



TNMHPO ❤️ **Hospice Billing & Leadership Conference**

Oct. 22-23 | NYLO Hotel, Irving, Texas

Hospice Billing and Leadership Fall Conference

Billing & Reimbursement | Leadership & Marketing

NYLO Las Colinas, Irving, TX

October 22-23, 2026

This educational activity is jointly provided by Exigent Medical Education and
Texas New Mexico Hospice & Palliative Care Organization

10.0 CE hours for nurses, social workers, administrators and other staff members

Learning Objectives / Outcomes:

- Apply Medicare hospice billing and reimbursement requirements — including CAP calculations, room and board reconciliation, and physician billing — to support accurate, compliant claims and reduce agency financial risk.
- Interpret PEPPER, SSVI, and HOPE assessment data to identify symptom-management and documentation gaps that create compliance exposure and describe the nurse's and social worker's role in closing them.
- Identify regulatory requirements and best practices for patient transfers, live discharges, and IDG documentation that reduce compliance risk and support quality, patient-centered care.
- Describe workforce and leadership strategies — including staffing, retention, and billing-aware culture-building — that connect frontline clinical practice to organizational accountability and compliance.
- Summarize current Medicare billing and medical review guidance from Palmetto GBA to apply up-to-date coverage and eligibility requirements in daily hospice practice.

Day 1 — Thursday, October 22, 2026

6:30 - 9:00 a.m. | Registration & Breakfast

7:30 – 8:30 a.m. | Early Bird Session

EARLY BIRD “*How to Analyze and Leverage PEPPER and SSVI to Drive Compliance and Long-Term Agency Growth*” | **Kerry Arp, RN, and Tara Patterson, RN** | Hospice program integrity and fraud identification are two key areas of CMS focus right now, and the PEPPER and SSVI reports are among the most underused tools agencies have to get ahead of them. This session shows nurses and social workers how to pull both reports, use the data to guide internal auditing, and track progress over time. Attendees will leave able to identify agency deficiencies early and turn them into strategies for sustained compliance and long-term growth.

9:00 – 10:00 a.m. | Breakout Session I

BILLING 1 “*Hospice Audits & Medical Review: Are You Ready*” | **Colleen Bryan, MSNEd, RN, JCC of Texas** | Hospice providers are experiencing increased scrutiny from MACs, UPICs, SMRC, and TPE reviewers. This session gives agencies a clear, practical understanding of how medical review works, what auditors look for, and how eligibility and documentation are evaluated. Attendees will learn the most common denial drivers, current regional audit trends, and the operational practices that strengthen compliance and reduce risk.

LEADERSHIP 1 “*The Nuts and Bolts of Discharges and Transfers*” | **Chris Gallarneau, Senior Director of Partnerships, MAC Legacy** | Transfers and live discharges present complex clinical, operational, and compliance challenges for hospice organizations. This session covers the regulatory requirements and best practices needed to navigate these transitions, from stronger documentation to reduced compliance risk. For nurses and social workers, this translates directly into clearer discharge documentation and stronger IDG communication at the point of care.

10:00 – 10:15 a.m. | Break

10:15 – 11:15 a.m. | Breakout Session II

BILLING 2 “Texas Medicaid Room & Board Reconciliation for Hospice Providers” | Delaine Henry, CEO, Advanced Revenue Cycle Management | Room and board pass-through billing for nursing home patients who elect hospice can be a challenging, complex process. This session walks through what forms are needed, how rates and payments are calculated, and what's owed to the nursing home each month. Administrators, nurses, and social workers will leave with a checklist and reconciliation spreadsheet to keep claims accurate and on time.

LEADERSHIP 2 “Reports and Metrics – What Really Counts” | Olivia Rogers, RN, BSN, CHPN, MBA, Vice President, Chief Nursing Officer, Visiting Nurse Association of Texas | This session turns hospice data into actionable insight, covering the key metrics leaders should track daily, weekly, and monthly to keep care quality and financial sustainability on track. Topics include clinical and operational accountability, visit utilization, Hospice Care Index measures, and quality trends. These are the same utilization and quality metrics that shape nurses' and social workers' daily caseload expectations and IDG accountability.

11:15 – 11:30 a.m. | Break

11:30 a.m. – 12:30 p.m. | Breakout Session III

BILLING 3 “Physician Billing for Hospice Patients” | Delaine Henry, CEO, Advanced Revenue Cycle Management & Kelly Newcomer, MD, Visiting Nurse Association of Texas | The Medicare hospice election covers virtually all end-of-life care, including physician services that are billable in addition to the daily hospice rate. This session walks through which physicians and visits qualify, with a decision tree to guide appropriate billing. Nurses and social workers play a direct role here too — the visit documentation they complete is often what determines whether a physician encounter is billable.

LEADERSHIP 3 “Enhanced Enforcement Survival Guide” | Brian Nowsiki, Husch Blackwell — Hospice, Home Health & Palliative Care Team | Hospices today face government scrutiny unlike at any time in the past, as CMS's enhanced enforcement efforts increasingly catch reputable, quality hospices in their wide net. This session covers the processes CMS and its contractors use, what's targeted, and how providers can prepare and respond. Since nursing and IDG documentation is typically what auditors examine first, understanding these trends helps nurses and social workers see how their day-to-day documentation supports — or undermines — the agency's defense.

12:30 – 1:30 p.m. | Lunch

1:30 – 2:30 p.m. | Breakout Session IV

BILLING 4 “Understanding Hospice CAP: Calculations, Timeframes & Requirements” | David Schuerman, Chief Operations Officer, Schuerman Business Consultants | Does Medicare keep asking for money back? A detailed look at the CAP methodologies in place with Medicare, with calculations of Medicare proportional CAP across multiple patient scenarios to ensure you keep the money Medicare pays you. Nurses and social workers play a role here too — the level-of-care documentation they complete is often what CAP calculations and audits come back to check first.

LEADERSHIP 4 “The Heart of Retention and Appreciation: Recruiting and Keeping Great Hospice Staff” | Nicki Drummond, CEO, BSN, MBA and Barbara Gomez, Director of Operations, Hope Hospice

Hospice and home health agencies face some of the toughest recruitment and retention challenges in healthcare, where turnover directly disrupts continuity of care and the trust patients and families depend on. This session offers a field-tested workforce strategy covering proactive hiring, flexible scheduling, and culture-building that keeps staff engaged for the long haul. Attendees will explore touchpoints like IDG meetings and grief debriefs that give clinical and psychosocial staff a real voice and leave with concrete tools tying staffing stability to better documentation and patient outcomes.

2:30 – 2:45 p.m. | Break

2:45 – 3:45 p.m. | Breakout Session V

BILLING 5 “The Blueprint for HOPE: Harmonizing Clinical Quality and Billing Compliance under a Maturing Assessment Tool” | Colleen Bryan, MSNEd, RN, JCC of Texas | As HOPE matures into CMS's central tool for hospice quality measurement and billing compliance, minimized symptom scoring to avoid a Symptom Follow-Up visit creates real exposure — signaling that a patient may lack hospice-level acuity and risking denials, ADRs, and weaker 2028 quality scores. Nurses drive this risk directly through symptom scoring and SFU triggers, while social workers carry equal weight through HOPE's non-pain and psychosocial domains. Documenting a patient's true symptom experience, not what's operationally convenient, is both an ethical obligation and the agency's first line of defense on quality and reimbursement.

LEADERSHIP 5 “Hospice Marketing: Relationships to Effect Change” | Taylor Tarr, RN, Community Liaison, Three Oaks Hospice | Attendees will leave with a better understanding of referral source reimbursement challenges and strategies to approach each level of care. With this understanding, hospice professionals will be able to better identify opportunities to add value to each interaction with a referral source. Furthermore, this presentation will be focused on relationship building and service over business, while leaning into the collective mindset of “the gift of hospice” and how we will change our culture one interaction at a time.

4:00 – 5:00 p.m. | General Session

GENERAL SESSION “Billing Whistles: Early Warning Signs of Hospice Leadership Risk” | Dr. Kelly Newcomer, MD, Visiting Nurse Association of Texas; Elizabeth Kriss, Schuerman Billing Consultants; and Demetress Harrell, LMSW, CEO, Hospice in the Pines | Billing problems rarely start in the billing department — they surface there. This closing panel brings together a hospice biller, a medical director, and a hospice CEO to trace what billing data is really telling leadership, from IDG eligibility decisions to documentation gaps, before it becomes a compliance problem. For nurses and social workers, the takeaway is direct: the eligibility and IDG documentation they complete daily is what protects the agency's billing integrity — billing integrity is leadership integrity made visible.

7:30 – 8:30 a.m. | Breakfast

8:30 – 10:30 a.m. | Concurrent Tracks (2 hours each)

BILLING TRACK Palmetto GBA - “Navigating the Essentials of Medicare — Billing & Regulatory Update” | Dan George, Palmetto GBA | Palmetto GBA returns for a billing-focused deep dive as part of the 2026 “Navigating the Essentials of Medicare” series, covering the 2026 Final Rule and FY2026 rate-setting changes, the Hospice Cap, edits to prevent overpayment and outpatient billing conflicts, the latest eServices portal tools, the Targeted Probe and Educate (TPE) process, provider enrollment and revalidation requirements, and CERT program updates. Billing and enrollment updates like these directly shape the documentation and eligibility decisions nurses and social workers support in the field every day.

MEDICAL REVIEW TRACK Palmetto GBA - “Navigating the Essentials of Medicare — Medical Review & Coverage Update” | Charles Canaan, Palmetto GBA | This session covers the clinical and coverage side of hospice care, also part of Palmetto GBA’s 2026 “Navigating the Essentials of Medicare” series: length of stay considerations, pre-election evaluation and counseling services, live discharges, advance care planning, cognitive assessment and care planning, the GUIDE Model, and common causes of improper payments. These are the same coverage and documentation questions nurses and social workers navigate daily when determining and supporting patient eligibility.

10:30 -11:00 a.m. | Break

11:00 a.m. – 12:00 p.m. | General Session

GENERAL SESSION “Palmetto GBA Panel — Live Q&A (both tracks reunite)” | Dan George and Charles Canaan join for a live, interactive Q&A — bring your toughest billing and medical review questions straight to your Medicare Administrative Contractor. A valuable session for nurses and social workers looking for direct, practical answers on the documentation and coverage questions they encounter most.



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Accreditation Statement



JOINTLY ACCREDITED PROVIDER*
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, this activity has been planned and implemented by Exigent Medical Education and Texas Hospice Organization. Exigent Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing

Exigent Medical Education designates this continuing nursing education activity for 10.0 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.



ASWB approved continuing education **Social Work**

As a Jointly Accredited Organization, Exigent Medical Education is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Exigent Medical Education maintains responsibility for this course. Social workers completing this course receive 10.0 continuing education credit.

Exigent Contact Information

For information about the accreditation of this program, please contact Exigent at info@yourjointprovider.com.

Disclosure of Relevant Financial Relationships

Exigent Medical Education requires faculty, instructors, authors, planners, directors, managers, peer reviewers, relevant staff, and other individuals who are in a position to control the content of this activity to disclose all personal financial relationships they may have in the past 24 months with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant financial relationships are identified and mitigated prior to initiation of the planning phase for an activity.

Exigent has mitigated and disclosed to learners all relevant financial relationships disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The **faculty** reported the following relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

Speakers, Presenters	Relevant Financial Relationship
Kerry Arp, RN, BSN	Nothing to disclose
Tara Patterson, RN	Nothing to disclose
Colleen Bryan, MSNEd, RN	Nothing to disclose
Chris Gallarneau	Nothing to disclose
David Schuerman	Nothing to disclose
Delaine Henry	Nothing to disclose
Olivia Rogers, RN, BSN, CHPN, MBA	Nothing to disclose
Bryan Nowicki	Nothing to disclose

Nicki Drummond, CEO, BSN, MBA	Nothing to disclose
Barbara Gomez	Nothing to disclose
Kelly Newcomer, MD	Nothing to disclose
Elizabeth Kriss	Nothing to disclose
Demetress Harrell, LMSW	Nothing to disclose
Dan George	Nothing to disclose
Charles Canaan	Nothing to disclose

The **directors, planners, managers, peer reviewers, and relevant staff** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

Directors, Planners, Managers, Peer Reviewers, and Relevant Staff	Relevant Financial Relationship
Keith Parker, MBA	Nothing to disclose
Olivia Rogers, RN, BSN, CHPN, MBA	Nothing to disclose
Brandie Baker, CAE	Nothing to disclose
Nicki Drummond, CEO, BSN, MBA	Nothing to disclose
Angie Lane, RN, CHPN	Nothing to disclose
Colleen Bryan, MSNEd, RN	Nothing to disclose
Delaine Henry	Nothing to disclose
Dee Morgillo, MEd, MLS(ASCP), CHCP	Nothing to disclose

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications or dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration process online by **11:59 p.m. ET November 23, 2026**.
- Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print/save.

Texas & New Mexico Hospice Organization is an approved provider of continuing education for Hospice Administrators by the Texas Health and Human Services Commission.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.



PAY BY CHECK REGISTRATION FORM

2026 Leadership and Billing Conference

October 22–23, 2026 • NYLO Las Colinas, Irving, TX

Name _____

Professional Designation (RN, LVN, MSW, etc.) _____

Title _____

Organization _____

Address _____

City / State / Zip _____

Phone _____

Email (required) _____

Registration Fees

Registration Period	Member	Non-Member
Now – September 30, 2026	\$325	\$525
October 1 – 14, 2026	\$350	\$550
October 15, 2026 & after	\$375	\$575

TOTAL AMOUNT ENCLOSED _____

☐ Check if you require special services to fully participate in the program. Attach a written description of your needs.

Full payment MUST accompany all registrations. Registrations without payment attached will be returned. The postmarked date of mailing will determine the registration rate. Make checks payable to Texas New Mexico Hospice & Palliative Care Organization. (Tax ID #: 75-1870672)

MAIL PAYMENT TO: TNMHPO, 1108 Lavaca, Suite 727, Austin, TX 78701

If paying by credit card, please register at: <https://tinyurl.com/26tnmhpoleadership>

Cancellation Policy

Cancellations received by email on or before 5:00 p.m. on October 1, 2026 will be entitled to a refund, less a \$25 administrative fee. Cancellations after October 1, 2026 and conference “no-shows” forfeit their entire registration fee. Substitutions are welcome. Please advise TNMHPO by email at kparker@txnmhospice.org if a substitute will be attending in your place. Telephone cancellations CANNOT be accepted.

Accommodations

NYLO Las Colinas, Irving, TX — room block rate: <https://tinyurl.com/2026TNMHPO>

Consent to Use of Photographic Images

Registration and attendance at, or participation in, TNMHPO meetings or other activities constitutes an agreement by the registrant to TNMHPO's use and distribution (now and in the future) of the registrant or attendee's image or voice in photographs, videotapes, electronic reproductions, and audio tapes of such events and activities.



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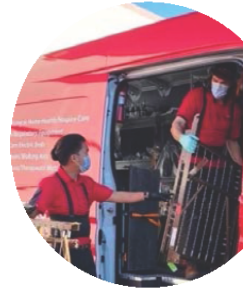


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Superior Service for Your Patients

Horizon is the #1 choice for service with the highest satisfaction ratings in the industry. Our employees are compassionate and receive extensive training to deliver best-in-class care to patients.

We over communicate, never have hidden fees, will move furniture, and our team members train to go above and beyond for you and your patients.



Hear from some of our clients

When we changed to Horizon DME it was the **best decision we have made.** Our patients are receiving the best equipment and customer service available. The difference for our staff is palpable.

Sarah M. | President & CEO | 20 years in hospice

I would recommend Horizon to all in need of **high-quality equipment, friendly and experienced professionals**. Horizon truly lives their mission and purpose.

Angela M. | Senior Vice President | 25 Years of Hospice Experience

Horizon always **exceeds our expectations in every way!** The staff are well trained and treat patients and families with compassion and respect.

Suzi J. | VP Advanced Illness, Palliative and Hospice | 36 years of Hospice Experience

Horizon **keeps their promises** and their service is as outstanding as they will tell you it will be. The switch out process was so easy. The Horizon team is amazing! We wish we would've switched over sooner.

Desha H. | Director of Hospice | 25 Years of Hospice Experience

Increase Your Bottom Line

Drive ADC and revenue through **improved referrals satisfaction, faster delivery times, highest service levels,** and software solutions.

Remove the middleman and **go direct.** Our team handles it all for you - from start to finish.

Control costs through our software solution. Our Executive Dashboard allows you to track your budget, and triage patients in emergency situations, plus much more.

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Lance Will

Vice President of Hospice Partnerships - Texas
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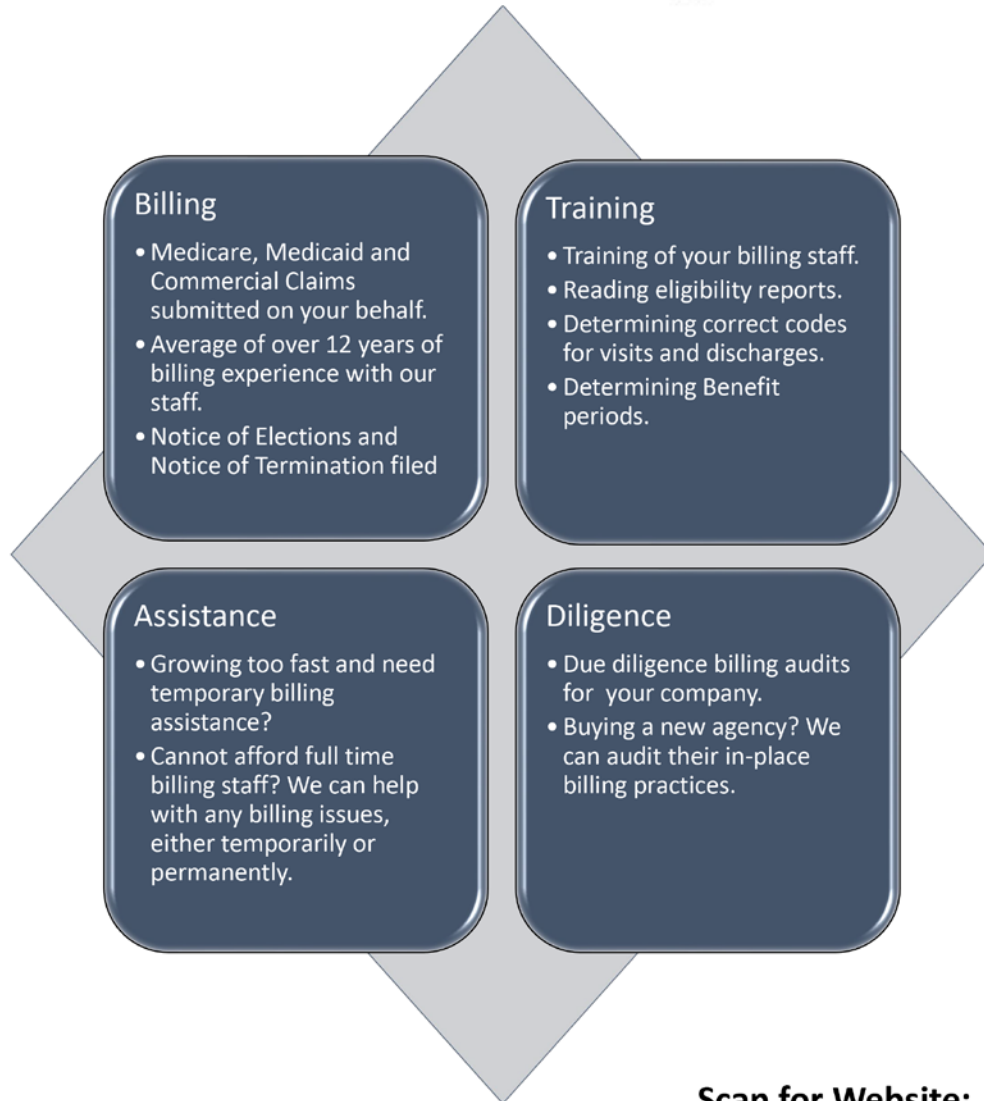


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