



Texas Association for
Home Care & Hospice

**TAHC&H
ANNUAL
REPORT
2020**

**HELPING THE INDUSTRY.
HELPING TEXANS.
SINCE 1969.**



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LEADERSHIP MESSAGE

As we celebrate this year's successes, we hope your organization is healthy and adapting to all the new ways of working in this industry. How ironic is it, that many of us are doing it from the comfort of our own home!

With so many alternatives to homecare today, and state of the art facilities, Texans still prefer to be home. It is sad that a virus had to highlight what the homecare industry has been saying for decades.

None the less, 2020 has pushed us back to the life of simplicity and giving all of us a greater appreciation for quality of life at home. TAHC&H, and its members, are well positioned to fill the need! Our industry has literally been preparing for something like this, its entire existence. Now is our time to showcase, not only the excellent care we provide to our members, but the awareness of social determinants and community issues that our patients face, and our efforts to address those needs.

Over the last six months TAHC&H's half a century of experience, knowledge and fore sight, has once again shown through. From the online forum community discussions, to the COVID resource center, to countless meetings with State and Federal leadership, TAHC&H has equipped its members with the most up to date critical information. Allowing for compliance, and the ability to safely provide services within the community. These things are exactly what makes membership in this association so valuable and necessary!

TAHC&H has been hard at work adapting to these changes and providing amazing virtual platforms to deliver timely and extremely necessary educational programs. I want to thank our members, and future members, for your commitment to the health care industry and the communities we serve. All eyes are on us, so let us lead with excellence, safety, integrity, trust and innovation. Remember, this too shall pass.

We will make our future bright, focusing together, with one voice, and as one, advancing homecare as the leading solution to health care.



President
Jon Scepanski



Executive Director
Rachel Hammon

OUR MISSION

TAHC&H MISSION

The mission of the Texas Association for Home Care & Hospice is to advocate for ethical practices, quality, and economic viability of licensed providers in Texas.

OUR VISION

TAHC&H VISION

Advancing Home Care as the Leading Solution for Health Care

OUR VALUES

LEADERSHIP • INTEGRITY • TRUST • EXCELLENCE

2019-2020 TAHC&H BOARD OF DIRECTORS

President



Jon Scepanski

President-Elect



Kristen Robison, RN

Vice-President



Lee Palmer

Treasurer



Bill Carlson

Secretary



Jennifer Rine, BSN, RN

Hospice



Joni Smith, RN,
BSN, CHPN

Institutional



Rebecca Terrell, RN

Licensed & Certified HH



Chrystal Everett,
BSHA

Licensed HH



Dennis Hosley

Non Profit



Nicole Briscoe, LVN, BS

Owners



Dana Madison,
BSN, RN, MBA

Pediatric



Gabriel Dinn

PAS



Charlene Drake, RN

Private Pay



Carrie L. Jacobs,
LMSW

Small Agency



Brandis Wilmore

2019-2020

TAHC&H COMMITTEES



Annual Meeting

Charlene Drake, RN, Chair
Texas Home Health of America

Delaine Schwertner, Vice-Chair
Selman-Holman & Associates,
a Briggs Healthcare Company

Bylaws

Rebecca Terrell, MSN, RN, Chair
Coryell Memorial Hospital
Home Health Care Services

Community Care Services

Jennie Baird, RN, MSN, Chair
Angels At Home, Inc.

Carlos Morales, Vice-Chair
Caprock Home Health Services, Inc.

Clinical Practice

Lisa McClammy, BSN, RN, HCS-D, COS-C,
Chair, MAC Legacy

Shawn Hamilton, RN, BSN, COS-C,
Vice-Chair
Axxess

Education

Jennifer Rine, RN, BSN, Chair
Brightstar Care of Austin

Summer Napier, RN, Vice-Chair
Healing Hands Healthcare LLC

Finance

Bill R. Carlson, Chair
IMS Home Health Care, Inc.

Government Affairs

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

Jonathan Willman, BSN, RN, Co-Chair
Consolidated Home Health

Medicare/Hospice

Brandis Wilmore, LVN, Chair
Be Healthy At Home, Inc.

Joni Smith, RN, BSN, CHPN, Vice-Chair
Amity Hospice

Membership & Public Affairs

Chrystal Everett, BSHA, Chair
Wichita Home Health Service, Inc.

Nicole Briscoe, LVN, BS, Vice-Chair
Baylor Home Health

Pediatric

Gabriel Dinn, Chair
Kids Developmental Therapy

Dennis Hosley, Vice-Chair
Pediatric Home Healthcare

Private Pay

Carrie L. Jacobs, LMSW, Chair
Goodcare Health Services

Sheila Davis, CHCE, COS-C, Vice-Chair
Always Best Care Senior Services



TAHC&H MEMBERSHIP

“Please let everyone know at TAHC&H that they all have been a fundamental tool for all organizations in Texas! TAHC&H has been a life line for all Texas home health and hospice! Thank you so much for your support and leadership!”



HELPING THE INDUSTRY *SINCE 1969*

The COVID-19 pandemic has created a truly unprecedented situation which affects us all. Our hearts go out to anyone who's been impacted by the virus, either directly or indirectly. ***Times like this, reminds us that we're all connected. We're called upon to be our best selves, with patience, understanding and compassion.*** Despite the many difficulties we all face, we would like to assure you that TAHC&H remains fully committed to doing everything we can to support you through this difficult time.



While we are firmly grounded in the present, we are also agile. We continually have our eye on the future to spot trends shaping the industry, capitalize on innovation and technology to maximize efficiency, and leverage our collective power and strength to ensure our relevancy and serve as the #1 association in Texas for the home care and hospice industry and its future.



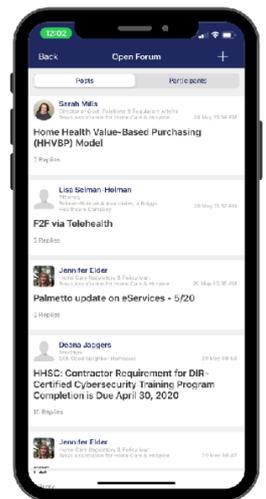
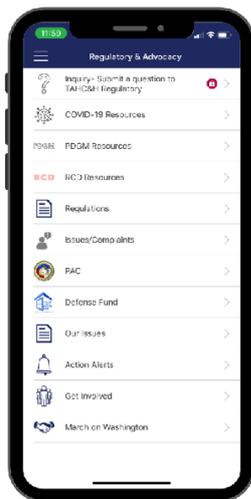
When it comes to member enrichment, our aim is to deliver a relevant and engaging experience for all members. A few of our strategies and accomplishments included expanding engagement through the new TAHC&H app, developing a Franchise Membership, partnering with Skyways Media for a statewide hospice directory, and partnering with Sedera Health and Compliance 401K.

We're excited about the future for the industry and look forward to working together and advancing home care as the leading solution for health care.

ASSOCIATION MOBILE APP

TAHC&H APP LAUNCHED MAY 2020

We are proud to announce that the Texas Association Home Care & Hospice launched its very own Association App this year. This new app is our member’s main resource for all things related to the Texas home care & hospice industry. Staying updated and connected has never been easier. We have transitioned to utilizing it for education, CEU credits, community forums and more!





TAHC&H EDUCATION

TAHC&H is 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 and webinars this year. When COVID-19 hit, TAHC&H quickly responded with timely education for not only its membership, but the entire industry and continues to provide up-to-the-minute webinars on all things related to COVID-19.

EDUCATION BY THE NUMBERS

7

Major Conferences

29

Webinars

5,625

Attendees

134.5

Nursing
Contact Hours

198.75

Administrator
Clock Hours



HOT TOPICS

- 2-Day Pandemic Recovery Intensive Conference
- Mergers, Acquisitions & Strategic Partnerships
- Creating a Profitable Dementia Service Line
- Hospice Academy (10+ weeks of training)
- Patient-Driven Groupings Model (PDGM)
- Technology Revolutions in Home Care
- Review Choice Demonstration (RCD)
- How to Avoid Top Survey Citations
- Electronic Visit Verification (EVV)
- OASIS-D & ICD-10 Coding

QUOTES FROM ATTENDEES

“Good information to ensure I am on the right track during this pandemic”

“She is absolutely phenomenal, a wealth of knowledge and information”

“Thank you so much for offering this session. It was very comprehensive”

REGULATORY AT A GLANCE

According to our most recent member survey, TAHC&H Regulatory Team guidance, support and advocacy continues to be the most valuable benefit of being a TAHC&H member. TAHC&H Members continue to enjoy direct access to Regulatory staff made up of subject matter experts well versed in both State and Federal regulations.

Regulatory guidance and compliance support remains the top priority for the Association's regulatory team. This includes, walking members through a real-time survey, providing compliance guidance to help resolve state licensing and federal certification challenges, and various payment issues to name a few. In tandem with regulatory guidance and support our team also advocates both at the state and federal level for appropriate policy interpretations and regulatory relief.

AS WE BEGAN SUMMER OF 2019...

the Team was immersed in PDGM and RCD advocacy and offered countless hours of assistance to members on the PDGM implementation and RCD preparations all while successfully advocating for a delay in the RCD roll out to 2020.

Without the TAHC&H advocacy, the Center for Medicare and Medicaid Services (CMS) would have rolled out RCD December of 2019 directly ahead of PDGM "go live" January 2020. Our members answered the call and applied the pressure necessary to convince CMS to push back RCD until March 2020 to give providers time to adjust to PDGM.

ON THE STATE SIDE...

TAHC&H regulatory worked closely with members to prepare for the State's roll-out of the TMHP EVV Aggregator and PAS incremental billing changes. The Team stayed focused and ahead of all these changes, calling for proactive work with State and Federal partners.

The team worked diligently with State partners to be sure member claims were processed through the TMHP EVV Aggregator system timely and payors adjudicated claims accurately. Many issues were mitigated and enhancements to the EVV systems were made to help providers understand their claims status.

As we entered spring of 2020, the Team kicked into high gear helping members through a major Health Care Crisis that this industry and the world has never experienced. **COVID-19 virus impacted all businesses in the State; impacting all levels of operations in ways no one could predict...**

COVID-19

THE PANDEMIC CONTINUES TO CAUSE MUCH ANGST

ABOUT HOW TO SAFELY DELIVER SERVICES IN THE HOME SETTING.

The Team activated with a strong commitment to its members and worked swiftly to begin engaging State and Federal Partners to loosen up regulations and implement rule flexibilities for all provider types. The priorities included, educating members on implementing and quickly adjusting their emergency response program, providing education on infection control in light of continuously changing guidance, isolation and return to work protocols, special PPE considerations, Cares Act changes, the federal and state flexibilities, financial assistance and more.

Prior to, and during COVID-19, the regulatory team assisted providers with the implementation of PDGM and RCD in the wake of COVID-19, provided real time education, guidance and clarification with direct contact from Palmetto GBA. The Team, worked day and night to keep members informed on a real time bases.

The TAHC&H Regulatory Team, continues to work for its members by facilitating meetings with HHSC, DSHS, Palmetto and CMS to resolve industry concerns and member issues, submitting comments on State and Federal regulations, and involvement in various HHSC workgroups and Advisory Committees. In addition to the work above the Team handled hundreds of member questions and resolved myriad issues.

The TAHC&H Regulatory Team, equally values and recognizes members for their hard work, commitment to the industry and staying engaged in TAHC&H Communities, working tirelessly on policy issues and sharing their sample policies with member colleagues!

TAHC&H COVID-19 WEBPAGE NUMBERS

18

COVID-19 Resource Categories

130+

COVID-19 Resources

600+

Page Visitors

GOVERNMENT AFFAIRS -STATE-

Over the past year, the TAHC&H legislative team has continued to work on issues that affect our industry both federally and in Texas. The team developed a Government Affairs Strategic Plan for the biennium following the 86th Texas Legislative Session. Since 2020 is not a legislative session year for Texas, TACH&H was preparing to participate in the 86th Legislative Interim, however, this was before COVID-19 shut everything down.

Due to COVID-19, all interim hearings were cancelled for the foreseeable future as these hearings are done in person so that legislators may receive public comment from stakeholders. The Texas House and Senate will soon accept comments on the interim charges, but they will be accepting only written comments. Prior to the COVID-19 shutdown, TAHC&H provided written comments to the Texas Health and Human Services for suggestions to their Legislative Appropriations Request (LAR).

TAHC&H advocated early and continues to press Governor Abbott and Texas Health and Human Services for increased rates and other provider relief for members providing Medicaid as administrative costs due to COVID-19 have greatly increased, placing a heavy financial burden on providers. TAHC&H was successful in advocating for telehealth flexibilities for Medicaid services including pediatric therapy services through the Managed Care Organizations (MCOs).

TAHC&H has preemptively begun advocacy efforts with the Texas Health and Human Services to not reduce any provider rates next legislative session as it is anticipated that state agencies may be asked to include a reduction in their budget request. TAHC&H is ready to fight to secure those rate increases won during the 85th and 86th Texas Legislative Sessions.

ON THE FEDERAL SIDE,

COVID-19 FORCED CONGRESS TO TEMPORARILY SHELVE MANY LEGISLATIVE ITEMS THAT WERE IMPORTANT TO THE HOME HEALTH AND HOSPICE INDUSTRY...



...and rather focus on pushing out Medicare flexibilities to ensure that people dependent on our care continued to receive services while protecting the health and safety of the home care workers and patients.

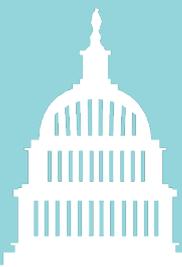
Throughout the COVID-19 public health emergency (PHE), TAHC&H has worked tirelessly with the Texas Congressional Delegation and the Trump Administration to ensure patients have access to medically necessary care in the home. Home health providers in Texas continue to play a vital role in their communities' PHE response effort, particularly as COVID-19 cases increase across the state.

Examples of how TAHC&H has successfully advocated for patients and providers includes, but is not limited to:

- increased telehealth flexibilities,
- modifications to burdensome documentation and paperwork requirements,
- increased access to PPE,
- waiver of the 2 percent sequestration reduction through the end of the year,
- a temporary 6.2 percentage point FMAP increase,
- provider relief payments for Medicare and Medicaid

Further, CMS has proposed a 2.6 percent rate increase for Medicare providers and to permanently expand telehealth options to home health in the annual Medicare payment regulation.

As COVID-19 continues to spread, it is critical that TAHC&H continue to closely engage with Congress and the Administration in potential necessary relief for the later phases of the PHE and determine whether additional waivers or flexibilities may need to be extended for a longer period of time for home health agencies, small businesses.



MARCH ON WASHINGTON

Due to COVID-19, our popular March on Washington 2020 was cancelled. Pictured here is MOW 2017.

PAC

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.



72.55 % of goal met	RAISED \$ 72,554.83	PAC GOAL \$ 100,000.00
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184 2019 Donors	12 Companies did Payroll Deduction	51,250 PAC Disbursements to candidates
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HCDF



A Powerful Voice for Texas Health Care at Home

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 2019 Annual Meeting Live & Silent Auction brought in over \$33,000 for the HCDF!



2019 THE BOOKS

