Join us at the Association for Home & Hospice Care of North Carolina’s 2018 Leadership Conference as we face new challenges, devise new solutions and plan for the future of healthcare at home!

9+ Nurse Contact Hours Available  Early Registration Deadline: 8/31/18

Premium Sponsors of AHHC of NC*

*Premium Sponsors supporting your Association with a strong annual financial commitment to AHHC.
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Teleios Collaborative Network

Michelle Martin, JD  
AHIP

*Denotes Members of the Executive Committee

Why Attend the Leadership Conference?

• Exclusive focus on leadership-related issues in home care, home health & hospice

• Presentations by speakers who share your background and experience or who have worked closely with your health care settings

• Concurrent sessions that address topics across the management spectrum

• Opportunity to build valuable professional relationships through networking opportunities

• Practical and innovative ways to problem-solve in your setting

• Exhibits available throughout the conference to help meet your agency’s operational needs

AHHC of NC Staff

Timothy R. Rogers  
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Judy Penn  
Chief Operating Officer

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Richard Fowlkes  
Director of Education

Kerri Ogburn  
Office Manager & Executive Assistant

Ellen Anderson  
Accounting and Special Projects Coordinator
Monday, October 15, 2018

8:00am-9:00am  Registration & Coffee with Exhibitors
9:00am-10:15am  Welcome & Opening General Session:
   ► Home Care Super Leaders Are Among You: Identify & Nurture Them to Greatness
   Eric Scharber, Principal
   Simione Healthcare Consultants
10:15am-10:30am  Break
10:30am-12:00pm  A Concurrent Sessions
12:00pm-1:15pm  Lunch with Exhibitors
1:15pm-2:15pm  B Concurrent Sessions
2:15pm-2:30pm  Break
2:30pm-3:30pm  C Concurrent Sessions
3:30pm-3:45pm  Break
3:45pm-5:00pm  Monday Closing General Session:
   ► State of the Nation for Home Care, Home Health & Hospice
   Bill Dombi, President, NAHC
5:00pm-5:45pm  Vendor Reception
5:45pm-Utild  Advocacy Cornhole Tournament

Tuesday, October 16, 2018

7:30am-8:45am  Breakfast with Exhibitors
8:45am-10:00am  Plenary Sessions
10:00am-10:15am  Break with Exhibitors
10:15am-11:45am  D Concurrent Sessions
11:45am-12:00pm  Break with Exhibitors
12:00pm-1:00pm  E Concurrent Sessions
1:15pm  Door Prize Drawings, Farewell!

Invitation from AHHC President and CEO, Tim Rogers:

The healthcare landscape looks so very different today than it did when I first joined AHHC in 2001. Since then, Home Health, Hospice and Home Care agencies have seen unprecedented change, regulations, and scrutiny. Yet they have also seen improved quality, efficiency, and a recognizably formidable place in the healthcare continuum. Though we have come a long way, our challenges have only begun! This year’s Leadership Conference addresses those challenges, and more importantly, gives you key takeaways to learn how to DEAL with those challenges and come out on top. The AHHC Professional Development Committee, led by Chairman Devin Griffith, and the AHHC Education Provider Unit have planned a lineup of speakers from across the country who have done the legwork for you and are ready to showcase their findings.

We are proud to welcome some of the best home health, home care and hospice vendors to exhibit at the Leadership Conference and we are very appreciative of their support.

Take it from me, times are surely changing, but the Association will remain Firmly Anchored in Our Mission to Lead and Serve.

[Signature] Tim Rogers
Choose the Right Session for You:  

- Med-Cert Home Health  
- Home Care  
- Hospice  
- General  
- HH/Hospice
active culture within their agencies in relation to and review how agencies need to create a pro-
agency under HHGM should it come to fruition to protecting your agency from deficiencies and penalties, but staying current with changes and best practices can be overwhelming. During this presentation information needed to ensure coding accuracy and how to safeguard your agency will be provided.

As providers strive to help patients regain and maintain their health and reduce hospitalizations, changes in the quality improvement process are needed. This interactive session will focus on simple, yet impactful, evidence-based interventions geared towards improving the cardiovascular health of your patients. The development of a cardiovascular performance improvement plan (PIP), using free, evidence-based tools and resources from the Home Health Quality (HHQI) Improvement national campaign will also be demonstrated.

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C4 - The Importance of Lone Worker Safety
Keith Raynor, Regional Business Development Manager, SoloProtect

In this session, the importance of lone worker safety will be discussed, along with ways in which protecting staff who work alone will do the following for the individual as well as the organization: Mitigate risks, limit risk of litigation, protect profits, reduce cost associated with an incident, positive impact on business continuity, increase retention and reduce attrition, and tangible demonstration of duty of care. The presentation will also discuss the importance of policy development to support any solution that may be implemented. Recommendations for policy development will be provided to protect organizations from potential liability or litigation.

C5 - Targeted Probe and Educate (TPE) for Home Health: How to Survive
Melinda Gaboury, COS-C
Co-Founder/CEO
Healthcare Provider Solutions, Inc.

Calling all home health directors, clinicians and quality review staff! This session will allow home health staff members to obtain information to evaluate where their agency would stand if TPE showed up at their agency today. TPE results from agencies will be shared, as well as the inner workings of this program and how an agency can survive.

C6 - A Getting Things Done System for Leadership
Christopher Comeaux, CPA, MLAS
President/CEO,
Teleios Collaborative Network

Most leadership teams do not have a system by which they lead their organization. Attendees will walk away with an understanding of why they must have a system as well as a framework for a system they could build out on their own. The lack of such a system makes it difficult for a leadership team to set goals or cast a vision and actually achieve what they aim to achieve. This presentation will give a framework based on 5 Fundamentals that every great getting-things-done system is built upon.

Keynote Session | Monday, October 15 | 3:45pm-5:00pm
State of the Nation: Home Care, Home Health and Hospice
William A. Dombi, Esq., President, National Association for Home Care & Hospice

Plan to join NAHC President William Dombi as he provides a State of the Industry. This national update will cover health care policy trends, as well as current federal legislative and regulatory issues affecting home care and hospice. Bill will also highlight and identify legal issues affecting the industry. You won’t want to miss this engaging and informative keynote!

Bill Dombi is the President of the National Association for Home Care & Hospice. He previously served as the Vice President for Law at NAHC. As a key part of his responsibilities, Bill specializes in legal, legislative, and regulatory advocacy on behalf of patients and providers of home health and hospice care. With nearly 40 years of experience in health care law and policy, Bill Dombi has been involved in virtually all legislative and regulatory efforts affecting home care and hospice since 1975, including the expansion of the Medicare home health benefit in 1980, the formation of the hospice benefit in 1983, the institution on Medicare PPS for home health in 2000, and the national health care reform legislation in 2010. With litigation, Dombi was lead counsel in the landmark lawsuit that reformed the Medicare home health services benefit, challenges to HMO home care cutbacks for high-tech home care patients, lawsuits against Medicaid programs for inadequate payment rates, along with current lawsuits challenging the Medicare home health face-to-face encounter rule and the Department of labor changes to the overtime rules under the Fair Labor Standards Act.

In addition to litigation, Bill offers extensive community and professional educational services through lectures, publications, teleconferences, and videos. He is the Editor and lead author of Home Care & Hospice Law: A Handbook for Executives, the only comprehensive legal treatise on the topic. His lectures include market trends in home care, compliance, risk management, patient rights, fraud and abuse, health care reimbursement, legislative and regulatory reforms, and legal issues in telehealth services.

Vendor Reception
5:00pm-5:45pm
Cash Bar/Hors D’Oeuvres

Join us for the 3rd Annual Cornhole Tournament, benefiting the AHHC Lobbying and Advocacy Fund! There will be: Refreshments! Steel Drum Band! Prizes!

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Parker Poe
Attorneys & Counselors at Law

Monday, October 15
5:45pm - Until
P1 - Three Key Strategies for Hospice Growth Today

Discover how you can generate more admissions, increase length of stay and keep both internal and external customers happy without spending more money. In today’s hospice environment, growth and efficiency are more important than ever. We must do more with less. In this session, you will learn how to improve referral growth, reduce avoidable NTUCs (patients not taken under care) and reach more of the marketplace. Attendees will be able to:

- Use market intelligence to strategically identify opportunities for growth;
- Have a solid understanding of the referral management process and how to control avoidable NTUCs;
- And leverage available traditional and digital media to jump start a successful branding and marketing plan.

Melynda Lee, MBA
Director, Sales & Marketing Solutions
Simione Healthcare Consultants

P2 - Using Benchmarks to Drive Your Home Health Agency’s Success

This presentation will study the financial indicators of the agencies consistently in the top 25 percent for quality and financial performance. The session will combine financial, clinical, operational and Home Health Consumer Assessment of Health-care Providers and Systems data to identify the financial and operating characteristics of top-performing agencies. This session will also consider how these benchmarks are positioned for anticipated payment reforms.

Mark Sharp, CPA
Partner, BKD CPAs & Advisors, LLP

P3 - State of the State for Home Care, Home Health & Hospice

Julia Adams-Scheurich
Owner
Oak City Government Relations

Tracy Colvard
VP of Government Relations and Public Policy, AHHC of NC

Matt Wolfe, JD
Partner, Parker Poe

AHHC’s Advocacy Team spends countless hours at the NC General Assembly meeting with key decision makers to bring about the best possible outcomes for members, patients and their families. In 2017, they were able to deliver a CAP-DA rate increase, protect CON for home health and hospice; provide input to key policymakers regarding Medicaid Reform; and protect optional Medicaid programs such as PCS and Hospice. This session will provide an update of the legislature, a summary of the 2018 short session and what agencies can expect in the 2019 long session.
Concurrent Sessions | Tuesday, October 16 | 10:15am-11:45am

D1 - Don’t Run From the CoPs!
Lisa Meadows, MSW, Clinical Compliance Educator, ACHC
This session will review the new Home Health Medicare Conditions of Participation (CoPs) and discuss how to utilize the CMS Home Health protocols to prepare for a Medicare re-certification survey and avoid condition level deficiencies that could result in an alternative sanction. Learn what the surveyor is looking for during survey to determine compliance with the new CoPs for the Level 1 and Level 2 G tags as well as how to prepare your agency for the arrival of the surveyor and what documents you need to have ready for your surveyor to demonstrate compliance. Learn how to audit your audit tools to ensure the proper information is being captured.

D2 - NC Medicaid Managed Care: Where Do We Stand and Where Are We Going?
Marc Hewitt, Partner Health Practice Leader Smith Moore Leatherwood, LLP
2018 promises to be a big year for NC’s transition to Medicaid managed care, with long awaited legislation and the imminent selection of private contractors to oversee services to the Medicaid population. This presentation will educate home health and hospice providers on the changes coming with the full transition to managed care, including working with multiple Medicaid MCOs, standard contract terms, disputes with MCOs, and alternative payment models.

D3 - Optimizing Operations Through Data - It Takes a Community of Data
Raymond Belles, Managing Consultant Karen Vance, BSOT, Senior Managing Consultant, BKD CPAs & Advisors
Now more than ever the health care landscape is focused on lowering the cost of care across the continuum and to do so is dependent upon the data that providers are using to make decisions. Home Health and Hospice services are cost-effective care options that provide high quality care at a lower cost. Through claims data Home Health and Hospice organizations can validate their market position and gain insights into their contribution to patient Medicare spending. These data elements will define opportunities to collaborate with other providers in advancing higher quality care while leading the industry in lowering the overall cost in Medicare spending. This session will focus on the changing health care landscape and the power data has in making operation decisions with factual data.

D4 - Keep it Between the Buoys: Complying with State and Federal Laws to Avoid Costly HR Mistakes
Kevin M. Ceglowski, Partner Poyner Spruill Attorneys at Law
This session will teach best practices for avoiding employee complaints, claims and lawsuits through proactive compliance with employment laws. Specific attention will be given to: recent EEOC guidance on #metoo sexual harassment and EEOC harassment lawsuits against employers; the importance of onboarding and professional training (recruitment, hiring and performance documentation strategies to reduce risk of employee litigation); wage and hour discussion (including whether tipping of employees is allowed with private pay patients); and a review of E-verify (what it means, federal/state requirements review, and a discussion of federal immigration enforcement updates).

D5 - Batten Down the Hatches! Emergency Preparedness Table-Top to Go
Teresa Northcutt, BSN, RN, COS-C, HCS-D, HCS-H Selman-Holman & Associates
The Emergency Preparedness CoP’s state that home health agencies may conduct at least one “table-top exercise” annually as a feasible option to meet training requirements. Every state is at risk for tornadoes, so this makes a good example of a table-top for agencies. In this session, we will walk through a table-top exercise for a tornado with a scenario slide presentation, discussion handout and key points to focus on as you lead your agency staff through this exercise. Take home the resources for a ready-made table-top to meet this component of your Emergency Preparedness Program.

D6 - Tools to Anchor all the Hospice IDT Members in Their Documentation & Communication
Lores Vlaminck, MA, BSN, RN, CHPN Lores Consulting, LLC & Consultant for HEALTHCAREfirst
Never before in the history of hospice has the scrutiny of IDT documentation been more important to meet regulatory, reimbursement, quality measures and outcomes. Just as each IDT member serves a unique role in the care and support of the patient and family, so does their documentation. Plan now to attend and discuss the tools that will be provided and ways you might implement their use with your IDT members to improve documentation.

Choose the Right Session for You: Med-Cert Home Health Home Care Hospice General HH/Hospice
As a result, there’s an increased sense of urgency in hospice care markets as patients and caregivers are beginning to move into the long term and dire-care settings. Those used to mobile technology and provider adoption among younger generations are expanding rapidly due to patient provider adoption along with older generations who are used to mobile technology and are beginning to move into the long term and hospice care markets as patients and caregivers. As a result, there’s an increased sense of urgency to integrate into provider workflows and EMR/EHRs as telehealth evolves from a simple consumer application to an integrated platform where clinical services must be required in the form of RN triage and physician care, providers must seek solutions that improve care while doing what’s best for the patient with a complete telehealth platform. In this session, learn how an evolving market can transform your care delivery, optimize your operations and improve the care and attention given to your patients and families.

CMS has announced that it intends to begin Pre-Claim Review (PCR) again as a 5-year project designed to combat Medicare fraud and abuse in selected states. This session will focus on an in-depth analysis of what actually happened during PCR’s debut in Illinois and, using CMS claim and payment data, what could happen in NC if agencies experience the same rates of claim submission delays and payment non-acknowledgments that were experienced during PCR’s first round. Participants in this session will also learn how to design and improve existing revenue cycle functions to ensure timely affirmation of payment as quickly as possible and the first time through the PCR documentation submission process.

The 21st Century Cures Act requires all Personal Care Medicaid Services to be validated with Electronic Visit Verification effective January 1, 2019. This session will share specifics of the 21st Century Cures Act and the value homecare providers can experience by embedding EVV technology into their business. The presentation will cover: What EVV is; 21st Century Cures Act overview and requirements; the EVV Mandate Models deployed to date; and business value that goes beyond compliance.

By far the largest operational expense of an agency is the cost of service, particularly labor. The direct-care labor cost alone typically accounts for more than 30% of revenue. Targeting the inefficiencies associated with caregivers’ schedules, travel time and missed visits will go a long way to lowering costs. This presentation will share benchmarks and trends from 1.5 million episodes of care performed by agencies and broken down by hospice, home health and home care. Attendees will take away specific insights that will assist them in achieving true cost savings that deliver quality care in their operations.

We are living in a new economy that is powered by technology, fueled by information and driven by knowledge. For the first time in history, five generations can be found working side by side in the workforce. By the year 2020, Millennials will comprise 75% of the world’s talent workforce. Steadily increasing demands for nurses and direct care workers will exceed that of every industry sector as 10,000 Baby Boomers become eligible for retirement every day. Spend time exploring with home care technology industry executives how building your organization’s culture can lead to your ultimate success.

Choose the Right Session for You:  Med-Cert Home Health  Home Care  Hospice  General  HH/Hospice  

E1 - Pre-Claim Review is Coming to NC - Will Your Agency Be Ready?  Sharon Harder, Consultant Excel Health Group

E2 - The Federal EVV Mandate: Value Beyond Compliance for Providers and Payers  Tom Underwood, CEO, Sandata

E3 - Focus on the Largest Cost First: Benchmark the Efficiency of Your Direct-Care Coordination  Deb Mulholland, VP of Care Delivery Performance, CellTrak

E4 - How TeleHealth Combined with Nurse Triage Services are the Next Evolution in Care for Home Health and Hospice Patients  David Rodriguez, MBA, IntellaTriage

E5 - Starting with Why: Impacting the Future Workforce of Nurses and Caregivers  Adrian Killebrew Business Development Executive Axxess

E6 - The Value of Engaging Caregivers Early in Their Journey  Nicole Clagett, Executive Director, Guiding Lights Caregiver Support Center and Cooper Linton, MSHA, MBA, Vice President of Marketing and Business Development Transitions LifeCare, founded as Hospice of Wake County
REGISTRATION INFORMATION

Register! By Fax: Fax a copy of the registration form with the appropriate credit card information and signature to (919) 848-2355. Faxed registrations will not be processed without credit card information. By Mail: Mail registration form with payment to: AHHC, 3101 Industrial Drive, Suite 204, Raleigh, North Carolina, 27609. Registration forms will not be processed without payment. (Be sure and include the suite number!) ONLINE REGISTRATION AVAILABLE AT WWW.AHHCN.C.ORG

Cancellation Policy: Please note that due to hotel obligations having to be made far in advance, fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by September 17th. In the event of cancellation, AHHC will retain, or charge, $80 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, an AHHC staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. While it is not permissible for several individuals to share a registration, AHHC will be happy to accept substitutions if notified of the change in writing.

Auxiliary Aids, Services, & Special Diet Requests: AHHC is committed to ensuring that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services identified in the Americans with Disabilities Act. If you need any auxiliary aids or services or have a special diet request, please contact Richard Fowlkes at richard@ahhcnc.org.

Registration Fees

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<th>Early Bird Registration - Before August 31</th>
<th>Registration On or After September 1</th>
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Please Make Your Selections Below:

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<th>Monday - October 15, 2018</th>
<th>Tuesday - October 16, 2018</th>
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Attendee/Payment Information

Total Registration Fee Due: $__________

BILLING INFORMATION:
□ I agree to the Payment & Cancellation Policy
□ Check (payable to AHHC of NC)
□ American Express
□ Discover
□ MasterCard
□ VISA

FULL NAME ____________________________________________

STREET ADDRESS ________________________________________

EMAIL ________________________________________________

JOB TITLE _____________________________________________

NAME ON CREDIT CARD (PLEASE PRINT) ______________________ |

CREDIT CARD NUMBER | EMAIL ADDRESS (FOR RECEIPT) ______________________ |

BILLING ADDRESS ________________________________________ |

CITY, STATE, ZIP ________________________________________

PHONE NUMBER _________________________________________

EMAIL ADDRESS (FOR RECEIPT) ______________________ |

EXPIRATION DATE _______________________________________

CITY STATE ZIP CODE ___________________________________

SIGNATURE OF CREDIT CARD HOLDER (REQUIRED) _______________
AHHC Advocacy

TEAM REGISTRATION FORM

NAME PLAYER #1 ________________________ NAME PLAYER #2 ________________________

TEAM NAME: ____________________________________________________

PHONE # ________________________ EMAIL: ________________________

REGISTRATION FEE:  □ $135 PER TEAM BEFORE 8/31  □ $165 PER TEAM 9/1 AND AFTER

PLEASE ACCEPT MY ADDITIONAL DONATION: $ ________________________

Amount Enclosed: $ ________________________

Name of individual or company making contribution: ________________________

Corresponding Address ________________________ Agency City, State, Zip: ________________________

Email for CC Receipt: ________________________

Phone: ________________________ Alternate Email: ________________________

PAYMENT

☐ My check (payable to AHHC) is enclosed in the amount of $ ________________________  ☐ Charge my: 1111111111

Credit Card Number ________________________ Exp. Date: _______ Security code: _______

Name (as it appears on card) ________________________

Address (of cardholder) ________________________

Signature (required) ________________________

Please make personal or corporate checks payable to AHHC, and return contribution to:

AHHC 3101 INDUSTRIAL DRIVE, SUITE 201 | RALEIGH, NC 27609

Contributions to AHHC are not deductible as charitable contributions for income tax purposes. Please consult your tax advisor for the proper reporting of this contribution.
The Association for Home and Hospice Care of North Carolina is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

### Registration Discounts: AHHC of NC is offering discounts to agencies who register before August 31!

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### The Holiday Inn Resort | Wrightsville Beach, NC

AHHC of NC has secured a block of rooms for the nights of Saturday, October 13th through Monday, October 15th at $149/night (oceanfront) and $129/night (standard). These room rates will expire **September 13**.

To make a reservation, call 1-877-330-5050 or to make your reservation online, visit: [www.ahhcconferences.com](http://www.ahhcconferences.com)

**Early Bird Registration - Before August 31**

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**Dress is Resort/Business Casual**

**9+ Contact Hours Available**