

# The Transplant Financial Coordinators Association

presents its

## Workshop for Financial Coordinators

October 4-6, 2006

at the

*Crowne Plaza Redondo Beach*  
*Redondo Beach, CA*

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## 2006 Workshop Agenda

### Day 1: Wednesday, October 4, 2006

8:00 – 8:45      **Registration / Continental Breakfast**

8:45 – 9:30      **Medicare Medical Policy Update**  
*Speaker: Dr. Arthur Lurvey, Medical Director*  
*United Government Services, Camarillo CA*

The Medical Director of United Government Services, a CMS Fiscal Intermediary, will discuss changes in Medicare Medical Policy that might impact transplant recipients & centers such as the new Pancreas Transplant Alone (PTA) coverage which went into effect earlier this year.

Moderator: Laura J. Aguiar

9:30 – 10:15      **UNOS & 2007 Donate Life Rose Parade Float Updates**  
*Speaker: William G. Lawrence, Esquire*  
*Director of Patient Affairs & Staff Liaison, Transplant Administrators Committee*  
*UNOS/OPTN, Richmond VA*  
*Speaker: Bryan Stewart, Director of Communications*  
*OneLegacy, Los Angeles CA*

Mr. Lawrence will give an update of current affairs impacting the Transplant Community from a national perspective, including the short and long-term policy implications resulting from the events in California in 2006.

On a much lighter note, now in its fourth year, the Donate Life Rose Parade Float represents transplant recipients and all others touched by organ, tissue and blood donation in one of the world's most-watched entertainment events. You'll smell the roses as you watch a video of the 2006 parade experience, see the 2007 float design, and hear about an opportunity for transplant centers and their patients to dedicate roses through the Donate Life float's "Family Circle" program, courtesy of Mr. Stewart.

Moderator: Amy K. Hackney

10:15 – 10:30      **Break in the Exhibit Area**

### Concurrent break-out sessions for new TFCs (Intro) and seasoned TFCs (Advanced)

10:30 – 11:15      **Intro: "I'm a TFC, but what exactly does that mean? What is it I do?"**  
*Speaker: Jennifer L. Woodward, Transplant Financial Coordinator*  
*University of Arkansas for Medical Services, Little Rock AR*  
*Speaker: Paula Summa, Global Accounts Manager*  
*Florida Hospital, Orlando FL*

Many times the Transplant Financial Coordinator is new to the world of transplant, as well as new to the TFC position. We come on board ready to do the job proficiently, but... what exactly is it that we do? Although the job description of the TFC varies greatly from program to program, this session will show you the basics of what the new TFC should know when they first start out. Join us for an "easy listening" session- chock full of information presented to you in an inter-active, role-playing format.

Moderator: Michael S. Chaney

**Please Note-Agenda, Speakers, & Times Subject to Change**



10:30 – 11:15 **Advanced: Role of the Transplant Operations Analyst – Creating A New Role in Transplantation**

*Speaker: Celenia Mane, Transplant Operations Analyst*

*Mt. Sinai Medical Center, New York*

A discussion of the role of the Transplant Operations Analyst, along with the barriers, and the success', of implementing the new position.

Moderator: Beverly A. Larson

11:15 – 12:00 **Intro: Medicare 101**

*Speakers: Amy Larrick, Lead Trainer*

*Division of Customer Service & Training, Office of External Affairs*

*Centers for Medicare & Medicaid Services, Baltimore MD*

*Mariana Gitomer, Public Affairs Specialist*

*Social Security Administration*

A brief overview of the Medicare program, including eligibility, enrollment, the Original Medicare plan and Medicare prescription drug coverage.

Moderator: Pamela K. Harris

**Advanced: Development of the Financial Informed Consent Process**

*Facilitators/Moderators: Lisa M. Rhodes, Senior Financial Management Analyst*

*Cedars-Sinai Medical Center, Los Angeles CA*

*William P. Vaughan, Principal*

*Health Systems Concepts, Tampa FL*

Participants in this session will discuss the need for uniform financial clearance documentation and what to consider for inclusion in a "Financial Informed Consent" Document.

12:00 – 1:15 Lunch (Harbor Terrace, weather permitting)

1:30 – 2:30 **Intro: Introduction to UNOS**

*Speaker William G. Lawrence, Esquire*

*Director of Patient Affairs & Staff Liaison, Transplant Administrators Committee*

*UNOS/OPTN, Richmond VA*

This session will provide attendees who are new to the world of transplantation a better understanding of the structure & function of UNOS, its role as the OPTN contractor, and the role the transplant community as whole plays in developing national policy.

Moderator: Lisa M. Rhodes

**Please Note-Agenda, Speakers, & Times Subject to Change**



1:30 – 2:30

**Advanced: Pediatric Financial Issues**

*Speaker: Carrie V. Taylor, MBA  
Transplant Business Operations Manager  
Texas Children's Hospital, Houston TX*

This session will discuss financial issues specific to the pediatric transplant environment. Some of the issues addressed in this session will include financially managing parents, Medicare Part D for pediatric patients, pediatric specific government programs, and transitioning pediatric patients. This session will also discuss the steps that our program has taken to address these very unique issues.

Moderator: Beverly A. Larson

2:30 – 2:45

**Break in the Exhibit Area**

2:30 – 4:00

**Medicare Part D Update**

*Speaker: Amy Larrick, Lead Trainer  
Division of Customer Service & Training, Office of External Affairs  
Centers for Medicare & Medicaid Services (CMS), Baltimore MD*

In 2006 CMS undertook a sweeping change of the Medicare program when it implemented prescription drug coverage for the first time, commonly known as 'Part D'. This session highlight important aspects of the benefit as enrollment for 2007 approaches.

Moderator: Amy K. Hackney

5:00 – 6:30

**COTA Welcome Reception & 20<sup>th</sup> Anniversary Party**

Harbor Terrace (weather permitting; Seascape Ballroom alternate location)



**Day 2: Thursday, October 5, 2006**

8:00 – 8:45

**6<sup>th</sup> Annual TFCA Business Meeting (Breakfast will be served)**

8:30 – 9:00

**Continental Breakfast in the Exhibit Area**

9:00 – 10:00

**Key Note Address**

*Speaker: Helen 'Gigi' Spicer, RN  
Director, Kidney Transplant Services  
Virginia Transplant Center at Henrico Doctors Hospital, Richmond VA*

Ms. Spicer is a second generation transplant nurse whose mother was part of the original transplant unit under the direction of Dr. David Hume at The Medical College of Virginia Hospitals in 1961. His model for transplant care would be well recognized today as a model to emulate. Ms. Spicer will explore the contributions of the pioneering nursing staff in the development of the world of Transplantation we take for granted today.

Moderator: Laura J. Aguiar

10:00 – 10:15

**Break in the Exhibit Area**

**Please Note-Agenda, Speakers, & Times Subject to Change**



**Concurrent break-out sessions for new TFCs (Intro) and seasoned TFCs (Advanced)**

**10:15 – 11:00 Intro: Transplant 101 (Abdominal Transplants)**

*Speaker: Susan A. Noska, RN CNN CCTC  
Senior Transplant Coordinator  
Massachusetts General Hospital, Boston*

This session will provide a broad overview of the clinical aspects of Abdominal Transplantation-Liver, Kidney, Pancreas, Small Bowel, & Multi-Visceral, to help the new TFC learn to 'talk the talk' when working with patients, families, & payors.

Moderator: Jennifer L. Woodward

**10:15 – 11:00 Advanced: Who says UNOS Site Surveys Have to be Painful?**

*Speaker: Melissa Branham, RN  
Site Surveyor, Evaluation and Quality  
United Network for Organ Sharing, Richmond VA*

Every transplant center has its transplant program(s) audited at some point. The experience can be informative, and assist your program(s) in process improvement. Ms. Branham will provide an overview of what your center can expect during a site survey, and will give helpful tips on preparing for the experience.

Moderator: Lisa M. Rhodes

**11:00 – 12:00 Intro: KACC/OACC : Evaluation vs. Treatment**

*Speaker: Shirley W. Bishop  
Director of Revenue and Reimbursement  
Clarian Health Partners, Indianapolis IN*

Where does pre-transplant evaluation of the donor or recipient end and patient care begin? How does it impact the Medicare Cost Report. In this age of increased regulatory oversight, what documentation is needed in the preparation of the Cost Report and what is allowable in the OACC's.

Moderator: William P. Vaughan

**Advanced: Words Matter-Conquering Contracting**

*Speaker: Barry S. Marshall  
Administrative Director  
The Transplant Institute, Memphis TN*

You can negotiate the best rates of any transplant center in the country, but if you do not specifically outline what is and is not included in the rate you will most likely not collect 100% of what you are owed. This talk will walk you through contracting parameters for your transplant patients, carve-outs, stop loss provisions, etc. At the end of this talk you will realize just how much "Words Matter".

Moderator: Paula Summa

**12:00 – 1:15 Lunch (Harbor Terrace, weather permitting)**

**Please Note-Agenda, Speakers, & Times Subject to Change**



**Concurrent break-out sessions for new TFCs (Intro) and seasoned TFCs (Advanced)**

**1:15 – 2:00      Intro: Transplant 101 (Part II) Cardio-thoracic & BMT**

*Speaker: Susan A. Noska, RN CNN CCTC  
Senior Transplant Coordinator  
Massachusetts General Hospital, Boston*

A continuation of the morning's session now focusing on BMT & Cardio-Thoracic Transplantation.

Moderator: Jennifer L. Woodward

**1:15 – 2:00      Advanced: What's in Your Wallet? TriCare & the VA: Financing Transplantation for Active Duty or Retired Military**

*Speaker Beverly A. Larson, Transplant Financial Coordinator  
Sentara Norfolk General Hospital, Norfolk VA*

Many transplant recipients, families, & Financial Coordinators are unaware of the benefits & services that can be available for our Veterans & retired military, even if there is no service-connected disability involved. This session will help de-mystify the VA system, Tri-Care, & its cousins Tri-Care Standard, Tri-Care Prime, & Tri-Care for Life.

Moderator: Pamela K. Harris

**2:00 – 3:00      Live Donor Billing Issues & What Does the January '05 Regulatory Change Mean?**

*Speaker: William P. Vaughan, Principal  
Health Systems Concepts, Tampa FL*

In 2005 CMS changed a portion of the Provider Reimbursement Manual pertaining to transplantation when they took the word 'kidney' out replaced it with the word 'organ'. This session will discuss what that "simple" change means to the transplant center and to its bottom line. This session will also discuss the Living Donor and Recipient Billing Issues, time permitting.

Moderator: Paula Summa

**3:00 – 3:15      Break in the Exhibit Area**

**3:15 – 4:30      Medicare Part D Continued**

*Speaker: Amy Larrick, Lead Trainer  
Division of Customer Service & Training, Office of External Affairs  
Centers for Medicare & Medicaid Services (CMS), Baltimore MD*

A continuation of the previous day's discussion of the Medicare 'Part D' plan along with a live demonstration of some of the web-based resources available to providers and people with Medicare such as the Plan & Formulary Finders (time permitting).

Moderator: Pamela K. Harris

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**Day 3: Friday, October 6, 2006**

8:30 – 9:00 **Continental Breakfast in the Exhibit Area**

9:00 – 10:30 **Hurricane Katrina: Lessons Learned & Words of Wisdom from The Disaster Zone**

*Speakers: Marian O'Rourke, RN CCTC  
Director, Tulane Abdominal Transplant Institute  
Tulane University Hospital & Clinic  
Cathie Bailey, RN BSN CCTC  
Clinical Supervisor, Kidney & Pancreas Transplant  
Ochsner Clinic, New Orleans, LA  
Erin Wray, Director Clinical Division  
Louisiana Organ Procurement Agency, Metairie, LA*

Adversity can often challenge us in ways that illuminate strengths and qualities we would otherwise not recognize. The aftermath of Hurricane Katrina and the subsequent flooding of New Orleans following the levy breach presented unique and daunting challenges to the local transplant centers and the OPO. Would your transplant program be able to survive this devastating event? Hear experiences and lessons learned from 3 very different perspectives on surviving one of the worst natural disasters in our history.

Moderator: Amy K. Hackney

10:30 – 10:45 **Break in the Exhibit Area**

10:45 – 12:15 **Fundraising & Pharmacy Assistance Programs-The Impact of Medicare Part D**

*Representatives from COTA, NFT, NTAF, PharmaCare, Wyeth/Covance, Novartis, & BioScrip*

While the implementation of the new Medicare Prescription Drug Benefit has brought prescription coverage to many transplant recipients who lacked it before, it has also profoundly changed the way Pharmacy Assistance Programs (PAPs) operate. The panel will discuss the impacts on & current guidelines for their respective programs.

Moderator: Paula Summa

12:15 – 1:30 Lunch (Harbor Terrace, weather permitting)

1:30 – 2:30 **Development of a Transplant Pharmaceutical Assistance Team Makes Good Financial Sense**

*Rebecca Dugan, Patient Advocate  
Nazih Zuhdi Transplantation Institute  
Integrus Baptist Medical Center, Oklahoma City OK*

Despite the efforts of the transplant team to assist low-income transplant recipients in getting medication assistance, many patients do not possess the knowledge, literacy, or are simply unable to follow through with the applications process. The costs associated with these problems result in rejection of transplanted organs, readmissions to the hospital, non-productive pharmacy and transplant staff time. Development of a PAT team can help alleviate these concerns and can be expanded into the rest of the health system, serving other hospitals' indigent patient populations.

Moderator: Lisa Morrison

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Transplant Financial Coordinators Association

2:30 – 2:45

**Break in the Exhibit Area**

2:45 – 4:00

**Medicare Secondary Payer Issues**

*Speaker: William P. Vaughan, Principal  
Health Systems Concepts, Tampa FL*

A perennial headache for TFCs is the question of which insurance is primary and when. What if the recipient has a COBRA plan and develops ESRD? A pediatric patient covered under both parent's health plans? And why do we have to worry about this if both insurances say they'll pay? This session will help to unravel this process and help the TFC make the appropriate determination for billing and Cost Reporting purposes,

Moderator: Jennifer L. Woodward

4:00

Wrap up & evaluations

**End of the Workshop. Hit the beach!**



**Please Note-Agenda, Speakers, & Times Subject to Change**



## General Information

### HOTEL ACCOMMODATIONS

Call the Crowne Plaza Redondo Beach at (310) 318-8888 or (800) 368-9760 no later than September 11, 2006 for meeting rates of \$169.00 single/double occupancy per night (Concierge level rooms are \$199.00 single/double occupancy per night). To receive the group rate, be sure to mention you are attending the Transplant Financial Coordinators Association Workshop and use **BOOKING CODE GT7**. You can also book on-line at <http://www.redondobeach.crowneplaza.com>; again, please be sure to enter **GT7** in the Group Booking Code Field to ensure you receive the conference room rate. The hotel will extend the rate three days prior to or three days post the event, subject to availability. Check in time is 4:00 pm, check out time is 12:00 pm. To secure your hotel reservation, please make your reservations as soon as possible! If checking into the hotel later in the evening, when making your reservation instruct hotel representative you want to guarantee your reservation for late arrival to ensure the hotel holds your room for you.

### AIR TRAVEL

UNOS Travel has been designated as the official travel agency for the Workshop. Please book early to ensure the most desirable flights and fares. Typically the best fares are nonrefundable but we encourage you to ask about all restrictions prior to ticketing. Please call UNOS at (800) 292-9548 ext. 4830 or 804-782-4830 Monday through Friday between 8:30 am and 4:30 pm. EST.

### AIRPORT TRANSPORTATION

Normal transfer time to and from the Los Angeles International Airport, which is 7 miles from the hotel, is approximately 15 minutes via taxi. Taxi fare is approximately \$20 - \$25 one way. Service is also available from SuperShuttle for approximately \$13.00 each way; reservations can be made on-line at <http://www.supershuttle.com> or by calling (800) 258-3826. (**Note**-fares subject to change based on fuel prices!)

### WELCOME/REGISTRATION DESK HOURS

Tuesday, October 3, 2006	4:30 pm - 6:00 pm	Early Registration
Wednesday, October 4, 2006	7:30 am - 4:00 pm	
Thursday, October 5, 2006	7:30 am - 4:00 pm	
Friday, October 6, 2006	7:30 am - 4:00 pm	

### EXHIBIT HALL HOURS

The Workshop will offer an opportunity to meet personally with representatives from a number of organizations who are providing support for this event. Please be sure to stop by & visit.

Wednesday, October 4, 2006	10:00 am - 3:00 pm
Thursday, October 5, 2006	8:30 am - 3:15 pm
Friday, October 6, 2006	8:00 am - 3:00 pm

For information about sponsoring or exhibiting at the Workshop, please contact Laura J. Aguiar, President, @ [President@TFCAssociation.org](mailto:President@TFCAssociation.org) or by calling 617-632-9814.

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## REGISTRATION

To register for the Workshop, please register online at <http://www.regonline.com/97618> or through the mail using the attached registration form. Please be sure to submit a printed copy of your completed registration with your payment (sorry, payment by check or money order only-no credit cards accepted on-line or through the mail). **Please see the registration form for a complete schedule of registration fees, registration schedule & the cancellation/no-show policy.** The registration fee includes continental breakfast, lunch, and afternoon breaks on October 4-6, 2006 as well as the Welcome Reception, sponsored by The Children's Organ Transplant Association (COTA), on Wednesday, October 4, 2006 and all conference materials.

**Please note-reduced registration rates are available to 2006 TFCA Members and Associate Members as outlined on the registration form as well as additional discounts for multiple TFCA Members attending from the same transplant center. If you have not paid your 2006 TFCA Membership Dues, please visit the TFCA website at <http://www.TFCAssociation.Org> for a 2006 Enrollment Form. 2006 dues must be paid in order to access any of these discounted rates-no exceptions!**

**CANCELATIONS must be submitted in writing.** Refunds less a \$75 processing fee are only available prior to September 8, 2006. No refunds will be given after September 8, 2006 or for no-shows. If you find you are unable to attend at the last minute, please feel free to send someone else in your place.

## SPECIAL ASSISTANCE

If you have a disability or require special accommodation in order to fully participate in the Workshop, please check the Special Assistance box on the registration form; you will be contacted to further discuss your specific needs. Please note-while every effort will be made to meet attendees' special needs, we cannot guarantee the availability of accommodations for requests received after September 22, 2006.

## DRESS

While the Workshop is in session, please plan to dress in casual, comfortable business attire. Although every effort is made to maintain a comfortable temperature in the meeting rooms, everyone's individual comfort zone is different. Therefore, we recommend you bring a jacket or sweater in case the room is too cool for you. Temperatures in the Redondo Beach area during early October can range into the upper 70's during the day and cool off during the evenings and early mornings, so please dress accordingly as you enjoy the local area.

## ADDITIONAL INFORMATION

For additional information about the Workshop, or attractions in the local area, please visit the Workshop website at <http://www.tfcassociation.org/workshop06.htm>

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**The Governing Body and Membership of the  
Transplant Financial Coordinators Association wish to express a sincere**

*THANK YOU*

**To our Sponsors and Exhibitors for making this Workshop possible.**

**The Children's Organ Transplant Association (COTA)  
[www.COTA.org](http://www.COTA.org)**

**Wyeth Pharmaceuticals  
[www.Wyeth.com](http://www.Wyeth.com)**

**The National Foundation for Transplants  
[www.Transplants.org](http://www.Transplants.org)**

**The Cedars-Sinai Comprehensive Transplant Center  
[www.Cedars-Sinai.com](http://www.Cedars-Sinai.com)**

**PharmaCare Specialty Pharmacy  
[www.PharmaCare.com](http://www.PharmaCare.com)**

**The Centers for Medicare and Medicaid Services  
[www.CMS.gov](http://www.CMS.gov)**

**The National Transplant Assistance Fund  
[www.Transplantfund.org](http://www.Transplantfund.org)**

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[www.BioScrip.com](http://www.BioScrip.com)**

**Astellas Pharma US, Inc.  
[www.US.Astellas.Com](http://www.US.Astellas.Com)**

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