



# MEETING AGENDA

**Early Registration Opens MONDAY, SEPTEMBER 18, 2023 – 4:00 PM to 6:00 PM**

## TRANSPLANT FINANCIAL COORDINATORS:

*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.*

### DAY 1: TUESDAY SEPTEMBER 19, 2023

7:00 am – 5:30 pm <b>Grand Foyer</b>	<b>REGISTRATION DESK</b>
7:00 am – 5:00 pm <b>Grand Ballroom Gallery</b>	<b>EXHIBIT AREA OPEN</b>
7:00 am – 8:00 am <b>Astor Ballroom I &amp; II</b>	<b>BREAKFAST</b>
8:00 am – 8:30 am <b>Grand Ballroom A-D</b>	<p><b>Welcome to New Orleans!</b></p> <p>Deidra Simano, TFCA President, Transplant Financial Coordinator, Dartmouth Hitchcock Medical Center, Lebanon, NH</p>
8:30 am – 9:30 am <b>Grand Ballroom A-D</b>	<p><b>KEYNOTE – Maria Peters Clark, Mom to deceased donor Nicholas, shares their story of the “Gift of Life”</b></p> <p>Born &amp; Raised in Madisonville, LA. College graduate of Southeastern La. University &amp; mother of 4. Always active in her kid’s extracurricular activities such as band, cheer, dance, sports, etc. Maria is a retired special needs teacher of 15+ years. Currently, still resides in Madisonville , LA (N. shore of New Orleans) with her husband, Alfred.</p>



	<p><b>Moderator:</b> Deidra Simano, TFCA President, Transplant Financial Coordinator, Dartmouth Hitchcock Medical Center, Lebanon, NH</p>
<p>9:30 am – 10:00 am <b>Grand Ballroom Gallery</b></p>	<p><b>AM BREAK W/EXHIBITORS</b></p>
<p>10:00 am – 10:20 am <b>Grand Ballroom A-D</b></p>	<p><b>SPONSOR SESSION: ABTC session</b></p>
<p>10:20 am – 11:20 am <b>Grand Ballroom A-D</b></p>	<p><b>Fundraising Session</b></p> <p>Speakers: Lauren Scott-COTA, Kelly Green – HelpHopeLive, and Lauren Fusco – National Foundation for Transplant (NFT)</p> <p>TFCs work daily to help patients and their families prepare for the significant out-of-pocket costs associated with transplantation, including both pre- and post-transplant expenses. The nonprofits Help Hope Live, the National Foundation for Transplants, and the Children’s Organ Transplant Association, each partner with families and communities across the country to help raise funds to overcome financial hurdles to transplant. Funds raised help cover medical costs for the evaluation, deductibles and co-pays, benefit caps, post-transplant insurance difficulties, medication costs, and other related expenses. Additionally, families face lost wages, daily household expenses, transportation and lodging costs – all while dealing with the emotional and physical challenges of transplant care.</p> <p><u>Session Objectives:</u></p> <ul style="list-style-type: none"> <li>• Learn how to help your patients and families reach out to our organizations for fundraising support, which is beneficial for their success and that of your transplant program.</li> <li>• This session includes details about why fundraising is a valued benefit; specific tips and examples for TFCs about how to talk with families about fundraising.</li> <li>• Useful updates about the growing number of online fundraising options.</li> </ul> <p><b>Moderator:</b> Joan Douglas, TFCA Trustee, Transplant Financial Coordinator, Children’s of Alabama, Birmingham, AL</p>
<p>11:20 am – 11:40 am <b>Grand Ballroom A-D</b></p>	<p><b>SPONSOR SESSION</b></p>



12:00 pm – 1:00 pm <b>Astor Ballroom I &amp; III</b>	<b>WORKSHOP LUNCH</b>
1:00 pm -2:30 pm <b>Grand Ballroom A-D</b>	<b>Medicare CMS Eligibility, Enrollment, and Coverage for Transplant Services</b> <i>Speaker: Gaye Humphrey</i>  <b>Moderator:</b> Laura Aguiar, CTFC, TFCA Trustee, Principal & Managing Partner, Transplant Solutions, LLC, Phoenix, AZ
2:30 pm -3:00 pm <b>Grand Ballroom Gallery</b>	<b>PM BREAK</b>
3:00 pm -4:30 pm <b>Grand Ballroom A-D</b>	<b>Updates – What’s New 2023</b> <i>Speaker: Gaye Humphrey</i>  <b>Moderator:</b> Laura Aguiar, CTFC, TFCA Trustee, Principal & Managing Partner, Transplant Solutions, LLC, Phoenix, AZ
5:30 pm - 7:00 pm <b>Grand Ballroom Gallery</b>	<b>WELCOME RECEPTION</b>

## DAY 2: WEDNESDAY SEPTEMBER 20, 2023

7:30 am – 4:45 pm <b>Grand Foyer</b>	<b>REGISTRATION DESK OPENS</b>
7:15 am – 2:30 pm <b>Grand Ballroom Gallery</b>	<b>EXHIBIT AREA OPEN</b>
7:15 am – 9:00 am <b>Astor Ballroom I &amp; II</b>	<b>BREAKFAST</b>
8:00 am -9:30 am <b>Grand Ballroom A-D</b>	TFCA Business Meeting ( <i>closed session - membership required</i> )
9:30 am -10:00 am <b>Grand Ballroom Gallery</b>	<b>AM BREAK</b>
<b>CONCURRENT BREAKOUT SESSION I</b>	
10:00 am -11:00 am <b>Astor Ballroom I</b>	<b>UNOS President Address</b> <i>Speaker: Dianne LaPointe Rudow</i>



	<p>Review the establishment of the Organ Procurement and Transplant Network and the various Laws and regulations that surround its function. Discuss the Modernization of the OPTN and how this can impact our patients</p> <p><b>Moderator:</b> Joan Douglas, TFCA Trustee, Transplant Financial Coordinator, Children’s of Alabama, Birmingham, AL</p>
<p><b>Toulouse A&amp;B</b></p>	<p><b>CAR-T Coverage, Coding, Billing, and Reimbursement Updates</b>  <i>Speaker: Kristen Muncy, Nimit Consulting Inc.</i></p> <p><i>Since the first CAR-T products were approved in 2017, reimbursement chaos has ensued, and the imperfect reimbursement infrastructure we have today was developed. This session will provide a brief history on provider-led advocacy in the CAR-T landscape. We will address the current state of coverage, coding, billing, and reimbursement for CAR-T, including existing billing options for cell collection and cell processing services. The session will also identify where gaps still remain. We will also discuss recent and anticipated shifts in the inpatient and outpatient reimbursement landscapes.</i></p> <p><b>Moderator:</b> Laura Aguiar, CTFC, TFCA Trustee, Principal &amp; Managing Partner, Transplant Solutions, LLC, Phoenix, AZ</p>
<p><b>CONCURRENT BREAKOUT SESSION II</b></p>	
<p>11:00 am -12:00 pm  <b>Astor Ballroom I</b></p>	<p><b>BMT – Implementing Medicare Cost Reporting for Allogeneic HCT</b>  <i>Speaker: Gary Goldstein</i></p> <p>This presentation will present an overview of Medicare cost reporting rules for allogeneic HCT donor costs and show how Centers can benefit from accurate cost reporting</p> <ul style="list-style-type: none"> <li>• Understand Medicare cost reporting for allogeneic HCT donor search &amp; acquisition</li> <li>• Identify systems for capturing reportable charges and costs</li> <li>• Ensure accuracy of reported data</li> </ul> <p><b>Moderator:</b> Kathleen Prudhomme, Transplant Financial Coordinator, Medical University of South Carolina, Charleston, SC</p>



<p><b>St Charles Room</b></p>	<p><b>Cost Report Basics</b>  <i>Speaker: Robert Howey</i></p> <p>The basic session will provide an overview of Medicare reimbursement for transplant and organ acquisition costs, walk-through the key worksheets within the Medicare cost report, and discuss the key drivers for Medicare reimbursement. This session will also highlight the common and not so common findings based on cost report reviews of various transplant centers.</p> <p><b>Moderator:</b> Lisa Donovan, TFCA Trustee, Transplant Financial Coordinator, SUNY Upstate University Hospital, Syracuse, NY</p>
<p><b>Toulouse A&amp;B</b></p>	<p><b>Payer Contracting, Billing, and reimbursement</b>  <i>Speaker: Kristen Muncy, Nimit Consulting Inc.</i></p> <p>The intersection between payer contracting, billing, and reimbursement for solid organ transplants can be frustrating and complex even for the most seasoned hospitals. This session addresses some of the essentials for negotiating, optimizing, and operationalizing solid organ payer contracts. This knowledge will help providers reduce administrative burden, streamline operational workflows, and improve reimbursement.</p> <p><b>Moderator:</b> Lisa McDermott, TFCA Trustee, Transplant Global Billing Specialist, Methodist Healthcare, Memphis, TN</p>
<p>12:00 pm – 1:00pm  <b>Astor Ballroom II &amp; III</b></p> <p><b>WORKSHOP LUNCH</b></p>	
<p align="center"><b>CONCURRENT BREAKOUT SESSION III</b></p>	
<p>1:00 pm - 2:00 pm  <b>St Charles Room</b></p>	<p><b>Cost Report Advanced</b>  <i>Speaker: Robert Howey</i></p> <p>In the advanced session, we will take a closer look at specific areas of the Medicare cost report that impact reimbursement for organ acquisition and discuss recommendations to improve processes to optimize reimbursement, strengthen documentation, and achieve efficiencies.</p>



	<p><b>Moderator:</b> Deidra Simano, TFCA President, Transplant Financial Coordinator, Dartmouth Hitchcock Medical Center, Lebanon, NH</p>
<p><b>Astor Ballroom I</b></p>	<p><b>TFC 101 – Panel tools and tips tricks of the trade</b></p> <p><b>Moderator:</b> Laura Aguiar, CTFC, TFCA Trustee, Principal &amp; Managing Partner, Transplant Solutions, LLC, Phoenix, AZ</p>
<p><b>Toulouse A&amp;B</b></p>	<p><b>NLDAC – Decreasing Financial Barriers to Living Donation through the National Living Donor Assistance Center</b>  <i>Speaker: Emily Walz</i></p> <p>Many people may want to help a family member or friend who needs an organ transplant but are hesitant to step forward due to the high cost of non-medical expenses not covered under the recipient’s insurance. The National Living Donor Assistance Center is able to provide financial assistance to eligible donors to help with the cost associated with transportation, dependent care expenses or lost wages if they will be missing work and without paid leave. Without this assistance, the financial burden placed on these individuals may make donation impossible.</p> <p><u>Session Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Educate on the types of assistance available through NLDAC</li> <li>2. Discuss how financial counselors can help to obtain this funding for their living donors.</li> </ol> <p><b>Moderator:</b> Idalia Lopez, Transplant Financial Manager, DHR Health Transplant Institute, McAllen, TX</p>
<p>2:00 pm – 2:30 pm  <b>Grand Ballroom Gallery</b></p>	<p><b>PM BREAK</b></p>
<p><b>CONCURRENT BREAKOUT SESSION IV</b></p>	
<p>2:30 pm - 3:30 pm  <b>Astor Ballroom I</b></p>	<p><b>Understanding Grief in Healthcare</b>  <i>Speaker: Nona Dawson-Land</i></p> <ol style="list-style-type: none"> <li>1. Recognizing the different types of grief</li> <li>2. Distinguish a “Normal” grieving process</li> <li>3. Discuss traumatic grief- Where Trauma and grief intersect</li> </ol>



	<p>4. Understanding and coping with the impact of Traumatic death, death notifications</p> <p>5. How do I fit in as a financial coordinator, my special grief</p> <p><b>Moderator:</b> Kara Hovatter, BS, CTFC, TFCA Treasurer, Director of Transplant Finance and Regulatory Compliance, Virtua Health, Camden, NJ</p>
<p><b>Toulouse A&amp;B</b></p>	<p><b>VAD</b> <i>Speaker: Krista Marz</i></p> <p><u>Session Objectives:</u></p> <ul style="list-style-type: none"> <li>• Discuss difficulties seen for VAD implant authorizations. (<i>Single case agreements for tx and not VAD</i>)</li> <li>• Discuss challenges of getting dressing supplies covered with 3<sup>rd</sup> party vendors with Medicaid</li> <li>• Discuss obstacles to obtain specialty appointments for Medicaid VAD patients (<i>urology, neurology, etc.</i>)</li> </ul> <p><b>Moderator:</b> Judith McCarthy, Finance Manager, Newark Beth Israel Medical Center, Newark, NJ</p>
<p><b>St Charles</b></p>	<p><b>American Kidney Fund: Charitable Assistance for Recently Transplant Kidney Patients</b> <i>Speaker: Margaret Solar</i></p> <p>The presentation will be an overview of the American Kidney Fund's (AKF) mission and initiatives, Patient Support and grant programs, and transplant patient assistance before and after transplant.</p> <p><b>Moderator:</b> Sharon Walls, TFCA Secretary, Transplant Financial Coordinator, Providence Sacred Heart Medical Center &amp; Children's Hospital, Spokane, WA</p>
<p><b>CONCURRENT BREAKOUT SESSION V</b></p>	
<p>3:30 pm - 4:30 pm <b>Astor Ballroom I</b></p>	<p><b>Transplant Financial in the World of EPIC</b> <i>Speaker: Elsie Rojas Duarte</i></p> <p>Elsie will be reviewing her experience implementing EPIC in her transplant program. Elsie will list out the priorities in planning your financial workflow</p>



	<p>in EPIC while describing the pitfalls you should avoid. Elsie hopes to share with the group key takeaways in preparing for EPIC.</p> <p><b>Moderator:</b> Lisa McDermott, TFCA Trustee, Transplant Global Billing Specialist, Methodist Healthcare, Memphis, TN</p>
<p><b>Toulouse A&amp;B</b></p>	<p><b>Current Financial Tools to Promote Living Donation</b>  <i>Speaker: Andrea Tietjen</i></p> <p><u>Session Objectives:</u></p> <ul style="list-style-type: none"> <li>• Present issues and barriers identified with financial costs incurred by the living donor</li> <li>• Impart strategies to assist programs to effectively mitigate costs incurred for living donation</li> <li>• Describe and demonstrate processes, procedures, tools and resources to assist programs and donors with the costs of living donation</li> </ul> <p><b>Moderator:</b> Kara Hovatter, BS, CTFC, TFCA Treasurer, Director of Transplant Finance and Regulatory Compliance, Virtua Health, Camden, NJ</p>
<p><b>St Charles Room</b></p>	<p><b>Transplant Benefits and Coverage for Veterans</b>  <i>Speaker: Amber Niewiemi</i></p> <p>This session will provide an overview of veterans benefits and the major differences between Veteran Affairs services and commercial insurance. You will learn the processes and associated restrictions for transplant related services for veterans and we will provide information on how your center can work with the VA to provide transplant care to the veterans in your community.</p> <p><b>Moderator:</b> Lisa Donovan, TFCA Trustee, Transplant Financial Coordinator, SUNY Upstate University Hospital, Syracuse, NY</p>

**DAY 3: THURSDAY SEPTEMBER 21, 2023**

<p>7:30 am – 12:30 pm  <b>Grand Foyer</b></p>	<p><b>REGISTRATION DESK OPEN</b></p>
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<p>7:00 am – 8:00 am <b>Grand Ballroom Gallery</b></p>	<p><b>BREAKFAST</b></p>
<p>8:00 am - 9:00 am <b>Grand Ballroom A-D</b></p>	<p><b>Navigating Multi-Organ &amp; International Transplant Cases</b> <i>Speaker: Jordyn Naputi and Nicole Rands</i></p> <p>Reviewing international patient process from referral phase to post transplant, we will examine the use of TPA's v. state sponsorship. How do centers negotiate contracts, maximize reimbursement, and ensure continued referrals? Case reviews to be included.</p> <p>Discussing how dual- and multi-organ transplant cases differ from single organ cases in regard to commercial payer v. Medicare/Medicaid billing and reimbursement. Case reviews to be included.</p> <p><b>Moderator:</b> Joan Douglas, TFCA Trustee, Transplant Financial Coordinator, Children's of Alabama, Birmingham, AL</p>
<p>9:00 am - 9:30am <b>Grand Ballroom Gallery</b></p>	<p><b>AM BREAK</b> (OPPORTUNITY TO CHECK OUT OF HOTEL)</p>
<p>9:30 am - 10:30 am <b>Grand Ballroom A-D</b></p>	<p><b>Achieving Excellence: Surviving and Thriving in a "Centers of Excellence" World</b> <i>Speaker: Jennifer Milton</i></p> <p>Transplant Centers continue to struggle to understand and maintain the cadre of 'excellence' designations from private insurance companies. This presentation will provide a review of the key issues surrounding Centers of Excellence (COE) Designations</p> <p><u>Session Objectives:</u></p> <p>We will discuss:</p> <ul style="list-style-type: none"> <li>• Creating evaluation systems to identify periods of time a center is at risk of losing; or have an opportunity to secure COE designations</li> <li>• Discuss the role of the Transplant Financial Coordinator in facilitating COE partnership discussions between the transplant center and managed care department within their own hospitals.</li> <li>• Highlight the New SRTR Tiered outcome reports and implications for COE criteria</li> </ul>



	<p><b>Moderator:</b> Lisa McDermott, TFCA Trustee, Transplant Global Billing Specialist, Methodist Healthcare, Memphis, TN</p>
<p>10:30 am - 12:00 pm <b>Grand Ballroom A-D</b></p>	<p><b>TFCA Round Tables</b> <i>Speakers: Lisa Donovan &amp; Lisa McDermott</i></p> <p>Please sit with your transplant specialty according to signs on tables.</p>
<p>12:00 pm - 12:30 pm <b>Grand Ballroom A-D</b></p>	<p><b>Workshop Wrap Up &amp; Evaluations</b></p>