



MCHS ANNUAL CONFERENCE

September 13-15, 2017 • Tan-Tar-A
Osage Beach, Missouri

Taking Charge of Change



ABOUT MCHS

For over 20 years, the Missouri Council for In-Home Services has provided support services to member agencies. A group of in-home service providers convened to discuss issues that impact the care of our elderly in Missouri. Many of our issues involve quality of care, guidelines and regulations, and reasonable reimbursement. The MCHS membership has grown to be a strong voice for all providers of home care and for the elderly in Missouri. Join our league of caring people to help the industry strive for quality.

JOIN MCHS

The Missouri Council for In-Home Services is offering a special on first-time membership. First-time members can join now for \$150. Offer good for membership through December 31, 2017.

SPECIALIZED WORKSHOP TRACKS

New tracks have been established for the 2017 conference, including:

- CDS
- General Business Issues
- Industry Specific
- Nursing/Clinical
- Future/Taking Charge of Change

The track for each workshop session is identified throughout the program.

WHO SHOULD ATTEND

The conference is designed to benefit several different groups associated with Home and Community Based Services (HCBS) agencies. Those who would benefit include administrators, private pay providers, front line supervisors, Medicaid & Medicare providers, nursing supervisors, state and local contract providers and agency aides.

MCHS MISSION

To advance and defend home care services as the preferred care option for Missouri communities. To provide an information exchange and the education essential to the success of member agencies and the home care industry. To monitor and impact the legislative and regulatory processes as they pertain to the home care industry. To provide leadership in ethical business practices and sustain the highest professional standards of client care.

QUESTIONS?

Contact the Council office at 573-634-5272 or jill@penman-winton.com.

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SPECIAL EVENTS

RECEPTION, FEATURING A LIVE & SILENT AUCTION

Wednesday from 4:45 to 6:00 p.m.

End the day with other attendees to discuss information from various sessions and network. The annual live and silent auctions will also be held during this time – don't be left out of the fun!

AWARDS BANQUET LUNCHEON

Thursday from 12:00 to 1:15 p.m.

Join fellow providers as we honor the industry's most dedicated and hard-working employees. The Awards Banquet will include a full meal with the awards presentation beginning at 12:45 p.m.

HOSPITALITY SUITE

Thursday from 8:00 to 9:00 p.m.

Join your colleagues for a relaxing evening in a hospitality suite hosted by Penman & Winton Consulting. Penman & Winton is proud to serve the Missouri Council for In-Home Services as its lobbying and association management team since 2001.

BUSINESS MEETING

Friday from 8:30 to 10:15 a.m.

Make plans to attend the annual business meeting to learn more about MCHS activities. Topics will include an overview of the 2017 legislative session; outlook for 2018 legislative session; standards impacting the in-home industry; and additional topics that may impact you as a provider. All providers regardless of membership status are invited to attend and is the perfect venue to find out how the Council is working for YOU and YOUR agency. A brunch buffet will be provided to attendees.

KEYNOTE ADDRESS

Wednesday, September 13 from 1:15 to 2:15 p.m.

Fall Seven times. Stand up eight. Moving forward through the vastly changing home care services environment with deliberate perseverance and achieving successful outcomes.

About the presenter: Shelle Womble, Home Care Sales Champion

Dynamic, energetic, and passionate about driving sales, Shelle possesses an incredibly in-depth understanding of the home care industry, from top to bottom, and all the little nuances in between. With over 25 years of multi-state experience in the aging care arena, Shelle has worked her way through a variety of sales management positions, from District Regional Manager of a single unit agency, to Director of Operations/General Manager for 50 branch locations in 11 states for a large home care franchise, and most notably, as National Sales Director.

Award-winning for her success in divisional leadership, Shelle's broad range of experience in achieving positive growth in a variety of settings, combined with her knowledge of all the components of home care and how they work together, provides an unparalleled level of insight for the home care clients she serves. Shelle is also an Everything DiSC® Trainer, and an Authorized Wiley Partner, and Sales Champion with corecubed. Shelle holds a Bachelor of Science degree in Business Administration/Human Resource Management from Southeast Missouri State University.

GENERAL SESSIONS

Thursday, September 14 from 9:30 to 10:30 a.m.

Back by popular demand, the Council will host two roundtable discussions for attendees to network with others, discuss general questions, and share best practices information. This is a great opportunity to interact with other agencies from across the state. Attendees will have the option of choosing between attending the CDS roundtable or the In-Home roundtable.

Friday, September 15 from 11:30 to 12:15 p.m.

Jess Bax, Division of Senior and Disability Services (DSDS)
Jessie Dresner, Missouri Medicaid Audit and Compliance (MMAC)

Hear from the Division of Senior and Disabilities Services (DSDS) as well as Missouri Medicaid Audit & Compliance (MMAC) regarding issues relating to the program.



SCHEDULE OF EVENTS

Wednesday, September 13, 2017

12:30 – 1:15 p.m.	Participant Registration/Exhibit Hall Open
1:15 – 2:15 p.m.	Keynote Address: Shelle Womble, Home Care Sales Champion
2:15 – 2:30 p.m.	Break in Exhibit Hall
2:30 – 3:30 p.m.	Breakout Session #1 (5 Sessions)
3:30 – 3:45 p.m.	Break in Exhibit Hall
3:45 – 4:45 p.m.	Breakout Session #2 (5 Sessions)
4:45 – 6:00 p.m.	Reception, featuring a Silent & Live Auction

Thursday, September 14, 2017

8:30 – 9:30 a.m.	Continental Breakfast – Exhibit Hall Open
9:30 – 10:30 a.m.	Roundtables: CDS & In-Home
10:30 – 11:00 a.m.	Break in Exhibit Hall
11:00 – 12:00 p.m.	Breakout Session #3 (4 Sessions)
12:00 – 1:15 p.m.	Awards Banquet Luncheon
1:15 – 1:30 p.m.	Break in Exhibit Hall
1:30 – 2:30 p.m.	Breakout Session #4 (4 Sessions)
2:30 – 2:45 p.m.	Break in Exhibit Hall
2:45 – 3:45 p.m.	Breakout Session #5 (5 sessions)
3:45 – 4:00 p.m.	Break
4:00 – 5:00 p.m.	Breakout Session #6 (4 sessions)
5:00 – 8:00 p.m.	Dinner on your Own
8:00 – 9:00 p.m.	Hospitality Suite Sponsored by Penman & Winton Consulting

Friday, September 15, 2017

8:30 – 10:15 a.m.	Brunch & Annual Business Meeting
10:15 – 11:15 a.m.	Breakout Session #7 (4 sessions)
11:15 – 11:30 a.m.	Break
11:30 – 12:15 p.m.	General Session: DSDS & MMAC Update
12:15 p.m.	Adjourn

WORKSHOP SESSIONS

WEDNESDAY 2:30 TO 3:30 P.M. BREAKOUT SESSION 1

1. CDS Audits (CDS)

Greg Shinn, Thurman, Shinn & Company CPAs

Make plans to attend for a detailed informational session on the ins and outs of the audit process and the crucial information you need to know to successfully survive.

2. Vulnerable Citizens Unit (business)

Todd Hurt, Missouri Secretary of State's Office

The presentation given in support of the Vulnerable Citizens Services Unit will highlight the authority granted to the Securities Division in the Office of the Missouri Secretary of State as organized in the Missouri Constitution. It details protections in place, such as the Senior Savings Protection Act of 2015 and Broker Check to safeguard Missourians from fraudulent practices. A portion of the presentation is dedicated to examples of fraud schemes, preparing to be vulnerable and a look at regulations as they apply to corporate investments.

3. Family Care Safety Registry (industry)

Beth Thompson, Missouri Department of Health & Senior Services

The Family Care Safety Registry (FCSR) helps protect children, the elderly, and disabled persons by allowing employers to conduct background screenings on registered caregivers. Learn how caregivers register, about the databases used in FCSR background screenings, and how background screening results are delivered. Receive clarification on common misconceptions relayed to FCSR staff.

4. GHAs and How to Score (nursing)

Jess Bax, Division of Senior and Disability Services

Join Jess Bax with the Division of Senior and Disability Services for this important session on scoring on General Health Assessments.

5. Discovering Your Sales Personality Style to Improve Your Top Line Results (future)

Shelle Womble, Home Care Sales Champion

Growth in the home care industry is always a hot topic. We are all responsible for growth in our agencies but how do we each impact growth? Learn about your style in this informative session.



BREAKOUT SESSION **2** WEDNESDAY 3:45 TO 4:45 P.M.

1. CDS 101 (CDS)

Tony Miller, Southwest Center for Independent Living

Attend this entry level workshop for information on the Consumer Directed Services (CDS) program.

2. Workers' Compensation (business)

Marc Harris, Chap Arnold Insurance Agency

Marc will address workers' compensation claim management and how to reduce your workers' compensation costs. Attendees will also receive information on the Council's newly developed Work Comp insurance program, which is another benefit of Council membership!

3. Healthy Children & Youth Program (HCY) (industry)

Emilie Lococo and Traci Rogers, Advantage Nursing Services

The HCY Program provides service coordination and authorization of hourly skilled nursing and unskilled personal care services for MO HealthNet recipients with special health care needs from birth to age 21. Learn about various aspects of the HCY program as well as the program requirements. This session will be appropriate for providers currently offering services and those who are interested in doing so.

4. The Basics of Memory Loss, Dementia, and Alzheimer's (nursing)

Rob Hulstra, Alzheimer's Association Greater Missouri Chapter

Rob Hulstra, Healthcare Coordinator with the Alzheimer's Association Greater Missouri Chapter, will address fears and myths associated with dementia and features video clips of real people living with the early stages of dementia and their families.

5. Taking Charge of Change (future)

Kim Sisk, Oxford Health Care

If there is one element that is consistent and can be counted on in the healthcare industry, it is the element of change. Change happens regardless of our best intentions and in and of itself can be a challenge, but is also an opportunity for new beginnings! This session will cover the ins and outs of change management; as leaders, how do we guide our teams, plan strategically and ensure the best outcome both on a personal and business level.



BREAKOUT SESSION 3

THURSDAY
11:00 TO 12:00 P.M.

1. Fiscal/Employer Agent Fundamentals and Forms (CDS)

Mollie Murphy, Annkissam

This session focuses on key tax forms used in the provision of Fiscal/Employer Agent (F/EA) services, including when, how and why to use certain forms. Topics include forms participants must complete, forms they may complete, and forms they should never complete. The session will also cover forms required by F/EAs and optional forms for F/EAs. This session is perfect for the individual who is new to F/EA services or who wants a refresher.

2. Healthcare Reform (business)

Linda Huber, Heffernan Insurance

Attend this session to hear the most up-to-date information on Healthcare Reform, including impacts on plan designs, funding, individual mandates, preexisting conditions, Medicaid and the marketplace.

3. HCBS Billing (industry)

Rhonda Schenewerk, MOHealthNet Division

During this one-hour session, Rhonda will cover eMOMED (electronic claim filing); General Billing Questions; Checking eligibility and ME (Medical Eligibility) codes; Precertification on CyberAccess and eMOMED; and MO HealthNet Website (Manual & Bulletins).

4. How to Protect Staff from Parasites in Client Homes (nursing)

Diane Noah, HomeCare of Mid-Missouri

Ringworm, head lice, pinworm, scabies, bedbugs – all are unwanted common parasites found in the home. Participants will be given the tools to identify these parasites as well as how to prevent and treat.



THURSDAY
1:30 TO 2:30 P.M.

BREAKOUT SESSION 4

1. A Closer Look at Monthly Case Management (MCM) Activities

Tonya Potter, The Whole Person

This session will review why vendors want to complete the MCM. Benefits from MCM and how to use this regulation to maximize your return on investment.

2. Making Social Media Work for Your Business (business)

Marcus Harris, Rise Media

Consider this workshop your guide to the social media spectrum. Attendees will learn about the features and applications of several major social mediums, as well as how to create a manageable and appropriate social media strategy for their agency.

3. Department of Labor, Fair Labor Standards Act, Home Care Rule (industry)

Mollie Murphy, Annkissam

In 2015 the Fair Labor Standards Act Home Care Rule took affect and changed the way workers in self direction must be paid in order to maintain compliance. Rarely has a rule so confusing applied to self-directed services. Mollie Murphy, a national expert on the Home Care Rule will provide an overview of what the rule means and its status under a new presidential administration and Department of Labor.

4. Huntington's Disease - What In-Home Providers Need to Know (nursing)

Stacey Barton, HDSA Center of Excellence at Washington University School of Medicine

Attendees will receive an overview of Huntington's Disease, a challenging, rare, neurodegenerative disease.



BREAKOUT SESSION 5

THURSDAY

2:45 TO 3:45 P.M.

1. Let's Do the Numbers! (business)

Mary Kaye Kramme, American Home Care

A humorous, yet serious, approach to understanding financial and operational indicators. Participants should leave the workshop smiling and armed with strategies to project future indicators and methods to analyze current indicators to better manage the day-to-day business of home care.

2. Behavioral Health Issues (industry)

Chris Reagan, Covenant Care Services

This will be a session on how to deal with behaviors, what people are telling us through their behaviors and how to overcome the behavior. This will work for individuals who are of all ages and disabilities. We must understand that we all have behaviors and that we all use them to get what we want.

3. Department of Labor, Wage & Hour (industry)

Jim Yochim, U.S. Dept. of Labor, Wage and Hour Division

St. Louis Assistant District Director Jim Yochim with the U.S. Dept. of Labor, Wage and Hour Division, will be presenting on the minimum wage and overtime requirements for home health care workers under the Fair Labor Standards Act. If you use or help manage the services of a home care worker, you may be responsible for paying minimum wage and overtime, and for keeping certain records regarding your home care worker(s). This presentation will help you understand if you have those responsibilities, and if you do, how to make sure you pay your home care worker properly under the FLSA.

4. Addressing Gaps in Performance Measures (nursing)

Tina Hilmas, Center for Patient Safety

More than 3 million people receive HCBS services, a number that is expected to increase rapidly as our population ages and more people want to age in home. However, there is very little information regarding the quality of care provided. In November 2014, the National Quality Forum (NQF) put together a steering committee to start framing the conversation about developing HCBS quality measurement. This presentation will summarize the conclusions that came out of this two year project.

5. Ethics & Genetics (nursing)

Stacey Barton, HDSA Center of Excellence at Washington University School of Medicine

Genetics is a field where new information is being uncovered every day but many providers have little exposure to how this impacts their practice. Genetics is a field where potential ethical challenges can occur such as genetic testing, disclosure, legal implications, genetic discrimination and more. This workshop seeks to provide an overview of genetics and begin addressing some of the advanced constructs that all practitioners should know.



BREAKOUT SESSION **6** THURSDAY 4:00 TO 5:00 P.M.

1. Employment Law/Overtime Issues (business)

Brad Bakker, Armstrong Teasdale

Join us for a presentation focused on employment law and employee overtime issues, including the uncertain legal and regulatory terrain for employers due to shifting federal and state employer requirements.

2. Care Coordination (industry)

Maria Miskovic, Care Choice Care Management

Care coordination can be a fairly generic term we hear in many facets of healthcare today. The central responsibility of care coordination is to meet the patient's preferences and needs while ensuring delivery of high quality, high value care. In all settings, care coordination looks at a "big picture" and the system that surrounds the patient or client. This includes medical, financial, spiritual, social, environmental, and legal needs of the client, while factoring the various supports around that patient that bring services or provide care. We will examine the benefits of care coordination after hospitalization and in the outpatient setting to create a more stable environment for the patient, family, and providers involved.

3. APC Best Practices (nursing)

Karen Riley, Riverways Support Services

Compliance in hiring, training and supervising APC Aides can be challenging. This session will assist in reviewing the regulatory guidelines and recommend some best practice tools that will help your agency meet all of the compliance standards for advanced personal care services.

4. Legislative Advocacy 101 (future)

D. Scott Penman, Penman & Winton Consulting

Learn how to effectively advocate within the legislature for your organization and your clients. This workshop will discuss Missouri's legislative process and provide helpful advocacy tips anyone interested in engaging the legislative process can put into practice. This workshop is perfect for those with little legislative experience.



BREAKOUT 7

FRIDAY
10:15 TO 11:15 A.M.

1. CDS 60% Rate (CDS)

Panel: Allison Easterwood, West Central Independent Living Solutions & LaDonna Williams, RAIL In-Home Support Services

During the most recent round of budget cuts, CDS was capped at 60% of the nursing home rate. Attend this session to learn from other CDS vendors on how they are taking charge of change.

2. Cyber Security and the Related Management Concerns (business)

Steve Cohen

This session addresses the needs of the organization's exposure to cyber security. It will detail the steps you can take to safeguard data and the steps you can take if your data has been breached. Additionally, the personnel aspects of dealing with cyber breaches will be presented.

3. EVV: Lessons Learned and Best Practices (industry)

Jessie Dresner, Missouri Medicaid Audit & Compliance

Elisa Pellham, Integrity Home Care

Cindy Werdehausen, Missouri Medicaid Audit & Compliance

Join Elisa Pellham, Vice President, Integrity Home Care, and Cindy Werdehausen and Jessica Dresner, with Missouri Medicaid Audit and Compliance, to discuss telephone (EVV). What have we learned over the past two years since the telephony law took effect? What do providers need to know to ensure their systems are providing the right capabilities including adequate documentation of services to support billing? What has MMAC been seeing (and doing) with telephony records during audits? Have there been findings? Come and find out best practices for your business.

4. InterRAI (nursing)

Jess Bax and Barb Rueter, Division of Senior & Disability Services

The speakers will be discussing the recent changes with the interRAI HC assessment instrument and changes with the provider reassessment process as it relates to the changes with Consumer Directed Services cost cap and the level of care.