

Wednesday - Thursday, August 16-17, 2023

Holiday Inn Resort Lumina - 1706 N. Lumina Avenue - Wrightsville Beach - (910) 256-2231 (\$249/\$279 - til 07/17/23)

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Wednesday, August 16, 2023 - BOTH DAYS: Meetings in Airlie/Tidewater & Exhibits in Causeway/Masonboro/Pre-function

9:00 am ACMESA Board Meeting (Turtle/Ocean Rm) Exhibitors Set-Up

12:00 pm Registration Opens

12:30 pm President's Welcome - Brian Wilson General Meeting & Reports

12:45 pm Tommy Tucker, Former NC Senator **SPECIAL GUEST**
"How HME and the Legislature Can Work Together"

Mr. Tucker served in the NC Senate 2011-2019 and discusses how the HME industry serves such a vital role in our healthcare system and what the industry and Legislature can do together.

1:00 pm AAH Payer Relations Team - Laura Williard (VP) and David Chandler (Director) Payer Relations:

Payer Relations Update: Payer & State Relations in Focus

*AAH Homecare serves as our liaison with payers on both a national and state level. They will update attendees on current issues and what to look for with your managed care contracts. Then will share work being done to minimize adverse effects and maximize benefits and will outline their initiatives to benefit DME providers in our states. **PLUS Specific information on Medicare Advantage & MCOs.***

2:15 pm Craig Douglas, VP Payer Relations, VGM **SPONSOR VGM**
Maximizing Resources to Ensure Fair Treatment by Payers

Reaching an agreement with fair reimbursement is a tedious process taking lots of time without much data available. Providers are at the mercy of payers when determining a fair reimbursement during those "negotiations", as providers often don't have the same data that payers have. Payers often utilize a "take it or leave it" approach, saying "this is what we pay everyone else". And gives providers no leverage...until now! Learn some available tools that providers can now utilize as they negotiate/renegotiate contracts with payers to achieve more long term stability.

3:00 pm Meet Platinum/Gold Sponsors - Exhibit Time & Cookie Break
SPONSOR DRIVE DeVILBISS

3:30 pm Miriam Lieber, Lieber Consult. **SPONSOR ACU-SERVE**
Operational HME Trends—People, Process & Automation

*Among your biggest assets, your staff makes the difference between success and failure. Coupled with proper process and enhanced automation, employees will be poised to flourish. Discuss best practices from this year's trends in HME for optimal performance. Join Miriam as she explores this current, timely and comprehensive topic. **Objectives:** Explore software initiatives to improve operational efficiency, Discuss ways to enhance employee engagement, Examine internal operational processes for fewer touches and to align with staff and automation optimization.*

4:45 pm MARK HIGLEY **ACMESA SPECIAL GUEST :-)**
Mark's Final Session - Thanks for the Memories

Mark Higley retired from VGM earlier this year, but we wanted him to be able to come see us at ACMESA - where it all started 20 years earlier with NCAMES - right HERE at the "SunSpree". Mark was a fixture at ALL our meetings since that first one and he wanted to come thank us for all the fun times and sessions (and Delta miles) he logged with us! THANK YOU MARK!

MORE SPECIAL EVENTS !

5:30 pm - 7:00 pm - EXHIBITOR RECEPTION
Cocktails & Snacks

SPONSOR PHILIPS RESPIRONICS

(private invitation after party for providers only - email Beth for info)



Thursday, August 17, 2023

8:00 am FULL BREAKFAST BUFFET WITH EXHIBITORS
SPONSOR RESMED

8:30 am Miriam Lieber, Lieber Consulting **SPONSOR ACU-Serve**
Using Value of HME Resources for Best Return on Investment
 Miriam Lieber -President, Lieber Consulting

Using the Value of HME Brochure brought to LIFE to advance the industry and your businesses – its role in advocacy with referral sources, patients, payers and Legislators.

9:30 am Meet Your Sponsors - more 2 minute "speed" intros!
VISIT EXHIBITORS

10:15 am Steve Cela, Pres., Strategic Office Solutions & Sarah Hanna, ACU-Serve **SPONSOR STRATEGIC OFC SOLN**
Let's Talk A.I. - Artificial Intelligence...
It's Here to Stay so Learn How to Leverage It

This INTERACTIVE session will focus on writing SOPs to Marketing Materials, Videos, Blogs, etc. Learn what tools are out there to use to assist your efficiencies and business growth

11:15 am Tim Van Antwerp, Director of Retail Services, VGM
Retail Sales: What are we SO afraid of?!

This segment is geared towards a NEW revenue stream and improving your business model to tap into the niche market of RETAIL CASH SALES. Learn the tips and tricks to making this type of business work for you!

12:15 pm - LUNCH WITH EXHIBITORS - Exhibits Close 1:15 pm
SPONSOR VGM

1:00 pm Andrea Stark, owner Miravista
MAPs: Holding Plans Accountable **SPONSOR ALLEGIANCE GROUP**

More and more Medicare Advantage Plans are imposing coverage and payment limitations in excess of those permitted by CMS. In this session, Andrea uses recent OIG findings, a CMS Final Rule, and personal client experiences to alert DME suppliers to the risk and arm them with techniques to push back if they are confronted with similar issues.

STATE AND FEDERAL PAYER SESSIONS

2:00 pm Medicaid & Managed Care Sessions - NC, VA & WV

Updates from NC DHHS - NC MCO's and Q&A

Invited NC DHHS Speakers: Jay Ludlum - Deputy Secretary
John Vitiello - Medicaid Mgr. (confirmed)

Confirmed MCOs: CCH, Healthy Blue, Wellcare, UHC

Breakout Session with BCBS - 3pm - TurtleWatch Room (tentative)

3:30 pm Judie Roan, Provider Relations Senior Analyst
Medicare & CGS Update

Changes & updates in Medicare policy - My CGS resources and get the latest on recent changes to the Medicare program and updates to CGS self service tools. Time will be allotted to address questions on billing and policy issues affecting Fee For Service Medicare claims.

THANK YOU FOR COMING! DRIVE SAFELY

Plan Your 2024 Future with ACMESA...

2024 Winter Meeting Feb. 20-21 - Grandover Resort, Greensboro
2024 Summer Meeting: Aug. 14-15 Holiday Inn Resort Lumina