



# PAMS 2023 Fall Program

September 21, 2023

**Sheraton Harrisburg/Hershey**

4650 Lindle Road, Harrisburg, PA

## Agenda

If you have any questions for Medicare and for the Community HealthChoices MCOs/Office of Long-Term Living (OLTL), please email to Mindy Eberhart at [meberhart@pamsonline.org](mailto:meberhart@pamsonline.org) as soon as possible.

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

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

*Mindy Eberhart, Exec. Director, PAMS*

### **PA Community HealthChoices (CHC) Updates and Q&A Session**

*Presenters: Juliet Marsala, Deputy Secretary & Randy Nolen, Director of the Bureau of Coordinated and Integrated Services, Office of Long-Term Living (OLTL)*

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

10:15 – 10:30 AM      **Break**

10:30 – 11:30 AM      **RCM Best Practices: Keeping Current AR Current While Focusing on Aged**

*Jeff Thomas, Sr. Customer Success Manager & Heather Rose, Sr. Customer Success Manager, Brightree*

In today's world, staffing shortages are complicating the landscape of DME billing and collections beyond the constant rule changes, tighter requirements and continued audits. What strategies has your company employed to keep AR current in the face of these new and ongoing challenges? This discussion will focus on tools and strategies you can employ to keep your AR current while still collecting on aged accounts. We will focus on:

- What KPI's should I use to monitor my collections?
- What automation is available and how to integrate that into your billing/collections operations
- What workflows can I employ to successfully work both current and aged AR?
- How do you develop and drive your staff for improved efficiency?

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**  
*Craig Douglas, VP of Payer & Member Relations, VGM & Associates*
- 2:30 – 2:45 PM      **Break**
- 2:45 – 3:45 PM      **Payer Relations in Focus**  
*David Chandler, Sr. Director – Payer Relations, AAHomecare*

Learning Objectives:

- Understand trends across the country related to Medicaid, Managed Care, and Medicare Advantage.
- Review of resources available to support payer engagement.
- Review of advocacy efforts impacting you

3:45 PM              **Closing Comments/Dismissal**