

PDGM Now

6-Part Webinar Series presented by **Axxess**

Registration Fees

Full Series—

KHCHA Members — \$230

Non-Members — \$460

Registration fees are based on one live phone/webinar connection per webinar offering; multiple site participation for your agency will require a separate registration fee for each connection. Sharing of registration or fees with other agencies and/or individuals is prohibited.

Recordings

If you or members of your agency staff are unable to participate in one or more of the live webinars of this series, recordings will be made available online for unlimited agency access through May 31, 2020.

Target Audience

Those who will benefit include agency executives, financial leaders, administrators, intake staff, clinical directors, quality assurance personnel, coders, and virtually anyone involved in agency operations.

We are not in PPS Anymore

Tuesday, April 14, 2020 — 1:00–2:00 p.m. CDT

Final PPS episodes ended on February 27, however there are still questions about how the new reimbursement model actually works. This session will look at a comparison of the two models so attendees more clearly understand changes to agency operations. Presented by **Arlene Maxim, RN**.

PDGM Billing and Revenue Cycle Management

Thursday, April 16, 2020 — 1:00–2:00 p.m. CDT

Now that agencies are transitioning to the Patient-Driven Groupings Model, the focus on revenue cycle management becomes critical. We will review the impact of PDGM on the revenue cycle and share operational, clinical and financial best practices to ensure a smooth transition as we move through these first months of PDGM. Presented by **David Hoover**.

The PDGM Two-Step for Operation & Financial Success

Tuesday, April 21, 2020 — 1:00–2:30 p.m. CDT

Agency administrators and clinical leaders are challenged to remember how admission source, timing, clinical grouping, functional scoring and comorbidities work together to create PDGM reimbursement while still meeting the needs of elderly and frail patients. This session shares how operational and financial leaders can work together through PDGM to create clinical, operational and financial success. Presented by **David Hoover** and **Tammy Ross**.

Technology and Staffing Solutions for PDGM

Thursday, April 23, 2020 — 1:00–2:00 p.m. CDT

The average turnover for a home health nurse is 18 months. Never before has it been as important for our industry to leverage technology to manage staff retention and case load scalability. Without efficient technology solutions agencies may make the costly mistake of increasing workloads of their most valuable assets – their staff. Presented by **Tammy Ross**.

Therapy Management Under PDGM

Tuesday, April 28, 2020 — 1:00–2:00 p.m. CDT

By performing accurate OASIS assessments, agencies can receive additional revenue to manage patients' therapy needs. This session will teach how to train staff to capture an accurate OASIS assessment to produce positive patient outcomes. Presented by **Mike Carr**.

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Confirmation

At least 24 hours prior to each live webinar, a confirmation will be emailed to you. This confirmation will include the presentation handouts, the sign-in sheet, and evaluation, as well as additional information on accessing the webinar.

Questions?

Contact Kristen Ada,
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KHCHA greatly appreciates the time and effort on the part of our speakers/vendors in providing information for our attendees. The Kansas Home Care & Hospice Association feels an obligation to present the widest possible viewpoints represented in the home care and hospice arena. However, the participation of any speaker/vendor/product in our presentations does not constitute an endorsement by this association. As always, you are strongly advised to seek further counsel and exercise diligence in making any decisions that affect your business or the quality of services you provide.

Successful PDGM Coding and Agency Operations

Thursday, April 30, 2020 – 1:00–2:00 p.m. CDT

In this session, attendees will gain valuable insights for working with providers for necessary documentation of PDGM-acceptable codes and understand how to leverage care plan oversight to cultivate provider buy-in. Participants will also gain valuable insights into agency operations through a guided practice session for coding and visit utilization and will understand what codes should be used in place of Questionable Encounter Codes. Presented by **Mike Carr**.

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See pages 3-4 for speaker bios.

Registration Information

- Registrations should be made online... [click here](#) to register.
- **Registration Deadline:** To participate in a live presentation, registration must be received 24 hours in advance. Recordings will be available for those who register late. A confirmation e-mail will be sent upon receipt of registration. No registrations will be accepted after April 30.
- **Cancellations:** Fees will be refunded only if written cancellation is received one week prior to the workshop and no refunds after the dial-in number is sent to your agency. In the event of a written cancellation, KHCHA will retain, or charge, \$25 of the initial registration fee, per registrant, to cover administrative overhead.

CEUs

Kansas Home Care & Hospice Association is approved as a provider of CNE by the Kansas State Board of Nursing. Each course offering is approved independently for 1.0 or 1.5 contact hours applicable for APRN, RN, or LPN relicensure. Kansas State Board of Nursing provider number: LT0287-0314. APRNs, RNs and LPNs must participate in the entire presentation in order for contact hours to be awarded – partial credit will not be available. To apply for nursing contact hours, within one week following webinar participation, a completed sign-in sheet and evaluations from each individual must be returned to KHCHA. Certificates will then be issued by e-mail.

PDGM Now Speakers



Mike Carr Clinical Support Specialist

Mike Carr is a Home Health Gold Clinical Support Specialist at Axxess. His clinical expertise is critical to the development and training associated with Axxess' home health analytics in the company's complete suite of solutions. During his time at Axxess, Mike has helped the company further develop OASIS scrubbing, agency analytics, and PDGM-related software enhancements.

Prior to Axxess purchasing Home Health Gold in 2018, Mike had worked directly for Home Health Gold for more than a decade. He served in a variety of roles including business development, sales, product enhancement, implementation, and clinical training. Mike's background as a physical therapist was instrumental to the development of many of the Home Health Gold analytics related to functional scoring, therapy thresholds, and episode management. He also has nearly 20 years of experience as a physical therapist for Bangor Area Visiting Nurses in Maine. Mike is a graduate of the University of New England in Biddeford, ME with a degree in Physical Therapy. He is also OASIS certified.



Arlene Maxim, RN Clinical Consultant

Arlene is a sought-after speaker in all areas of patient care quality, analysis, and administrative functions in the post-acute healthcare world. She is a Board Member and Vice Chair for the Association for Homecare/Hospice Coding and Compliance out of Gaithersburg, Md.

With more than 40 years of nursing experience, Arlene previously co-founded regional multimillion-dollar Medicare certified home health care companies, hospital-based home care and hospice companies, and transitional care programs. Early in her nursing career she combined her clinical knowledge with her home care/hospice interests and began working as a consultant in the home care and hospice field in 1986.

Her working career has included direct patient care progressing to clinical management oversight, executive level operations in hospitals and post-acute care settings, risk management in multiple health care settings, transitional care management, as well as, providing strategy for organic growth and acquisitions across post-acute settings.

The current focus of public speaking, training and consulting include, but is not limited to, newly released Conditions of Participation, Face-to-Face strategies, Pre-Claim Review, Home Health Grouping Model, OASIS 2; Star Ratings in homecare and hospice; functional improvement in patients in the home, the reduction in hospitalization and other significant changes we should expect in the near future.

Arlene currently leads innovative change across the health care continuum. She has developed and implemented a multiple post-acute care programs working closely with multiple hospitals, home care and hospice agencies, Accountable Care Organizations, etc. Arlene's energy, dedication, and passion continue to positively change the post-acute world of health care.

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Tammy Ross RN, BSN, MHA Senior Vice President of Professional Services

Tammy oversees the professional services division at Axxess with a focus on practical operational solutions for the home health, home care, and hospice sectors of the post-acute care industry using technology. During her time at Axxess, Tammy has implemented strategic directives and developed operational materials to educate the industry on important new initiatives.



Prior to joining Axxess in November 2018, Tammy served as an executive consultant at Fazzi and Associates, where she used her years of home healthcare leadership experience to assist clients with clinical and operational strategic planning and development. She also oversaw operations for a multi-state home health provider and was instrumental in creating disease management programs that lowered the Medicare spend rate and improved 5-star ratings. Tammy's expertise helped open the first Medicare-certified home health and hospice agency in the U.S. territories of Guam and the Northern Mariana Islands. She also worked closely with Congress to expand the Women, Infant, and Children (WIC) food program to military families stationed overseas. Tammy has extensive knowledge of private duty agency operations through her time as an agency owner. She opened a school to train Certified Nursing Assistants (CNA) and used those graduates to deliver specialty disease management programs for her private duty patients. The agency's dementia program was highly desired by referral sources, caregivers, and providers. Tammy is the co-developer of Maintenance Therapy a Palliative Care Approach, which is a rehab program based on the premise of the Jimmo v. Sebelius settlement, specifying that patients do not need rehab potential to receive therapy services.

Tammy is passionate about serving the community as a volunteer for her church's Children's Outreach Ministry through positive social activities. She is also a member of the San Antonio, Texas-area chapter of the Case Management Society of America (CMSA) where she provides volunteer case management services to homebound geriatric patients without other resources.

In addition to her credentials as a certified case manager, Tammy is a registered nurse with a bachelor's degree in nursing (BSN). She holds master's degree in health care administration from Columbia Southern University and has an advanced certification in Health Care Case Management and Quality Improvement.



David Hoover Vice President of Revenue Cycle Management

David leads the company's billing, electronic data interchange (EDI), and payer management service teams. To date, David's team has processed more than \$14 billion in Medicare and managed care claims.

Prior to joining Axxess, David served in leadership at Cotiviti where he developed new processes and systems focused on increased efficiency and quality in auditing, recovery, and development services. He has also served as a regional director for HCA/Columbia Healthcare where he helped create a statewide Management Service Organization (MSO) that provided billing, staffing, HR, payroll, IT, and management services to physicians serving at 23 hospitals in Louisiana. As the Chief Operating Officer for Rehab Xcel, David was responsible for accounting, billing, Legal, and finance operations for 18 outpatient and 16 inpatient contract therapy service facilities. He also served as the Director of Reimbursement for Healthfirst, a Tennessee-based healthcare organization, where he oversaw cost reporting for cost-based programs for the company's home health and rural health clinics.

David has a bachelor's degree in accounting from Huntingdon College.