



**The Fairmont Hotel Dallas
October 15 – 17, 2007
Dallas, TX**

Sponsored By:



National Transplant Assistance Fund





2007 Workshop Agenda

Day 1: Monday October 15, 2007

8:00 – 8:30 **Registration & Continental Breakfast**

8:30 – 8:40 **Welcome**-Laura J. Aguiar, President

8:30 – 10:00 **TFC Survey '07**

Speakers: Paula Summa
Global Accounts Manager
Florida Hospital, Orlando FL

Christie A. Houghton
Transplant Financial Coordinator
Nazih Zuhi Transplantation Institute, Oklahoma City OK

How does the job of the TFC at your transplant program compare to those at other programs? What is the average salary range of the TFC? To whom does the TFC report? Is the TFC position at your facility classified on its own merits, or compared to other “financial counselors” within the general hospital staff? Find out the answers to these questions and many others in this informative session. The 2007 survey was designed to help better define the position of the Transplant Financial Coordinator and how it compares with the other TFCs across the country. Please join us, as we present the results of the survey and share with you what we all have in common.... And what we don't....

Moderator: Mia Bolton-McKelvey

10:00 – 10:30 **UNOS/OPTN 2007 Updates**

Speaker: William G. Lawrence, Esquire
Director of Patient Affairs & Staff Liaison, Transplant Administrators Committee
UNOS/OPTN, Richmond VA

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.

Moderator: Beverly A. Larson

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

Concurrent break-out sessions for new TFCs (Intro), seasoned TFCs (Advanced), & BMT TFCs (BMT)

10:45 – 11:30 **Intro: The ABC's of being a TFC**

Speakers: Amy K. Hackney, MBA
Rhonda G. Turner, LCSW
Denise Harrington, LMSW
Transplant Business Coordinators/Social Workers
Methodist Hospital, Dallas TX

Congratulations-you're a TFC! Now what? That's what this session is for!

Moderator: Beverly A. Larsen

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



Day 1: Monday, October 15, 2007 (con't)

10:45 – 11:30 *Advanced: Development of a Transplant Center Business Plan*

Speaker: Pamela L. Gillette, MPH RN CNN
Operations Administrator
Mayo Clinic Phoenix, AZ

One of the keys to a successful transplant program today is its business plan, but what exactly is that? This session will provide attendees with the foundations for drafting a successful Transplant Center Business Plan.

Moderator: Lisa M. Rhodes

BMT: The ABCs of the NMDP

Speaker: Debbie Jacobson
Case Management Supervisor, Office of Patient Advocacy
National Marrow Donor Program, Minneapolis MN

This session will outline the role & mission of the National Marrow Donor Program (NMDP), The Office of Patient Advocacy w/in the NMDP & the resources available through it, as well as an overview of the donor search process.

Moderator: Diane Humphrey

11:30 – 12:15 *Intro: Medicare 101*

Speaker: David P. Santana
Office of External Affairs
Centers for Medicare & Medicaid Services, Baltimore MD

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

Moderator: Pamela K. Harris

Advanced: The TFC & MSW-A Partnership to Patient Success

Speaker: La'Vinia Pitts
Transplant Financial Coordinator
Albert Einstein Medical Center, Philadelphia PA

The discussion will detail the similarities and overlapping job duties and how to delineate efforts to streamline the process. The discussion will also include measures to effectively communicate throughout the transplant phases. Learn positive strategies to jump start your transplant program.

Moderator: Mia Bolton-McKelvey

BMT: BMT Clinical Update

Speaker: Robert B. Berryman, MD
Blood & Marrow Transplants
Baylor Regional Transplant Institute, Dallas TX

This presentation will focus on the advances in Bone Marrow /Stem Cell Transplantation and the cost associated with stem cell transplantation.

Moderator: Marie Martinez-Foster

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Day 1: Monday, October 15, 2007 (con't)

12:15 – 1:30 **Lunch**

1:30 – 2:15 **Intro: Who gets billed for what? The basics of donor & recipient billing in the OACCs**

Speaker: Ruth Wilhelm

Transplant Financial Coordinator

Virginia Transplant Center at Henrico Doctors Hospital, Richmond, VA

When do charges get billed to the insurance company? When do they go to Organ Acquisition Cost Center (OACC)? How long do charges keep going to the OACC? This session will help de-mystify the live donor & recipient billing process.

Moderator: Lisa M. Rhodes

Advanced: Communicating Bad News

Speaker: Jeffrey Astbury, MD

Medical Director

Odyssey Healthcare, Dallas TX

Whether it's telling a patient they have to go to another transplant center for care or that coverage for the transplant has been denied, TFCs often have to deliver bad news. This session will offer tools & tips for even the most experienced TFC on how to best handle those difficult conversations.

Moderator: Joyce Davis

BMT: Resources for the PBMT Experience

Speaker: Diane Humphrey

Transplant Financial Coordinator

Duke University Medical Center, Durham NC

This presentation will give an overview of the PBMT experience and the financial & logistical obstacles that may be encountered along the way. Although these obstacles may seem insurmountable initially, with the help of a well informed TFC, they can be overcome. The speaker will discuss the various resources, programs and forms of assistance that are available, and, how the effective use of these services can help diminish any unwanted, long lasting, residual effects of the transplant experience for both patient & family.

Moderator: Joseph Robbins

Plenary Sessions Resume

2:15 – 3:00

MSP Regulatory Issues

Speaker: William P. Vaughan

Principal, Health Systems Concepts, Inc., Tampa FL

Determining when Medicare is the primary payor is a challenge for even the most experienced TFC. This session, utilizing real world examples, will test your knowledge of the of Medicare Secondary Payor issues & provide the tools needed to make the appropriate determinations for both billing & Cost Reporting purposes.

Moderator: Marcia Fisher

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Transplant Financial Coordinators Association

Day 1: Monday, October 15, 2007 (con't)

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

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

Speaker: David P. Santana
Office of External Affairs
Centers for Medicare & Medicaid Services, Baltimore MD

It's open enrollment time again for Medicare Part D-come hear what's in store for 2008!

Moderator: Pamela K. Harris

Day 2: Tuesday, October 16, 2007

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

8:30 – 9:30 **Key Note Address**

Speaker: Michael Millhollen
Transplant Administrator (Retired)
Oregon Health & Science University, Portland OR

So just how did the 'business' of transplant, as we know it today, come to be? Mr. Millhollen, a member of the original UNOS Ad Hoc Transplant Administrators Committee & recently retired after more than 25 years in transplant, will share his knowledge & history of the world of transplant administration from both a regulatory, as well as operational perspective.

Moderator: Laura J. Aguiar

9:30 – 10:15 **HRSA Live Donor Initiative**

Speaker: Akinlolu Ojo, MD
Director, National Living Donor Assistance Center (NLDAC)
Washington, DC

The NLDAC, formed in 2007 in cooperation with HRSA, seeks to provide reimbursement to live donors, and companion, for qualified expenses where the donor and the recipient have a financial barrier to meeting such non-medical incidental expenses which precludes going forward with transplant. This session will provide an overview of the Initiative's activities to date.

Moderator: Marcia J. Fisher

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

10:30 – 11:15 **The Living Organ Donor Network (LODN)**

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

The speaker will present an overview of the American Foundation for Donation & Transplantation's Living Organ Donor Network (LODN) including a current summary of data available for benchmarking purposes. The LODN registry is available to assist transplant centers in collecting long term follow-up information on their live kidney donors. Also available thru the registry, as an option, donors can be provided with a safety net of protection in the form of life, disability and medical insurance for complications which might arise from the live kidney donation process.

Moderator: Precious Young

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Day 2: Tuesday, October 16, 2007 (con't)

11:15 – 12:00 A Single Center Survey of Transplant Recipient Out of Pocket Expenses

Speaker: James R. Rodrigue, PhD
Transplant Psychologist
Beth Israel Deaconess Medical Center, Boston MA

Despite adequate health insurance, many transplant recipients still have expenses not otherwise covered under their health plan. Dr. Rodrigue will present data regarding the financial burden of transplantation from the perspective of several hundred patients and how they manage this burden. This data provides important insights into the financial health & well-being of the transplant recipient, summarizes the strategies used to manage non-reimbursed expenses related to transplantation, and offers attendees guidance for best informing and assisting patients in managing these costs.

Moderator: Paula Summa

12:00 – 1:00 Lunch

1:00 – 1:45 Live Donor & Recipient Billing for the OACC(s)

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

A perennial headache for TFCs at all levels is determining the line between 'evaluation' & 'treatment', for both live donors & recipients, as well as post-op care of the live donor, to ensure compliance with Medicare regulations pertaining to the Organ Acquisition Cost Center(s). This session will provide attendees with the tools needed to make these difficult decisions.

Moderator: Paula Summa

1:45 – 2:30 Operationalizing the OACC

Panelists: Linda Craycraft, TFC University of KS Medical Center; Yulanda Horton, TFC University of NC Health Care; Patricia Hogan, TFC Lahey Clinic; Nancy Pyles, TFC Harris Methodist Ft. Worth Hospital; William P. Vaughan, Principal Health Systems Concepts, Inc.

From identifying donors & recipients at the time of initial registration through reviewing charges & arranging Payment, as well as the critical documentation of it all for Medicare Cost Reporting purposes, managing the OACC(s) from an operational standpoint is an extremely cumbersome, & generally manual, process. The panelists will present their tools, tips, & strategies for managing this process, from Start to Finish, as well as provide attendees to share their own ideas & suggestions.

Moderator: Marie Martinez-Foster

2:30 – 2:45 Break in the Exhibit Area

2:30 – 4:00 Patient & Pharmacy Assistance Programs (Panel presentation)

Panelists: Representatives from COTA, National Foundation for Transplants, National Transplant Assistance Fund, PharmaCare, Novartis, Amber Pharmacy, Astellas, Roche, & others TBA

Despite the coming of Medicare Part D, uninsured & underinsured transplant recipients continue to exist. Panel participants will offer guidance & resources available for this patient population.

Moderator: Amy K. Hackney

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Day 3: Wednesday, October 17, 2007

8:15 – 9:00 **7th Annual TFCA Business Meeting (Breakfast will be served)**
Election of the 2007 - 2009 TFCA Governing Body

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

9:00 – 10:30 **Cost Report Communications**
Speakers: Shirley Bishop
Director of Revenue & Reimbursement
Clarian Health Partners, Indianapolis IN

George Ogin
Director, Reimbursement & Revenue Analysis
Beth Israel Deaconess Medical Center, Boston MA

Rebecca Dugan
Business Manager
Nazih Zuhdi Transplantation Institute, Oklahoma City OK

The Medicare Cost Report is the financial lifeline for the successful transplant center which means that communication between Transplant & Finance is critical. The panelists will present recommendations of the key information needed & strategies for tracking it.

Moderator: William P. Vaughan

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

10:45 – 1:00 **The New CMS COPs-A New Way of Doing Business**
Speakers: Glenda Payne, RN MS CNN
Technical Advisor ESRD-Atlanta & Dallas Regions
The Centers for Medicare & Medicaid Services, Dallas TX

Darlene A. Christiansen, RN, LNHA, MBA
Executive Director, Accreditation and Certification Services
The Joint Commission, Oakbrook Terrace IL

The Centers for Medicare & Medicaid Services has recently released new regulations (Conditions of Participation Or COPs) for certification of transplant programs and the Joint Commission (previously known as JCAHO) is currently developing guidelines for their accreditation: each of these processes will profoundly change the way transplant centers operate. This session will provide those in attendance important information pertaining to the new Joint Commission guidelines & CMS regulations.

(Due to time constraints & the anticipated level of interest in this session, attendees are asked to e-mail questions pertaining to specific portions of the CMS COPs in advance to President2007@TFCAssociation.org to allow the speakers the opportunity to tailor their presentations to best meet the needs of the audience.)

Moderator: Joyce Davis

1:00 Wrap up & evaluations

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General Information

HOTEL ACCOMMODATIONS

A limited number of hotel rooms are available for those attending this Workshop at a special reduced rate. Call The Fairmont Hotel Dallas at (214) 720-2020 or (800) 527-4727 no later than September 22, 2007 for meeting rates of \$169.00 single/double occupancy per night (there is an additional \$30.00/night charge for the 3rd or 4th person in the room, but no charge for children up to age 18 staying in the same room as their parents; maximum room occupancy is 4). To receive the group rate, be sure to mention you are attending the Transplant Financial Coordinators Association Workshop and use **Group Booking Code GRTFC1**. You can also book on-line at <http://www.fairmont.com/>. Again, please be sure to enter **GRTFC1** in the Group Booking Code Field to ensure you receive the conference room rate. Please note, once our contracted block of rooms is sold out, reservations will be accepted by the hotel on a space available basis at the prevailing room rate, which may be higher than our special reduced rate.

For closest access to the meeting space, be sure to request a room in the South Tower when making your reservation. The hotel will extend the rate three days before &/or three days after the Workshop, subject to availability. To secure your hotel reservation, please make your reservations as soon as possible! If you will be checking into the hotel later in the evening, when making your reservation ask the hotel representative to guarantee your reservation for late arrival to ensure the hotel holds your room for you.

Check in time is 4:00 pm, check out time is 12:00 pm.

INTERNET SERVICE

If you will be using the hotel's guest room internet service, there is a \$14.95/day charge but this fee is waived for members of the Fairmont President's Club; to join the President's Club, please visit <http://www.fairmont.com/fpc/> & then be sure to include your President's Club# when you make your reservation.

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 Dallas/Ft. Worth International Airport, 18 miles from the hotel, is approximately 30 minutes via taxi or 15 minutes from Dallas' Love Field Airport, which is 6 miles from the hotel. Taxi fare is approximately \$42 each way from DFW or \$22 each way from Love Field. Service is also available from SuperShuttle for approximately \$17.00 each way (DFW or Love Field); 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

Sunday, October 14, 2007	4:00 pm - 6:00 pm	Early Registration
Monday, October 15, 2007	7:30 am - 4:00 pm	
Tuesday, October 16, 2007	7:30 am - 4:00 pm	
Wednesday, October 17, 2007	7:30 am - 1:00 pm	

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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 & thank them for making this Workshop possible.

Monday, October 15, 2007 10:00 am - 3:30 pm
Tuesday, October 16, 2007 8:30 am - 4:15 pm

For information about sponsoring or exhibiting at the Workshop, please contact Laura J. Aguiar, President, @ President2007@TFCAssociation.org or by calling 480-342-2818.

REGISTRATION

To register for the Workshop, please register online at <http://www.regonline.com/135315> 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 and afternoon breaks on October 15 – 17, 2007 as well as lunch on October 15 & 16, 2007, and all meeting materials.

Please note-reduced registration rates are available to 2007 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 2007 TFCA Membership Dues, please visit the TFCA website at <http://www.TFCAssociation.Org> for a 2007 Enrollment Form. 2007 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, 2007. No refunds will be given after September 8, 2007 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, 2007.

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 Dallas area in mid-October can range into the upper 70's during the day and cool off during the evenings and early mornings to the middle 50's, 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/workshop_07/

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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

The National Foundation for Transplants

www.Transplants.Org

Amber Pharmacy

www.AmberPharmacy.Com

Baylor Regional Transplant Institute

www.baylorhealth.com/locations/bumc/transplant.htm

Nazih Zuhdi Transplant Institute

www.integris-health.com/INTEGRIS/en-US/Specialties/P-Z/Transplants

The National Transplant Assistance Fund

www.Transplantfund.Org

Novartis

www.Novartis.Com

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www.XDX.Com

PharmaCare

www.PharmaCare.Com

Astellas Pharma US, Inc.

www.US.Astellas.Com

Roche Pharmaceuticals US

www.Roche.Us

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