

2021 Annual Report

Texas Association for
Home Care & Hospice



Texas Association for Home Care & Hospice



TABLE OF CONTENTS

03.	LEADERSHIP MESSAGE
04.	OUR MISSION, VISION & VALUES
05.	TAHC&H BOARD
06.	MEMBERSHIP
07.	EDUCATION
08.	REGULATORY
10.	GOVERNMENT AFFAIRS
14.	PAC /HCDF
15.	2020 FINANCIALS

LEADERSHIP MESSAGE

Looking back on the past year, we have a lot to celebrate. We have adapted, we have thrived, we have come together as an industry, and we have served our communities through the worst of situations. As we work through our second year of a global pandemic and I think about our industry and those who serve, the one word that comes to mind is resilience. In the past year we have navigated not only COVID but also a historic winter storm. The strength and resiliency of our industry has proven itself over and over.

As we settle into a new normal, it becomes more obvious every day that home care is the best solution for a cost-effective, safer and more desirable alternative to facility based care. Now, more than ever, we must come together as an industry to ensure that our voices are heard. Now is the time for important policy changes to reduce administrative burdens, rate improvements to allow us to stay competitive with health care facilities, and a focus on better patient outcomes and quality of care.

TAHC&H and its members have always worked hard to showcase the benefits of home care and now is the time to highlight all of the efforts our industry has made to ensure the safety of our patients, our employees and our communities as a whole throughout this historic world health emergency. As we continue to show our resilient nature, TAHC&H membership is all the more important. Through our networking on the forums, discussions in our committees to lobbying in the state capital and virtual visits with Congressmen in DC, TAHC&H benefits could never be more apparent.

For more than 50 years, home care providers have relied on TAHC&H's knowledge and expertise to advise and guide them through every challenge that home care has faced. This historical pandemic is no different. TAHC&H staff has remained ever diligent in keeping up with the latest updates and guidance to ensure its membership remains in compliance and always on the forefront of health care. I believe we have all learned a lot over the past year and I believe there is still a lot yet to come. I am confident TAHC&H and its leadership will keep advancing and adapting to changes with timely and necessary educational opportunities and informative legislative updates.

For all of our members and non-members, whether you are able to attend this year's annual meeting in person or virtually, you have done it. You have managed to survive. As the saying goes, "that which does not kill you, only makes you stronger". Continue to be resilient. Continue to be willing to adapt to change. Continue to educate the community on the importance of home care and the value that it brings to the people we serve. Together, we can make a difference and advance our mission to advocate for ethical practices, quality, and economic viability of licensed providers in Texas.



President
Kristen Robison, RN



Executive Director
Rachel Hammon, RN, BSN

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

2020-2021

TAHC&H BOARD OF DIRECTORS

President



Kristen Robison, RN

Immediate Past President



Jon Scepanski

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



Lora Mayes, RN

Licensed HH



Katelyn Vinlarek, MBA

Non Profit



Marjorie Costello

Owners



Dana Madison,
BSN, RN, MBA

Pediatric



Gabriel Dinn

PAS



Charlene Drake, RN

Private Pay



Sheila Davis
CHCE, COS-C

Small Agency



Carrie L. Jacobs
LMSW

STATS

New Providers

40

(MO's) Member Organizations representing

57

Licenses

Total Provider Members

541

MO's representing

1296

Licenses

94

Total Associate Members

6,962

Total Individual Contacts

198.75

Administrator Clock Hours

MEMBERSHIP

IT'S IMPORTANT TO KNOW WHAT KEEPS THE WHEEL TURNING – YOU

Every day you leave the safety and comfort of your home to support and care for the people in your community. For this reason, TAHC&H is dedicated to influence and continually innovate the ways we work with state and federal politicians and officials to enhance the ethical practices, quality and economic viability of the industry. We leverage our expertise, resources, and relationships to empower the home care and hospice industry to influence clear, concise rules and regulations.

This past year the TAHC&H Diversity and Inclusion Task Force was developed to confront the complex issues of health disparities, discrimination and inequality and create goals and outcomes for future generations of home care agencies to embrace. This task force has had a positive impact on the association, and was elevated to a standing committee.

In the last year we also maintained our focus to deliver relevant and engaging experiences for all members. A few of our accomplishments included adding new and exciting member only benefits including discounts from Knight CPA Group; major discounts on accreditation through Community Health Accreditation Partner (CHAP); discounts on reimbursement courses through PMBinstitute; a variety of insurance coverage options from Woligo; and real-time sales intelligence from PlayMaker Health.

As we look back on the last 12 months, we are grateful for the remarkable opportunity to serve our members and the community as a whole. As we usher in our 52nd year—we recall that TAHC&H was built on the belief that we would be stronger together than apart—and that has proved true. We relish the opportunity to give voice when it's called for, and to be both your resource and partner in this demanding, meaningful, and optimistic industry. We will continue to Advance Home Care and Hospice as THE Leading Solution for Safe and Innovative Health Care.



“We absolutely find value in our membership...and even more so after your incredible response and support to all your members during this pandemic – a true asset in our success during this time.” – Carlos Morales, MBA, Executive Vice President

“Your organization has been very helpful to us throughout.. our 36 years in business. Honestly, I don't think we would be here without the support and guidance of TAHC&H.”

- Suzanne Denson, RN, BSN, Owner/Administrator

Education by the numbers

7

Major Conferences

33

Webinars

2,932

Attendees

115.25

Nursing
Contact Hours

189.25

Administrator
Clock Hours

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 and webinars this year. Throughout the pandemic, TAHC&H has adapted to completely virtual and hybrid conferences to ensure that everyone (members and nonmembers) have access to timely education and up-to-the-minute webinars on all things related to COVID-19 and many other regulatory changes that impact successful compliance and quality services. We also added free member's only "regulatory chats" that ensured member providers were the first to know about key compliance tips or regulatory and policy changes. Additional hot topics covered this year include:

- Hospice Palliative Care, QAPI, Volunteer Programs & Levels of Care
- COVID-19: Employee and Client Guidance and Updates
- Caring for the Professional Caregiver During Crisis
- Effective Compliance in Infection Control
- OSHA's Emergency Temporary Standards
- Review Choice Demonstration (RCD)
- HHS Provider Relief Funds Updates
- New ERA of Compliance for PAS
- ICD-10-CM Codin & OASIS-D-1
- All HCSSA Leadership Series
- Private Duty Symposium

“ ATTENDEE QUOTES ”



"Past 12 months have been TAHC's best years by far! Congrats!"

"Once I became familiar with platform it was easy to use and worked great! I think you guys did a great job putting this virtual conference together."

"Great job - getting all this information set up electronically. I appreciate the efforts that TAHC&H and all the committee members - for the work they had to do ahead of time to bring this conference to us virtually, and their work DAY OF the event."

"Keep up the good organization and info on changing industry."



REGULATORY

A vital benefit of being a TAHC&H member is having direct access to the Regulatory team. The Regulatory team creates a safe, supported environment for TAHC&H members where they can freely ask questions and seek help with important issues impacting their agencies.

During 2020-2021, the regulatory team continuously provided guidance and resolutions to provider's state and federal regulatory questions and issues; by providing current, real time guidance during the ongoing COVID-19 pandemic; assisting providers with serious licensing and revalidation issues; working directly with payer sources to assist providers with contract and claims payment issues; connecting providers to regulatory bodies through various virtual platforms to ensure they have the most current information and the ability to get real time answers to their questions; and by continuing to advocate on behalf of the home care and hospice industry.

Since TAHC&Hs 2020 annual report, the TAHC&H Regulatory staff have resolved hundreds of regulatory inquiries with the top subjects being:

- RCD (non-affirmations and documentation requirements)
- OSHA Emergency Temporary Standard (ETS)
- MCO Claims Denial and Contract Issues
- OASIS Documentation and Billing Issues
- Palmetto/CMS Claims Payment Issues
- Workforce compliance questions
- UPIC/ADR/Recoupment Issues
- HHSC TULIP/Licensing Issues
- TMHP Revalidation Issues
- Various Clinical issue
- No Pay RAP
- COVID-19

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

2020-2021

REGULATORY WINS

TAHC&H Regulatory also continues to work for members by facilitating meetings with HHSC, DSHS, TMHP, OSHA, 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. This year, regulatory staff assisted TAHC&H members on priorities related COVID-19, educating on the ever-changing guidance issued by the different state and federal agencies, as well as worked diligently on priorities related to Licensing, including revocations and late renewals; Claims Denials, including working with providers through the ADR/UPIC Review/MCO denial and appeals processes, educating and assisting providers with the implementation of the 2021 No Pay RAP, and more. Wins include:

- Throughout 2021, the regulatory team has met frequently with HHSC to clarify issued COVID-19 guidance, and has successfully been able to get retractions and corrections to guidance that would benefit providers and the clients they serve.
- Worked with HHSC Licensing to resolve many licensing issues, including late fees waived and enforcement actions dropped.
- Worked with TMHP to ensure provider re-validation and provider update issues were worked through until resolved without penalty to the provider.
- Worked directly with MCO's to assist members with resolving issues from contracting to claims denials.
- Worked with Palmetto to quickly resolve claims payment issues and provider issues with PCR non-affirmations and No Pay Raps.



TEXAS

Health and Human Services



PALMETTO GBA
A CELERIAN GROUP COMPANY

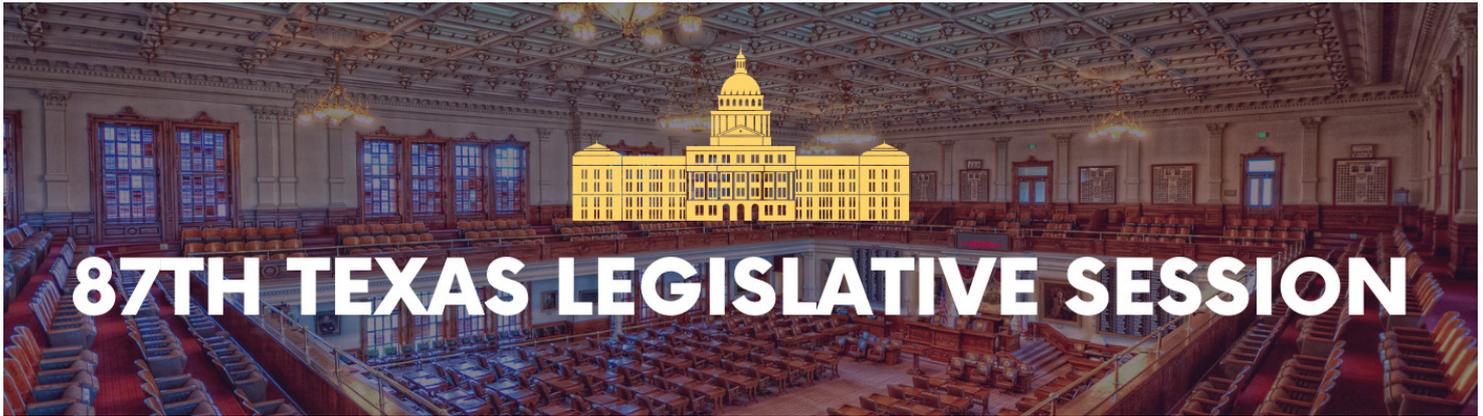


GOVERNMENT AFFAIRS STATE REPORT

2020 started with great anticipation of a robust legislative interim as TAHC&H prepared for hearings on the issues that impact the home care and hospice industry.

It came to a halt before it had a chance to begin with the arrival of COVID-19. As 2021 neared, the vaccines started rolling out slowly. The Texas Legislature was successful at beginning the 87th Texas Legislative Session on time, but things were far from normal and many hearings were virtual. TAHC&H provided in person testimony for the budget hearings in both chambers advocating for an increase in the operational portion of the attendant rate, which has not been addressed by the legislature for 16 years.





TAHC&H started the 87th Legislative Session with a clear set of priorities

- Allow appropriately licensed home and community based providers to store, transport, and administer the COVID-19 vaccines; Priority met – HB 797
- Allow for permanent telehealth/ telemedicine flexibilities beyond the pandemic; obtain financial relief for providers as it related to COVID-19; Priority met – HB 4
- Design a community care quality incentive payment program modeled after the QIPP for nursing facilities; Priority partially met – model designed. Received legislative support, however bill did not pass.
- Ease regulatory burdens under the electronic visit verification system (EVV); identify rate relief for community care providers, including funding for the administrative/ operational portion of the rate formula – funding opportunities for provider relief proposed for special session
- Require managed care organizations (MCOs) to pay clean claims within 10-days of filing; Bill did not pass
- Protect rate increases received last session for private duty nursing and pediatric home therapy and; priority met
- Streamline regulatory requirements including licensing for home and community based providers.

TAHC&H worked endlessly on all the priorities while facing significant obstacles presented along the way. Since the pandemic, TAHC&H members have had to overcome regulatory hurdles placed on providers due to COVID-19. As a result, providers had to absorb the additional cost of implementing telehealth services; PPE requirements under a shortage; changes in client and employee behavior due to COVID-19 risks; and much more. In addition, the state was facing a budget shortfall and state leadership asked agencies to take a 5% reduction in 2020-21 budgets.

The reductions were reason for concern within the provider community due to potential claw back of rate increases from last session and diminishing hopes for any rate relief for TAHC&H members. While the budget picture did improve significantly due to Texas' strong economy and the infusion of millions of federal funds, state agency reductions were kept in place, but provider rate reductions did not materialize.

TAHC&H WINS

TAHC&H was successful on many fronts this session:

- Gaining authority (HB 797 by Howard) for storage, transport, and administering the COVID-19 vaccines with an immediate effective date;
- Variable schedule for the EVV system;
- Continuation of telehealth/telemedicine beyond the pandemic (HB 4 by Price) for therapy services;
- HHSC communications with providers when the EVV system was unavailable, malfunctioning, or not accessible.
- Medicaid rate pass through requirements by MCOs (SB 1).



On the other hand, a handful of priorities did not cross the finish line – community care quality incentive payment program, certain statutory improvements to the EVV system, overall rate relief for community care, and MCO timely payments. TAHC&H will continue to push for these issues to be addressed during the 2021 interim as well as working with Texas Health and Human Services for solutions through policy.

The Legislature will be involved in the allocation and appropriation of the \$16b in an upcoming special session in the fall revolving around COVID-19 relief. TAHC&H will be involved advocating for our members to receive COVID-19 financial relief.

FEDERAL ADVOCACY

Although the COVID-19 pandemic began to subside as Americans became increasingly vaccinated, the delta variant has caused an uptick in COVID cases amongst unvaccinated populations in certain areas of the country, including Texas.

TAHC&H continues to work with the Texas Congressional Delegation and the Biden-Harris 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' public health emergency (PHE) response effort, particularly as COVID-19 cases again rise across the state.

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

- Introduction of bicameral, bipartisan legislation that would provide Medicare reimbursement for audio and video telehealth services furnished by home health agencies during PHEs;
- Working with bipartisan co-sponsors and stakeholders on Choose Home legislation;
- Submitting comments to CMS on proposed hospice payment rule, which as finalized hospices will see a 2 percent (\$480 million) increase in their payments for FY 2022;
- Waiver of the 2 percent sequestration reduction through the end of the year
- A temporary 6.2 percentage point FMAP increase.

TAHC&H developed detailed comments on the Centers for Medicare and Medicaid Services' (CMS) CY 2022 Home Health Prospective Payment (PPS) proposed rule that addresses the expansion of the HH value-based purchasing (VBP) program and the continuation of the 4.36% behavioral assumption cut as part of the Patient-Driven Groupings Model (PDGM). Additionally, TAHC&H continues to work with CMS on the implementation of the FMAP/HCBS expansion in Texas and the future of the 1115 waiver proposal.

Further, TAHC&H is closely following Congressional negotiations as lawmakers develop comprehensive infrastructure legislation that will likely include funding for the expansion of home and community-based services, as supported by the Biden-Harris Administration.

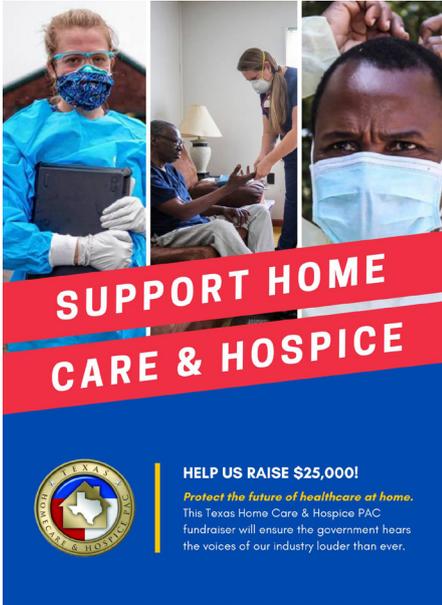
Due to COVID-19, our popular March on Washington was held virtually!



MARCH ON WASHINGTON

PAC

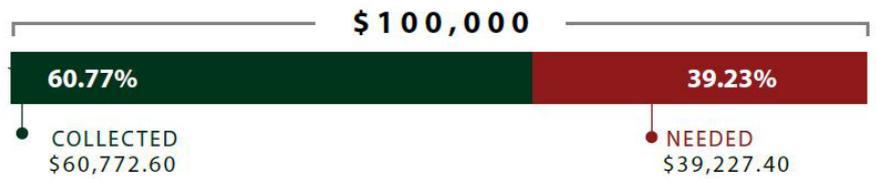
The Texas Homecare & Hospice PAC has one goal – supporting your agency! The PAC educates candidates on the campaign trail on issues that impact your business the most.



60.77 %
of goal met

RAISED
\$ 60,772.60

PAC GOAL
\$ 100,000.00



158
2020
Donors

9
Companies did
Payroll Deduction

\$85,500
PAC Disbursements
to candidates

HCDF



A Powerful Voice for Texas Health Care at Home

We raised \$12,389

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.

2020 THE BOOKS

