



Transplant Financial Coordinators Association

7th Annual Workshop for Transplant Financial Coordinators

September 28th to 30th, 2011

Denver, Colorado

Sheraton Denver Downtown

AGENDA

10th ANNIVERSARY OF THE TFCA

Day 1: Wednesday, September 28, 2011

7:30 to 4:30 pm **Registration Open**

7:30 am-8:15 am **Breakfast**

GENERAL SESSIONS

Please sit at the table of your UNOS Region (signage on tables)

8:15 am-9:30 am

WELCOME

TFCA 10th Anniversary – Honoring Our History and Our Progress

Amy Hackney, MBA, TFCA President; Manager, Transplant Reimbursement, Tulane Transplant Institute, Tulane Medical Center, New Orleans, LA; Ruth Wilhelm, TFC, The Virginia Transplant Center, Henrico Doctors' Hospital, Richmond, VA; Debbie Mast, Financial/Database Manager, Stanford Hospital & Clinics, Palo Alto, CA

9:30 am-10:30 am

The TFC Mission = *Ensuring we provide accurate financial information to our patients and their families in a compassionate and tactful manner, while maximizing reimbursement for our transplant centers.*

Moderator: *Daryl Battin, MSW, LICSW, TFC & Social Worker, Department of Transplantation - Kidney, Lahey Clinic Burlington, MA; TFCA Trustee*

-- Identify specific TFC learning needs & goals

-- Small group focused sessions within transplant specific groupings: liver, kidney, heart, lung/thoracic, BMT, pediatric

10:30 am-10:45 am

Break with Exhibitors

10:45 am-11:15 am

TFCs & UNOS Proposals / By-Laws Changes on the Horizon

William G. Lawrence, Esq., Director of Patient Affairs, UNOS

11:15 am-12:15 pm

Paired Exchange and the Future of Living Donor Transplantation

Garet Hil, MBA, Founder and President, National Kidney Registry, Babylon, NY

12:15 pm-1:30 pm

Lunch

GENERAL SESSIONS

1:30 pm to 2:15 pm

Recognizing the Standards of Excellence of TFCs

➤ TFC Credentialing & TFC Survey

Bessie Plummer, BS-HSM, Transplant Operations Manager, Thomas Jefferson University Hospital, Philadelphia

Daryl Battin, MSW, LICSW, Financial Coordinator/Social Worker, Lahey Clinic Department of Transplantation, Burlington, MA

➤ 2011 Resource Guide / TFCA Website

Debbie Mast, Financial/Database Manager, Stanford Hospital & Clinics, Palo Alto, CA

-- Wednesday schedule continued on page 2 --

2:15 pm to 3:15 pm

Finances & Post Transplant Medications – Resources & Obstacles

Kristin Fox-Smith, BS, MPA, Reimbursement Manager, Clarian Health, Salt Lake City, UT

3:15 pm- 3:30 pm

Break with Exhibitors

CONCURRENT BREAKOUT SESSIONS

Breakout Session A: 3:30 pm – 4:30 pm

Prescription Assistance

Working with Transplant Assistance Programs – is there a trail guide?

Kristin Fox-Smith, BS, MPA, Reimbursement Manager, Clarian Health, Salt Lake City, UT

TFC 101

TFC 101: Working with Patient Finances from Pre to Post Transplant

Daryl Battin, LICSW, Financial Coordinator/Social Worker, Lahey Clinic Department of Transplantation, Burlington, MA

NMDP

Resources, Initiatives, and Payor Updates—NMDP

Stephanie Farnia, MPH, Director, Payor Policy & Aaron Schnell, Payor Specialist, Payor Policy, National Marrow Donor Program, Minneapolis, MN

Day 2: Thursday, September 29, 2011

7:45 am-4:30 pm

Registration Open

7:45 am-8:30 am

Breakfast

GENERAL SESSIONS

8:30 am-9:30 am

Keynote: COMMUNICATION ON THE PRECIPICE: A Patient's Perspective on How the Little Things Can Make a Big Difference

Amy Shorin-Silverstein, J.D.; Author of Sick Girl; Heart Transplant Recipient, 1988; NYU School of Law, 1990; Former UNOS Executive Board Member.

10:30 am-10:45am

Break with Exhibitors

9:30 am-10:30 am

Managed Care Contracting Strategies & Trends in Transplant Programs

Barry Marshall, MBA, FACHE, Associate Vice President, Transplant & Oncology Services, Tulane Medical Center, New Orleans, LA

10:45 am-11:45 am

Mountains of Transplant Costs – I need to fund raise! How do I start? Who can I contact who has transplant fundraising experience? What questions do I ask?

Rick Lofgren, CFRE, President & CEO, Children's Organ Transplant Association (COTA); Jackie Hancock, President & CEO, National Foundation for Transplants (NFT); Lynne Samson, Esq, Executive Director & CEO, National Transplant Assistance Fund (NTAF)

11:45 pm-1:00 pm

Lunch

CONCURRENT BREAKOUT SESSIONS

Breakout Session B: 1:00 pm–2:00 pm

Transplant Funding for Underinsured, Undocumented, & Young Adults

A Steep Climb – Transplant Funding for Socially High Risk Patients: Underinsured, Undocumented, and Young Adults

Lisa Morrison, Transplant Financial Coordinator-Kidney; Cari Bennett, LCSW, Certified Clinical Transplant Social Worker, Legacy Transplant Services at Good Samaritan Hospital, Portland, OR

Medicare COB

Medicare COB: Having all the Pieces to the Puzzle

William P. Vaughan, Principal, Health Systems Concepts, Inc., Tampa, FL

BMT Financial Process

The “Big Picture” – Working Model of a BMT Financial Process

Julie Curtis RN, BMT Administrator, Cleveland Clinic, Cleveland OH

-- Thursday schedule continued on page 3 --

Breakout Session C: 2:00 pm – 3:00 pm

Medicare / SSI / SSDI

Medicare Entitlement, Eligibility, Enrollment / SSI & SSDI

David P. Santana, Health Insurance Specialist/Lead Trainer Centers for Medicare & Medicaid Services, Baltimore, MD

VADs

Mechanical Heart Support: The New Era

Karl Nelson, RN, MBA, Administrative Director, INTEGRIS Advanced Cardiac Care, Integrus Baptist Medical Centre, Oklahoma, OK

Authorizations, Denials, & Appeals

The Good, The Bad and The Ugly: Authorizations, Denials and Appeals

Janyce McLin, RN, BSN, CNN, CCTC, Director, Transplant Services, Amerigroup Corporation, Virginia Beach, VA

3:00 pm-3:15 pm

Break with Exhibitors

GENERAL SESSION

3:15 pm-4:30 pm

Paths to Meeting the Goals of Healthcare Reform: *Expand Coverage, Reduce Costs, Improve Care Quality*

David P. Santana, Health Insurance Specialist/Lead Trainer Centers for Medicare & Medicaid Services, Baltimore, MD

Day 3: Friday, September 30, 2011

7:30 am-3:00 pm

Registration Open

7:30 am-9:00 am

Breakfast **

**** Note: TFCA Business Meeting starts at 8:00 [for TFCA members]**

8:00 am-9:30 am

10th Annual TFCA Business Meeting / Trustee Elections

TFCA Members – Closed session

9:30 am-9:45 am

Break

GENERAL SESSIONS

9:15 am-10:15 am

The Rocky Mountain Highs and Lows of Reporting: The Impact of Hospital Cost and Statistical Reporting

Tracy Giacom, MBA, MSN, RN, Transplant Administrator, University of Kansas Hospital, Kansas City, KS

10:45 am-11:45 am

“Can You Hear Me Now?” Health Communication, Compassion, and Readiness to Listen

Pauline Hamel, Ed.D, PT, Adjunct Faculty, Master of Science in Health Communication, Boston University Metropolitan College, Boston, MA

11:45 am-12:45 pm

Lunch

GENERAL SESSIONS

12:45 pm-1:45 pm

Transition from Pediatric to Adult Transplant Care – Unique Financial & Psychosocial Challenges

Laura Mee, Ph.D., Assistant Professor of Pediatric Rehabilitation, Emory University School of Medicine; Psychological Consultant & Diane Bethea, Transplant Financial Coordinator--Children’s Healthcare of Atlanta, Atlanta, GA

1:45 pm-2:45 pm

Evaluation or Treatment? Pre Transplant Patient Care & the OACC

William P. Vaughan, Principal, Health Systems Concepts, Inc., Tampa, FL; Rebecca Dugan, Business Manager, Nazih Zuhdi Transplant Institute, IBMC, Oklahoma City, OK

2:45 pm-3:00 pm

Wrap-Up & Evaluations

Amy Hackney, MBA, TFCA President; Manager, Transplant Reimbursement, Tulane Transplant Institute, Tulane Medical Center; Michelle Dodson, Transplant Financial Coordinator, Blood & Marrow Program, Western Pennsylvania Cancer Institute, Pittsburgh, PA, TFCA Workshop Co-Chair; Daryl Battin, MSW, LICSW, TFC & Social Worker, Department of Transplantation, Lahey Clinic Burlington, MA; TFCA Trustee, TFCA Workshop Co-Chair