



MAMES

***Fall Conference &
Display Hall***

***Survivor
Treasure Island
2026***

***Registration
open now!***



Treasure Island Resort & Casino
5734 Sturgeon Lake Rd, Welch, MN 55082



September 30th - October 2nd, 2026



Why the MAMES Fall Conference is where you need to be this Fall!

Every year, MAMES creates events built around what providers actually need, from the right education, the right connections, and yes, some much-needed fun. This year is feeling different. Between competitive bidding, enrollment moratoria, TPA expansions, and reimbursement pressure, it feels like everything is coming all at once.

Here's what we've learned from our experience over the past 44 years of supporting MAMES members: the providers who come out the other side will be the ones who are informed, connected, and fighting together.

That is what Survivor: Treasure Island is built for.

ALL INCLUSIVE REGISTRATION & THE LOWEST RATE IN THE INDUSTRY

Times are tough and we know you are watching every dollar. That is exactly why MAMES keeps registration lower than any comparable event in the industry!

One registration covers:

- Two full days of timely, expert-led education you can act on the moment you are back in the office
- Wednesday evening Welcome Dinner and Party with The Divas, outdoor games, and Survivor fun
- Thursday evening Bowling and Pizza Party — a beloved MAMES tradition
- Networking Breakfasts on Wednesday and Thursday
- Networking Luncheon on Thursday
- Full access to the MAMES Display Hall — the largest regional display hall in the country, with 75-plus vendors, all MAMES members
- Pre-scheduled 1:1 vendor meeting opportunities
- An open bar here and there, because you've earned it

No hidden costs. No à la carte surprises for evening events or meals. Think of it as the MAMES All-Inclusive Education Resort of your dreams.

**Rate does not include hotel or travel to the event. Although we keep the hotel rate low for you too!*

EARLY BIRD DATES	MEMBER	NON-MEMBER	FULL RATE - STARTS 9/1	
June 1 st - June 30 th	\$160.00	\$170.00	MEMBER:	\$189
July 1 st - July 31 st	\$170.00	\$180.00	NON-MEMBER:	\$199
August 1 st - August 31 st	\$179.00	\$189.00		

*MAMES members must be logged into their membership profile in order to receive the member rate. No refunds will be issued for incorrect registration. If you need to be added to the system, please email info@mames.com.

FAQ – The need to knows



HOTEL & TRAVEL

Where is the conference being held?

Treasure Island Resort & Casino, 5734 Sturgeon Lake Rd, Welch, MN 55089

How do I book my hotel room?

To make reservations, call **1-888-867-7829** and request a reservation under "**Midwest Association for Medical Equipment**"

Rate information:

\$139/night + taxes and resort fee

Rate is good for the nights of September 29th - October 1st

Reservations must be made by September 4th!



What is the closest airport?

Minneapolis-Saint Paul International Airport (MSP) is approximately 45 minutes from Treasure Island Resort & Casino.

SURVIVOR: TREASURE ISLAND

What does the Survivor theme mean for me as an attendee?

It means fun! We chose the theme because it captures exactly where our industry is right now. From our keynote speaker to our sessions, we've designed this conference with fun and education as MAMES does it!

Do I have to dress up for Wednesday Night's Welcome Party?

No costume required, however we encourage you to lean in as much as you want! You can come decked out in your Survivor gear (think outdoors) and/or your state color (outlined below). Just like in the show, your state is your team, the ones who know exactly what you're going through!

What is my state color?

Iowa — Yellow | Minnesota — Purple | Wisconsin — Gold | Nebraska — Red | Kansas — Royal Blue | Missouri — Black | North Dakota — Green | South Dakota — Orange | Other States — White

GENERAL FAQ

Is there a dress code?

Our conference is business casual, with jeans being acceptable. Go all out or come comfy to our Wednesday Evening Party - the more you get into it, the more fun we have! Thursday Evening's Bowling night is casual. Friday is a travel day, so feel free to come in your travel clothes to Friday's AM session.

When is the last day to register?

Registrations are accepted on site, however the hotel will sell out of rooms! So as soon as you know you're coming, register!

**More information to come! All attendees will receive a "Know Before You Go" the week before the event*



Schedule of Events

**subject to change*

WEDNESDAY SEPT. 30TH - DAY 1

Time	Session & Description	Location
9:00AM - 11:30AM	MAMES Fall Board Meeting	
12:00PM - 1:00PM	Attendee and Vendor Registration Opens 12:30PM - First Time Attendee Orientation	
1:00PM - 1:30PM	Opening & Welcome to MAMES Fall Conference Recognition of Gold & Silver Sponsors	
1:30PM - 2:45PM	Keynote Speaker Holly Hoffman: Never Give Up: The Survivor Way How do you choose to survive? Holly shares her firsthand experience of competing on Survivor and challenges you to discover your true survival skills — because the greatest battles we face reveal who we really are. Leave with six simple words that will help you take on any challenge ahead.	
2:45PM - 3:15PM	Recognition of our Platinum Sponsors	
3:15PM - 3:30PM	Break	
3:30PM - 5:00PM	State of the States In our State of the States session, we will learn what successes and threats happening across the MAMES territory that can help you in your home state. Get an overview of the payer environment as well as the Insurance, Medicaid, and Legislative workings in the states. State meetings: discuss what is happening in your states and plans to work together on issues	MN: IA: All other states
5:00PM - 5:30PM	Break to change into your Survivor outfit.	Meet in Lobby Shuttles will leave for Paradise Cove starting at 5:15pm
5:30PM - 10:00PM	Survivor: Treasure Island Welcome Party MAMES has spoken and the party is on! Join us at Paradise Cove for an unforgettable evening featuring dinner, drinks, outdoor games, and a photo booth to capture the memories. Then dance the night away as The Divas take the stage with all of your favorite hits. This is the MAMES welcome party you will be talking about all year!	Paradise Cove Shuttles will restart at 8:00pm

Sponsored by:

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Schedule of Events

**subject to change*

THURSDAY OCT. 1ST- DAY 2

Time	Session & Description	Location
8:00AM - 9:00AM	Registration Open & Breakfast	
9:00 - 10:30AM	Concurrent Education Sessions - Pick your sessions!	
Management Track Sponsored by: 	Building People Processes That Work For You Speaker: <i>Miriam Lieber, Lieber Consulting</i> Hiring, onboarding, one-on-ones and performance reviews are some of the most powerful tools you have to shape a great employee experience — when they're designed well. This session walks through what strong people process design looks like in practice, so you can build systems that support your team. Improved retention should follow!	
Reimbursement Track	Provider Enrollment: Navigating Revocations, Revalidations, and Site Inspections Speaker: <i>Kelly Grahovac, General Manager, The van Halem Group – A Division of VGM Group, Inc.</i> Your PTAN is the foundation of your business. Lose it and everything else follows. This session covers the current state of Medicare supplier enrollment, how to handle a site inspection, and the practical steps to respond to denials, revalidations, and revocations before a minor infraction becomes a major problem.	
10:30AM - 10:45AM	Break	
10:45AM - 12:00PM	Concurrent Education Sessions - Pick your sessions!	
Management Track	Accreditation Panel Moderator/Panelists: <i>Representatives from ACHC, The Compliance Team, HQAA, and CHAP</i> Join us for a candid conversation with a panel of accreditation experts from our MAMES community. We'll cover the accreditation landscape as it stands today and where it's headed. This session delivers the practical, up-to-date guidance you need !	
Reimbursement Track Sponsored by: 	Title to come! Speaker: <i>Noel Neil, Chief Compliance Officer, ACU-Serve Corp.</i> Description to come!	



Schedule of Events

**subject to change*

THURSDAY OCT. 1ST- DAY 2

Time	Session & Description	Location
12:00PM - 1:00PM	Networking Lunch with Vendors	
1:00PM - 3:00PM	One-on-One Meetings with Vendors Pre-schedule meetings with our MAMES Display Hall Vendors and meet with representatives	Display Hall <i>Must have it pre-scheduled to be allowed entry</i>
1:00PM - 2:15PM	Concurrent Education Sessions - Pick your sessions!	
Management Track Sponsored by: 	Today's Hidden DME Risks You Address Before You Go Home Speaker: <i>Andrea Stark, Managing Member, MiraVista, LLC</i> The biggest threats to your business are rarely dramatic. They are small operational gaps that quietly turn into payment disruptions, audit exposure, and lost revenue. Andrea Stark walks you through the top risks DME suppliers are carrying without realizing it — why they stay hidden, how to spot them in your everyday workflows, and what you can do right now to fix them before they become a problem.	
Reimbursement Track Sponsored by: 	The HME Survival Challenge: Decisions that Drive Results Speaker: <i>Ronda Buhrmester, Vice President of Client Experience at Prochant</i> What would you do? Attendees will work through a series of real-world HME scenarios involving reimbursement, documentation, operations, staffing, and growth. Using live polling and group discussion, participants will evaluate options, compare approaches, and uncover the strategies that lead to success. This highly interactive session is designed to spark conversation, share best practices, and provide practical takeaways for today's HME leaders.	
2:15PM - 2:25PM	Break	
2:25PM - 3:45PM	General Session The Next Generation: Leadership, Succession & the Future of HME Speaker: <i>Miriam Lieber, Lieber Consulting</i> As AI, competitive bidding, and shifting payer dynamics reshape HME, the question isn't just how we adapt — it's who will lead us through it. This session explores what it really takes to build the next generation of leaders, from developing decision-making confidence at every level to creating a bench ready to step up when it counts.	



Schedule of Events

**subject to change*

THURSDAY OCT. 1ST- DAY 2

Time	Session & Description	Location
3:45PM - 4:00PM	Break before Display Hall opens	
4:00PM - 7:00PM	Display Hall Nearly 80 vendors — every single one a MAMES Associate Member — ready to connect with you. Visit with the companies that support this industry, learn about the products and services that can help your business, enjoy food and beverages, and take your shot at some incredible door prizes. This is your best opportunity all year to have meaningful conversations with the partners who matter most.	
7:30PM - 10:00PM	Thursday Night Bowling & Pizza Party	

FRIDAY OCT. 2ND- DAY 3

Time	Session & Description	Location
8:00AM - 9:00AM	Pastries & Coffee	
9:00AM - 10:30AM	General Hybrid Session: Speakers: <i>Medicare Jurisdictions B and D - A Virtual Panel Discussion, Moderated by: Noel Neil, ACU-Serve Corp.</i> This is an opportunity to have back and forth discussions with Medicare on the challenges you may be having with policies, billing and audits, etc. All attendees are asked to provide the hot topic you would like to have discussed with Medicare. We will spend the appropriate amount of time on each hot topic. An overview of the topic will be provided. Noel would then ask a series of questions related to the topic being discussed and will then open up for questions from the audience. Any questions asked that there is not an answer for, will be placed in a “parking lot” that will be followed up on and provided after the conference.	
11:00AM	Conference Concludes	

See you at the MAMES Spring Conference in 2027!

April 28th - 30th, 2027

Des Moines, IA

Meet Your Speakers!



Holly Hoffman, Keynote Speaker

Holly Hoffman was the last woman standing on Season 21 of CBS's Survivor Nicaragua and the last remaining member of the Espada Tribe. That experience, along with others throughout her life, inspired her to share a message that resonates deeply with anyone navigating uncertainty and change — which, in this industry, is all of us. A South Dakota native, professional motivational speaker, and author of *Your Winner Within* and *Write Yourself a Note*, Holly is a member of the National Speakers Association and holds the Certified Speaking Professional designation. She speaks to corporations, associations, and organizations across the country and internationally, helping audiences discover the knowledge, tools, and discipline to focus their energy and succeed. Holly will challenge you to think differently about how you face what is ahead — and leave you ready to write a new ending.



Ronda Buhrmester, Vice President of Client Experience at Prochant

Ronda Buhrmester is Vice President of Client Experience at Prochant, where she leads the company's strategy for building strong, collaborative client partnerships and delivering meaningful, outcomes-focused value. With nearly three decades of experience in the home-based care industry, she brings deep expertise across clinical care, operations and revenue cycle management. Ronda began her career as a respiratory therapist and later held leadership roles within a hospital-based home medical equipment provider, gaining firsthand operational insight. Most recently, she served as Senior Director of Payer Relations & Reimbursement at VGM Group, where she spent more than 13 years supporting providers through policy, audit, billing and process improvement initiatives.



Kelly Grahovic, General Manager, The van Halem Group

Kelly Grahovac serves as the General Manager for The van Halem Group where she focuses on audits, compliance, education, and resolving complex issues for clients in the post-acute care space. Kelly has over 20 years of experience working at one of the nation's leading Medicare contractors and with The van Halem Group and is a known lecturer in the HH&H and HME industry, speaking at national conferences, state associations, and for private events. In addition, Kelly is a common contributor to a variety of industry publications and serves as a board member for both the South Carolina Medical Equipment Suppliers Association (SCMESA) and the Big Sky Association for Medical Equipment Suppliers (AMES). Kelly also serves on the National Provider Enrollment Advisory Committee (NPEAC).



Meet Your Speakers!



Miriam Lieber, Lieber Consulting, Sponsored by ACU-Serve

Miriam Lieber is an independent consultant specializing in operations management for the HME industry. Miriam has over 20 years of experience in the field. During that time, she has focused exclusively on home healthcare reimbursement and operations. She is also known for her practical advice. She creates efficient operational procedures to cope with complex regulatory changes. Her consultations and seminars focus on developing efficiencies in a cost cutting environment. She has worked with over 500 providers and also works with payers, manufacturers, and distributors. Miriam's reputation as a leader and expert in the field precedes her.

Noel Neil, Chief Compliance Officer, ACU-Serve Corp.

Noel is responsible for implementing and monitoring the company's corporate compliance program. He also offers audit defense and policy specific education and guidance to ACU-Serve's existing clients. He represents multiple suppliers in practically all types of Medicare audits from initial request all the way to the ALJ and in some cases the Department of Appeals Board (DAB). He has been in the DMEPOS industry for over 18 years, working in the Intake, Billing and Compliance Departments.



Andrea Stark, Managing Member, MiraVista, LLC

Andrea Stark co-founded MiraVista LLC (www.miravistallc.com) in 2003. She specializes in helping DME suppliers build reimbursement mastery within their organizations through online courses, custom training, direct staff support, and data-driven operational consulting.



Evening Event Highlights

Both evenings of fun and entertainment are included in your registration price! Come have some fun, MAMES style, and make the most of your conference experience!

Wednesday Night Welcome Party at Paradise Cove MAMES Survivor: Treasure Island 2026

Sponsored by:



Kick off the conference in true Survivor style! You're in for a night of island fun, friendly competition, and outright fun in paradise.

- **Live Entertainment:** BellaDiva takes the stage with the Survivor mix of your dreams
- **Dinner & Drinks:** Buffet dinner paired with a cocktail reception
- **Fun & Games:** Lawn games, a photobooth, and plenty of surprises around Paradise Cove
- **Dress the Part** (Optional but Encouraged!): No costume required, but bring your Survivor spirit! Rock your outdoor/Survivor gear and/or show your state pride:
 - **State Color**
 - Iowa - Yellow , Minnesota - Purple , Wisconsin - Gold , Nebraska - Red , Kansas - Royal Blue , Missouri - Black , North Dakota - Green , South Dakota - Orange , All Other States - White

Just like on the show, your state is your tribe, the ones who get it. Wear your color, find your people, and get ready for an unforgettable night under the stars!



*Thank you to our Wednesday Night Welcome Party at Paradise Cove
Sponsor – Chapman RCM Group!*

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The Display Hall

FREE DISPLAY HALL TICKET ONLY OPTION - OPEN TO ALL DME PROVIDERS

Come experience the MAMES Display Hall completely for free!

What's Included:

- 1:1 vendor meetings starting at 1:00 PM
- Open display hall access from 4:00–7:00 PM
- Face time with 80 vendors, all MAMES Associate Members
- Prizes and light refreshments throughout the evening



Preview the Display Hall

What to Expect:

Walk the largest display hall in MAMES history and see firsthand the products, services, and innovations shaping HME/DME today. It's a relaxed, low-pressure way to connect directly with the suppliers and partners serving Minnesota's provider community. These are great conversations to be had and a good look at what's new in the industry.

Bring your team. Bring your questions. See what MAMES is all about!

Access to the Display Hall is included with all full conference registrations!

Thank you to our Display Hall Bar Sponsor:



2026 Exhibitors List

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Trace Medical
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Non-Displaying Vendors

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Evening Event Highlights

Thursday Night Bowling & Pizza Party

Sponsored by: This could be you!

Reach out to the MAMES office to learn more!



Head straight from the display hall into one of MAMES' most beloved traditions — an evening of bowling, pizza, and friendly competition with your industry colleagues.

Many a friendship has been made at this event, with tons of fun to be had along the way!

- **Bowling & Pizza:** Roll a few frames and refuel with a classic pizza spread
- **Poker Game:** Join in for a chance to win great prizes, bowling that incorporates poker - what's not to love?!
- **Networking:** Meet new friends and reconnect with familiar faces in a relaxed, social setting

It's a night of good food, good company, and a little friendly competition — a MAMES tradition you won't want to miss.



Thank you to our MAMES 2026 Premier Partners





Thank you to our 2026 Event Sponsors

Our Event Sponsors play a vital role in making the MAMES Spring Conference possible. We are grateful for their continued investment in our members, our mission, and the future of the DME/HME industry. Please join us in thanking them for their support!

Platinum



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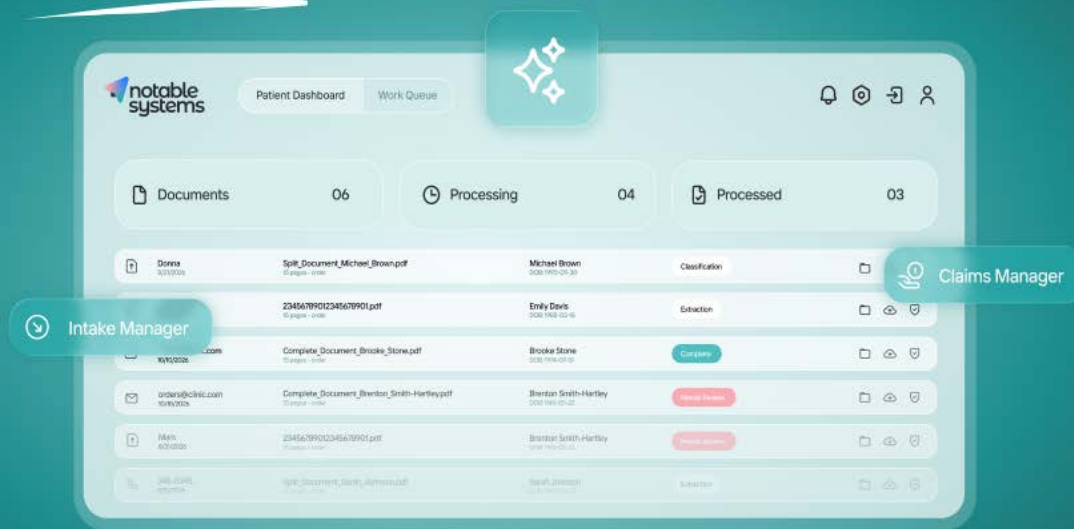
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¹ Nonin Medical Inc. Data on File.



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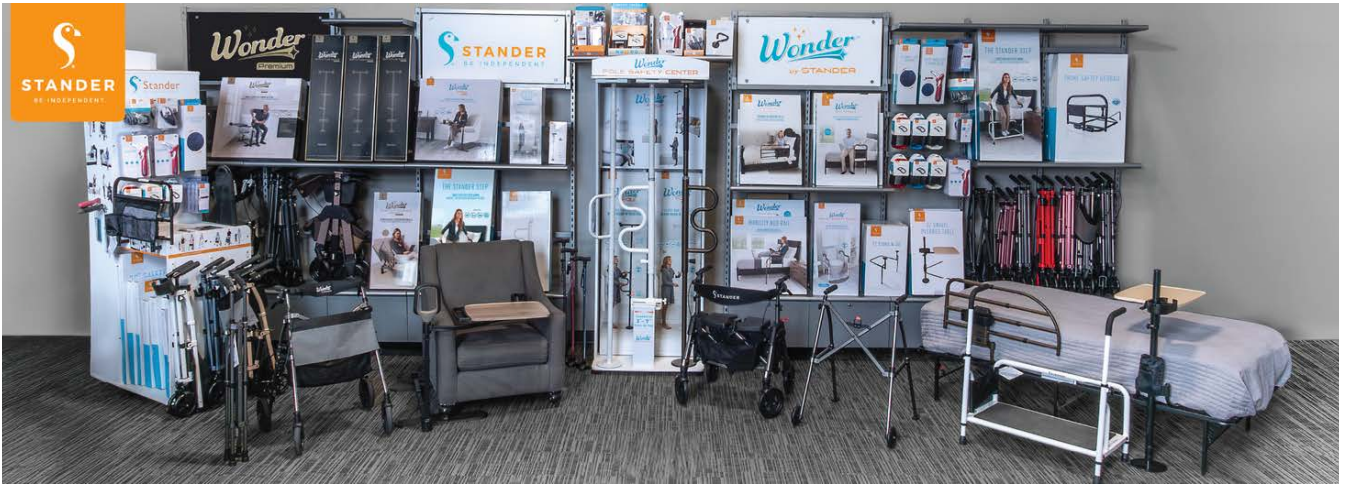
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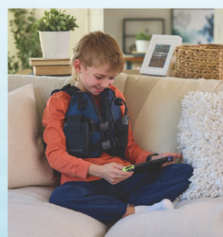
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SAVE THE DATE

MAMES 2027 Spring Conference & Display Hall
April 28th - 30th, 2026
Des Moines, IA

The fine print

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