



2014 Annual Spring Administrators' Association



May 2-3, 2014



Hotel Registration Cut-Off Is April 10, 2014 & Room Block is Limited

TO: All GASCO Administrators and Affiliates

From: Steven Black and Jody Temple
GASCO Administrators' Association Co-Chairs

Date: March 24, 2014

You are cordially invited to attend the GASCO 2014 Annual Spring Administrators' Association Meeting, which will be held May 2nd & 3rd on the beach at the Sonesta Resort, Hilton Head Island, Hilton Head, South Carolina. The Sonesta invested millions to provide a beautiful total make-over of the Crowne Plaza at Shipyard, adding a spa, lobby bars and total upgrading of all rooms.

We believe we have an excellent and relevant program for our administrators and their team. If you know individuals in the hospital oncology departments or others in your practice who have not been to one of our meetings, we encourage you to share this information with them. They still have time to become members of GASCO before the May meeting. The theme for our Friday night party will be:

"Full Contact Oncology Administration - Time to strap on the pads!"

This year we recognize the increasing challenges to oncology practice administration by adopting a sports hero theme. Come to the Welcome Tailgate Party Friday night dressed in your favorite sport team's or athlete's gear (golf/NASCAR/bowling, any team sports) or as your favorite sports character in movies or literature (Wild Thing from Major League, Ricky Bobby from Talladega Nights, Rocky, Rudy, Miracle on Ice, Tin Cup)! Music, karaoke, dancing, Team Trivia! - AND *The Flying Pig (skin) is back!*

Your immediate family members or guests are welcome to the party, but please provide the number of guests you will bring. We must have an accurate count for food service planning as soon as possible as GASCO must pay for the number we guarantee who do not attend.

Your registration package includes:

- A meeting agenda
- A registration form (complete a separate form for each person attending)
- Directions to Sonesta Resort, Hilton Head, South Carolina

REGISTRATION –

Registration fees will be:

- **\$0.00** – GASCO Administrators' Association Members, Navigators and GASCO Affiliate Members
- **\$150.00** – Non-members

Room rates will be:

- **\$193 for Single and Double Rooms**
- **\$15 Extra Adult**

The rates will be available for three days prior to the meeting and three days after the meeting if you would like to extend your stay. The resort facilities fee is \$10/day for GASCO. ***Please reserve your hotel room as soon as possible, as a limited number of hotel rooms are reserved under the GASCO room block. Any additional room requests after the room block is gone is at the hotel's discretion based on availability.*** Call the hotel at (843) 842-2400 to reserve your room and advise that you are with the Georgia Society of Clinical Oncology.

The meeting registration deadline is, Friday, April 28th, but the hotel reservation cut-off date is April 10, 2014. You may register for the meeting online at www.gasco.us, by fax or regular mail, but all payments must be received by April 28th. Payments by Mastercard or Visa may also be made online at GASCO's website. Call us if you need to discuss your registration or if you have problems with our online system.

Be sure to bring plenty of business cards for networking. If you have any questions or areas you wish to have discussed related to any speaker topics or concerning any business issues for the Association, e-mail them to Karen Beard at karen.beard@gasco.us by April 28th.

See you at the beach!



2014 Annual Spring Administrators' Association Meeting**

May 2 ~ 3, 2014

Sonesta Resort

130 Shipyard Drive

Hilton Head, South Carolina 29928

2014 Theme - - "Full Contact Oncology Administration - Time to strap on the pads!" -

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DAY 1 AGENDA - Friday - May 2, 2014 - Santee Ballroom

11:30 - 1:00 pm	Registration & Exhibits <i>Light Refreshments - Pre-Function & Exhibit Area</i>
1:00 - 1:05 pm	Opening Remarks - Review Meeting Agenda <i>Jody Temple, Co-Chair, Administrators' Association</i> <i>Steven Black, Co-Chair, Administrators' Association</i>
1:05 - 2:00 pm	National Cancer Policy Update - "News from the Commissioner" <i>Ted Okon, Executive Director, Community Oncology Alliance</i>
2:00 - 2:30pm	Break/Exhibits
2:30 - 3:30 pm	How BCBS will work with "The Oncology in Georgia" <i>Alex Marable, Network Management, BCBS</i> <i>From AIM Specialty Health - Paula Inches, Clinical Programs Manager</i>
3:30 - 4:00 pm	GASCO Administrator Meeting/CO-Chair Election (The Draft)
4:00 pm	Check-In
6:30 - 9:00pm	Welcome Dinner & Party - Oceanside Pavilion <i>All attendees, sponsors, exhibitors and their families are welcome!</i>

** Speakers and times may be subject to change

DAY 2 AGENDA - Saturday – May 3, 2014 - Santee Ballroom

- 8:00 – 8:50 am **Breakfast Buffet and Exhibits**
- 8:50 - 9:00 am **Opening Remarks**
Steve Black & Jody Temple, Co-Chairs, Administrators' Association
- 9:00: - 10:15 am **Keynote – “From Money to Funny: Wisdom Learned On My Journey From Accounting to Comedy to Increase Profits Through Excellent Customer Service” – Kent Rader**
Customer service doesn't begin with front line employees, but rather in the highest levels of an organization. Kent's unique experience from having both been a hospital CFO and CPA, as well as transitioning to a successful career as a professional speaker and comedian offers practical advice to help managers increase profits by truly serving their customers. This includes educating and empowering your employees so they are unafraid to think and act on their own when serving your customers, developing happier employees because a company's employee relations mirror customer relations, listening and responding to your customer's complaints to continuously improve your products and service, and using humor to defuse tense situations and build customer rapport.
- 10:15 – 10:45 am **Break with Sponsors/Exhibitors**
- 10:45: – 12:00 pm **“Practice Efficiencies – What’s in your playbook?”**
Panel Moderated by Steve Black
- **Pre-game Activities** - Pre-visit practices to ensure patient flow efficiency and more timely reimbursement and -
 - **Working with your special teams** –Issues in chemo nurse/midlevel responsibilities in documentation of chemo, wastage & post visit data analysis, coordination with the pharmacy
Gigi Price, RN, OCN, CHONC, Consultant, The Revenue Cycle
 - **Salary Caps & Delayed Compensation** - Billing and recovery services including patient assistance programs, working denials, data requests etc. – **Cindy Hale, Business Operations Manager Northwest Georgia Oncology Centers**
 - **Improving the Fan Experience** -Quality improvement & patient engagement (now part of meaningful use) – **Lena Crooker, RN - Patient Navigators, Inc. of Rome , Scharla Battle, Harbin Clinic, Rome, GA**
- 12:00 - 12:45pm **Networking Lunch with Sponsors and Exhibitors**
- 12:45 - 1:30 pm **Georgia State Legislative & Election Year Update – “Tales from the Farm Teams” - Andy Lord, GASCO Lobbyist**
- 1:30 – 1:45 pm **Break with Sponsors/Exhibitors**
- 1:45 – 2:45 pm **Georgia Scope of Service Laws, Supervision, Documentation and Billing for Midlevel Services – “Avoiding the Penalty Box”**
Richard D. Sanders, Esq., The Sanders Law firm, P.C.
- 2:45 pm **Closing Remarks – Grand Prize Drawing/Adjournment**
Jody Temple & Steve Black, Co-Chair, Administrators' Association

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May 2 ~ May 3, 2014

Sonesta Resort Hilton Head Island

Hilton Head, South Carolina

REGISTRATION FORM

One Form Per Person – Conference Registration Deadline: - April 28, 2014

Please Note - Room Discount Deadline is April 10, 2014 – Instructions attached

Name and Title

Name of Practice

Address

City

State

Zip

(_____) _____

(_____) _____

Phone

Fax

E-mail address

Are you a member of GASCO? YES NO

MEETING REGISTRATION FEES (Online Registration Payments Available)

- Free – GASCO Administrators' Association Member
- Free – GASCO Affiliate Members (clinical and administrative staff)
- \$150.00 – Non-members
- Please note Annual Membership Dues (\$25) must be paid prior to meeting.

**YES, I plan to attend the GASCO Administrators' Association Spring Meeting.
Enclosed is my registration fee payable to GASCO.**

_____ **Total number, including you and guest(s), who will be attending the Welcome
Dinner and Party on Friday evening May 2, 2014.**

You may register by regular mail, fax - (770) 951-2157,
or register and pay by Mastercard or Visa online at www.gasco.us.

If paying by check, checks must be mailed for receipt no later than April 28, 2014 to complete your registration.

*Mail registration forms and payments to: ATTN Kellie Reich
GASCO, 3330 Cumberland Blvd., Suite 225, Atlanta, Georgia 30339*

For questions contact Kellie Reich, kellie@gasco.us, or Karen Beard, Karen.beard@gasco.us, or by calling
(770) 951-1018 or Toll Free (877)88GASCO

Sonesta Resort – Hilton Head Island
130 Shipyard Drive
Hilton Head Island, South Carolina 29928
(800) 766-3782 (SONESTA)
(843) 842-2400

RESERVATION INFORMATION:

GROUP NAME: GASCO
PLEASE CALL **(800) 766-3782** TO MAKE A ROOM RESERVATION.
DEADLINE: Thursday, APRIL 10, 2014
CHECK-IN – 4:00 P.M.
CHECK-OUT – Before 12:00 PM

DIRECTIONS

I-95 to exit 8 (Highway 278), cross the bridge and stay left onto the Cross Island Parkway which becomes Palmetto Bay Road. Follow this to Sea Pines Circle and exit the Circle onto Highway 278 (third exit). The Shipyard Plantation and the Sonesta Hilton Head Island Resort itself are on your right at the third light.

