

Wednesday, August 14th

Keynote Presentation: 9:00 a.m. – 10:30 a.m.

101 – 2024 Home Care and Hospice National Updated – William Dombi, NAHC

- Medicare Home Health
- Medicare Hospice
- Medicaid HCBS
- Private Duty Personal Care
- Medicare Advantage
- Innovations for Health Care at Home

NAHC

Day 1 - General Session: 10:45 a.m. - 12:15 p.m.

102 - Legal and Regulatory Update - Robert W. Markette, Jr.

If there is one constant in the homecare world, it is legal and regulatory change and last year proved to be yet another year of significant change. Changes that came about last year include: Hospice Special Focus Program, Hospice 36 Month Rule, additional home health budget neutrality cuts, increased DOL enforcement, a proposal by DOL to increase the salary levels for white collar exemptions, new NLRB rules, new survey wrinkles, backlogs at CMS and sooo much more. This session will provide an overview of these issues and other changes that impact homecare provider operations in 2024 and beyond.

Learning Objectives:

- Attendees will understand the major statutory and regulatory changes at the state and federal level impacting home health, hospice and private duty providers.
- Attendees will understand how these changes impact their operations and what operational and related changes are necessary for compliance.
- Attendees will learn key considerations for compliance strategies so that they can take steps to ensure compliance at their agency.

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Day 1 - Concurrent Sessions: 1:45 - 3:15 p.m.

103 – Homecare Employment: A Few Important Considerations– Robert W. Markette, Jr.

There are a number of common questions and concerns homecare employers have regarding their workforce. From questions of employee classification and overtime to employee screening, homecare employers have many employment related concerns. This session will review a number of these concerns. Ranging from, “Should I continue drug testing staff, now that the statute requiring testing has been repealed?” to “is it a good idea to require my field staff to be CPR certified?” We will consider not only drug testing and CPR, but also verification of employment eligibility, employee classification (exempt v. non-exempt and employee v. independent contractor), employee pay, employee bonus programs, responding to inquiries from other employers about former employees, and, time permitting more.

Learning Objectives:

- Attendees will understand the legal and regulatory framework that impacts a number of key homecare employment issues.
- Attendees will understand the considerations with drug free workplace policies and CPR training.
- Attendees will understand the requirements for proof of eligibility to work and how to document the employee meets them.
- Attendees will understand the issues surrounding answering questions from a former employee’s potential new employer.

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104 – 2025 Home Health Proposed Rule – Where do we go from here? – Melinda Gaboury

This session will provide a detail review of the 2025 Propose Rule for Home Health. Many changes are set to be implemented for 2025 will be reviewed with best practices for implementation. This session will include the changes proposed & finalized to be implemented January 1, 2025 for the HH Value Based Purchasing Expansion. The significant rate changes and updates to the wage index & case mix weights will be highlighted.

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105 – Guarding the Guardians: Workplace Violence in Healthcare – Eugenia Smither

Learning Objectives:

- Define Workplace Violence
- Awareness of Current State of Workplace Violence in Healthcare
- Examples in Post Acute Care

- Strategies to Protect our Guardians

Bluegrass Care Navigators

106 - 2024 Jurisdiction M (JM) Medicare Home Health Workshop Part 1 - Charles Canaan & Dan George

Palmetto GBA is pleased to announce our 2024 Home Health Workshop series, titled “Medicare Home Health: Back with More in 2024”. These workshops are designed to equip home health providers with the tools they need to be successful with Medicare billing, coverage and documentation requirements.

These workshops will provide insight for home health agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend our online learning courses for beginners at www.PalmettoGBA.com/hhh. Basic billing and other online educational resources can be found by accessing the **Events and Education** topic at the top of the page.

Errors in billing and responding to additional documentation requests can be costly. During the workshop series, Palmetto GBA will provide information related to the most common errors and why these errors occur. We will also provide tips to avoid these errors. Palmetto GBA’s goal is to educate providers on the most up-to-date information and apply skillful techniques to their documentation and billing practices.

Workshop Topics for Part I

- Home Health Compliance Program
- Home Health Utilization
 - PEPPER
 - Disbursement
 - Length of Stay
- Improper Payments
 - Medical review
 - Comprehensive Error Rate Testing (CERT)
 - Unified Program Integrity Contractor (UPIC)
- Care Planning

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Day 1 - Concurrent Sessions: 3:30 - 5:00 p.m.

107 – 2024 Jurisdiction M (JM) Medicare Home Health Workshop Part 2 - Charles Canaan & Dan George

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These workshops will provide insight for home health agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend our online learning courses for beginners at www.PalmettoGBA.com/hhh. Basic billing and other online educational resources can be found by accessing the **Events and Education** topic at the top of the page.

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Workshop Topics for Part II

- 2024 Final Rule Summary
 - Prospective Payment System (HH PPS) Rate Update
 - Expanded Home Health Value-Based Purchasing (HHVBP) Model
 - Safeguarding Taxpayer Dollars
- Home Health Updates
 - Separate Payment for Disposable Negative Pressure Wound Therapy Devices on Home Health Claims
- Palmetto GBA's eServices Portal
 - How to Use the eServices' Eligibility Tabs
 - Using eServices' Newest Self-Service Tools
- Overview of the Targeted Probe and Educate (TPE) Process or Home Health Review Choice Demonstration (RCD)
- CERT Overview
- Educational Resources for Providers

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108 – The AI Triple Threat – How AI Improves Revenue, Patient Outcomes, and Employee Satisfaction – Patrick Mobley & Amanda Conley

This presentation delves into the transformative impact of AI in healthcare, highlighting three major advantages. First, it discusses how AI can boost revenue by enhancing throughput efficiencies, enabling more patients to be treated effectively. Second, it details AI's role in improving care quality by reducing administrative burdens, thereby reallocating precious time to patient care and coordination. Finally, it examines how AI makes care team workflows more manageable, which helps in retaining skilled healthcare professionals by reducing burnout and increasing job satisfaction.

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Vivid Health

109 – Home Health – Medicare Advantage – Do I want to be in network? – Melinda Gaboury

In this presentation, we will equip participants with the knowledge and skills to effectively navigate and understand managed care contracts. They will learn how to identify and comprehend the key components of these contracts, enabling them to make informed decisions and successfully negotiate favorable terms. By the end of this training, participants will possess the necessary tools to confidently engage in managed care contracting and ensure the best possible outcomes for their organization.

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Thursday, August 15th

Keynote Presentation: 8:30 – 10:00 a.m.

201 – Aging and Dementia Workforce Efforts – Commissioner Elridge and Jennifer Craig

- More information to come!

Department for Aging and Independent Living

Day 2- Concurrent Sessions: 10:15 – 11:45 a.m.

202 – Employee Safety: Assessing and responding to workplace violence and other risks to homecare workers. Robert W. Markette, Jr.

Over the last two years two homecare workers were murdered in clients' homes. These shocking cases bring into focus the need to address the safety of our employees. Employees face a wide range of potential threats in the home. Employees may be harassed, discriminated against, touched inappropriately or even assaulted by patients, patients' family members, patients' friends, or others in the home. Employees also face

dangers from pets, firearms, or other environmental hazards. Homecare employers must assess these risks and implement policies and procedures to address them. This can include adding risk assessment components to your intake process. Training staff in how to respond to threatening situations. Developing for cause discharge policies and more. We will also review and address the risks that arise in the office setting that can create risk for your administrative staff as well. This session will review the threats your employees face in the home and assess strategies to utilize to keep your personnel safe.

Learning Objectives:

Attendees will understand the legal requirements related to workplace safety and the potential liability issues employers face when employees are subjected to workplace violence.

- Attendees will understand the myriad of risks that present themselves in the home.
- Attendees will learn strategies that can be implemented to mitigate risks and better protect staff.

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203 – HHVBP – 2025 Changes – Melinda Gaboury

HHVBP began January 1, 2023. This session will detail the process of the Value-Based Purchasing Model. The Interim Performance Reports began being issued July 2023 and this session will detail review these reports. The session will also review the calculation methodology of VBP Expansion and what agencies should be doing to be successful in 2024 and beyond. The HHVBP changes for 2025 will be detailed in this session.

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204 - Understanding Generational Communication Trends to Improve Care Coordination for Patients and Families – Jeryn Laengrich

Managing communication between generations poses a challenge for both agencies and clients. This session aims to address communication challenges by discussing demographic trends. By examining these trends, homecare association members will be encouraged to examine and adapt their approaches to communicating care coordination across different generations. The data presented will emphasize the importance of recognizing and integrating the unique communication styles of each generation. The presentation will not only provide theoretical insights but also offer practical tools, insights into current trends, and valuable tips. The ultimate objective is to empower attendees with actionable knowledge that can be applied to enhance communication strategies, boosting the overall effectiveness of care coordination in homecare settings.

Learning Objectives:

- Discuss the five generational demographics accessing healthcare today
- Identify how generational demographics affect care coordination
- Discuss generation ideas on how to improve care coordination with technology and

Axxess

205 - Updates on EVV and 1915 Waivers – April Lowery & Laura Presley

Department for Medicaid Services

Day 2- Concurrent Sessions: 1:15 – 2:45 p.m.

206 - Things I lost at the Physician's office: Orders, Certifications and other physician documents required in Homecare.

- Robert W. Markette, Jr.

Home health and hospice providers are dependent upon a number of documents from physicians. These include: orders for care, certification of eligibility, face-to-face encounter notes, face-to-face certifications, narratives and more. Failing to have these documents, or having documents that do not meet the regulatory requirements can be fatal to claims for reimbursement and lead to survey findings. This session will review the content, timing and related requirements for these documents. We will address obtaining these documents from physicians. Which ones can be provided by Non-Physician Practitioners. Whether the physician or NPP can be out of state. How to follow-up with physicians when documentation is deficient or delayed.

Learning Objectives:

- Attendees will understand the physician documents needed to provide care and to be paid for providing that care.
- Attendees will understand the content, timing and signature requirements for these documents.
- Attendees will understand how to address deficient and missing documentation.
- Attendees will also learn strategies for dealing with physicians/NPPs who are not timely with the provision of document.

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207 – Home Health GG OASIS items – Digging into the Details! – Jennifer Osburn

The 2025 HHVBP Discharge Function Score relies on OASIS GG items rather and impacts a whopping 20% of the Total Performance Score. Although home health agencies have had GG0130 and GG0170 OASIS items for five years, clinicians and clinical leadership staff often remain unable to accurately assess and score (code) the GG items. This session will briefly overview the Discharge Function Score calculation and then deep dive into guidance and tips for accurately coding the GG items. Meaningful, real-world scenarios and attention to the most misunderstood aspects of the GG items are included to make this information actionable immediately.

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