2019 Annual Report
As we celebrate our history and contemplate our future we hope you look upon this year’s annual report as an accounting of just one of many successful years advocating for ethical practices, quality and economic viability of licensed providers in Texas. In addition to this year’s successes, you will find the inspirational story of our humble beginnings, through our current decade of innovation and transformational change.

Like every year before, our members have stepped up to meet every challenge and take advantage of every opportunity. There was no shortage of challenges this year with our State legislative session in full swing. Working together, we were successful in passing needed legislation on EVV, Managed Care oversight and securing needed funding for Pediatric Therapy and Private Duty Nursing. Federal regulatory changes that will re-shape our home health delivery model through the Patient Driven Groupings Model (PDGM) also presented opportunity to engage our Congressional partners in legislation that is critical to ensure access to Medicare Home Health.

“When you know your history, you have a better vision of where you’re going. And, when you have that, there’s no stopping you”. Ron Cephas Jones

We are at the starting point of the next 50 years of the Texas Association for Home Care & Hospice. Each of you matter and are valued and only together can we align to meet the challenge of transformational innovation and disruption that will shape our industry of the future. As your Association we are here to ensure you are ready well in advance of these dramatic shifts in order to thrive and strategically position your agency for success for another 50 years.
**ASSOCIATION LEADERSHIP**

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Jon Scepanski
Apex Primary Care

Vice President
Lee A. Palmer
Consolidated Home Health

Immediate Past-President
Jennifer Lopez
BSN, RN, CCDN
ResCare

Treasurer
Dana L. Madison
RN, BSN, MBA
BSA Compassion Home Care

Secretary
Jennifer Rine, RN, BSN
Brightstar of Fort Worth-Burleson

Institutional
Rebecca Terrell, RN
Coryell Mem. Hosp. Home Health

Licensed & Certified
Home Health
Chrystal Everett
Wichita Home Health Service, Inc.

Licensed Home Health
Dennis Hosley
Pediatric Home Healthcare

Licensed Home Health
Dennis Hosley
Pediatric Home Healthcare

Non-Profit
Nicole Briscoe, LVN
Baylor Home Health

Pediatric
Kristen Robison, RN
Angels of Care Pediatric Home Health

Personal Assistance Services
Rose Rash, RN, BSN
Angels At Home, Inc.

Private Pay
Carrie L. Jacobs, LMSW
Goodcare Health Services

Owners
Andrew Painter
APC Home Health Services, Inc.

Small Agency
Brandis Wilmore
Be Healthy at Home, Inc.

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The Brooks Law Group

**ANNUAL MEETING VICE-CHAIR**

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Soft Touch Home Care, Inc.

**BYSLAWS CHAIR**

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Coryell Mem. Hosp. Home Health

**CLINICAL PRACTICE CHAIR**

Lisa McClammy
BSN, RN, HCS-D, COS-C
KanTime Technologies Inc.

**CLINICAL PRACTICE VICE-CHAIR**

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Baylor Home Health

**COMMUNITY CARE CHAIR**

Vicki Niedermayer, MS
Helping Restore Ability

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APC Home Health Services, Inc.

**EDUCATION CHAIR**

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BrightStar of Fort Worth-Burleson

**EDUCATION VICE-CHAIR**

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IPR Healthcare System, Inc.

**FINANCE CHAIR**

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BSA Compassion Home Care

**GOVERNMENT AFFAIRS FEDERAL CHAIR**

Dana L. Madison RN, BSN, MBA
BSA Compassion Home Care

**GOVERNMENT AFFAIRS STATE CHAIR**

Katie Naranjo
A Pineywoods Home Health Care, Inc.

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Amy Farris Ives, RN, BSN, CHPN
Peterson Hospice

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Be Healthy At Home, Inc.

**MEDICARE/MEDICAID VICE-CHAIR**

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AccentCare, Inc.

**MEMBERSHIP & PUBLIC AFFAIRS CHAIR**

Chrstyal Everett
Wichita Home Health Service, Inc.

**MEMBERSHIP & PUBLIC AFFAIRS VICE-CHAIR**

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Consolidated Home Health

**PEDIATRIC CHAIR**

Kristen Robison, RN
Angels of Care Pediatric Home Health

**PEDIATRIC VICE-CHAIR**

Dennis Hosley
Pediatric Home Healthcare

**PRIVATE PAY CHAIR**

Whitnee Alyson Ramos
En Su Casa Caregivers

**PRIVATE PAY VICE-CHAIR**

Carrie L. Jacobs, LMSW
Goodcare Health Services

**GOVERNMENT AFFAIRS STATE CHAIR**

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En Su Casa Caregivers

**PRIVATE PAY VICE-CHAIR**

Carrie L. Jacobs, LMSW
Goodcare Health Services

**OUR MISSION**

To advocate for ethical practices, quality, and economic viability of licensed providers in Texas.
50 years ago our Association was founded by 5 brave individuals, committed to ensuring healthcare would flourish where it belongs - in the home. It was this small number of determined spirits, fired by an unquenchable faith in their mission that altered the course of home care history in Texas. Every decade brought forth challenges to overcome and opportunities to strengthen Home Care's position in the health care continuum.

As the Medicare Home Health benefit was taking root, our leaders and association members jumped to action, challenging interpretations in Medicare Law which were resulting in payment delays and withholds that could have derailed the industry before it took hold.

Our legislators started to see the value of home care as a quality, cost effective, option for health care services and the entrepreneurial spirit of Texans responded with the number of agencies in Texas growing from 200 to over 790 in one year. Our association also experienced growth, with a 417% increase in memberships allowing us to solidify our leadership role in home care with members of the legislature, HCFA (now CMS) and Blue Cross-Blue Shield (now Palmetto GBA).

The Medicare Home Health benefit was taking root, our leaders and association members jumped to action, challenging interpretations in Medicare Law which were resulting in payment delays and withholds that could have derailed the industry before it took hold.

Our Association paved the way for a more innovative licensure structure with the signing of HB 1551 --a bill championed by our Association and stakeholders that resulted in a major rewrite of the Licensure to unprofessional Texas. Medicare home care agencies and expanded Medicare Home Health. As the growth came to an end of the decade, Medicare home health spending increased significantly resulting in devastating legislation designed to reduce the growth, causing two-thirds of Texas Medicare agencies to close.

Dwight D. Eisenhower once said, “Neither a wise man nor a brave man lies down on the tracks of history to wait for the train of the future to run over him.”
50 years ago our Association was founded by 5 brave individuals, committed to ensuring healthcare would flourish where it belongs – in the home. It was this small number of determined spirits, fired by an unquenchable faith in their mission that altered the course of home care history in Texas.

Every decade brought forth challenges to overcome and opportunities to strengthen Home Care’s position in the health care continuum.

“Men and Women make history and not the other way around. In periods where there is no leadership, society stands still. Progress occurs when courageous, skillful leaders seize the opportunity to change things for the better.” Harry S Truman.

CELEBRATING OUR HISTORY & BRINGING THE FUTURE HOME

Our Association paved the way for a more innovative licensure structure with the signing of HB 1551 -- a bill championed by our Association and stakeholders that resulted in a major rewrite of the Home Health Licensure Statute. This led to unprecedented growth in Texas which allowed home care agencies to flourish and expand into Long Term Services and Supports.

With growth and success also comes challenges. By the end of the decade, Medicare home health spending increased significantly resulting in devastating legislation designed to reduce the growth in home health. These changes in reimbursement caused two-thirds of Texas Medicare agencies to close.

Our Association has met the challenge of transformational disruption by ensuring our member agencies are ready well in advance of innovations in order to thrive and strategically position their agencies for success for another 50 years. We work diligently at both the state and national level to monitor and influence legislation, all while educating our members about new initiatives and innovations before they are implemented.

Our strength in relationships with state and federal regulatory entities ensure we always have a seat at the table when transformation initiatives, legislation and regulations are contemplated. The Association has shown, that our history is just a starting point to celebrate and that our future will bring healthcare home.

Dwight D. Eisenhower once said, “Neither a wise man nor a brave man lies down on the tracks of history to wait for the train of the future to run over him”.

THE 00’s

Even though the dramatic closures from the 90’s impacted the Association, agencies stayed strong and diversified into personal care and hospice. This decade introduced a new Medicare payment system and assessment tool that presented opportunities for appropriate reimbursement and clinical data collection on the types of patients agencies cared for. Medicaid PAS services continued to expand and specialized services for children such as Private Duty Nursing and Therapy grew significantly.

THE 10’s

...
SEPTEMBER
ICD-10 Coding & Oasis-D Conference

NOVEMBER
Administrator Program
Home Care & Hospice Month

JANUARY
The 86th Legislative Session Begins

AUGUST
49th Annual Meeting

OCTOBER
Hot Issues Conference & Texas OU Day

DECEMBER
Getting ready for the Legislative Session to start!
MARCH
PDGM National Summit & Lobby Day

APRIL
March on Washington

MAY
HCSSA Regulatory Training & Sine Die: Session Ends

JUNE
Review Choice Demonstration & Hospice Academy

JULY
Key OASIS-D in a Day

FEBRUARY
Policy Conference & Legislative Reception
“There are signs everywhere – signs of growing awareness, an acceptance and support of home and community care services as an emerging mainstream component of the health care delivery system. Not as an optional service, or as an add on benefit, not as a ‘convenience service’ or as an additional cost to the system, but a real, pragmatic, in place, mature, consumer preferred, beneficial lower cost alternative for meeting the needs of individuals...”

MEMBERSHIP

<- This quote was from President Charles Gouge, TAHC&H’s 11th President (1992-1994) during the 25th Anniversary celebration of the association. At TAHC&H, the staff provides the inspiration and positive environment for growth – and working with the guidance of our members – all of the critical pieces are put together for the success of the industry.

Like the quote, it is still tough in the day to day world of home care – not only educating the general public, however hard choices present themselves at every turn. Should a new office be added, or an existing one closed? Is vertical integration better than horizontal expansion? More high tech or back to the basics?

And so in these times – we must strengthen our solidarity, voice our position and place our agenda on the table – not just for consideration... for action!

TAHC&H is here to promote the values, benefits and expansion of health care at home – we are here to represent all in a mutual quest to improve the status of our industry.
WE THANK OUR MEMBERSHIP FOR THEIR SUPPORT – AND LOOK FORWARD TO ANOTHER 50 YEARS!
EDUCATION

TAHC&H – the premier provider of home care and hospice education in Texas! In addition to nationally recognized speakers, we have continued to expand our partnerships with state and federal agencies who have presented at multiple conferences this year. Education presented both in-person and via webinar has educated over 3,400 attendees this year.

“I would like to thank TAHC&H for leadership and providing agencies with education needed not just to survive, but to thrive in this industry’s current environment.”

“Excellent presentation. Very informative. Speaker was outstanding. Looking at the future of home based care is very important to us.”

Jennifer Lopez @Jenlopez_atx · 10/17/18
Smart people attending the Hot Issues Conference to stay abreast of upcoming changes to Medicare & Medicaid @TAHCH at Sheraton Gunter Hotel San Antonio
HOT TOPICS FOR 2019 INCLUDED

- Hospice Academy (10-week learning experience)
- Patient-Driven Groupings Model (PDGM)
- Review Choice Demonstration (RCD)
- Nursing Jurisprudence and Ethics
- Mergers & Acquisitions & CHOWs
- Electronic Visit Verification (EVV)
- HCSSA Regulatory Training
- Targeted Probe & Educate
- ICD-10 Coding
- OASIS-D

EDUCATION BY THE NUMBERS

- 180.75 Administrator Clock Hours
- 136.25 Nursing Contact Hours
- 1st ever TAHC&H Live-Stream
- 10 Major Conferences
- 3,445 Attendees
- 28 Webinars
- 6 Cities

"Content was thorough and well communicated using real patient situations. OASIS items reviewed with great detail and expertise."

"Speaker is very knowledgeable. She is one of the best speakers on this topic. I learned so much from her. Please ask her to come back every year."
The 86th Legislative Session was 140 days of fast and furious work. Sine Die fell on May 27th and this year we are happy to report there are a handful of good bills impacting the membership of TAHC&H that passed; we were able to achieve funding to keep therapy providers from going out of business, address the 14 year gap in funding for Private Duty Nursing Providers and achieve some funding to assist community care providers recruit and retain attendants. Our members worked hard making visits, calls and emails and the results were very positive.

For full highlights visit tahch.org

PRIVATE DUTY NURSING

Medicaid Private Duty Nursing Rate Increase (HHSC Rider 46) - Appropriated amounts include $14.8 million in new General Revenue Funds, which fully funds TAHC&H’s ask for a 2.5% rate increase.

PEDIATRIC THERAPY

Medicaid Therapy Rate Increases (HHSC Rider 47) - Appropriated amounts include $19.0 million in new General Revenue Funds, which is approximately half of TAHC&H’s request. The amount includes an allocation to provide a 10% increase in Medicaid provider rates for physical, occupational, and speech therapies provided in home to children.

COMMUNITY CARE

Information on Funding Provided for Attendant Wages and Rate Enhancements (HHSC Rider 45) - Appropriated amounts include $33.6 million in new General Revenue Funds to provide an increase in the base wage of personal attendants to $8.11 per hour.

ELECTRONIC VISIT VERIFICATION (EVV)

EVV (HHSC Rider 31) - Requires HHSC to pursue opportunities to receive more favorable pricing, including through bulk purchasing, to assist Consumer Directed Services (CDS) clients in purchasing necessary equipment to comply with EVV requirements. Funding - HHSC received $8.1 million in General Revenue Funds. TAHC&H will continue to work within the HHS EVV work group to ensure the data aggregator supported by this fund.

GENERAL MEDICAID

Health and Human Services Cost Containment (HHSC Rider 19)
The adopted version of the rider gives HHSC authority to identify cost containment initiatives and does not provide a list of required cost containment items as done in prior sessions. It includes a savings target of $350 million in General Revenue funds. TAHC&H will be watching this rider closely to ensure any attempts to achieve cost savings to not undermine the funding achievements attained this session.
**SB 1207 by Senator Charles Perry**

This is one of the key Medicaid bills that passed. This bill modernizes the Texas Medicaid program by reducing or eliminating unnecessary administrative burdens and red tape, strengthening patient and provider protections, and improving care coordination.

**HB 3193 by Rep Gina Hinojosa**

This bill changes the date of issuance for a HCSSA license from 2 to 3 years. It does change the fee somewhat for the license, but the legislation caps the maximum amount for a 3 year license in the amount of $2,625. Previously, the maximum amount for the license fee was $2,000.

^This a great example of a simple bill that can easily get high jacked and turned into a something that would have deep negative impacts. Late in the session, this bill was changed by a very negative and harmful substitute. This type of scenario happens more often than not during a legislative session. We were successful in fighting back and keeping the original bill clean.

**SB 1991 by Senator Dawn Buckingham**

^This bill was a TAHC&H priority to follow up on last year’s EVV bill SB 894. We worked hard with the bill author to refine the EVV system to ensure that PAS providers, future EVV providers and the State have the flexibility to implement their own systems or systems that will comply with the requirements of the Federal 21st Century Cures Act (2016), while also reducing unnecessary administrative burdens and unfair recoupment practices.

**HB 1063 by Chairman Four Price**

This bill represents a TAHC&H priority and repeals the Medicaid Home Telemonitoring sunset date that had plagued this benefit for 8 long years. TAHC&H worked hard with the bill author and other stakeholders and as of Sept. 1, 2019, home telemonitoring will be a permanent benefit and service of Texas Medicaid.

**HB 4533 by Rep. Kilck & Senator Kolkhors**

This bill directs HHSC to establish a pilot program within the STAR+PLUS program to test managed care’s delivery of long-term services and supports (LTSS) for home and community-based services (HCBS) for clients with an intellectual or developmental disability (IDD).
Our success this session could not have happened without our grassroots efforts by members dedicated to home care & hospice. We held 3 Lobby Days at the Capitol in 2019 – with the kick off day during the TAHC&H Winter Conference. Over 65 advocates made 120+ visits this 86th Legislative Session during official TAHC&H Lobby Days. Some TAHC&H members were at the Capitol every week visiting with legislators countless times. Both the Texas Senate and House of Representatives delivered proclamations for Home Care & Hospice Day on March 13, 2019. In addition to visits, advocates across Texas called and wrote to legislative offices 13,699 times this session!

ADVOCACY

CALLS/E-MAILS TO LEGISLATIVE OFFICES

1434 - Protecting the Home Health Benefit
1782 - Reforms to Managed Care
2826 - Private Duty Nursing
6431 - Pediatric Therapy
36 - Palliative & Hospice
2586 - Community Care
61 - Rural Add-On
47 - Tweets
74 - EVV

Kel Seliger @kseliger - 2/18/19
Had the chance to greet folks from the @TAHCH last week, including BSA Compassion Home Care in Amarillo. They’re doing great work on behalf of home care and hospice

Carlos Morales @losjcs - 2/13/19
Awesome afternoon of lobbying for #homecare & #hospice at our great state of #Texas capital! @TAHCH #txlege

Lloyd Doggett @RepLloydDoggett
Thank you, @TAHCH & Immediate Past President @JenLopez_ats, for honoring me w/ the People’s Choice award. And thank you for your continued commitment to all citizens in need of quality, affordable in home services.
Our advocates were busy at the federal level this year. Since Aug. 2018, CMS proposed the Patient Driven Groupings Model (PDGM) that was the result of the Bi-partisan Budget Act (BBA) that passed into law Feb. 2018, to include the 30 day episode of care, a phase out of the rural add-on and removal of the therapy thresholds. This first iteration of PDGM also included a 6.42% reduction to home health payment rates based on assumed behavior rather than actual behavioral changes. That sent the industry into high gear with several trips to DC by members in Sept. and Oct. of 2018 and then back again in March of 2019 for our annual March on Washington.

In addition to PDGM, CMS resurrected Pre-Claim review (PCR) and renamed it Review Choice Demonstration (RCD) that would roll out in 5 states, Illinois (first), Ohio, North Carolina, Florida and Texas.

Our Congressional advocacy centered on two top tier priorities, PDGM and the rural add –on. We also discussed the threat of Hospice services in Medicare Advantage. Members advocated for Congressmen to cosponsor a house bill that mitigated the behavioral adjustment in PDGM. Many key offices agreed to sign on when the bill is introduced.

On the last day, several TAHC&H members met with the CMS office of Policy and Program Integrity where they were able to voice concerns and recommendations for PDGM and RCD rollouts. Overall MOW was another successful trip that built a solid foundation for our advocacy in 2019!

After the MOW, our advocacy continued and two bills were filed to address the behavioral assumptions of PDGM (H.R. 2573 / S. 433). Our members continue to garner support for the bills with the Texas delegation leading in the number of co-sponsors.
REGULATORY

One of the most valued member benefits of TAHC&H is the access to top notch regulatory subject matter experts!

TAHC&H Regulatory experts spent countless hours continuously researching, monitoring and analyzing rule changes that impact the industry at both the state and federal level. In the spirit of our mission, the work involves tenacity and strong advocacy; a recipe that is critical to the financial viability of our members! No matter what size you are, TAHC&H Regulatory experts participated in **over 18 different** Health and Human Services Commission (HHSC) stakeholder work-groups and advisory committees in addition to Medicaid managed care organization advisory work-groups.

Your TAHC&H Regulatory experts helped resolve over 600 regulatory inquiries and issues related to; TULIP licensing, maintaining compliance with licensure rules, licensing and credentialing, integrity/Anti-referral and kickbacks/OIG, eligibility/coverage, reimbursement/claims, wages/DOL, value based quality initiatives and many other issues specific to ----------------------------->

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**MEDICARE HOME HEALTH**

- Medicare Certification
- Face to Face
- OASIS and ICD Coding
- ADRs
- Enrollment and revalidation
- Staff qualifications
- Coordinating compliance with all licensure rules including the Home Health Conditions of Participation (COPs)

**MEDICARE HOSPICE**

- Medicare Certification
- Staff qualifications
- Coordinating compliance with all licensure rules including the Hospice Conditions of Participation (COPs)

**MEDICAID: COMMUNITY CARE & PEDIATRIC SERVICES**

- LTSS Enrollment in Managed Care
- Rendering NPI
- Ordering and Referring physician requirements
- Preauthorization
- Credentialing
- Electronic Visit Verification (EVV)

**PRIVATE PAY**

- Nurse Delegation
In addition to fielding questions and resolving issues, TAHC&H staff and members work hard on overall policy issues with our State Agency and Legislators.

**REGULATORY WINS FOR THE YEAR**

- Developed fair payor recoupment policy in Medicaid Managed care related to EVV system that was later formalized in legislation.

- Rescinded rendering provider NPI and ordering & referring physician requirement for LTSS programs.

- Stabilized service suspensions of attendant services related to MCOs requiring a Practitioner Statement of Need (PSON) prior to authorizing or re-authorizing services. HHSC agreed with TAHC&H that MCOs can opt to implement a PSON requirement in limited circumstances and a PSON is not allowed for PAS provided under the STAR+PLUS Home and Community Based Services (HCBS) waiver program or Community First Choice (CFC).

- Fixed TMHP and MCO payment suspension issues related to delayed licensure renewal with HHSC.

- Delayed Abuse, Neglect, and Exploitation (ANE) rules in Primary Home Care (PHC) and the Deaf, Blind, Multiple Disabilities (DBMD) waiver that conflict with licensure requirements and require agencies to develop separate policies related to ANE for individuals based on their payor source. This is an additional and unnecessary administrative burden that could lead to unintended non-compliance.

- Reestablished quarterly meetings with the HHSC Regulatory Department to resolve problematic survey interpretations and citations in certain regions of the State.
The Texas Homecare & Hospice PAC has one goal – supporting your agency! The TH&H PAC educates candidates on the campaign trail on issues that impact your business the most. In 2018, we had a strong voice in the primary and general elections, using every campaign event as an opportunity to promote home care and hospice as an election issue.

The TH&H PAC held several special events during 2018 including a Lip Sync PAC party, and exclusive campaign events with U.S. Representative Jodey Arrington (R-Lubbock) and Texas House Representative John Zerwas, MD (R-Richmond). TAHC&H attended Texas OU Day where 13 campaign checks were disbursed. The PAC Council is made up of 26 TAHC&H members and work alongside the TAHC&H federal and state lobbyist determining the legislators that we can develop relationships and educate about home care and hospice issues.

Our Home Care Defense Fund (HCDF) supports industry efforts to advance legislation through lobbying and public relations. With the Defense Fund, our industry is able to go above and beyond in Austin and Washington, DC to protect against assaults on the industry.
THE BOOKS 2018

Revenue
- Dues - Agency
- Dues - Associate
- Annual Mtg
- Education
- Government Affairs
- Membership & Public Affairs
- Other Revenue

Expenses
- Annual Mtg
- Education
- Government Affairs
- Membership & Public Affairs
- Board & Committee
- General and Admin

Assets
- Operating Funds
- Short Term Funds
- Long Term Funds
- Accounts Receivable
- Other Current Assets
- Property and Equipment
- Less Accumulated Depreciation

Liabilities/Balance
- Accounts Payable
- Deferred Revenue
- Fund Balance
MISSION STATEMENT
To advocate for ethical practices, quality, and economic viability of licensed providers in Texas.

VISION STATEMENT
Advancing Home Care as the Leading Solution for Health Care

VALUES STATEMENT
Leadership • Integrity • Trust
Excellence • Innovation

Rachel Hammon, BSN, RN
Executive Director

Marissa Machado
Chief Operations Officer

Sarah Mills, MS
Director of Government Relations & Regulatory Affairs

Becky Campbell, CMP
Director of Member Recruitment

Katie Mills, CMP
Exhibit & Meetings Manager

Giovanna Cooke, RN
Education & Clinical Manager

Shaun Boone
Operations Coordinator

Helen Carrillo
Communications Specialist

Jessica Campbell
Operations Assistant

Dana Roberson
Membership Assistant