

ACU-SERVESM

**LET'S HAVE A
ROARING
GOOD TIME**

ACU-SERVE CLIENT SUMMIT

This years' ACU-Serve Client Summit is about

**HAVING A ROARING
GOOD TIME**

Through educational sessions, roundtables, new product opportunities, vendor engagement and networking events, we've got it all.

◆◆ **Wednesday, July 26** ◆◆

Networking Mixer – On the Jetty at the Sheraton Suites, 7:30 p.m.

◆◆ **Thursday, July 27** ◆◆

Roaring 20s Themed Dinner Party
Barro Di Mario , 7:30 p.m.

11
Guest
Company
Speakers

Please Join Us:

July 26 – July 27

Location:

Sheraton Suites

1989 Front St.
Cuyahoga Falls, Ohio 33221

SCAN TO REGISTER



Register Here

Reserve your room at
the Sheraton Suites

Reserve a Room



TIMELINE

2023 ACU-Serve Client Summit Schedule

NOTE: Times vary per workshop

Wednesday, July 26

9:00 AM – 10:00 AM	◆	Welcome, Intros and State of ACU-Serve
10:00 AM – 11:00 AM	◆	"Solve Operational Pain Points: Develop a Target Operating Mode" presented by Miriam Lieber, Lieber Consulting
11:00 AM – 12:30 PM	◆	"Demonstrating The Value of an Effective Compliance Program" presented by, Noel Neil, VP Auditing and Corporate Compliance, ACU-Serve, Ann Ford, BSN, JD - Partner/Managing Director, HPS Advise, Cora Colvin -, MBA, CHC - Consulting Director, HPS Advise
12:30 PM – 1:30 PM	◆	Lunch
1:30 PM – 2:30 PM	◆	Diversifying with the Diabetes Category presented by Matthew Edwards, CEO GEMCO Medical
	1.30	◆ "Navigating CRT Documentation Requirements" presented by Tugba Koca, CDME, Corporate Trainer, ACU-Serve and Ana Judd, Client Success Manager, ACU-Serve Location: Suite 205
2:30 PM - 4:00 PM Breakout Sessions	0:30	◆ HME360 - The New Era of Inventory Management for DME presented by Bryan Hines, President, HME360 Location: Main Room
	0:30	◆ BeyondHME - Know your Resupply options, an unbiased solution presented by James Dragatsis, CEO, BeyondHME Location: Main Room
	0:30	◆ Testsmarter - A Singular Focus presented by Lawrence Mrvica, President Location: Main Room
4:15 PM – 5:00 PM	◆	"Medicare Updates and Moving Past the Public Health Emergency (PHE)" presented by Michael Hanna, CGS Administrators
	7:30 PM	◆ ACU-Serve Mixer, Jetty

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2023 ACU-Serve Client Summit Schedule

NOTE: Times vary per workshop

Thursday, July 27

9:00 AM – 10:00 AM

“Most Common HR Mistakes & How to Avoid Them”
presented by Michael Silverman Esq. Silverman Bain, LLP

10:00 AM – 11:00 AM

“Become a Best Practice Success: KPI’s to fit your individual corporate strategy” presented by Sarah Hanna, VP Consulting Services, ACU-Serve

11:00 AM – 12:00 PM

Compliant Rx: Revolutionizing Healthcare with AI-Driven Medical Record Review and Regulatory Compliance for the DME Industry
presented by Adam Nadler, Co-Founder and Advisor, Compliant RX

12:00 PM – 1:00 PM

Lunch

1:00 PM – 2:00 PM

Breakout Sessions

“CRT Denial Trends & How to Avoid Them”
presented by Dena Schwerdt, Director of Reimbursement, ACU-Serve
Location: Suite 205

“AAHomecare Updates”
presented by Laura Williard, AAHomecare
Location: Main Room

2:00 PM – 3:00 PM

“Don’t be behind the eight ball with Intake”
presented by Megan Dixon, Director of Intake Services and Patti Jech, Intake Training and Quality Assurance Manager, ACU-Serve

3:00 PM – 4:00 PM

“Held Revenue, Bee’s Knees, or Beeswax?”
presented by Jennifer Sylvester, Director Revenue Recovery, ACU-Serve

4:00 PM – 5:00 PM

“Ask the Consultants”
presented by Sarah Hanna - VP of Consulting Services
• ACU-Serve, Steve Baker - President
• Healthcare Efficiency Associates
and Will Linn, Founder • Wm Linn Consulting

7:30 PM

★★★ **Dinner Party** ★★★

◆◆ DRESSING IN 1920S-THEMED ATTIRE IS ENCOURAGED! ◆◆

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Welcome, Intros and
State of ACU-Serve

9:00 AM - 10:00 AM



Solve Operational Pain Points: Develop a Target Operating Model

10:00 AM - 11:00 AM

Lieber Consulting LLC

Presented by: Miriam Lieber, President



Based on countless HME staff interviews, pain points are often similar across companies and employees. A discussion of common pain points and how to solve them to prevent recurrence will be included in this timely session. An optimal operational model and enhanced work environment inform business decisions, and results in enhanced profitability. Join Miriam in this lively session as she explores a target operating model that focuses on people, process, and automation.



Miriam Lieber is a principal consultant with Lieber Consulting LLC. She specializes in revenue cycle management for Homecare providers. With more than 25 years of experience in the Homecare field, Miriam is a featured author and a nationally known speaker for many Homecare trade associations. In her consulting practice, Ms. Lieber's clientele includes home medical equipment companies, pharmacies, Medicare, investment firms, hospitals, distributors and manufacturers. She has worked with more than 500 HME providers in 49 states across the US. Lieber is known to assist her clients with the nuts-and-bolts of running a profitable business.

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Demonstrating The Value of an Effective Compliance Program

11:00 AM - 12:30 PM

Company: HPS - Hall Prangle + Schoonveld LLC



Presented by:



Ann Ford, BSN, JD
Partner/Managing Director
HPS Advise



Noel Neil
VP Auditing and
Corporate Compliance
ACU-Serve

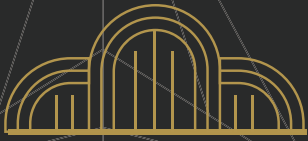


Cora Colvin, MBA, CHC
Consulting Director
HPS Advise

How does your compliance program impact your ability to effectively respond to audits? In this session, we will review what it means to have an effective compliance program, how you can do so on a budget, and how such a program translates into value in your every day operations, including audits, marketing, and billing and collecting.

HPS is a national consulting firm that collaborates with clients to improve their operations and compliance efforts, as well as their approach to risk management. Our team of professionals includes both lawyers and non-lawyers who bring to each project a mix of experience and specialized expertise. The team provides consulting services in the following areas: Healthcare operations and compliance, healthcare risk management, privacy and security program management, accreditation, state survey and license support, and forensic services.

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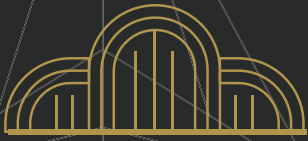
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Diversifying with the Diabetes Category

1:30 PM - 2:30 PM

Company:



Photo Above: GEMCO-CGMs.jpg

Presented by:



Matthew Edwards
CEO
GEMCO Medical

Join us for an insightful session on diversifying your business with the diabetes category. As diabetes continues to affect millions worldwide, it presents a significant market opportunity for companies to expand their product offerings and tap into a growing consumer base. Our expert speaker will delve into diabetes by the numbers, the differences between Type 1 and Type 2, and discuss the innovative technologies surrounding continuous glucose monitoring and more.

Lastly, if you're considering entering the diabetes space or seeking a trusted partner to help, we'll showcase the services and support GEMCO Medical offers. Their expertise and commitment to improving the lives of those with diabetes make them an ideal resource for individuals, healthcare providers, and organizations.



GEMCO Medical is a leading accredited wholesale medical supply distributor and third-party logistics provider of diabetes products, including CGMs and other medical supplies. GEMCO Medical carries the most popular and advanced CGMs from Abbott, Dexcom, and Medtronic. With over 30 years of experience, the company prides itself on offering invaluable industry insight, product knowledge, competitive pricing, and customized 3PL fulfillment solutions for its customers nationwide. **For more information, please visit** www.gemcomedical.com.

SCAN TO LEARN MORE:



2:30 PM - 4:00 PM **Breakout Session**

Presented by:

→ **Navigating CRT Documentation Requirements**

Company:



Tugba Koca, CDME
Corporate Training Manager
ACU-Serve



Noel Neil
VP Auditing and
Corporate Compliance
ACU-Serve

Learn how to navigate the complex realm of CRT documentation challenges. Join us on the journey as we discuss the face-to-face exam requirement all the way to proof of delivery completion, and everything in between. We will take a deep dive into what is required for each step of the process, what information should be contained within specific documentation and how to audit proof your files. Also, we believe in consistency, conciseness and direct communication are the key factors for clinician cooperation. Discover strategic ways to communicate with clinicians and provide resources available to them to aid in the documentation process.

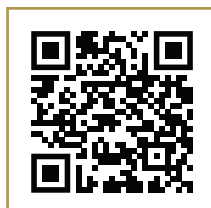
2:30 PM - 4:00 PM **Breakout Session • 30 mins.**

→ **Know your Resupply options, an unbiased solution**

Company:



Presented by: James Dragatsis
CEO, Beyond HME



Discuss the range of Resupply solutions and modalities that are best suited for you business, including disease states and other patient outreach needs.

Live Calling specialists for Resupply and Patient outreach

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2:30 PM - 4:00 PM ♦ Breakout Session • 30 mins.

→ The New Era of Inventory Management for DME



Presented by: Bryan Hines
President, HME360



This presentation will discuss technology that is new to the HME industry that streamlines the inventory management life cycle.



HME360 is a powerful, intuitive, cloud-based inventory and warehouse management system designed for the HME industry. With 360, inventory can seamlessly move from location or state to another with minimal to no steps involved. Inventory custody and visibility can be maintained from warehouse to the patient, companywide or an individual location. Receiving and fulfillment completed in simple steps and purchasing requisitions has never been easier. The future of HME inventory management has arrived! It is easy, fast, and accurate. It is HME360. Reduces: labor, product shrinkage, lost documentation, write-offs
Increases: inventory visibility, Real-time stock status/location, intelligent just in time ordering.

2:30 PM - 4:00 PM ♦ Breakout Session • 30 mins.

→ A Singular Focus



Presented by: Lawrence Mrvica,
President



As a Medicare-participating Independent Diagnostic Testing Facility (IDTF), We've thoroughly researched the inefficiencies in current offerings and focused on leveraging technology to optimize the certification process, making it faster and easier.



TestSmarter's goal is to provide cutting-edge testing software for their clients. We position our team to work closely with users to allow us that first-hand perspective. Therefore, enabling our development team to achieve simplicity, technology, and useful analytics to our platform. Thus, allowing our clients to work Smarter not harder. TestSmarter believes that it is important to offer quality service to their clients, in hopes that it will help the patient's experience while receiving healthcare equipment.



➔ Medicare Updates and Moving Past the Public Health Emergency (PHE)

4:15 PM - 5:15 PM

Company:



Presented by:

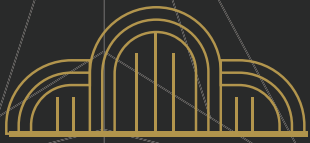
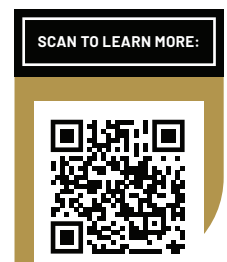


Michael Hanna
Provider Relations Senior Analyst
CGS Administrators

This presentation will focus on the most current updates and changes in the Medicare program that affect DME suppliers across the United States. In addition to Medicare updates, Michael will review the "what's next" aspect of handling equipment and claims after the pandemic officially concluded on May 11, 2023. There will be time for questions and interaction with the session attendees.



CGS Administrators is the Medicare Administrative Contractor for the Jurisdiction B DME MAC, the Jurisdiction C DME MAC, and the Jurisdiction 15 A/B MAC. CGS has been working with CMS and Medicare since its inception.



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➔ **Most Common HR Mistakes
& How to Avoid Them**

9:00 AM - 10:00 AM

Company:



SILVERMAN BAIN, LLP
— ATTORNEYS —

Presented by:



Michael Silverman
Attorney
Silverman Bain, LLP

Employees: A DME Provider's Greatest Asset or Largest Liability?

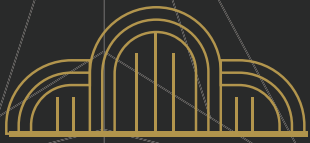
Objective 1: The real difference and legal implications between employees vs. independent contractors

Objective 2: Training and Record-Keeping - the importance of documentation, written agreements, employee handbooks, compliance programs and tips on conducting effective internal investigations

Objective 3: Preventing an employee relationship from turning into a lawsuit.

The law firm of Silverman Bain, LLP represents DMEPOS providers in all aspects of their operations. From advising on healthcare regulatory compliance, audits & appeals, investigations, transactions, employment matters and more, Silverman Bain, LLP has your DMEPOS business covered.

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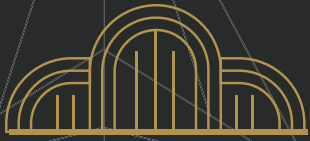
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Become a Best Practice Success: KPI's to fit your individual corporate strategy

10:00 AM - 11:00 AM



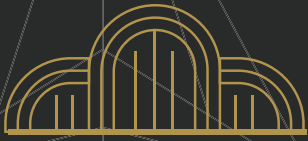
Presented by: Sarah Hanna
VP of Consulting Services
ACU-Serve



KPI's are not always a "one size fits all" solution to hitting goals outlined by your company.

Metrics used in the industry need to be qualified against your company nuances and reporting differentials. In this presentation, Sarah will discuss the questions you should ask when bringing outside benchmarks into your strategic plan.

Questions such as: Who created the metric and how is it defined? How do you calculate your metrics and is it a different formulation than those given in the industry? This seminar will provide a framework of areas to evaluate to ensure the metrics chosen are realistic for your business. Set the standard for your own calculations and use that data for goal attainment.



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Compliant Rx: Revolutionizing Healthcare with AI-Driven Medical Record Review and Regulatory Compliance for the DME Industry

11:00 AM - 12:00 PM

Company:



Presented by:



Adam Nadler,
Co-Founder and
Advisor, Compliant Rx

In this presentation, Adam Nadler, Co-Founder of Compliant Rx, will discuss how their AI-driven platform is transforming the DME industry by enabling rapid coverage criteria identification and automating the resupply process.

Attendees will learn how Compliant Rx's platform utilizes advanced AI technology to ensure compliance, generate addendum questionnaires, and automate CGM and CPAP resupply, all while streamlining the medical record review process. Join us to discover how Compliant Rx is shaping the future of healthcare with its AI-powered solution for DME resupply and regulatory compliance.



Compliant Rx is an innovative software solution that utilizes artificial intelligence and machine learning to improve the accuracy and efficiency of medical record review while also automating the resupply process





AAHomecare Updates

Breakout Session

1:00 AM - 2:00 PM

Presented by:



Laura Willard

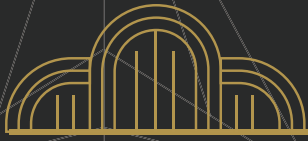
Senior Director of Payer Relations
AAHomecare



Newest updates and mission from AAHomecare

The American Association for Homecare (AAHomecare) works to strengthen access to care for the millions of Americans who require medical care in their homes. AAHomecare represents healthcare providers, equipment manufacturers, and other organizations in the homecare community.

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CRT Denial Trends & How to Avoid Them

Breakout Session

1:00 PM - 2:00 PM



Presented by:



Dena Schwerdt
Director of Reimbursement
ACU-Serve



Ana Judd
Client Success Manager
ACU-Serve



Tugba Koca, CDME
Corporate Training Manager
ACU-Serve

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Join in on a session with our CRT billing expert panelists for a discussion on MA/Commercial plan denial trends and ways you can avoid them! Know the "Do's and Don'ts" and uncover the best CRT billing techniques to improve your clean claim rate.

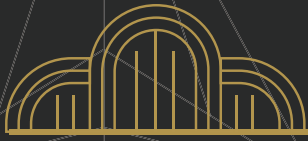
Understanding benefit details is a key, but other factors also play a major role! Did you know corrected claims due to incorrect coding, narratives and modifiers can cause recoupments and trigger audit? We'll discuss best practices on how to submit clean claims, avoid reimbursement delays and improve patient access to care.

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→ **Don't be behind the eight ball with Intake**

2:00 PM - 3:00 PM



Presented by:



Megan Dixon

Director of Intake Services
ACU-Serve



Patti Jech

Intake Training and
Quality Assurance
ACU-Serve

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Join us for a roaring discussion on how to make your intake representatives The Cats Pajamas! Know your onions and turn your denials into an education opportunity and ultimately a positive end result. Don't let your claims fail like prohibition! Do you utilize your denial data? How many orders result in a denial due to intake processes and are they preventable? Do you know your top denials?

Let's talk about some of the most common preventable denials and how to improve on the front end to replace a negative result with a positive outcome and maximize your mazuma.

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→ **Held Revenue, Bee's Knees,
or Beeswax?**

3:00 PM - 4:00 PM



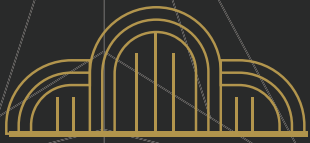
Presented by:
Jennifer Sylvester
Director, Revenue Recovery
ACU-Serve

Is your held revenue the Bee's Knees or Beeswax?

Join us for a discussion on how to take a proactive approach to increase sales, avoid and reduce held revenue.

In this session you will learn more about the additional services offered by ACU-Serve's Revenue Recovery Department that can help improve your bottom line.

We will take a deep dive into system set up, the importance of prior authorization trends and analytics, setting up outreach campaigns and documentation retrieval.



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→ Ask the Consultants

4:00 PM - 5:00 PM

Presented by:



Sarah Hana
VP of Consulting Services
ACU-Serve



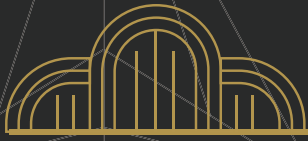
Steve Baker
President
Healthcare Efficiency Associates



Will Linn
Founder
Wm Linn Consulting

Come spend time with industry experts and have the opportunity to ask your most pressing questions.

The format is "AMA," Ask Me Anything. This relaxed atmosphere will give you the chance to have conversations with consultants who can assist in setting your company up for success.



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Cleveland, OH

Cleveland, OH is about 35 miles north of Cuyahoga Falls with many attractions available. Below is a list of a few of the things to do in Cleveland.

Downtown Cleveland ▶

The economic and symbolic center of the city and the Cleveland-Akron-Canton, OH Combined Statistical Area, it is Cleveland's oldest district.

Rock & Roll Hall of Fame ▶

Check out this museum and hall of fame in Cleveland that celebrates the history and cultural significance of rock music and honours the contributions of those who have played an important role in the music's creation and dissemination.

Tremont ▶

Situated along the Towpath Trail and just minutes from Downtown Cleveland, Tremont is Cleveland's vibrant urban village where visitors mingle seamlessly with residents, business owners, artists and entrepreneurs.

Edgewater Beach ▶

Edgewater Beach, located in lower Edgewater Park, has something from everyone. Experience panoramic views of downtown Cleveland from the shore and experience a breath-taking sunset.

Euclid Beach Park ▶

Euclid Beach Park now features a 650' beach with shaded picnic areas, a scenic observation pier and a reservable pavilion. Euclid Beach Pier features three custom archways that pay homage to the historic park and former Euclid Beach Amusement Park.

JACK Cleveland Casino ▶

Experience multiple dining options everyone can enjoy, fun events and top of the line casino machines and tables games at JACK Cleveland!

Things to do in Cleveland





Akron, OH

Akron, OH is about 5 miles from Cuyahoga Falls, with a range of activities in and around the area. Below is a list of things to do in the Akron Area.

Cuyahoga Valley National Park ▶

Cuyahoga Valley is the only national park in the state of Ohio. Cuyahoga offers something for everyone—from hiking, golfing, historic train rides, and kayaking to snowshoeing and cross-country skiing.

Downtown Akron ▶

Bringing people, activity, business and a thriving civic life to the heart of Akron.

Lock 3 Park ▶

The City of Akron's Lock 3 is the downtown beacon of fun and entertainment for all seasons. From outdoor concerts and festivals to community events and family-friendly outings, you're invited to the place where Akron happens.

Summit Brew Path ▶

With the continued vibrancy of Akron's local craft beer scene, the Summit Brew Path guide features brewery stops throughout Greater Akron, OH.

Summit Metro Parks ▶

The Summit Metro Parks offer 15,000 acres throughout 16 parks, three nature centers and more than 150 miles of trails, including 22 miles of the Ohio & Erie Canal Towpath Trail.

Akron Art Museum ▶

The Akron Art Museum invites all people to enrich their lives through modern and contemporary art.

Canton, OH

Pro Football Hall of Fame ▶

An exhilarating museum and attraction, the Hall of Fame pays tribute to the talents and triumphs of pro football's greatest legends.

Gervasi Vineyard ▶

Gervasi Vineyard's mission is to provide a memorable experience at the winery resort for travelers, diners, and wine lovers on a beautiful 55-acre estate in Canton, OH.

Things to do in Akron/Canton



Canton, OH

Canton, OH is located about 25 miles south of Akron and is best known for being the home to the Pro Football Hall of Fame.



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Collecting More, Faster.

ACU-SERVE CLIENT SUMMIT



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