



Session Descriptions and Schedule

Monday, September 17th	Pre-Conference Training Sessions begin at 1 p.m. http://www.carevoyant.com/training.aspx
Tuesday, September 18th	Pre-Conference Training Sessions from 9 a.m. to 5 p.m. Pre-conference pizza night from 6 p.m. to 8 p.m. Lou Malnati's Pizzeria, 1 South Roselle Road (Roselle Rd & Schaumburg Rd), Schaumburg, IL (will need to drive or Uber, no hotel shuttle to here)
Wednesday, September 19th	Registration 9 a.m. to 9:30 a.m. Opening Sessions 9:30 a.m. to Noon Lunch Noon to 1 p.m. Breakout Sessions 1 p.m. to 5 p.m. Social at the Hyatt 5 p.m. to 6 p.m.
Thursday, September 20th	Breakout Sessions 9 a.m. to 12 p.m. Lunch Noon to 1 p.m. Breakout Sessions 1 p.m. to 4:50 p.m. Mardi Gras at the Hyatt Dinner 6 p.m. Exit 147 Band 7 p.m. to 10 p.m.
Friday, September 21st	Breakout Sessions 9.30 a.m. to 11.15 a.m. Closing Session 11.30 a.m. to Noon

Below are the tracks and descriptions for the User Group Conference, September 19th – 21st .

Keep in mind that all attendees are welcome to attend any sessions.

Note that all sessions are subject to change.

Updated 09/11/2018

All Tracks

Opening Session: Kandasamy “Pasu” Pasupathy

- Year in review
- Update on new enhancements
- Certification and Meaningful Use Update
- Roadmap for 2018/2019

CareVoyant Business Intelligence Tools

Explore the different options for pushing information out to users through the use of Reports, Dashboards and Events and Alerts

Case Study - Clinical Implementation

Join Optimae Services to hear about their recent implementation of clinical documentation. Whether you are Home Care, Long Term Care or Outpatient, it’s always good to hear how others are handling implementations and gain a few pointers! Presented by James Jenson, EHR Implementation Specialist.

Clinical Roundtable

Back by popular demand, the roundtable will give all of you an opportunity to sit at a table with your peers and discuss how you use the CareVoyant clinical applications. Discussions will include what features of clinical you use as well as areas you would like to see enhanced.

Communication in CV Intuitive

Attend this session to explore the many ways that communication can be handled through CV Intuitive. This will include the HIPAA compliant CV Messaging and the ability to save messages as clinical notes as well as using Documentation Steps like Next Visit Plan and Clinical Note tasks.

eBRiGGs

Have you heard about the new partnership between Briggs and CareVoyant? Attend this session to learn more about how CareVoyant has incorporated eBRiGGs to improve our user experience with assessments in clinical documentation.

Effective Communication using CV Messaging

Curious about the new HIPAA compliant CV Messaging? Learn what it is and how to use it at this informative session. Note that messaging is used in the main CareVoyant application as well as in the Intuitive, Mobile, Family Portal, and Employee Portal.

Effective Revenue Cycle Management

Missing information reports & events, eligibility, claims validations, collections, other reports

Family Portal

The CareVoyant Family Portal enables Home Health/Home Care agencies to allow patients and families to access their records and communicate with the agency using a secure and HIPAA compliant portal. CV Inbox will be available through the Portal to communicate with the agency. Even if you are not a Home Health Agency join this session as it can be used for Outpatient and Long Term Care clinical documentation as well.

Financial Roundtable

A popular session, the roundtable will give all of you an opportunity to sit at a table with your peers and discuss how you use the CareVoyant application from start to finish (eligibility, charge capture, claims, collections, reporting, etc.).

Making the best use of Zendesk and CareVoyant Support

Did you know that you could review all of your tickets and submit new ones online? Have you looked up How to Documents? CareVoyant staff members will share tips and tricks on how to help us give you the best support through use of the customer portal on Zendesk.

Quality Documentation

How can you use features in CareVoyant like the Text Builder and clinical note validations to help get quality documentation from your staff?

System Navigation

Get a refresher on setting up shortcuts, Quick Links, and learn how to utilize areas like User tasks.

Trends in Health Care

Strategic/leadership roundtable to review what's coming in the Health Care industry. You've seen what CareVoyant is doing, what else do you need us to do to help you.

Trizetto – The Smart Way to Get Paid

Welcome back to user conference, Trizetto. Don't miss their session on revenue management tools and services from TriZetto Provider Solutions that empower confident billing, faster payments and more informed decisions – everything providers need to ensure a healthier bottom line.

WayStar – New Brand New Platform

We welcome WayStar (formerly ZirMed), a long time participant in our user conference, back this year. WayStar will introduce you to their new brand and new platform. Find out what you can expect from them, what's changing, what's staying the same, and why.

Technical/Integration Track

CareVoyant Hosting

Introduction to and information regarding the CareVoyant hosting environment. This is a good session if you've been thinking about moving your installation of CareVoyant to a hosted where you don't have to keep up with the latest equipment and versions of operating systems, SQL, etc. Presented by CareVoyant technical staff.

Database Structure in CV for report writing and Events and Alerts

A review of the tables you need to get you a jump start on successfully design your own reports, plus a look at how to modify existing CareVoyant reports. Also, a review of SQL statements that are the drivers of the Events and Alerts system. Presented by the CareVoyant development team. (If you want an in-depth look at this, look at the training session offered prior to the conference.)

Tech Corner/Maintaining and Optimizing your CV Instance on SQL

This session will focus on best practices and tips for your SQL instance and databases. Bring your questions and ideas for this Open Forum with our Tech Services staff
Presented by the CareVoyant technical services staff.

Outpatient/Physician/Medical Billing Track

New features in CareVoyant for Outpatient

Many new features have been introduced in the past that haven't been utilized. We will review these features and best practices for using them.

Outpatient Clinical and the Intuitive App

If you're using outpatient clinical documentation or just thinking about it, this session will concentrate on the outpatient Intuitive app with a preview of browser based clinical.

Overview of Outpatient Scheduling

Attend this session for an overview on the features of Outpatient Scheduling and how to best utilize enhanced features like Search and Batch schedule reminders through email or text.

Upcoming Features/Networking/Sharing for Outpatient

A discussion of upcoming features for Outpatient in CareVoyant like eFax, browser based clinical documentation and more. Next, bring your best ideas, questions, resources, forms you've developed, reports you've developed and this session will allow for sharing of resources and ideas.

Home Health/Home Care/Hospice Track

CareVoyant Clinical for Home Health

Clinical documentation in CareVoyant is available in many forms. Come to this session to see the new browser based clinical as well as recent enhancements in Intuitive. Timelines for availability will be reviewed as well.

CareVoyant Mobile including Home Health Aide Care Planning

This session will review the setup and entry of the Home Health Aide Care Plan as well as related reports. HHA documentation with the new CareVoyant Mobile App will also be shown including any changes that have been made since last year.

CareVoyant Telephony Powered by Dial-n-Document

Did you know that CareVoyant now offers telephony service? Attend this session to learn more about this new partnership and how it can be useful for your agency.

Case Study – CareVoyant Mobile and Laptops in the Home

Join Acclaimed Home Care, Inc. to learn how they implemented CareVoyant including CareVoyant Mobile and laptops in client homes for staff documentation. Presented by Patrick Salazar, Chief Information Officer, Acclaimed Home Care, Inc.

Care Study - Medicare CoPs

Join Nightingale Home Care to learn how they are utilizing the CareVoyant application to handle the Medicare Conditions of Participation. Presented by Jean Gonynor, Administrator, Nightingale Homecare.

Employee Portal App for Home Care

Check out our new Employee Portal App. Your staff can use this handy app to view schedules, shift offers, apply for open ships and communication securely with the office!

Home Care Browser Based Scheduling

You don't want to miss this session where we introduce the new Home Care Browser Based Scheduling.

How Best to use CV Miles Options in CareVoyant

In the last year, we have introduced many options that utilize Bing services either through distance for searches, travel miles for Verifying Schedules or seeing where the employee is currently at in the Schedule Monitor. This session will review these areas and point out the potential cost advantages for utilizing this service.

Next Generation Tools for Home Care

Join us for a discussion regarding what you need to effectively manage your agency to navigate regulatory and market challenges.

PDGM is Alive and Kicking....Now What?

This presentation will provide the latest updates from CMS related to Patient Driven Grouping Models (PDGM) along with a review of the components to PDGM. Using data from the Strategic Healthcare Programs (SHP) national database, the presenter will identify the expected winners and losers of the new model. The presenter will also outline how agencies should start to prepare for a new payment model. Presented by Chris Attaya, VP of Product Strategy, SHP.

Upcoming Enhancements for Home Care

Hear about upcoming changes like the exciting new clinical changes, eFax and other new enhancements.

Long Term Care Track

Long Term Care Clinical Tips and Tricks

Review of LTC Clinician Desktop features and setup of buttons and icon for best use. Review of use of text builder for standardizing documentation and using measurements for tracking clinical items. This session will include a preview of browser based clinical as well.

MDS Changes

Did you know that CMS has made more than 100 changes to the MDS 3.0 Item Set that we'll start using October 1, 2018? That's right around the corner! Join Mary Madison, Clinical Consultant at Briggs Healthcare, for a look at the new items that are being added, the items that CMS has removed and the associated SNF Quality Reporting Measures. This 1-hour session is intended for MDS Coordinators, Directors of Nursing, Social Workers, Therapists and Administrators as well as all members of your Interdisciplinary Team. Presented by Mary Madison, RN, RAC-CT, CDP Clinical Consultant, LTC/Senior Care Briggs Healthcare

New features in CareVoyant for Long Term Care

Many new features have been introduced in the past year, and others are on the way. This session will highlight many, including Survey module, Patient Intake, updated Patient Inquiry, eBRiGGS, CV Messaging, and new reports.

Dynamics GP University

Presented by Rob Gillespie, Senior ERP Business Development Manager, Turnkey Technologies

Day 1 - Wednesday, September 19th, 2018

1:00 PM-1:50 PM What's new in GP 2018 & GP 2018-R2

This session will be beneficial to learn about new features that have been added to GP 2018 and the soon to be released GP 2018 R2. Many of these new features have been recommended by end-users, so it's nice to see that they have been included in the new releases.

2:00 PM-2:50 PM Dynamics-GP & Binary Stream Multi-Entity Management

This session is a first. Have you ever wondered how your company is really performing but don't have information at your fingertips? Get real-time insight into your company's health with rolled-up financial reports across all of your companies without time-consuming spreadsheets or expensive external reporting systems. Drill down to individual business units for further slicing and dicing using your familiar standard Microsoft Dynamics GP reports. Rid your team of time-wasting bottom-line-eating manual tasks. Shrink the time needed to close the books from days or weeks to hours. Automate the workflow for intercompany transactions. Streamline your Microsoft Dynamics accounting processes including AP, AR, and payroll across all of your companies.

3:00 PM-3:50 PM myStaffingPro - Recruitment and Onboarding for Dynamics-GP

This remotely enabled session focuses on the Human Resources employee, providing a SaaS solution for Applicant Tracking and Onboarding into Dynamics-GP. MyStaffingPro offers a wealth of features to streamline the onboarding processes, and once completed, seamlessly links to Dynamics-GP Human Resources and Payroll. They offer a candidate-friendly experience, robust configurability, and award-winning service. MyStaffingPro is a comprehensive, Web-based applicant tracking system (ATS) offering full-featured candidate sourcing, screening, and tracking. Their SaaS model makes their system accessible from anywhere, at any time, and provides broad configuration and integration capabilities.

4:00 PM-4:50 PM Dynamics-GP 2018 Tips and Tricks.

The GP Tips and Tricks sessions have always been well attended. Due to time, we'll be compacting the Tips and Tricks into a single hour, but we'll focus more on tips that will help the day-to-day GP user. There will be new Tips and Tricks to learn about during this session.

Day 2 - Thursday, September 20th, 2018

9:00 AM-10:50 AM GP 2018 General Ledger Tips and Tricks

This session will focus on the core functionality of the GP General Ledger, with lessons surrounding how to use the Mass Change features. Learning about how to use the Copy-and-Paste function, how Fixed and Variable Allocations work, as well as other features of the General Ledger, to help an end-user more efficiently use the GL module. Learn how to set up a Budget and your EFT for Accounts Payable and eBank Reconciliation will also be discussed.

10:00 AM-10:50 AM GP 2018 Payroll, Human Resources & Employee Self Service (ESS)

This session will focus on the out-of-box features and new work flows included within GP Payroll. Learn more about how a Payroll and Human Resources person can delegate HR routines through Work Flows, provide on-line information to employees to access their individual payroll information, W4 Updates, Open Enrollment and W2 access. The ESS module will help to reduce costs of mailing payroll information to employees.

11:00 AM-11:50 AM GP 2018 Payroll and Human Resources Enhancements

This session will focus on features that will assist the Payroll and Human Resources directors to take advantage of the myriad features already included in the Payroll and Human Resources modules. Managing onboarding processes,

terminations, annual reviews, property and much more functionality will be part of this session. You will also learn about how to turn on the Pre-Payroll Reports so you can see exactly what will post to the General Ledger, prior to actually doing a payroll run.

1:00 PM-1:50 PM Dynamics-GP 2018 Home Page Enhanced Features

We will focus on teaching the end-user how to take advantage of many of the out-of-box features of the home page. You'll learn how to modify your own home page to work more efficiently for the individual user. Taking advantage of many of the Home Page features will make you a Home Page "wizard" enabling you to help other's in your organization.

2:00 PM-2:50 PM Binary Stream Healthcare Materials Management

This session is also a first this year. It's geared towards the Dynamics-GP user that would like to learn more about what is offered by the BSSI Healthcare Materials Management module. The module will help facilitate replenishment requests, requisition management, automatic PO processing, and even has an App that will allow anybody with a mobile device, phone or tablets, to connect and requisition materials directly to a room or patient. Come see this innovative solution to see if it will help you manage your patient materials more efficiently.

3:00 PM-3:50 PM GP 2018 Professional Services Tools Library Overview

This session is a must for all GP users. There are many tools available in the PSTL module so this session will focus mainly on the tools that will help streamline the General Ledger, Accounts Payables, Payroll, Human Resources and IT Manager Roles.

4:00 PM-4:50 PM Dynamics-GP Independent Software Vendor's Budgeting and BI Modules

This session will focus in providing information regarding tools from Independent Software Vendors to provide Enterprise Level budgeting and reporting, as well as other ISV Tools to assist with processing various other functions within GP, i.e., Alba Spectrum AutoPosting Server. A listing of these ISV products will be reviewed and provided to all attendees. This is an informative class only, as no demonstrations will be provided during this session.