

NORTH CAROLINA FINANCE, REIMBURSEMENT AND  
MIS OFFICER'S ASSOCIATION

NC FARO  
2005 FALL CONFERENCE



REGISTRATION  
AGENDA

SEPTEMBER 18 - 21, 2005

CROWNE PLAZA RESORT  
(formerly Holiday Inn Sunspree)  
One Holiday Inn Drive  
Asheville, NC  
Phone: 828-254-3211

NORTH CAROLINA FINANCE, REIMBURSEMENT AND

MIS OFFICER'S (NC FARO) FALL 2005 CONFERENCE

CROWNE PLAZA RESORT  
ASHEVILLE, NC  
SEPTEMBER 18 - 21, 2005

SUNDAY, SEPTEMBER 18, 2005

5:00 – 7:00 P.M.      **EARLY REGISTRATION** – LAUREL 1

9:00 – 12:00 P.M.      **THOMAS WOLFE HOSPITALITY SUITE**– Room 220, Exhibitor/Vendor Sponsored Event  
"Visit with friends and meet new FARO participants"

MONDAY, SEPTEMBER 19, 2005

7:00 – 7:55 A.M.      **CONTINENTAL BREAKFAST** – MITCHELL ROOM  
Exhibitor / Vendor Sponsored Event

7:00 – 8:00 A.M.      **REGISTRATION** – LAUREL 1

8:00 – 9:00 A.M.      **WELCOME & BUSINESS MEETING** – PILOT / PISGAH / ROAN  
Debbie Hatley, Pathways  
2005 NC FARO President

**VENDOR INTRODUCTIONS**  
Pat Stultz, Alamance-Caswell Area MH/DD/SAS

9:00 – 10:15 A.M. (JOINT SESSION)

TRACK 1

**SESSION:**      **State Plan Update**

**SPEAKER:**      Mike Moseley, Director  
Division of MH/DD/SAS

**DESCRIPTION:** Session to include an updated report card on the State Plan. Where are we...ahead of the game or behind and what is still to come?

10:15 – 10:45 A.M.      *BREAK: EXHIBITOR / VENDOR VISITATION – MITCHELL ROOM*

10:45 – 12:00 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)

TRACK 1

**SESSION:**      **Take This Job and Love It**

**SPEAKER:**      Iwana Ridgill, Ph.D  
Ridgill and Associates

**DESCRIPTION:** A motivation program focusing on causes of burnout and stress overload that includes suggestions for changing our attitude toward the job.

TRACK 2

**SESSION:**      **Developing Provider Councils**

**SPEAKERS:** Gayle Mahl, Director of Business Operations, Pathways MH/DD/SA Authority  
Sue Marchetti, LCSW, Director Network/Provider Relations, pbH  
Peggy Terhune, Executive Director, ARC Services, Inc.  
Provider Representatives

**DESCRIPTION:** Developing Provider Councils/Associations in partnership with the LMEs. Discussion will include examples of implementation steps and creation of the councils/associations.

### TRACK 3

**SESSION:** **Service Records Manual Update**

**SPEAKER:** Marilyn Brothers, CWBH Consultants, LLC

**DESCRIPTION:** This session will cover the ongoing documentation requirements in both the LME and Provider agencies on what we know today. It will include a discussion on areas that you need to be thinking about once the definitions are effective.

### TRACK 4

**SESSION:** **Seven Habits of Highly Successful Professionals**

**SPEAKER:** Lin Mitchell  
Mitchell Consulting

**DESCRIPTION:** This workshop is based on the book "The Seven Habits of Highly Effective People: Powerful Lessons in Personal Change" by Stephen Covey, an internationally respected authority in leadership. The seven habits will be introduced to participants along with strategies for incorporating each habit into daily life. The consistent and continuous practice of the habits leads to inside-out change, which begins with the individual and can potentially lead to change in the organization in which the individual serves.

### TRACK 5

**SESSION:** **DMA Direct Provider Enrollment**

**SPEAKER:** DMA Provider Enrollment Staff

**DESCRIPTION:** Update on progress and future trends in direct provider enrollment by providers and LME's including impact of enrollment for provision of new services.

12:00 – 1:30 P.M.

*LUNCH ON YOUR OWN*

<p><b>1:30 – 2:30 P.M. – BREAKOUT SESSIONS</b> <b>(Choice of 6 Breakout Sessions)</b></p>
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### TRACK 1

**SESSION:** **Corporate Compliance**

**SPEAKER:** Gayle Mahl, Director of Business Operations, Pathways MH/DD/SA Authority

**DESCRIPTION:** Corporate compliance programs are designed to identify, prevent, reduce, and correct violations of legal or ethical conduct. Areas of discussion will include adherence to code of ethics/conduct, designation of a compliance officer, establishment of a corporate compliance committee, establishing an effective system for receiving reports of fraud or abuse in areas such as fair labor standards, billing for services, financial practices, and conflicts of interest. How to establish a system for investigation and correction of identified problems or abuse will be discussed.

### TRACK 2

**SESSION:** **DMA Update**

**SPEAKER:** Carol Robertson, Division of Medical Assistance (DMA)

**DESCRIPTION:** This session will focus on updates, changes, and pending issues in Medicaid.

TRACK 3

**SESSION:** Employment Issues

**SPEAKERS:** Ann Taylor, SPHR, Director Human Resources, pbH  
Sue Marchetti, LCSW, Director Network/Provider Relations, pbH

**DESCRIPTION:** An overview of Human Resource (HR) topics to include Employee or Independent Contractor, Ethics, Conflict of Interest, FLSA and 24 hour facilities, and Frequently Asked Questions.

TRACK 4

**SESSION:** Avoiding the “Lucy Syndrome”

**SPEAKER:** Iwana Ridgill, Ph.D  
Ridgill and Associates

**DESCRIPTION:** Focuses on the skills and qualities needed for anyone who works with the public (“customer service”). Includes reminders about communication skills and what customers really want and need.

TRACK 5

**SESSION:** HIPAA Update 2005 – Privacy, Standard Transactions, and The New Security Regulations

**SPEAKER:** Dave Kirby, Owner  
IMC Solutions

**DESCRIPTION:** The workshop will familiarize participants with the HIPAA Security Regulations. The presentation will reveal the regulation requirements in the form of a set of issues that health care providers encounter in their work. After completing the program, the attendee should be prepared to participate in or facilitate the forming of an information security program in a typical small practice.

TRACK 6

**SESSION:** Accounting and Auditing Update

**SPEAKERS:** Wayne Terry, CPA, Larson Allen Weishair, LLP  
Jim Burke, Local Government Commission  
Vance Holliman, Local Government Commission  
Pathways MH/DD/SA Authority Representative

**DESCRIPTION:** Update on status of Local Government Commission requirements related to annual audits and financial statements of LME's. Auditing and monitoring of providers in accordance with contracts as well as federal and state regulations. Basics of GAAP and OMB Circular A-133.

2:30 – 3:00 P.M.

*BREAK: EXHIBITOR / VENDOR VISITATION – MITCHELL ROOM*

3:00 – 4:30 P.M. – BREAKOUT SESSIONS  
(Choice Of 5 Breakout Sessions)

TRACK 1

**SESSION:** Provider Endorsement Process

NC FARO 2005 FALL CONFERENCE

**SPEAKERS:** Christina Carter, Division of MH/DD/SAS  
Dick Oliver, Division of MH/DD/SAS

**DESCRIPTION:** Discussion of the provider endorsement process for provision of the new service definitions and direct enrollment. Information to include steps in the process, responsibilities of both the provider and the LME staff, and an update on present implementation of the process.

#### TRACK 2

**SESSION:** Risk Management from the LME Perspective

**SPEAKER:** John Morrison, Attorney  
Twiford Law Firm, Elizabeth City, NC

**DESCRIPTION:** How to make sure you are best protecting your organization when establishing new provider relationships. How to keep your own house clean! Discussion will include sovereign immunity, indemnification, malpractice and professional malpractice

#### TRACK 3

**SESSION:** NC TOPPS & Division IS Updates

**SPEAKERS:** Gary Imes, Division of MH/DD/SAS  
Deborah Merrill, Division of MH/DD/SAS  
Spencer Clark, Division of MH/DD/SAS  
Lisa Haire, Division of MH/DD/SAS

**DESCRIPTION:** An overview of the integration of the Division's key data sources (CDW, NCTOPPS, IPRS) and how this will impact data reporting requirements. Also a discussion of how data reporting requirements are impacted by mental health reform and a review of anticipated changes in federal reporting requirements. The Division will provide updates to NCLeads, MMIS and IPRS, along with a discussion on IS projects in the State Facilities and the New Psychiatric Hospital that will involve the LMEs.

#### TRACK 4

**SESSION:** Wireless Security

**SPEAKER:** Richard Swirski, Consultant

**DESCRIPTION:** A brief introduction into the evolution to wireless, some of the differences between wired and wireless solutions and an overview of some of the security threats and solutions in this arena.

#### TRACK 5

**SESSION:** Strategic Planning

**SPEAKER:** Sue Creighton, CWBH Consultants, LLC

**DESCRIPTION:** With today's market an agency cannot afford not to strategically plan for its future. Strategic planning results in an agency identifying its mission, developing long and short-range goals and implementing an action plan. Also, some national accrediting bodies require an agency to develop a strategic plan that is hared with its stakeholders. This presentation will provide an opportunity for participants to gain some information and tools to assist them in developing a strategic plan for their agency and share ideas.

**4:30 – 5:30 P.M. BREAKOUT SESSIONS**  
**(Choice of 4 Breakout Sessions)**

#### TRACK 1

**SESSION:** Finance Officers Networking

**FACILITATOR:** Jack Parsons, Finance Officer  
Western Highlands Network

**DESCRIPTION:** Join this lively discussion on financial issues, concerns and challenges you are facing in this ever-changing environment. Share your ideas and experiences in the LME role with your peers and ask questions. A discussion of training needs for finance officers and their staff will be discussed and used in planning the Spring 2006 Conference. Rate Setting Representatives will be present to introduce themselves and inform participants of 2005-2006 Cost Reporting requirements on the way.

TRACK 2

**SESSION:** Reimbursement Officers Networking

**FACILITATOR:** Jandy Andrews, Reimbursement Officer  
Alamance-Caswell MH/DD/SA

**DESCRIPTION:** What reimbursement issues do you have? What changes did you make in moving to the LME role....what worked, what didn't? Reimbursement Officers and staff can take this opportunity to learn what others have done in the reimbursement area, share your experiences and ask questions. A discussion of training needs for reimbursement staff will be discussed and used in planning the Spring 2006 Conference. Rate Setting Representatives will be present to introduce themselves and inform participants of 2005-2006 Cost Reporting requirements on the way.

TRACK 3

**SESSION:** Provider Networking

**FACILITATOR:** Thomasine Kennedy, Provider Relations/Community Development Director  
Eastpointe

**DESCRIPTION:** Come and join this session to discuss current issues and challenges that face private providers on a daily basis. Share your experiences and what you have learned with your peers. Take this opportunity to establish lasting working relationships with your peers. A discussion of training needs for providers will be discussed and used in planning the Spring 2006 Conference. Rate Setting Representatives will be present to introduce themselves and inform participants of 2005-2006 Cost Reporting requirements on the way.

TRACK 4

**SESSION:** MIS Roundtable

**FACILITATOR:** Dave Cowan, Computer System Administrator  
Wake County Human Services

**DESCRIPTION:** Open discussion on the challenging MIS issues in the LME/AP's. Come and exchange ideas, offer solutions and share what has worked for you. A discussion of training needs for MIS Officers and staff will be discussed and used in planning the Spring 2006 Conference.

5:30 – 6:30 P.M. **THOMAS WOLFE HOSPITALITY SUITE** – Room 220 - Exhibitor/Vendor Sponsored Event  
*"Visit with friends – make dining plans"*

8:30 – 12:30 P.M. **RETIREE RECEPTION** - Overlook Room  
*"Dance Music and Karaoke with DJ Ben Felton"*  
Say **THANK YOU to retirees** for their dedication to NC FARO's excellence in training.  
Join in with our FARO participant's for a night of talent, entertainment and networking.  
\*\*\*\*\* **Cash Bar Available** \*\*\*\*\*

**TUESDAY, SEPTEMBER 20, 2005**

7:30 – 8:20 A.M. **CONTINENTAL BREAKFAST** – MITCHELL ROOM  
Exhibitor / Vendor Sponsored Event

7:45 – 8:30 A.M. **REGISTRATION** – LAUREL 1

8:30 – 10:00 A.M. – BREAKOUT SESSIONS  
(Choice Of 6 Breakout Sessions)

TRACK 1

**SESSION:**       **The Power of a Positive Attitude**

**SPEAKER:**       Lin Mitchell  
                          Mitchell Consulting

**DESCRIPTION:** We live in stressful times, and rarely have control over things that happen in the world around us. However, we have full control over our attitudes and the way that we react to stressors in our lives. Learn the power of a positive attitude and how it can help you navigate through stressful times.

TRACK 2

**SESSION:**       **Medical Necessity**

**SPEAKER:**       Mary Thornton, National Consultant

**DESCRIPTION:** This session will explore the increasingly important subject of medical necessity. This concept is the base on which all payments decisions are made by third party payers. Medicaid and Medicare both require that all behavioral health services be medically necessary and that the providers document the medical necessity of each service they provide. A series of recent federal audits of adult rehabilitation services had an error rate that approached 100%. A wake up call to behavioral health providers, who have been urged by their state payers to use a fairly broad definition of rehabilitation and healthcare, that the federal payers are in the drivers seat. This session will explore the various definitions of medical necessity, discuss specific payer rules for documentation, and review how medical necessity is determined in mental health rehabilitation services.

TRACK 3

**SESSION:**       **LME Accreditation**

**SPEAKERS:**       Council on Accreditation (COA) Representative  
                          Council on Accreditation of Rehabilitation Facilities (CARF) Representative

**DESCRIPTION:** Representatives from CARF and COA will present an overview of their accreditation process and be available to answer any questions your LME may have.

TRACK 4

**SESSION:**       **Microsoft Excel Shortcuts & Tips**

**SPEAKER:**       Tommy B. Harrington, President  
                          CompuHELP

**DESCRIPTION:** Back by popular demand, this session is a follow-up to the Spring Conference presentation. Speaker will provide instruction on advanced Excel functions to increase productivity of all Excel users. Become an expert on Data Commands and creating reports with Pivot Tables. Excel short cuts and tips will be provided to help you become more productive in your daily work.

TRACK 5

**SESSION:**       **Business Associations**

**SPEAKER:**       John Morrison, Attorney  
                          Twiford Law Firm, Elizabeth City, NC

**DESCRIPTION:** Corporations, LLC's, Partnerships and Sole Proprietorships. What is the difference, who has authorization and who should sign your contracts?

TRACK 6

**SESSION:** Voice Over IP

**SPEAKER:** Richard Swirski, Consultant

**DESCRIPTION:** Why VoIP? How does it work and why is it interesting? A discussion into the basics of VoIP, advantages, implementation considerations and benefits.

10:00 – 10:30 A.M.

*BREAK: EXHIBITOR / VENDOR VISITATION – MITCHELL ROOM*

<p>10:30 – 12:00 P.M. - BREAKOUT SESSIONS (Choice of 5 Breakout Sessions)</p>
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TRACK 1

**SESSION:** Introduction to Continuous Quality Improvement System

**SPEAKER:** Sue Creighton, CWBH Consultants, LLC

**DESCRIPTION:** Where do I begin establishing a Continuous Quality Improvement within my Agency? This presentation will provide a brief overview and introduction to quality improvement, how to establish a system and maintain CQI in your day-to-day operations.

TRACK 2

**SESSION:** Medical Necessity, continued

**SPEAKER:** Mary Thornton, National Consultant

**DESCRIPTION:** A continuation of previous session.

TRACK 3

**SESSION:** LME Accreditation, continued

**SPEAKERS:** National Committee for Quality Assurance (NCQA) Representative  
Council on Quality and Leadership (CQL) Representative

**DESCRIPTION:** Representatives from NCQA and CQL will present an overview of their accreditation process and be available to answer any questions your LME may have.

TRACK 4

**SESSION:** Microsoft Excel Shortcuts & Tips, continued

**SPEAKER:** Tommy B. Harrington  
CompuHELP

**DESCRIPTION:** A continuation of previous session.

TRACK 5

**SESSION:** What Sells Your Organization as an Employer?

**SPEAKERS:** Kim Newsom, Personnel Director, Randolph County  
Mel Crocker, Retired, State of NC

**DESCRIPTION:** An exploration of what employers is doing to attract and retain staff in today's labor market. Many are learning that it is not just a case of who can pay the most! Discussion of what attracts people to an employer and/or specific job. Once employed, what factors make them stay? Are they the same? How does your organization compete and compare?



1:30 – 2:30 P.M. – BREAKOUT SESSIONS  
(Choice of 5 Breakout Sessions)

## TRACK 1

**SESSION:**       **GASB 40**

**SPEAKER:**       Lee Carter, CPA  
North Carolina Capital Management Trust

**DESCRIPTION:** GASB 40 is a revision of GASB statement #3. There have been major changes to the way Deposit and Investment Disclosures must be presented in the notes to the financial statements. Lee Carter will be discussing these changes.

## TRACK 2

**SESSION:**       **2005 Medicare Updates & Resources**

**SPEAKER:**       Deanna Harris Menshaw, Provider Relations Representative  
CIGNA Government Services

**DESCRIPTION:** This presentation will include information regarding 2005 Medicare updates, program changes, and resources and tools available to Medicare providers.

## TRACK 3

**SESSION:**       **Provider Agency Accreditation**

**SPEAKER:**       Council on Quality and Leadership (CQL) Representative

**DESCRIPTION:** A representative from CQL will present an overview of their accreditation process and be available to answer any questions your provider organization may have.

## TRACK 4

**SESSION:**       **Microsoft Access Shortcuts & Tips**

**SPEAKER:**       Tommy B. Harrington  
CompuHELP

**DESCRIPTION:** Learn the Access shortcuts and tips that save you time. Construct tables, queries, forms and reports the easiest way. Make your tables control input and prevent duplicates. Learn to set relationships and the rules that make them work. Build queries the easy way. Use queries to do calculations and save you work. Shortcuts and tips for anyone using Access. Make it easy to enter, edit and view data with forms. Create meaningful reports to summarize your information.

## TRACK 5

**SESSION:**       **Fundamental Elements of Information Technology**

**SPEAKER:**       Jim Ray, President  
Neuse River Network, Inc.

**DESCRIPTION:** A functional breakdown of what people do with PCs with examples of both commercial and open source applications. Management techniques include non-technical fixed and variable cost analysis and simplified engineering methodology.

3:00 – 4:30 P.M. – BREAKOUT SESSIONS  
(Choice of 4 Breakout Sessions)

TRACK 1

**SESSION:**        **Key Elements to Starting Your Own Business**

**SPEAKER:**        Small Business Development Center Representative  
AB Tech, Asheville, NC

**DESCRIPTION:**    Learn the key elements needed to start your own business. Learn how to avoid failure in starting and how to be successful in operating your own business.

TRACK 2

**SESSION:**        **Provider Agency Accreditation, continued**

**SPEAKERS:**        Council on Accreditation (COA) Representative  
Council on Accreditation of Rehabilitation Facilities (CARF) Representative

**DESCRIPTION:**    Representatives from CARF and COA will present an overview of their accreditation process and be available to answer any questions your provider organization may have.

TRACK 3

**SESSION:**        **Denials, Reimbursement, Monitoring, Auditing**

**SPEAKER:**        Fabian Stone, MBA, MHA  
Administrative Director of Patient Revenue Management  
Duke University Medical Center

**DESCRIPTION:**    Participants in this session will learn how to maximize reimbursement for mental health services through appropriate coding techniques. Participants will also discuss the financial cycle of a claim and how to manage denials.

TRACK 4

**SESSION:**        **Fundamental Elements of Information Technology, continued**

**SPEAKER:**        Jim Ray, President  
Neuse River Network, Inc.

**DESCRIPTION:**    A continuation of previous session.

4:45 – 5:50 P.M.        **THOMAS WOLFE HOSPITALITY SUITE** – Room 220- Sponsored by Exhibitors/Vendors  
*“Visit with friends”*

6:00 – 8:15 P.M.        **BANQUET** – Pilot / Pisgah / Roan - Sponsored by NC FARO  
*Agenda: Banquet, Entertainment, 2006 FARO Officers, Outstanding Service Award  
Vendor Door Prize  
Entertainment: Chris Wiles, Comedian - “Bringing Humor Into Our Daily Lives”*

8:30 – 12:30 A.M.        **ENTERTAINMENT** – *“Liquid Pleasure Band”*  
Pilot / Pisgah / Roan - Sponsored by Exhibitors/Vendors

WEDNESDAY, SEPTEMBER 21, 2005

NC FARO 2005 FALL CONFERENCE

8:45 – 10:00 A.M. – BREAKOUT SESSIONS  
(Choice of 3 Breakout Sessions)

## TRACK 1

**SESSION:** **GASB Statements on Financial Reporting of “Other Post Employment Benefits” (OPEB) Such as Retiree Healthcare by Governmental Employers and Plans**

**SPEAKER:** Karl Johnson, Project Manager  
Governmental Accounting Standards Board

**DESCRIPTION:** This session will provide an overview of GASB Statements 43 and 45, both issued in 2004, on the subject of OPEB accounting and financial reporting. It will focus primarily on Statement 45, which requires significantly improved measurement and reporting by governmental employers of their costs and obligations associated with post employment healthcare benefits, and others, provided as part of the compensation for employee services.

## TRACK 2

**SESSION:** **Business Ethics**

**SPEAKER:** Small Business Development Center Representative  
AB Tech, Asheville, NC

**DESCRIPTION:** Just because a particular choice is legal does not make it right. Explore the importance of being aware of core values as well as standards of behavior expected by an organization.

## TRACK 3

**SESSION:** **Residential Level II & III Audits**

**SPEAKER:** Stephanie Alexander, Division of Facility Services

**DESCRIPTION:** Update and report on the Division of Facility Services (DFS) audits of Level II / III residential homes. Discussion will also include an update on the status of the Rules.

10:00 – 10:30 *BREAK : EXHIBITOR / VENDOR VISITATION – MITCHELL ROOM*

10:30 – 11:45 A.M. – JOINT SESSION

## TRACK 1

**SESSION:** **DIVISION UPDATE**

**SPEAKER:** Leza Wainwright, Deputy Director  
Division of MH/DD/SAS

**DESCRIPTION:** Transformation, transition and other traumatic events – update on the latest hot topics from the long hot summer in Raleigh.

11:45 – 12:00 P.M. *CLOSING REMARKS / DOOR PRIZES*

## HELPFUL HINTS

- Remember to postmark by September 3<sup>rd</sup> to receive the lowest registration rate.
- Mark your banquet ticket preference and session attendance survey request.
- Door prizes donated from your agency is appreciated and fun for all.
- Reservation cut-off date for the hotel is August 19, 2005. BOOK NOW!
- To help determine membership status, refer to name label on registration program.
- Include amount to be paid on registration form.
- PRINT registration information - we want to make sure we get your nametag correct.
- Should you have questions, contact information is listed on page 12.
- Help us to keep conference costs down and rates low by checking banquet attendance correctly.
- For more information on FARO, go to [www.ncfaro.org](http://www.ncfaro.org).

**NC FARO Fall 2005 CONFERENCE  
September 18 – 21, 2005  
Crowne Plaza Resort (formerly Holiday Inn Sunspree)  
Asheville, NC**

**CONFERENCE REGISTRATION:**

**Registration Fees:**

	<u>Pre-Conference</u>	<u>After September 3, 2005</u>
<b>LME/AP <u>Members</u> (Full Conference)</b>	<b>\$ 100.00</b>	<b>\$ 125.00</b>
<b>Provider Associate <u>Members</u> (Full Conference)</b>	<b>\$ 100.00</b>	<b>\$ 125.00</b>
<b>LME/AP/PROVIDER <u>non-members</u> (Full Conference)</b>	<b>\$ 110.00</b>	<b>\$ 135.00</b>
<b><u>One Day</u> – ALL (Banquet <u>NOT</u> included)</b>	<b>\$ 70.00</b>	<b>\$ 95.00</b>
<b>WALK-INS AT CONFERENCE (Banquet NOT included)</b>		<b>\$ 150.00</b>

**NOTE:** Pre-Conference Registrations must be POSTMARKED no later than September 3, 2005. LME/AP and Provider non-members are encouraged to join NC FARO prior to September 3, 2005 to take advantage of the member and associate member fee offered for the Fall sessions.

If you are registering for Full Conference, please indicate if you will be attending the Banquet by marking the appropriate box on the Registration Form. Additional Banquet tickets may be purchased for \$25.00 each (you must register in advance). A check for \$25.00 must be enclosed with registration for each additional ticket. **Note:** ***Banquet tickets that are not requested in advance will not be available at the conference.***

**CANCELLATION POLICY:** Registration fees are fully refundable if notice is received on or before September 9, 2005. After September 9, 2005, refunds less a 30% cancellation fee will be honored at your request. To discuss a cancellation, call Alice Matthews at 910-488-5170 (phone/fax) or by e-mail at [abmcms@aol.com](mailto:abmcms@aol.com).

**HOTEL INFORMATION:** A rate of \$93 plus sales/occupancy tax per night for standard rooms. King Executives will be \$159.00 plus sales/occupancy tax per night. **Reservation cut-off date is August 19, 2005.** The NC FARO Fall 2005 Conference will be held at the Crowne Plaza Resort (formerly Holiday Inn Sunspree), One Holiday Inn Drive, Asheville, NC 28806. Phone 828-254-3211 for reservations. Be sure to tell them you are with the NC FARO Conference when making reservations. Hotel check-in time is 3:00 p.m. Checkout time is 11:00 a.m. A block of 200 rooms is available on a first call first served basis. Be sure to reference NC FARO when making your reservations.

**CONTACT INFORMATION:** If you need further information on the conference, please contact the following:

Hotel/reservation questions contact: Cathy Macemore, [Cathy.Macemore@ncmail.net](mailto:Cathy.Macemore@ncmail.net), 336-874-2798

Exhibitor/Vendor questions contact: Pat Stultz, [pstultz@acmhdds.org](mailto:pstultz@acmhdds.org), 336-513-4200, ext. 4413

Membership questions contact: Patricia Wright, [pat@westernhighlands.org](mailto:pat@westernhighlands.org), 828-258-3511

Conference Registration questions contact: Alice Matthews, [abmcms@aol.com](mailto:abmcms@aol.com), 910-488-5170

**ADDITIONAL INFORMATION:** Should you need additional registration agendas or forms, they are available on our website at [www.ncfaro.org](http://www.ncfaro.org). You may also make copies of the registration packets for use by others in your agency as well as providers with whom you contract.

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**IMPORTANT!!!! NOTE TO ALL PARTICIPANTS:** In order to receive the full conference rate of \$100, *membership must have been paid prior to registration or included along with the registration payment* and postmarked no later than September 3, 2005. If a membership form is needed, contact Alice Matthews at the above phone number or e-mail address or obtain one from our website at [www.ncfaro.org](http://www.ncfaro.org).

## **DIRECTIONS TO CROWNE PLAZA RESORT** **(formerly Holiday Inn Sunspree Resort)**

### **SOUTH:**

**From airport, Charlotte, Spartanburg, Greenville, SC, all points south. You will be traveling west on I-26. At west of Asheville, I-240 splits into three choices, the center choice being I-240, east. Take I-240 east and**

**continue to the 3B exit. Exit 3B, this is marked Westgate, Holiday Inn Drive. Carefully follow signs stating Holiday Inn Drive and you will reach our main entrance.**

***NORTH:***

**Entering Asheville area on Hwy 19/23 south, you will reach I-240. Take I-240 west. At large river bridge get into right lane and follow signs Holiday Inn Drive. Immediately after passing Mr. Transmission turn right into our main driveway.**

***EAST:***

**You will be traveling west on I-40. At exit 53, take this exit to access I-240 west. Travel I-240 west past downtown area about 4 miles. At large river bridge get in the right lane and watch for Holiday Inn Drive, exit right. Immediately after passing Mr. Transmission turn right into our main driveway.**

***WEST:***

**You will be traveling east on I-40. Take exit 46, which is I-240 east. Travel I-240 east to exit 3B, marked Westgate, Holiday Inn Drive. Carefully follow Holiday Inn Drive signs. Immediately after passing Mr. Transmission turn right into our main driveway.**

## MESSAGE TO CONFERENCE ATTENDEES

In an effort to help us better prepare for the number of persons attending each session, we ask that you place a check mark in the space provided next to the sessions that you plan to attend during the conference. Submit this survey with your registration form and payment.

- |  |   |
|--|---|
| <input type="checkbox"/> State Plan Update<br><input type="checkbox"/> Take This Job and Love It<br><input type="checkbox"/> Developing Provider Councils<br><input type="checkbox"/> Service Records Manual Update<br><input type="checkbox"/> Seven Habits of Highly Successful Professionals<br><input type="checkbox"/> DMA Direct Provider Enrollment<br><input type="checkbox"/> Corporate Compliance<br><input type="checkbox"/> DMA Update<br><input type="checkbox"/> Employment Issues<br><input type="checkbox"/> Avoiding the "Lucy Syndrome"<br><input type="checkbox"/> HIPAA Update 2005<br><input type="checkbox"/> Accounting & Auditing Update<br><input type="checkbox"/> Provider Endorsement Process<br><input type="checkbox"/> Risk Management from the LME Perspective<br><input type="checkbox"/> NC TOPPS & Division IS Updates<br><input type="checkbox"/> Wireless Security<br><input type="checkbox"/> Strategic Planning<br><input type="checkbox"/> Finance Officers Networking<br><input type="checkbox"/> Reimbursement Officers Networking<br><input type="checkbox"/> Provider Networking<br><input type="checkbox"/> MIS Roundtable<br><input type="checkbox"/> The Power of a Positive Attitude<br><input type="checkbox"/> Medical Necessity<br><input type="checkbox"/> LME Accreditation (COA, CARF) | <input type="checkbox"/> Microsoft Excel Shortcuts & Tips<br><input type="checkbox"/> Business Associations<br><input type="checkbox"/> Voice Over IP<br><input type="checkbox"/> Introduction to Continuous QI System<br><input type="checkbox"/> Medical Necessity, continued<br><input type="checkbox"/> LME Accreditation (NCQA, CQL)<br><input type="checkbox"/> Microsoft Excel Shortcuts & Tips, continued<br><input type="checkbox"/> What Sells Your Organization as an Employer<br><input type="checkbox"/> GASB 40<br><input type="checkbox"/> 2005 Medicare Updates & Resources<br><input type="checkbox"/> Provider Agency Accreditation (CQL)<br><input type="checkbox"/> Microsoft Access Shortcuts & Tips<br><input type="checkbox"/> Fundamental Elements of IT<br><input type="checkbox"/> Starting Your Own Business<br><input type="checkbox"/> Provider Agency Accreditation (CARF, COA)<br><input type="checkbox"/> Denials, Reimbursement, Monitoring, Auditing<br><input type="checkbox"/> Fundamental Elements of IT, continued<br><input type="checkbox"/> GASB Statements on Financial Reporting<br><input type="checkbox"/> Business Ethics<br><input type="checkbox"/> Residential Level II & III Audits<br><input type="checkbox"/> Division Update |
|--|---|

**COMPLETE REGISTRATION FORM AND RETURN ENTIRE FORM WITH A CHECK PAYABLE TO 'NC FARO' FOR APPROPRIATE AMOUNT.**

**MAIL TO:** NC FARO  
 c/o Alice Matthews  
 P O Box 9361  
 Fayetteville, NC 28311

**\*Important:** Remember to check appropriate boxes for Membership Status, Conference Attendance, and Banquet Reservation. **Print all information clearly. Ensure payment is based on membership status and mail date.**

Amount to be Paid: \$ \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

AGENCY: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_ FAX #: \_\_\_\_\_

\*MEMBERSHIP STATUS >       LME/AP MEMBER                               LME/AP NON-MEMBER  
     PROVIDER ASSOCIATE MEMBER                               PROVIDER NON-MEMBER  
     OTHER MEMBER     OTHER NON-MEMBER

\*CONFERENCE ATTENDANCE >       FULL CONFERENCE                               ONE DAY (check day below)  
     Mon    Tue    Wed

\*BANQUET RESERVATIONS >       I WILL ATTEND                               I WILL NOT ATTEND  
     I WILL NEED AN ADDITIONAL TICKET (enclose \$25)