



# PAMS 2022 Fall Program

September 21, 2022

**Red Lion Hotel Harrisburg/Hershey**

4751 Lindle Road, Harrisburg, PA 17111

## Agenda

8:30 – 9:15 AM **Registration and Full Breakfast**

9:15 – 10:15 AM **Welcome and Introductions**

*Mindy Eberhart, Exec. Director, PAMS*

**Audit Update: A different kind of pandemic**

*Kelly Grahovac – The van Halem Group*

With the COVID pandemic mostly behind us, the question becomes what will CMS and its contractors do as far as audits go? CMS has hinted all along that they intend to audit claims submitted during the PHE but have not been real clear on what parameters they will review by and suppliers do not know what to expect. In addition, the ALJ backlog is expected to be resolved by the end of 2022 which is a good thing; however, the Office of Medicare Hearings and Appeals hired 70 new judges and opened up numerous new offices around the country with a much larger budget than they had before. Once the backlog is resolved, they will be staffed to handle up to 300,000 appeals annually. The problem is they are receiving nowhere near that right now, so does that give CMS a green light to open the floodgate to the RAC auditors? In this presentation, audit expert Kelly Grahovac will provide insight and share her thoughts gleaned from interactions with CMS and its contractors.

Objectives:

- Identify key areas that CMS may focus their audit efforts for PHE claims and insight on any parameters they may set
- Understand what suppliers can expect once the OMHA backlog is resolved
- Identify high-risk product categories for upcoming audits

10:15 – 10:30 AM **Break**

10:30 – 11:30 AM **PA Community HealthChoices (CHC) Update and Q&A Session**

*Randy Nolen, PA Office of Long-Term Living (OLTL)*

*Q&A Session: Mr. Nolen and Representatives from the three CHC MCOs*

11:30 – 12:15 PM **Lunch**

12:15 – 1:15 PM **Noridian News - Medicare Hot Topics/Update and Q&A Session**

*Mary Reineke-Ferguson, Provider Outreach and Education Consultant, Noridian Healthcare Solutions*

1:15 – 1:30 PM      **Break**

1:30 – 2:30 PM      **Value-Based Care Practices in a DMEPOS World**

*Joshua Bressler COF, CDME, Survey Process Manager, BOC*

Healthcare in the United States resides in a regulatory and policy environment that can be extremely complex and, in this space, running an effective business of any size can be difficult. Businesses face many obstacles, from keeping up with regulatory changes to competing in a marketplace with constant changes in reimbursement. The increased focus on value-based care is creating a paradigm shift for all stakeholders.

In this session, learn how DMEPOS businesses can prepare for and begin adjusting operations to align with this new environment by adopting a value-based care orientation. This shift changes the focus from volume to value and redefines financial incentives toward reduced costs and increased quality outcomes. In this model, providers must think about the entire patient experience.

This session also will provide a cost perspective that explains why the healthcare system is transitioning towards value-based models. We will discuss spending for the patient—and the patient population as a whole—grouped, benchmarked, and analyzed by condition. Attendees will learn how DMEPOS providers have the ability and opportunity to achieve value-based success.

Session Learning Objectives:

1. Understand the value-based care paradigm shift
2. Learn how to align a DMEPOS business with value-based care
3. Learn how you can take the first steps in adopting this model, which involve patient engagement, technology, and workflow.

2:30 – 3:30 PM      **Mastering Your Resupply Business**

*Joey Graham, Prochant; Ronda Buhrmester, Sr. Director of Payer Relations, VGM & Associates*

Successful HME's with eligible product lines earn a significant portion of their revenue from their proactive, well managed resupply program. Join Ronda & Joey in a discussion on how leading providers are managing and mastering their resupply lines of business.

In this session, we'll discuss workflow, tools/technology, product lines, payer/product specifics, and some do's and don'ts for managing this important revenue stream:

1. Workflow
2. Technology
3. Product Lines
4. Product/Payer Specific Guidelines
5. Do's & Don'ts
  - a. Shipping across state lines

3:30 PM      **Closing Comments/Dismissal**

