



GAMES 2022 Annual Meeting August 7 – 9, 2022

Lake Lanier Islands
7000 Lanier Islands Parkway, Buford, GA 30518

GAMES Meeting Materials



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Agenda

Sunday, August 7, 2022

12:00 – 1:30p **Board Meeting**

1:30 **Registration Open**

2:30 – 2:45p **President's Welcome**

Jeremy Killough, M.R.S. Homecare, Inc.

3:00 – 4:00p **Regulatory Update**

Mark Higley, VGM & Associates

The eventual end of the public health emergency will affect a number of healthcare matters and DMEPOS is no exception! Mark will explain the possible outcomes, as well as provide an update on a recent Notice of Proposed Rulemaking that may affect the future of the competitive bidding program. The session will also offer updates on audit issues, OIG reports, CERT tracking, the ALJ backlog, and more.

4:00 – 4:15p **Break**

4:15 – 5:15p **Improving the Employee Experience in Today's Workplace by Applying Lessons Learned**

Kit Shellhouse, ECS North

How can we attract new talent and maintain our high-performing staff when the necessary elements have been altered based on professional AND personal adaptation? Accessibility to the tangible and non-tangible is taken for granted while working in an office setting. Being confident that attendance, productivity, and employee development remain a priority as the day-to-day becomes even more challenging. The approach is now multi-layered as words such as engagement, culture, work-family conflict, and autonomy are now part of our daily conversations. Let's discuss the current processes, strengths, and limitations to assist in developing/enhancing the new work environment making job satisfaction the end goal.

5:15 – 6:45p **Welcome Reception in Exhibit Hall**

GAMES exhibitors and network over drinks, hors d'oeuvres and some stations at our Welcome Reception in the Exhibit Hall! (Cash Bar!)

Monday, August 8, 2022

8:00 – 9:30a **Breakfast and Opening Session: Making Sense of Oxygen Coverage Changes and CMN Elimination**

*Breakfast served
at 7:45 am*

Andrea Stark, MiraVista, LLC

The DME MACs jolted oxygen suppliers when they wrote: “There is **no requirement** to submit a CMN ... during the PHE for oxygen ... **regardless of the diagnosis or etiology necessitating the use of the CMN-related ... DME.**”

Combined with significant coverage expansions included in the revised Oxygen NCD, suppliers are in for monumental shifts in their business practices. However, nearly two decades of procedure creates habits, and changing those habits is hard. Suppliers need to fully understand the new oxygen rules to increase oxygen revenues without increasing exposure to avoidable audit failures and recoupments.

In this event, Andrea helps oxygen suppliers:

- Eliminate the use of oxygen CMNs that are not – and never were - required during the PHE
- Release medically necessary claims holding for an unnecessary CMN
- Prepare auditable oxygen claims that will pay
- Combat timely filing obstacles affecting pandemic claims
- Apply updated oxygen NCD coverage expansions before the MACs revise the Local Coverage Determination

9:30 - 10:30a **The SWOT: Strengths, Weaknesses, Opportunities and Threats of the Industry**

Mark Higley and Craig Douglas, VGM & Associates

The HME industry is constantly evolving. In the past decade (and more), we have experienced more than our share of legislative, regulatory, and operational challenges. But we have survived; many have thrived. Demand for our products and services is at an all-time high; demographics and other indicators suggest this will continue into the long term. Our panel — each of whom will offer different perspectives — is prepared to assess the “S, W, O, and T” of the industry in 2022 and beyond.

10:30a – 11:30a **Break with Exhibitors**

11:30 – 12:30p **Audits are Back in Force: What’s the Latest?**

Wayne van Halem, The van Halem Group

Audits are back and the volumes continue to increase in both Medicare, Medicaid and commercial plans. This presentation will provide an update on the audit environment, specific products that are the focus, and what we anticipate will happen in the future as oversight agencies wrap up their fiscal year and begin planning for the next.

12:30 – 2:00p **Lunch / Platinum Vendor Presentations / State of the Association Address / GAMES Annual Meeting and Voting on the Slate of Officers**

2:00 – 3:00p **Patient Communication Trends and Collection Law Changes**

Bruce Gehring, Allegiance Group

Everyone has been dealing with supply chain and staffing issues as a side effect of COVID. Now, it is more important than ever to be able to communicate effectively with your customers, especially with inflation and the threat of recession looming. A review of your patient communication workflow may require updating due to the recent changes in Regulation F and Credit Bureau Reporting rules.

Bruce Gehring from *Allegiance Group* will discuss these changes and how you can update your workflow, improve collections, and remain compliant:

- Ideas for optimizing the entire patient communication workflow
- Recognizing the value of eDelivery and Text Services
- Collection Strategies that incorporate the changes in Regulation F & Credit Bureau Reporting
- Discuss the role of an attorney in collection practices

3:00 – 4:00p **Three Boss Moves That Prevent New Denials from Old Habits**

Andrea Stark, MiraVista, LLC

The reimbursement world keeps turning. As it does, old habits and outdated practices increase suppliers' risks for denials and lost revenues. Fortunately, there are three moves that decision makers and action takers can implement now to eliminate historically frustrating denial trends and protect future revenue.

In this session, Andrea helps suppliers:

- Eliminate all CMNs and DIFs from claims and intake processes
- Resist Advantage Plans' use of prior fee-for-service payments to reduce oxygen caps
- Use the Hospice Non-Covered Items Form to reduce DME exposure to bundled payment denials

4:00 – 4:10p **Break**

4:10 – 5:10p **Supply Chain and Recall Roundtable Discussion**

Moderator: David Chander, AAHomecare; Panel: Boone Lockard, VGM & Associates; Brian Topchik, Medline; Piotr Czaplá, Philips Respirationics

Join us for this panel session as we discuss the updates regarding the Philips Recall and current supply chain issues.

6:00p **Boat Cruise Reception**

Join us Monday night for a 3+ hour Boat Cruise Reception at Lake Lanier. It's going to be a great time with plenty of networking with your friends and peers in the industry. Food and beverages available onboard! (*Cash Bar*)

Tuesday, August 9, 2022

9:00 – 10:00a **Breakfast and Payer Relations in Focus with GAMES**

Breakfast served at 8:30 am *David Chandler, AAHomecare*

Grab a raffle ticket at the door for a chance to win 50% off GAMES 2023 Membership Dues!
– winner announced at 11:00 AM!

10:00 – 11:00a **“GAMES” Plan!**

Conclude the meeting with this open discussion as we review our activity this year and future plans for the association. Brainstorm new ideas on how to continue building the association and how GAMES can bring more opportunities to members.

11:00a **Raffle Winner Announced - Adjourn**

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