# 12th Annual Workshop for Transplant Financial Coordinators

**September 12th to September 14th, 2016**

*Disney’s Contemporary Resort*
Lake Buena Vista, Florida

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**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.*

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~~ Registration Opens Sunday, September 11th – 5:00 pm to 7:00 pm ~~

## Day 1: Monday, September 12th

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<tr>
<td>7:00 am-5:00 pm</td>
<td><strong>REGISTRATION OPEN</strong></td>
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<td>Fantasia West Registration</td>
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<td>7:00 am-5:00 pm</td>
<td><strong>EXHIBIT AREA OPEN</strong></td>
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<td>5:30 pm-6:30 pm</td>
<td><strong>BREAK</strong></td>
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<td>Fantasia Ballroom G</td>
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<td>7:00 am-8:00 am</td>
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**GENERAL SESSIONS**

~~ please sit with your transplant specialty - signs on tables ~~

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<tr>
<td>8:00 am-8:30 am</td>
<td><strong>KEYNOTE ADDRESS</strong></td>
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<td>Fantasia Ballroom H</td>
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<tr>
<td>8:30 am-9:30 am</td>
<td><strong>KEYNOTE ADDRESS – Generously Sponsored by Astellas Pharma US, Inc.</strong></td>
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**KEYNOTE ADDRESS**

**Organ Donation: The Gift of Life**

*Rikki Myers, Keynote Speaker for Organ Donation & Congenital Heart Defect Awareness: Mother of Pediatric Heart Transplant Recipient*

*TransLife, Winter Park, FL*

Skylar Myers was diagnosed at 18 weeks in utero with a congenital heart defect known as Hypoplastic Left Heart Syndrome. After birth, the plan was to perform 3 stages of open heart surgery over a period of 3 years, but unfortunately the first open heart surgery that was completed at only 4 days old was not enough to help Skylar survive on his own and Skylar was given 7-10 days to live. However, on day 6 of being on the transplant list, Skylar was blessed with the gift of life when he received a successful heart transplant at only 3 months old and is now a happy and healthy 8 year old boy.

**Moderator:** *Debbie Mast, Database Administrator/Financial Manager, Solid Organ Transplant/MCS Program, Stanford Health Care, Palo Alto, CA*

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9:45 am-10:45 am
Fantasia Ballroom H

Generously Sponsored by National Marrow Donor Program [NMDP]

Navigating Wonderland: Medicare Coverage and Reimbursement Policies
Kathleen Lester, J.D., M.P.H., Principal, Lester Health Law PLLC, Washington, DC

- Brief history of Rule Making and Congress
- Learn how Medicare covers and reimburses for HCT today
- Understand how the current reimbursement differs from reimbursement for solid organ transplants
- Identify opportunities to improve reimbursement to HCT in Medicare

Moderator: Michelle Dodson, Transplant Financial Coordinator, Cell Transplant Program, Allegheny Health Network Cancer Institute, Pittsburgh, PA

10:45 am-11:00 am
Fantasia Ballroom H

Walgreens:
Pharmacy Guidelines: Overview of Medicare B and how it impacts YOU
Chad Conley, Third Party Manager, Specialty Pharmacy – Walgreens, Deerfield, IL

11:00 am-12:00 pm
Fantasia Ballroom H

It Really is a Small World After All: Connect and Learn
♦ BMT ♦ Heart ♦ Kidney ♦ Liver ♦ Lung/Thoracic ♦ Multi-visceral ♦ Pediatric ♦ KPD
  o Communicating and collaborating
  o Learning together
  o Round table session

Moderators:
Lisa McDermott, Transplant Operations Analyst, Methodist Healthcare, Memphis, TN
Lisa Donovan, Transplant Financial Coordinator, SUNY Upstate University Hospital, Syracuse, NY

12:00 pm-1:00 pm
Fantasia Ballroom H

LUNCH – table signs to sit with your transplant specialty

GENERAL SESSIONS

1:00 pm-2:00 pm
Fantasia Ballroom H

Tomorrowland? Thinking about “tomorrow” now – coping with a lifetime of transplant costs…
Rick Lofgren, CFRE, President & CEO, Children’s Organ Transplant Association-COTA
Indianapolis, IN
David Bakelman, CEO, HelpHOPELive, Philadelphia, PA
Michelle Gilchrist, President/CEO, National Foundation for Transplants (NFT), Memphis, TN

As we meet at the world-famous Disney properties, we know as TFC’s that we do not live in a perfect world, where every patient -- or patient family -- has a meaningful and successful career. Tomorrowland may only exist in theme parks and in the movies, but real-life transplant families deal with using paid time off work, higher than normal living expenses, ongoing transportation costs – all-the-while dealing with the strain of potential medical and financial chaos looming ahead. Helping patient families to connect with fundraising organizations is helpful as they negotiate a lifetime of transplant costs. All of the presenting organizations bring decades of experience to the table. Learn why and how fundraising can be a tremendous benefit for transplant families and your transplant program. Discover helpful and successful tips and tools to use as families consider their options for fundraising and useful details about raising funds.

Special emphasis this year on working with families to get them to make the call to ask for help – Tomorrowland -- thinking about “tomorrow” now – coping with a lifetime of transplant costs ….

Moderator: Daryl Battin, MSW, LICSW, Transplant Financial Coordinator & Social Worker, Lahey Hospital & Medical Center, Burlington, MA

2:00 pm-2:15 pm
Fantasia Ballroom H

Astellas Pharma US, Inc.:
Astellas as a Partner – Support Service Offerings
Steven Tahmooressi, Transplant Brand Lead, Astellas Pharma US, Inc., Chicago, IL
2:15 pm-3:30 pm
Fantasia Ballroom H

Medicare, Medicaid, CHIP:
- Policies & Program Essentials
- Developments & policy changes to watch for – & where to find them

Hugo Huapaya, Health Insurance Specialist
Centers for Medicare & Medicaid Services, Miami, FL

This session will provide a detailed overview of Medicare program policies and rules, including eligibility, covered services, and order of payers; emphasis on transplant and disability related policies and programs. In addition we'll provide summary updates on Medicaid and CHIP eligibility and coverage services.

Moderator: John Waldon, Financial Analyst/Transplant Services, St. Vincent, Indianapolis, IN

3:30 pm–3:45 pm
Fantasia Ballroom G

BREAK with EXHIBITORS
Generously Sponsored by National Marrow Donor Program [NMDP]
~ TF attendee drawing at 3:35 – Must be present to win ~

3:45 pm-5:00 pm
Fantasia Ballroom H

Health Insurance Marketplace – Now and for the Future
Hugo Huapaya, Health Insurance Specialist
Centers for Medicare & Medicaid Services, Miami, FL

This session will provide updates on the Health Insurance Marketplace – past, present, and future. We will review current topics including eligibility, with emphasis on Special Enrollment Period.

Session will include a detailed review of the rules governing Medicare and the Marketplace, individual options, and the transition from the Marketplace to Medicare.

Moderator: Deidra Simano, Transplant Operations Analyst, Solid Organ Transplant, Dartmouth-Hitchcock, Lebanon, NH

~~ TFCA Welcome! ~~

Reception 5:30 pm to 6:30 pm
Fantasia Ballroom G with Exhibitors

Generously Sponsored by
Walgreens
&
Astellas Pharma US, Inc.
Day 2: Tuesday, September 13th

7:15 am-4:45 pm
REGISTRATION OPEN
Fantasia West  Registration

7:15 am-2:30 pm
EXHIBIT AREA OPEN
Fantasia Ballroom G

7:15 am-9:00 am**
BREAKEFAST
Fantasia Ballroom G
** Note** TFCA Business Meeting starts at 8:00 a.m. for all TFCA Members

8:00 am-9:30 am
16th Annual TFCA (Transplant Financial Coordinators Association) Business Meeting  [Session Attendance Limited to TFCA MEMBERS]
Fantasia Ballroom G
The TFCA Business Meeting is for active TFCA members only. In this meeting the TFCA governing body is charged with disseminating association business information: Officer Reports, Financial Reports, and Committee Reports: Certification, Fundraising, Elections, Planning, and Resource Guide. Open discussion will follow officer reports and committee updates for members to ask questions and seek clarification on subjects and topics pertinent to our organization.

9:00 am-9:30 am
Breakfast
Fantasia Ballroom G

9:30 am-9:45 am
BREAK with EXHIBITORS
Fantasia Ballroom G

CONCURRENT BREAKOUT SESSIONS I

9:45 am-10:45 am  3 topics – choose one to attend

Prescription Drug Benefits
Fantasia Ballroom H
The Many Adventures of Prescription Drug Benefits  (session repeated at 11:00 am)
Kristin Fox-Smith, MPA, Specialty Pharmacy Implementation Account Manager, Acentrus, Salt Lake City, UT
As the United States is working to reduce health care costs on many fronts, Americans continue to spend more on prescription drugs every year. The cost of prescription drugs continues to escalate at roughly three times the rate of general inflation, with no sign of slowing as new drugs continue to enter the pipeline in the “specialty” drug sector with large price tags. What are some of the reasons why drug prices continue to escalate, and impact the ability for Americans to have access to the medications they need?

Moderator: Sina Thimas, Transplant Financial Coordinator, Rhode Island Hospital, Providence, RI

Waitlist Management
Sorcerer’s Apprentice Hall 1
A Magic Carpet Ride to Effective Wait List Management
Andrea Tietjen, CPA, MBA, Director, Transplant Finances and Data, Saint Barnabas Medical Center, Livingston, NJ

1) Present current national regulator environment and how it relates to waitlist management.
2) Discuss issues and barriers identified with waitlist management
3) Impart strategies to assist centers in to effectively manage their waitlist. Describe process, procedure, tools, benchmarks, and workflow.

Moderator: Deidra Simano, Transplant Operations Analyst, Solid Organ Transplant, Dartmouth-Hitchcock, Lebanon, NH
VADs & Reimbursement
Sorcerer’s Apprentice Hall 2

And the Beat Goes On.....Authorizations & Reimbursement for VADs
Lori Almand, BA, Director, National Payers and Reimbursement,
HeartWare, Inc. Framingham, MA
Pamela Combs, PhD, RN, VAD/Heart Failure Manager, Jewish Hospital, Louisville, KY

A brief description of the reimbursement process will be presented by experienced VAD users. Director of Market Access & National Payers from HeartWare and a long-time VAD Coordinator/Manager offer pearls of wisdom regarding commercial payer VAD policies, steps to help secure reimbursement, compassionate use in clinical trials, and real-life situations.

An open forum will offered to ask questions and share ideas of how to address the issues we so commonly confront in our daily work.

Moderator: Shanda Ross, RN, MSN, Transplant Manager, Nebraska Medical Center, Omaha, NE

10:45 am-11:00 am
~~ Transition to Breakout Sessions ~~

CONCURRENT BREAKOUT SESSIONS II
11:00 am-12:00 pm 3 topics – choose one to attend [topic 3 on next page]

Medicare Basics
Solid Organ & BMT
Fantasia Ballroom H

The Bare Necessities of Medicare
Ruth Wilhelm, BA, Transplant Financial Manager,
The Virginia Transplant Center, Henrico Doctors’ Hospital, Henrico, VA
Lisa McDermott, Transplant Operations Analyst,
Solid Organ & Stem Cell Transplant Programs, Methodist Healthcare, Memphis, TN

This session will cover Medicare basics as it pertains to solid organ transplant. BMT and Medicare will also be covered in a separate presentation. We will briefly cover transplant history, terms and definitions, Medicare entitlement and eligibility, COB/MSP (Coordination of Benefits/Medicare Secondary Payer), and other Medicare topics that the new TFC may encounter.

Moderator: Sharon Walls, Financial Coordinator,
Providence Sacred heart Medical Center, Spokane, WA

Prescription Drug Benefits
Sorcerer’s Apprentice Hall 1

The Many Adventures of Prescription Drug Benefits (repeat of 9:45 am session)
Kristin Fox-Smith, MPA, Specialty Pharmacy Implementation Account Manager,
Acentrus, Salt Lake City, UT

As the United States is working to reduce health care costs on many fronts, Americans continue to spend more on prescription drugs every year. The cost of prescription drugs continues to escalate at roughly three times the rate of general inflation, with no sign of slowing as new drugs continue to enter the pipeline in the “specialty” drug sector with large price tags. What are some of the reasons why drug prices continue to escalate, and impact the ability for Americans to have access to the medications they need?

Moderator: Deidra Simano, Transplant Operations Analyst, Solid Organ Transplant, Dartmouth-Hitchcock, Lebanon, NH
Live Donor Financial Resources
Sorcerer’s Apprentice Hall 2

Live Donor Financial Toolkit & Resources
Rebecca Hays, MSW, APSW, Independent Living Donor Advocate (ILDA), University of Wisconsin Hospitals and Clinics, Madison, WI

National Living Donor Assistance Center [NLDAC] - Program Updates & Usage
Holly Warren, RN, BA, NLDAC Program Coordinator/ASTS Program Director, Arlington, VA

- Summarize current evidence about financial impacts of live donation.
- Describe methods to educate donor candidates to improve readiness and, where possible, reduce burden.
- Demonstrate tools in the just-released Live Donor Toolkit to help donors prepare for financial and employment impact.
- Describe NLDAC program benefits and eligibility.
- Describe best practices for NLDAC usage.

Moderator: Daryl Battin, MSW, LICSW, Transplant Financial Coordinator & Social Worker, Lahey Hospital & Medical Center, Burlington, MA

12:00 pm-1:00 pm
Fantasia Ballroom J
LUNCH

GENERAL SESSION

1:00 pm-2:00 pm
Fantasia Ballroom H

Finding your way in Adventureland -- Navigate the OPTN/UNOS information maze, learn about current initiatives and get involved!
Stuart Sweet, MD, PhD, OPTN/UNOS President, Medical Director, St. Louis Children’s Hospital Pediatric Lung Transplant Program
W. McKim Marriott Professor of Pediatrics, St. Louis, MO

- General history and mission of the OPTN.
- Key initiatives relevant to transplant centers: the main topics that are on the front burner now include revisions to the metrics / flagging processes, potential changes to liver allocation (i.e. redistricting) and changes to heart allocation.
- Practical guidance on how to navigate the OPTN websites, respond to public comment and get involved with the OPTN.

Moderator: Debbie Mast, Financial/Data Manager, Solid Organ Transplant/ MCS Program, Stanford Health Care, Palo Alto, CA

2:00 pm-2:30 pm
Fantasia Ballroom G
BREAK with EXHIBITORS
~ ~ Exhibitor Bingo Drawing at 2:20 p.m. – Must be present to win ~ ~

CONCURRENT BREAKOUT SESSIONS III

2:30 pm-3:30 pm
3 topics – choose one to attend

TFC as Team Member
Lessons from a heart transplant program
Fantasia Ballroom H

Integrating the Jungle into a Book: The Incorporation of a Financial Coordinator into a Transplant Program
Lori Anderson RN, MS Nurse Manager, MCS Program, Tampa General Hospital, Tampa, FL

- This course will increase the knowledge of the audience regarding the integration of the transplant financial coordinator.
- Attendees will be able to describe potential positive and negative attributes of being a transplant financial coordinator.
- The attendee will be able to describe the role of the transplant financial coordinator.

Moderator: Joan Douglas, Transplant Financial Coordinator, Children’s of Alabama, Birmingham, AL
Kidney Paired Exchanges

Sorcerer’s Apprentice Hall 1

Kidney Paired Exchanges: To Infinity and Beyond

Andrea Tietjen, CPA, MBA, Director, Transplant Finances and Data,
Saint Barnabas Medical Center, Livingston, NJ

1) Present background on financial/operational aspects of paired exchange and how this program differs from standard living donation.
2) Present issues and barriers identified with operationalizing paired exchange from an administrative and financial perspective. Include guidelines on regulatory compliance and quality initiatives.
3) Impart strategies to assist centers in to effectively implement and manage kidney paired exchange. Describe and demonstrate processes, procedures, and tools.

Moderator: Ruth Wilhelm, BA, Transplant Financial Manager,
The Virginia Transplant Center, Henrico Doctors’ Hospital, Henrico, VA

Pediatric

Sorcerer’s Apprentice Hall 2

Can feel as if planning for a trip to the moon . . . . . . .
Coping with the care needs of our sick child and the financial needs of our family.
Rick Lofgren, CFRE, President & CEO,
COTA Children’s Organ Transplant Association, Bloomington, IN

“To Infinity and beyond” was an exclamation Buzz Lightyear often used in “Toy Story”. It also describes the love and fierce determination every parent feels for a child facing a transplant. The financial and emotional challenges posed to a family with a child needing a transplant are as daunting as a trip to the moon. Just like a trip to the moon, planning is critical to success. This session will address long range financial planning associated with pediatric transplants. What are the unique and sometimes, unanticipated financial costs transplant families might expect? What are the differences in dealing with the father and mother of a transplant patient? Learn how TFC’s can help with the life-long emotional and financial needs of pediatric transplant families.

Moderator: Shanda Ross, RN, MSN, Transplant Manager, Nebraska Medical Center, Omaha, NE

3:30 pm-3:45 pm

~~ Transition to Breakout Sessions ~~

CONCURRENT BREAKOUT SESSIONS IV

3:45 pm-4:45 pm

3 topics - choose one to attend [topic 3 on next page]

Contracting & Bundled Pricing

Fantasia Ballroom H

Challenges in Bundled Pricing for Transplants: Are we ready?
Martin J D’Cruz, FHFMA, MBA, Managed Care Executive,
Ascension Health, Indianapolis, IN

1. Understanding of the operational process of case rates and global rates
2. Education of clinical and administrative staff
3. Challenges and solutions to address operational issues
4. Communication and follow-up

Moderator: John Waldon, Financial Analyst/Transplant Services, St. Vincent, Indianapolis, IN

Challenges of Live Donor Billing: Pre and Post-Transplant

Sorcerer’s Apprentice Hall 1

Laura J. Aguiar, BS, Principal & Managing Partner,
Transplant Solutions, LLC, Glendale, AZ

At the conclusion of this session, attendees will have a better understanding of what services are allowable to the KACC for the living donor during the pre-transplant evaluation phase. There will also be a discussion of billing for both routine donor follow-up as well as donation-related complications in light of the clarifications issued by CMS in 2013.

Moderator: Ruth Wilhelm, BA, Transplant Financial Manager,
The Virginia Transplant Center, Henrico Doctors’ Hospital, Henrico, VA
What's New with the National Marrow Donor Program [NMDP]?
Kristen Edsall, MSN, Manager, Payer Policy, National Marrow Donor Program/Be the Match, Minneapolis, MN

This presentation will present an overview of the NMDP’s new resources for BMT TFCs, describe our advocacy work with Medicare and Medicaid and discuss the new NMDP BioTherapies activity.

Moderator: Michelle Dodson, Transplant Financial Coordinator, Cell Transplant Program, Allegheny Health Network Cancer Institute, Pittsburgh, PA

Day 3: Wednesday, September 14th

7:30 am-12:30 pm REGISTRATION OPEN
Fantasia West Registration

7:30 am-8:30 am BREAKFAST
Fantasia Ballroom G

CONCURRENT BREAKOUT SESSIONS V

8:30 am-9:30 am 3 topics – choose one to attend

Teamwork! Celebrate the Magic of Being a Team—Together Everyone Achieves More
Shanda Ross, RN, MSN, Transplant Manager, Nebraska Medical Center, Omaha, NE
- Importance of best practice and/or standardization
- Why documentation matters
- How to get what you need the first time

Moderator: LaYvonne Richmond, Transplant Manager, Baptist Memorial Hospital, Memphis, TN

Medicare Cost Report Basics Take the Main Street: Medicare Cost Report Basics
Robert Howey, CPA, Revenue Cycle Manager, Mayo Clinic, Jacksonville, FL

After the session, the participant will be able to:
- Understand the Medicare cost report methodology, areas of risk, and areas of opportunities
- Understand the preparation of the cost report and types of cost included/excluded
- Understand how non-Medicare payers reimburse for organ acquisition costs

Moderator: John Waldon, Financial Analyst/Transplant Services, St. Vincent, Indianapolis, IN

BMT 101 Hop on the TFC Monorail in the HCT world!
Rajwant Dhani, Bone Marrow Transplant Financial Coordinator, Sutter Medical Center, Sacramento, CA

The goal of this presentation is to provide the following information to new BMT Financial Coordinators:
- Functions of a BMT program
- How to obtain bone marrow transplant benefits
- Build a process map
- Discuss Financial Barriers in the BMT world
- Tips about how to keep communication open with key players of your BMT program
- Thinking outside the box
- Resources for the new BMT FC.

Moderator: Michelle Dodson, Transplant Financial Coordinator, Cell Transplant Program, Allegheny Health Network Cancer Institute, Pittsburgh, PA

9:30 am-10:00 am BREAK – use this time for check out; bring luggage to sessions
Fantasia Ballroom G
TFC Basics
Solid Organ & BMT
Fantasia Ballroom H

It's not a fantasy – I really am a TFC …. Now what?
Michelle Dodson, Transplant Financial Coordinator, Cell Transplant Program,
Allegheny Health Network Cancer Institute, Pittsburgh, PA
Daryl Battin, MSW, LICSW, Transplant Financial Coordinator & Social Worker,
Lahey Hospital & Medical Center, Burlington, MA

Our mission as TFCs - to provide accurate financial information to our patients and
families in a compassionate and tactful way and maximize reimbursement for our
transplant centers.

- What information do our patients need to know? How can we best share this
  information so they learn and remember?
- How do we make sure our transplant centers get paid for the transplant?
- What role can financial information have for patients as transplant
candidates?

Join this interactive session providing insight into how our TFC mission can be
accomplished.

Moderator: John Waldon, Financial Analyst/Transplant Services, St. Vincent,
Indianapolis, IN

Advanced Topics -
Medicare Cost Report
Sorcerer’s Apprentice Hall 1

Advanced Topics in Medicare Cost Reporting
Robert Howey, CPA, Revenue Cycle Manager, Mayo Clinic, Jacksonville, FL

After the session, the participant will be able to:
- Understand the Medicare cost report methodology
- Understand the preparation of the cost report and types of cost
  included/excluded

Moderator: Lisa Donovan, Transplant Financial Coordinator,
SUNY Upstate University Hospital, Syracuse, NY

BMT – Clinical Trials
Sorcerer’s Apprentice Hall 2

Clinical Trials – The Carousel of Progress
Angela Simmons, Vice President, Revenue and Reimbursement,
Vanderbilt University Medical Center, Nashville, TN

No area in today’s health care environment has the potential to keep your CFO up
pacing all night more than the billing for Clinical Trials. Compliance with federal
billing rules for clinical trials is everyone’s job. Stem cell transplant trials are
particularly difficult to manage due to their sheer size, protocol length and treatment
complexity.

Attend this session and hear up to date information on 1) determining services to be
covered by a grant vs. services considered “standard of care” and billed to
patient/insurance, 2) how to develop, manage, and modify a billing plan 3) how to
use a protocol calendar to assist is routing charges properly between the trial and
the patient’s insurance, and 4) how to effectively gain support from your principal
investigators.

Moderator: Lisa McDermott, Transplant Operations Analyst, Methodist Healthcare,
Memphis, TN

11:00 am-11:15 am

~~ Transition to General Session ~~

Special prize drawing during 12:15 General Session -- not to be missed --
Must be in attendance to win!

~~ Wednesday agenda continued on next page ~~
GENERAL SESSION

**11:15 am-12:15 pm**
**Fantasia Ballroom H**

**Avoiding the Tower of Terror: The Financial & Regulatory Future of Transplant**

Jennifer Milton, BSN, CCTC, MBA, Executive Director, Clinical Assistant Professor, University of Texas Transplant Center, San Antonio, TX

As the “Regulatory Era” of transplantation continues to magnify, the financial and operational impact to transplant programs swells. This presentation will review the financial and operation influence of increasing regulations that are occurring as cost reimbursement via the Medicare Cost Report are shrinking across the US. Where are we headed?

*Moderator: Lisa McDermott, Transplant Operations Analyst, Methodist Healthcare, Memphis, TN*

**12:15 pm-12:30 pm**
**Fantasia Ballroom H**

**2016 TFCA Workshop Wrap-Up & Evaluations**

Debbie Mast, TFCA President, Financial/Data Manager, Solid Organ Transplant/MCS Program, Stanford Health Care, Palo Alto, CA

Lisa McDermott, Transplant Operations Analyst, Methodist Healthcare, Memphis, TN; TFCA Trustee, TFCA Workshop Planning Committee Co-Chair

Lisa Donovan, Transplant Financial Coordinator, SUNY Upstate University Hospital, Syracuse, NY; TFCA Trustee, TFCA Workshop Planning Committee Co-Chair

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**Thank You!**