

## PRESIDENT'S WELCOME

Feeling blue about the many changes facing your rheumatology practice? Are you ready to "Pick Your Pace" and report on MARCA using MIPS? Are you properly billing and documenting "Incident To" encounters? Is your practice HIPAA and OSHA compliant? Is it prepared for audits? Join us at our Annual Conference in Kansas City, Missouri September 14 – 16. Our expert speakers and educational sessions will be music to your ears as you enjoy the comforting sounds of knowledge to help further develop your management skills and successfully lead your practice into the future.

Is it time to bring in a mid-level or new doctor? The NORM Educational Committee (NEC) will have you dancing to the music and exploring ways to analyze your practice to determine what type of provider will fulfill your practice needs. Let the NEC ease your growing pains by showing how to on-board a new provider.

Education and support for our membership remains a primary goal for NORM. For the third year, NORM will offer the AAPC Certified Rheumatology Coder (CRHC) Proctored Test and Prep course. This test and prep course is open to NORM members, physicians, and staff. For more information about registering for the CRHC test, please visit our website at [normgroup.org](http://normgroup.org)

Each year I listen to first-time conference attendees express their surprise and delight upon discovering the vast networking experiences and rheumatology specific content of our conference. NORM's membership continues to grow by providing rheumatology specific educational and informative conferences. Throughout the year, NORM keeps our membership updated on current regulatory changes and payer changes with timely Town Halls and educational webinars.

I would like to thank all the physicians who understand and support the value of NORM for sending their managers to the annual conference. Your support contributes to the success of NORM.

Don't miss out on the rheumatology event of the year; bring your knowledge, leadership and passion as we "Get Jazzed About Rheumatology". There are no strangers at our conference, only friends we have yet to meet. Join me at the 2017 NORM Annual Conference in Kansas City, Missouri.

Together our future is bright!

*Ethel Owen*  
President of NORM

## NATIONAL ORGANIZATION OF RHEUMATOLOGY MANAGERS - TENTATIVE AGENDA

12:00pm – 6:00pm	<b>Wednesday, September 13</b> <i>AAPC – CRHC Test – Review Course</i>	4:15pm – 4:30pm 4:30pm – 5:30pm	Transition <i>NEC – Onboarding Provider &amp; When to Bring Them On (Are we there yet?)</i>
9:30am – 3:00pm	<b>Thursday, September 14</b> <i>AAPC – CRHC Test</i>	6:00pm – 7:00pm	Friday Reception
10:00am – 5:00pm	Conference Attendee Registration	7:00pm – 9:00pm	Friday Dinner
2:00pm – 5:00pm	Exhibit Hall Set-Up		
3:30pm – 5:00pm	New Member/New Attendee Orientation		
5:00pm – 6:30pm	Welcome Jazz Reception	6:30am – 8:00am 8:00am – 9:00am	<b>Saturday, September 16</b> Breakfast in Exhibit Hall <i>Patients as Consumers Customers of Healthcare</i> Cameron M. Cox, III, MHA, FACMPE, MSOC Health
6:30am – 8:00am	Breakfast in Exhibit Hall	9:00am – 10:00am	Membership Annual Meeting
8:00am – 8:30am	Welcome & Review of Conference	10:00am – 10:45am	Break in Exhibit Hall
8:30am – 10:00am	Keynote: <i>HealthCare Compliance</i> Sean Weiss, CEMA, CMCO, CPMA, CPC-P, CPC, DoctorsManagement	10:45am – 11:00am	Transition
10:00am – 11:00am	<i>Communication &amp; Collaboration: The Keys to Sustainable Excellence – members only</i> Rick Olsen, PhD, University of North Carolina Wilmington	11:00am – 12:00pm	Breakouts <i>Conflict &amp; Healing at the Crossroads: Shaping Quality Engagement</i> Louise Phipps Senft, Baltimore Mediation
11:00am – 11:45am	Break in Exhibit Hall		<i>Co-Creating a Great Medical Practice</i> Rick Olsen, PhD
11:45am – 12:00pm	Transition		<i>2017 HIPAA Updates and OCR Audits</i> Jennifer Cosey, Eagle Associates, Inc
12:00pm – 1:00pm	Breakouts <i>Conflict &amp; Healing at the Crossroads: Shaping Quality Engagement</i> Louise Phipps Senft, Baltimore Mediation	12:00pm – 1:00pm 1:00pm – 1:15pm	<i>Active Shooter Response</i> Sgt. Steven Schramm, Kansas City Missouri Police Department
	<i>Co-Creating a Great Medical Practice</i> Rick Olsen, PhD		Lunch in Exhibit Hall
	<i>Incident-to Services</i> Jean Acevedo, LHRM, CPC, CHC, CENTC, Acevedo Consulting Inc.	1:15pm – 2:15pm 2:15pm – 2:30pm 2:30pm – 4:00pm	Transition Vendors break down @ 1:15pm <i>NORM Circles of Knowledge</i> Transition <i>Regulatory Update: What Rheumatology Administrators Need to Know Right Now!</i> Emily Graham, RHIA, CCS-P, Hart Health Strategies & Panel Discussion
1:00pm – 2:30pm	<i>Product Theatres – 2 potential</i> Lunch in Exhibit Hall		<i>Personal Safety</i> Sgt. Diane Mozzicato Kansas City, Missouri Police Department
2:30pm – 3:30pm	Breakouts <i>2017 HIPAA Updates and OCR Audits</i> Jennifer Cosey, Eagle Associates, Inc	4:00pm – 5:00pm	
	<i>Active Shooter Response</i> Sgt. Steven Schramm, Kansas City Missouri Police Department		
	<i>Incident-to Services</i> Jean Acevedo, LHRM, CPC, CHC, CENTC, Acevedo Consulting Inc.		
	<i>Product Theatres – 2 potential</i> Break in Exhibit Hall		
3:30pm – 4:15pm			



## CONFERENCE REGISTRATION

Available on-line at [www.normgroup.org](http://www.normgroup.org)

All rheumatology managers/professionals are encouraged to join NORM and register for the annual conference. NORM dues are \$150 (January 1 – December 31). The conference fee is \$100. If you register after August 1, 2017 the conference fee is \$150.

If you are a current member of NORM log-in to your account and register for the 2017 conference. If you are not a member of NORM please visit our website to join NORM and pay your conference fee.

In order to ensure your participation in the meeting, please register no later than September 1, 2017.

## HOTEL ACCOMMODATIONS

Accommodations for the NORM conference must be made on-line at this website: <https://aws.passkey.com/go/NORM2017>

To take advantage of our special rate of \$149 per night, reservations must be made prior to August 18, 2017. Please note that once our guestroom block fills, we cannot guarantee that our special rate will be available. We suggest making plans early.

## BOARD OF DIRECTORS

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## CONFERENCE MATERIALS

For conference attendees the 2017 Conference materials will be available via the Conference APP that may be downloaded through the Apple Store or Google Play. There will be a desktop version for those who wish to download to their desktops. This app will provide you with all conference handouts and much more. Additional information and instructions will be sent in late July. NORM will provide a magazine style notebook at the conference.

## ADA STATEMENT



For special services, assistance, or information call Tammala Bulger at 910-520-0515 or email her at [info@normgroup.org](mailto:info@normgroup.org).

## SPEAKERS

*Jean Acevedo, LHRM, CPC, CHC, CENTC*  
President & Senior Consultant  
Acevedo Consulting Incorporated

*Jennifer Cosey*  
Senior Consultant  
Eagle Associates, Inc

*Cameron M. Cox, III, MHA, FACMPE*  
CEO  
MSOC Health

*Emily Graham, RHIA, CCS-P*  
VP Regulatory Affairs  
Hart Health Strategies

*Sgt. Diane Mozzicato*  
Kansas City, Missouri Police Department

*Rick Olsen, PhD*  
Professor of Communication Studies  
& Department Chair  
University of North Carolina  
Wilmington

*Sgt Steve Schramm*  
Kansas City Missouri Police  
Department

*Louise Phipps Senft*  
Attorney, Mediator, Author  
Baltimore Mediation

*Sean Weiss, CEMA, CMCO, CPMA,  
CPC-P, CPC*  
Partner, Vice President of Compliance  
DoctorsManagement

## ACCREDITATION STATEMENT



This activity has been planned and implemented in accordance with the accreditation requirements and policies of the North Carolina Medical Society (NCMS) through the joint providership of South East Area Health Education Center and the National Organization of Rheumatology Managers.

## CREDIT STATEMENT

The South East Area Health Education Center designates this live activity for a maximum of 11 Contact Hours. Attendees should claim only the credit commensurate with the extent of their participation in the activity.

## DISCLOSURE STATEMENT

SEAHEC adheres to NCMS Essential Areas and Policies regarding industry support of continuing medical education. Commercial support for the program, and faculty relationships within the industry, will be disclosed at the activity. Speakers will also state when off-label or experimental use of drugs or devices is incorporated into their presentations. SEAHEC and NORM do not imply endorsement of any commercial products displayed at educational events.

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