

Tuesday, October 28

Start Time	End Time	Clinical Workflow Track	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 CareTend 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, drug templates</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 new ways 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	6:30 PM	CLIENT APPRECIATION HAPPY HOUR 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, DSCSA</i>
10:00 AM	10:10 AM	Break	
10:10 AM	11:00 AM	Maintenance Files Review <i>Security Setup, Employee Setup, Lookup Editor, Companies, and Templates overview</i>	Equipment Management 101 <i>Review equipment item setup, Equipment Manager, Recurring Rentals, plus exchange and pick-up tickets</i>
11:00 AM	11:10 AM	Break	
11:10 AM	12:00 PM	Queue Management <i>Utilize queue settings, process queue exceptions, automate delivery ticket confirmation</i>	Inventory Transfers and Purchase Orders <i>Demonstrate processes, using Templates to streamline, DSCSA</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	Resolve Committed Inventory Issues <i>Manage your prescriptions filled that are not dispensed</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	