, by requiring the certifying physician/allowed practitioner to document that he or she has seen the patient. The face-to-face encounter has been the source of medical review denials over the years. This session will focus on documentation tips, how to prevent denials and communicating with the physicians/allowed practitioners to get the required documentation.

*Session facilitated by Shelia Howe, Tennessee Quality Care Home Health & Hospice*

### Hospice: State Operations Manual Appendix M Updates

**Lisa Goodlow, Site Visitor, CHAP**

**1.00 Contact Hour**



CMS has revised the State Operations Manual Appendix M for hospice providers and surveyors. Updates to the content are based on hospice program integrity updates in the FY 2022 Home Health payment update rule and the 2019 Burden reduction rule. This session will review "must know highlights" of the Appendix M revision including the revised survey protocol for hospice compliance surveys. Learning Objectives: • Describe why CMS updated Appendix M. • Discuss the updated survey protocol. • Identify updates to Appendix M regulatory content

*Session facilitated by Kelly Nichols, Tennessee Quality Care Home Health and Hospice*

### PSSA: Tennessee Employment Law Update

**Kara Shea, Esq., Butler Snow LLP**



Join Kara Shea, Butler Snow LLP's Labor & Employment Law Practice Group Leader, for an overview of employment laws in Tennessee specifically for home care providers.

*Session facilitated by Chelesea Williams, At Home Healthcare*



## Home Health: Home Health Regulatory Update Mary Carr, RN, MPH, VP for Regulatory Affairs, NAHC

1.00 Contact Hour



The federal regulatory environment for the home health care industry is dynamic and sometimes unpredictable. As a result, home health agencies have experienced significant changes and challenges to operations over the past several years. This session will provide attendees on the status of the current regulatory environment that are of greatest concern to home health care providers. Topics include PDGM, HHVBP, OSHA initiatives, PHE expiration, and more.

*Session facilitated by Shelia Howe, Tennessee Quality Care Home Health and Hospice*

## Hospice: Medical Review in a Medicare Certified World Melinda Gaboury, COS-C, President, Healthcare Provider Solutions, Inc.

1.00 Contact Hour



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. Participants will be able to define Targeted Probe & Educate (TPE) and outline the structure of how to respond to any level of medical review that may occur, including UPIC, RA, SMRC. This session will also discuss PEPPER reports and other data analysis that agencies will need to review to ensure that their risk from medical review is limited. Don't be caught in the comfortable position of believing that everything is okay. Attendees will take away information that will assist in assuring that your hospice truly is accurately documenting

*Session facilitated by Kelly Nichols, Tennessee Quality Care Home Health and Hospice*

## PSSA: TennCare: CHOICES Update Katie Evans, Esq., Chief of LTSS, Division of TennCare



Don't miss this opportunity to hear from TennCare directly about the future of the CHOICES program. Katie Evans, Chief of LTSS, will cover topics as wide-ranging as how waiver integration is expected to effect providers to TennCare's plans for implementing investments made by the Tennessee General Assembly this session.

*Session facilitated by Kunu Kaushal, Senior Solutions Home Care*

## PRIZE DRAWING WITH EXHIBITORS 11 AM - 11:30 AM

**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.**

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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.

**Karissa Blake**, RN, BSN, graduated from University of TN at Martin in 1994 with a bachelor’s in Nursing. Ms. Blake has worked in the home health field for over 10 years, as a field nurse and in administrative roles. She has been working for the Tennessee Health Facilities Commission (formerly Healthcare Facilities) for 10 years as a Public Health Nurse Consultant.

**Charles Canaan** has over 30 years of diverse nursing experience in a variety of healthcare settings, to include inpatient, outpatient, home and organizational settings. His education includes a Bachelor of Science Degree in Nursing from Old Dominion University in Norfolk, Virginia, Coding for Health Care Professionals Certificate from Trident technical College in Charleston, South Carolina, a graduate Studies certificate in Alcohol and Drug studies and a Master of Public Health Degree in Health Promotion and Education from the University of South Carolina. He currently provides education and consultation to Medicare Part A and Part B providers with learning needs.

**Mary Carr** is the Vice President for Regulatory Affairs at the National Association for Home Care and Hospice (NAHC). In this position she is responsible for ensuring the NAHC membership is up to date with federal regulations and initiatives that impact the home health care industry. A key aspect of her responsibilities is to maintain liaison with federal regulators and other stakeholders to advocate for reasonable federal home health care regulations. Her 25 years of experience as a registered nurse includes work in the acute care, managed care, and home health care settings. In the home health care setting, Ms. Carr held positions of Director of Quality Improvement, Manager of Staff Development and Employee Health, and Field RN. Ms. Carr holds a Bachelor of Science in Nursing and a Master of Public Health.

**Katie Evans** was appointed Chief of Long Term Services and Supports with the Division of TennCare in August of 2022 after being Deputy Chief to Patti Killingsworth for a year. 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, elder law and children’s issues.

**Melinda A. Gaboury**, 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, and TPE appeals with all Medicare MACs have become the forefront of Melinda’s current impact on the industry. Melinda is currently serving on the NAHC/HHFMA Advisory Board and Work Group, is Treasurer on the Home Care Association of Florida Board of Directors and was named to the Tennessee Association for Home Care Board of Directors in 2022. Melinda is also the author of the Home Health OASIS Guide to OASIS-E and Home Health Billing Answers, 2023.

# MEET OUR SPEAKERS

**Lisa Goodlow** is a skilled healthcare executive with over 25 years of experience in home health, hospice services, Infusion therapy, and home care services. Well versed and accomplished in operations management, strategic planning and financial management. Her Specialties are homecare operations, finance management, staff development, regulatory compliance, hospice operations.

**Brandi Kurtyka** is a nationally recognized speaker on the care industry and the direct care workforce. As CEO and Co-Founder of MissionCare Collective, the parent company of myCNAjobs and CoachUp Care, Brandi's team manages the largest caregiver community in the nation and connects 3M people to work annually while serving 8K healthcare providers. Brandi actively speaks on the latest research, insights, and data impacting the care workforce bringing people and stories together to drive change to help move care from where it is to where it needs to be.

**Annette Lee**, RN, MS, HCS-D, COS-C, Founder and President of Provider Insights, 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. For over a decade she worked with the CMS intermediary where she provided review of, and education on home health and hospice documentation. Annette then began providing outreach and provider education regarding Medicare reimbursement issues and effective documentation strategies, assisting providers with ADRs and appeals. Today 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. She presents nationally on the Conditions of Participation, (COPs), OASIS, PDGM, HIS, LCDs, and documentation and coverage for both the home health and hospice benefits. Annette holds both the Certificate for OASIS Specialist-Clinical and the Home Care Coding Specialist-Diagnosis certification. She is an AHIMA approved ICD-10-CM Coding Trainer.

**Candice Rickman** has a BSW from University of Tennessee at Martin and a MSW from University of Alabama. Candice has experience in home health, public health, and public schools and has been employed as a surveyor in the West Tennessee office since 2003. Candice started her surveyor career in the long-term care setting and has transitioned into all other provider types, including home health. She is currently responsible for investigating complaints and performing recertification surveys in the Acute and Continuing Care division in the West Tennessee regional office. In her downtime, she enjoys boating with her family and traveling with her husband.

**Kara Shea** is a member and Practice Group Leader for Labor and Employment. She regularly counsels clients in financial services, healthcare and home health industries on employment law compliance. She has extensive trial and appellate experience in Tennessee and around the country.

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.

**Caroline R. Tippens**, Esq., CHC, is a licensed attorney with twelve years' experience in healthcare, elder justice, and regulatory law. Caroline is the Director of Licensure and Regulation for the Health Facilities Commission, which is the CMS state survey agency for Tennessee. Prior to joining the Commission, Caroline was the Chief of Staff for the Commission on Aging and Disability. She spent nine years as a Senior Associate Counsel at the Department of Health. During this time, Caroline served as the attorney for the Board for Licensing Health Care Facilities, Abuse Registry, Board of Examiners for Nursing Home Administrators, Licensed Alcohol and Drug Abuse Counselors, and Board of Nursing. Caroline has also worked extensively on legislation involving the Abuse Registry and creation of the Unlicensed Facilities Registry. Caroline also holds a certificate in healthcare compliance.

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### **Shelia Howe, CHAIR, Tennessee Quality Homecare & Hospice, Parsons**

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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](http://www.uhccommunityplan.com/tn)

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Representative(s): David Lukens, Senior Territory Manager

Email: [dlukens@vricares.com](mailto:dlukens@vricares.com) Website: [www.vricares.com](http://www.vricares.com)

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Representative(s): Teresa Harbour, Chief Operating Officer

Emails: [Teresa.Harbour@chapinc.org](mailto:Teresa.Harbour@chapinc.org) Website: [www.chapinc.org](http://www.chapinc.org)

CHAP defines and advances quality home and community-based care through standards, accreditation, certification, and education. With a 55-year national history, CHAP offers this evolving industry a means to demonstrate accountability and sheds light on the quality of care at home and in the community. CHAP partners with organizations in a fast-paced environment with an accreditation/certification process that offers relevant and flexible, industry-specific standards; a user-friendly, educative and consultative accreditation/certification process; and competitive pricing to demonstrate quality care in the home and community today and in the future. Ask Teresa about TAHC Member Discount

### **Data Facts, Inc. - TAHC MEMBER**

8000 Centerview Pkwy Suite 400

Cordova, Tennessee 38018

Phone: 901.260-7902

Representative(s): Julie Henderson, Chief Revenue Officer

Emails: [jhenderson@datafacts.com](mailto:jhenderson@datafacts.com) Website: [www.datafacts.com](http://www.datafacts.com)

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

### **Ethos Therapy Solutions**

930 Harvest Dr.

Blue Bell, PA19422

Phone: 513.332.5617

Representative(s): Latasha Prince, Therapy Consultant & Jennifer Stark

Email: [lprince@ethosoutcomes.com](mailto:lprince@ethosoutcomes.com) [jstark@ethosoutcomes.com](mailto:jstark@ethosoutcomes.com)

Website: [www.ethosoutcomes.com](http://www.ethosoutcomes.com)

Ethos Therapy Solutions is the nation's largest provider of AFT – Air Fluidized Therapy for patients healing at home.

### **Everlance - TAHC MEMBER**

595 Pacific Ave, 4th Floor

San Francisco, CA 94133

Phone: 872.814.6308

Representative(s): Derrick Walker, Head of Sales

Email: [derrick@everlance.com](mailto:derrick@everlance.com) Website: [www.everlance.com](http://www.everlance.com)

As a mileage and expense partner, Everlance helps homecare service companies control employee reimbursement costs and deliver an attractive job benefit. Our end-to-end platform tracks employee trips automatically, facilitates reports and approvals, verifies compliance, and can even pay your team for you. With visibility at every step, you can accurately and efficiently reimburse your employees for their mileage and expenses.

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### **Guardian Medical Monitoring, LLC - TAHC MEMBER**

18000 W. Eight Mile Rd  
Southfield, MI 48075

Representative(s): David Lukens, Senior Territory Manager

Phone: 855.852.1498 or 937.608.0327 Fax: 800.692.8189

Email: [dlukens@vricares.com](mailto:dlukens@vricares.com) Website: [www.guardianalarm.com](http://www.guardianalarm.com)

Emergency Response/Medication Monitoring Systems - Guardian Medical Monitoring supports seniors in maintaining an independent, healthy and active lifestyle. When you choose Guardian Medical Monitoring, you are getting the finest personal emergency response technology. Full line of accessories include: Personal Emergency Response System, Medication Dispenser, & GPS Personal Location Device.

### **Healthcare Provider Solutions, Inc. - TAHC MEMBER**

810 Royal Parkway, Suite 200

Nashville, TN 37214

Phone: 615.399.7499 Fax: 615.399.7790

Representative(s): Melinda A. Gaboury, CEO & Kelsey Brady, Sales

Emails: [mgaboury@healthcareprovidersolutions.com](mailto:mgaboury@healthcareprovidersolutions.com) [kbrady@healthcareprovidersolutions.com](mailto:kbrady@healthcareprovidersolutions.com)

Website: [www.healthcareprovidersolutions.com](http://www.healthcareprovidersolutions.com)

Healthcare Provider Solutions (HPS) offers billing and revenue cycle to coding, OASIS review, and clinical compliance. HPS resources empower healthcare providers to optimize reimbursement and enhance operations.

### **HealthCare Strategies, Inc. - TAHC MEMBER**

5746 Marlin Rd, Suite 600

Chattanooga, TN 37411-5680

Phone: 423.296.0074

Representative(s): Melisa Rittenberry, COO of Operations & Paul Wurm, CEO

Email: [mrittenberry@hcstrategies.com](mailto:mrittenberry@hcstrategies.com)

Website: [www.hcstrategies.com](http://www.hcstrategies.com)

HealthCare Strategies is a home health and hospice support company, and we've served our clients throughout the US for over 20 years. We offer a comprehensive menu of services including outsourcing, education, consulting and management. We also proudly offer the EMR software, HCS Connect™, featuring ConnectOffice™ and ConnectMobile™. 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.

### **MatrixCare - TAHC MEMBER**

1550 American Blvd. East 9th Floor

Bloomington, MN 55425

Phone: 800.869.1322

Representative(s): Ed Narvaez, Regional Sales Director & Slade Bailey, Senior Customer Success Manager

Emails: [ed.narvaez@matrixcare.com](mailto:ed.narvaez@matrixcare.com) [slade.bailey@matrixcare.com](mailto:slade.bailey@matrixcare.com)

Website: [www.matrixcare.com](http://www.matrixcare.com)

As the multiyear winner of the Best in KLAS award for Long-Term Care Software and Home Health and Hospice EMR, MatrixCare is an industry leader in interoperability and is trusted by thousands of facility-based and home-based care organizations to improve provider efficiencies and promote a better quality of life for the people they serve in out-of-hospital care settings. MatrixCare is a wholly owned subsidiary of ResMed. Learn more: visit [www.matrixcare.com](http://www.matrixcare.com) and follow @MatrixCare on Twitter.

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### **McKesson Medical-Surgical - TAHC MEMBER**

9954 Mayland Drive  
Richmond, VA 23233  
Phone: 601.503.5969

Representative(s): Matt Lawrence, Account Manager & Haley McDavid, East TN Account Manager

Emails: matt.lawrence@mckesson.com haley.mc david@mckesson.com

Website: www.mckesson.com

McKesson's healthcare services, medical supplies and equipment help address the challenges healthcare organizations face today and shape how they will overcome the new challenges of tomorrow.

### **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

Emails: mpiersimoni@medline.com mmixon@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.

### **MissionCare Collective (myCNAjobs, CoachUp Care)**

200 Central Ave, 4th FL  
St. Petersburg, FL 33701  
Phone: 312.566.8520

Representative(s):

Email: wyatt@missioncare.com Website: www.missioncare.com

MissionCare Collective builds bridges with partners, communities, the workforce, and providers to elevate healthcare careers and help companies recruit, engage, and retain their workforce. Our brands include myCNAjobs, CoachUp Care, and MissionCare. Across brands, we connected 3.9M people to jobs and training and served 8K companies last year.

### **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.

### **Sandata Technologies, Inc. - TAHC MEMBER**

270 Duffy Avenue, Unit 266A  
Hicksville, NY 11801

Phone: 516.484.4400 ext. 4175 Fax: 516.626.5640

Representative(s): Brian Haldas, Director of Account Management

Email: bhaldas@sandata.com Website: www.sandata.com

Sandata Technologies, is the leading U.S. provider of technology for Medicaid payers and providers. Sandata's suite of solutions offers its 15,000+ agencies, 21 state Medicaid agencies, and 50+ Managed Care Organizations tools and capabilities to advance quality of care and improve patient and client outcomes.

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### **Strategic Tax Planning**

P.O. Box 1828

Annapolis, MD 21404

Phone: 202.455.6010

Representative(s):

Email: [events@smartertaxplanning.com](mailto:events@smartertaxplanning.com) Website: [www.smartertaxplanning.com](http://www.smartertaxplanning.com)

Strategic Tax Planning is made up of Certified Professional Accountants and other financial professionals with the main goal of making tax planning simpler. With the current tax landscape, our team's priority is to assure that individuals, businesses, and other accountants are aware of essential credits, incentives, and stimulus programs available to them. Based out of Maryland, our firm supports clients across the U.S. with smarter, simpler, end-of-year tax planning options.

### **Vikor Scientific**

22 Westedge St., 8th Floor

Charleston, SC 29403

Phone: 854.429.1069

Representative(s): Toya Carpenter, Field Trainer & Jordan Simison, Account Manager

Email: [Info@vikorscientific.com](mailto:Info@vikorscientific.com) Website: [www.vikorscientific.com](http://www.vikorscientific.com)

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### **Viventium - TAHC MEMBER**

400 Connell Drive, Suite 2200

Berkeley Heights, NJ 07922

Phone: 854.429.1069

Representative(s): Bryan Attanasio, Sales Manager

Email: [jpetescia@viventium.com](mailto:jpetescia@viventium.com) Website: [www.viventium.com](http://www.viventium.com)

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# TAHC 2023 ANNUAL MEETING AT-A-GLANCE

EMBASSY SUITES NASHVILLE SOUTH COOL SPRINGS, 820 CRESCENT CENTRE DRIVE, FRANKLIN, TENNESSEE



Sunday, April 30th	5 PM - 6 PM	Conference Attendee Registration (continuing through Monday)	Birch/Hickory
	5 PM - 6 PM	Exhibit Booths Set-Up (continuing through Monday)	Birch/Hickory
MONDAY, MAY 1ST	6:30 AM - 8:30 AM	Free made-to-order breakfast / <b>SPONSORED BY BLUECARE TN</b>	Atrium
	8:30 AM - 10 AM	<b>KEYNOTE: The Art of Collaboration and the Sound of Success / HICKS</b> 1.50 CEs / <b>SPONSORED BY GENESIS LEGACY WHOLE BODY LEGACY FUND</b>	Birch/Hickory
	10 AM - 10:25 AM	Network and Visit with Exhibitors - Refreshment Break	Birch/Hickory
	10:25 AM - 11:55 AM	HH: VBP: What Have We Learned So Far? / LEE / 1.50 CEs <b>SPONSORED BY VALUED RELATIONSHIPS, INC (VRI)</b>	Azalea/Iris
	10:25 AM - 11:55 AM	Hospice: VBID: Hospice & Medicare Advantage / GABOURY / 1.50 CEs	Poplar
	10:25 AM - 11:55 AM	PSSA: MCO Panel / AMERIGROUP, BLUECARE TN & UNITED HEALTHCARE <b>SPONSORED BY UNITED HEALTHCARE COMMUNITY PLAN</b>	Rosebud/ Sycamore
	10:25 AM - 11:55 AM	MGMT: Emotional Intelligence and Leadership: How We Really Make the Grade / BOOKMAN	Magnolia
	11: 55 AM - 1:20 PM	 <b>AWARDS LUNCHEON</b> (with time for exhibitor visits) 	Birch/Hickory
	1:20 PM - 2:35 PM	HH: PDGM: How the Leadership and Field Clinicians Impact Your Bottom Line / LEE / 1.25 CEs / <b>SPONSORED BY SMART HEALTHCARE COMPLIANCE SOLUTIONS</b>	Azalea/Iris
	1:20 PM - 2:35 PM	Hospice: Building a Successful QAPI Program / STEWART / 1.25 CEs	Poplar
	1:20 PM - 2:35 PM	PSSA: The Direct Care Workforce Study: Data Into Actionable Strategies / KURTYKA / <b>SPONSORED BY AMERIGROUP</b>	Rosebud/ Sycamore
	1:20 PM - 2:35 PM	MGMT: Relationship Building for Leaders / BOOKMAN	Magnolia
	2:35 PM - 3:00 PM	Network and Visit with Exhibitors - Refreshment Break	Birch/Hickory
	3 PM - 4 PM	ALL: Ensuring Worker Safety in the Home / TIPPENS, BLAKE, RICKMAN	Birch/Hickory
4 PM - 5 PM	<b>RECEPTION - Enjoy cash bar &amp; free hors d'oeuvres as you network!</b> <b>Get your pink ticket for Grand Prize Drawing on Tuesday</b>	Birch/Hickory	
TUESDAY, MAY 2ND	6:30 AM - 8:30 AM	Free made-to-order breakfast / <b>SPONSORED BY BLUECARE TN</b>	Atrium
	9 AM - 10 AM	HH: Effective Face-to-Face Documentation / CANAAN / 1 CE	Azalea/Iris
	9 AM - 10 AM	Hospice: State Operations Manual Appendix M Updates / GOODLOW / 1 CE	Poplar
	9 AM - 10 AM	PSSA: TN Employment Laws Update / SHEA	Rosebud/ Sycamore
	10 AM - 11 AM	HH: Home Health Care Regulatory Update / CARR / 1 CE	Azalea/Iris
	10 AM - 11 AM	Hospice: Medical Review in a Medicare Certified World / GABOURY 1 CE	Poplar
	10 AM - 11 AM	PSSA: TENNCARE: CHOICES Update / EVANS	Rosebud/ Sycamore
11 AM - 11:30 AM	 <b>PRIZE DRAWING WITH EXHIBITORS - Bring your pink ticket!</b> 	Birch/Hickory	