



NEMEP VIRTUAL EDUCATION WEEK

November 1 - 5, 2021

Gathering in person is NEMEP's goal for 2022, so our fall education series will be virtual in 2021. NEMEP sees the importance of continuing to Advocate, Communicate, Educate, and Network so we have set aside the week of November 1st to do just that!

Take a look at the schedule below and register FOR EACH SESSION INDIVIDUALLY or select ALL SESSIONS for the \$89 PACKAGE of FOUR Sessions – no need to register for EACH ONE if you choose this option. NEMEP appreciates the hard work and service of our HME community and we look forward to this informative Series!

Monday, November 1, 2021 – 2:00 PM

Payer Relations: Rules & Rates from DC to the States

Speakers: Laura Williard & David Chandler, AAHomecare

AAHomecare serves as our liaison with payers on both a national and state level. Laura will update attendees on current issues and what to look for with your managed care contracts. They will share work being done to minimize adverse effects and maximize benefits and will outline their initiatives to benefit DME providers in our states.

Tuesday, November 2, 2021 – 11:00 AM

Reimbursement: The "Hot Spots" in the Revenue Cycle: Identify those spots that can and WILL turn into an inferno

Speaker: Kit Shellhouse, ECS North

After a year or more of uncertainty, providers must break old habits, become more prepared, and assess the areas which hold opportunities yet explored. Differentiate between potential revenue and payer behavior that is out of our control but still keeping the payers accountable. Especially the payers that slow

claims processing and hold **your** revenue. Identify and trend the specific areas of the current revenue cycle (RCM) that are "hot spots" and share the heat. Evaluate, critique, formulate a plan of attack, then develop protocols that will allow the foresight and not repeat the past but decrease and hopefully extinguish those areas while managing the updates applied. The staff must understand the "cause and effect" within the revenue cycle and what will develop if the new plan is neglected and not managed.

Objectives:

1. Describe how and where to identify the areas within the cycle repeatedly holding revenue
2. Discuss the difference between what you can control in the RCM and what you cannot
3. Review "cause and effect" and how refinement and direction within the cycle can develop a solid plan for moving forward

Wednesday, November 3, 2021 – 2:00 PM

Operations/HR: Leading Through Adversity – Challenges and Opportunities
Speaker: Michael Isaacson, VGM Group

Learn Ten “best practices” to retain employees and maintaining or improving culture through trying times. Additionally, the concept of “leadership capital” is explained and how our time spent building employees/culture can help us stay focused on moving the organization forward. Topics: Focus on the strengths of your organization and the efforts needed to work through challenges; Leadership Capital; Leading people; Staying focused on today while planning for tomorrow.

Thursday, November 4, 2021 – 10:00 AM

Technology Trends and Tools – Panel: Automating, Electronic medical records, order placement and receipt, docu-sign, telehealth. OSA devices, and more
Moderator: Miriam Lieber, Lieber Consulting
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What automation initiatives have you added in the last 18 months that have made the biggest impact on your bottom line? Have you implemented electronic ordering and if so, how much cooperation have you received from referral sources? How much of your business is conducted via telehealth and do you believe it is here to stay? Are you seeing movement towards more device monitoring and if so, for which devices? Join Miriam and her panel for answers to these questions and more during this compelling, candid and current discussion of technology and trends in HME today.

Friday, November 5, 2021 – 5:00 PM

NEMEP Virtual Happy Hour

Attendees! Grab your favorite beverage and join us for another Virtual Happy Hour!

