

“CHALLENGES PERSIST: OPPORTUNITIES ABOUND!”**January 26 - 27, 2012****Marriott - Twin City Quarter - Winston-Salem, NC**

1000 425 N. Cherry St, Winston-Salem, NC 27101 • (336) 725-3500 • Rooms \$116

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- 9:00 am Board Meeting
- 11:30 am Meeting Registration Open - Pick up Meeting Materials
- 12:30 pm **President's Welcome, General Meeting, Presenting 2012 Slate & Committee Reports**
- 12:45 pm **Mark Higley, VGM, “HME 2012: Challenges Persist; Opportunities ABOUND!”**
(Mark provides his “SWOT” analysis update and commentary plus new industry metrics and trends)
- 2:00 pm **Frake Hunsel, Deborah Ireland & Katrina Pringle, Division of Medical Assistance**
“Medicaid Update - Diabetic/Incontinence Supplies”
(DMA staff gives an overview of the programs and will close the session with a Q&A)
- 2:45 pm **Dessert Break**
- 3:00 pm **Mark Loney, Provider Outreach & Education, CGS (formally CIGNA)**
Jurisdiction C DME MAC, “Medicare Update”
(Mark gives updates and answers questions regarding Medicare program participation)
- 4:15 pm **Miriam Lieber, Lieber Consulting, “Staffing for your Operation - Who Belongs Where/Why”**
(Miriam teaches how to place your biggest assets - your staff - which is critical to the success of your company to ensure sustainability and growth. Learn how to retain good staff...and more!) Sponsored by Strategic AR
- 6:15 pm **2012 Board Elections**
- 6:30 pm **Reception: Cocktails & Hors-d'oeuvres** Sponsored by Invacare
- 7:00 pm **NCAMES Banquet - Installation of 2012 officers - Sponsored by VGM Group**

Friday, January 27th

- 7:30 am **Continental Breakfast - Sponsored by Pharmacists Mutual**
- 8:00 am **Miriam Lieber, Lieber Consulting, “Customer Service, Compliance and Documentation”**
(It's a moving target in a time sensitive environment! With the inundation of audits, the expanded customer service/intake role has forced HME companies to change the way they process orders. Learn the key considerations for taking a complete order in today's egregious documentation requirements. Customer service accountability measures will also be discussed.) Sponsored by RemitDATA
- 9:30 am **NC Board of Pharmacy Update”, “NC Respiratory Care Board Update”, Liaison Updates**
- 10:00 am **Break**
- 10:15 am **Wayne van Halem, “Mock Audit Session - Real Data, Real Reviews”**
(Learn the type of analysis that Medicare conducts on your claim data to identify targets of audits, what types of things auditors are looking for and Obtain an understanding of the entire audit process as well as the potential outcomes and impact on your business)
- 12:15 pm **Luncheon**
- 1:00 pm **John Gallagher, VGM “HME Government Relations/Regulatory Impact & DC Update”**
(John will breakdown the current DC environment and what the expectations are for our industry, the impact & reaction.)
- 2:15 pm **Erika Williams, NSC, “Jump Start Your Year: Supplier Standards Review”**
(Erika outlines the standards as you enter 2012 to provide clarity.)
- 3:15 pm **Break**
- 3:30 pm **Mark Higley, VGM, “Mitigating the Current Competitive Bidding Process: The Market Pricing Program (MPP) Option”**
(MPP isn't without its critics but the industry seems to have embraced the a cost reduction plan if legislation can't derail the current program. This session will offer an analysis of MPP and a review of its viability. Grandfathering, subcontracting and acquisitions under the current program will be offered.)
- 4:45 pm **Adjourn**

Please Note: NCAMES reserves the right to change the agenda or cancel meetings due to emergencies, insufficient registrations, etc. NCAMES takes pride in presenting speakers on topics of interest and the speakers we offer are widely recognized as experts in their field. However, the NCAMES staff and its officers and board of directors are not able to evaluate the accuracy and content of their presentations which are highly technical in nature and often require professional judgments. on this reason, NCAMES and its staff, officers, and directors assume no liability growing from the advice and information such speakers present.