

Tuesday, October 28

| Start Time | End Time | Clinical Workflow | Billing Track |
|------------|----------|--|--|
| 8:00 AM | 9:00 AM | Registration, Networking Breakfast & Coffee | |
| 9:00 AM | 9:15 AM | Kickoff: Welcome/Introductions | |
| 9:15 AM | 10:00 AM | Patient Care <i>Patient Account, Care Plans, Progress Notes, and To Do's</i> | Payer Pricing and Billing Rules <i>Deep-dive on payer contracts</i> |
| 10:00 AM | 10:10 AM | | Break |
| 10:10 AM | 11:00 AM | Processing Drugs <i>IV/INJ, multi-drug orders, TPNs</i> | Per Diem Kit Billing Rules <i>Demonstration of setup and processing</i> |
| 11:00 AM | 11:10 AM | | Break |
| 11:10 AM | 12:00 PM | Delivery Tickets & Printing Labels <i>Demonstration of DT best practices and overview of labels</i> | Billing Administration <i>Review Insurance Company setup and billing-related Templates</i> |
| 12:00 PM | 1:00 PM | Lunch Break | |
| 1:00 PM | 1:50 PM | CareTend Roadmap & CareTend Managed Services <i>A look into the future, plus learn about how we can serve your organization!</i> | Replacing CPR+ Splitting Delivery Tickets in CareTend <i>Utilize the Billing Review queue and Ready to Bill queue best practices</i> |
| 1:50 PM | 2:00 PM | | Break |
| 2:00 PM | 2:50 PM | CareTend Nursing: Part 1 <i>Explore WellSky Resource Manager capabilities</i> | Billing Procedures <i>Bill for Denial, ERN, claims creation</i> |
| 2:50 PM | 3:00 PM | | Break |
| 3:00 PM | 4:00 PM | CareTend Nursing: Part 2 <i>Explore Custom Assessments by Dynamic Forms</i> | A/R Manager - Batch Billing and Secondary/Tertiary Payers <i>Program Options, transfer balance</i> |
| 4:30 PM | 7:00 PM | HAPPY HOUR at Pinstripes - Overland Park! Sponsored by CareTend Managed Services. Don't miss out! | |

Wednesday, October 29

| Start Time | End Time | System Administration Track | Inventory and Reporting Track |
|------------|----------|---|--|
| 8:00 AM | 9:00 AM | Registration, Networking Breakfast & Coffee | |
| 9:00 AM | 9:15 AM | Kickoff: Welcome/Introductions | |
| 9:15 AM | 10:00 AM | API Library Overview <i>How to find resources and potential use cases</i> | Drug Item Setup <i>Deep-dive on drug inventory</i> |
| 10:00 AM | 10:10 AM | Break | |
| 10:10 AM | 11:00 AM | Maintenance Files Review <i>Security Setup, Lookup Editor, Companies, and Templates</i> | Equipment Management 101 <i>Review equipment item setup, Equipment Manager, Recurring Rentals, and pick-up tickets</i> |
| 11:00 AM | 11:10 AM | Break | |
| 11:10 AM | 12:00 PM | Queue Management <i>Utilize queue settings, automate DT Confirmation</i> | Inventory Transfers and Purchase Orders <i>Demonstrate processes and utilizing Templates to streamline</i> |
| 12:00 PM | 1:00 PM | Lunch Break | |
| 1:00 PM | 1:50 PM | Utilities Best Practice <i>Controlled Substance Report automation, Program Options</i> | CareTend BI: Layouts <i>Overview, Content Explorer, customization, and layouts</i> |
| 1:50 PM | 2:00 PM | Break | |
| 2:00 PM | 2:50 PM | Data Clean-Up <i>Clear unnecessary data for more accurate reporting</i> | CareTend BI: Financial Reporting Workshop <i>Review the recommended reports for period-end closing</i> |
| 2:50 PM | 3:00 PM | Break | |
| 3:00 PM | 4:00 PM | Trouble-Shooting & Self-Service Tools <i>Resolve common errors, CRC, and knowledge-based articles</i> | CareTend BI: Operational Reporting Workshop <i>Review best practice operational reporting</i> |
| | | End of Event | |