



BUILD BETTER USERS

2019

USERS GROUP CONFERENCE

MEDICAL

SEPTEMBER 12-13 | BILLINGS, MT

 **Computers
Unlimited**

2019 MEDICAL AGENDA

THURSDAY, SEPTEMBER 12

7:30 – 8:30 AM

Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer

Breakfast is provided for all Users Group attendees.

8:30 – 9:00 AM

Opening Welcome

Welcome to Users Group 2019! This year's theme is all about building better users. Both new users and seasoned pros will find plenty of opportunities to learn, network, and gain insight into getting the most out of TIMS Software. From opportunities to test TIMS features in our Hands-On Room to discussions on specific business processes, this year's lineup is designed to make you a better TIMS user and help you discover new ways to run your business more efficiently. We are also excited to have guest speaker Ty Bello share his insights on the changing role of the HME sales professional. We look forward to seeing you at this year's event!

Presented by David Schaer, President, Computers Unlimited

9:00 – 9:50 AM

The Role of the HME Sales Professional – Past, Present & Future

The role of the HME sales professional has evolved through the years, and there is no indication that it will stop changing any time soon. Join Ty Bello, corporate coach and president/founder of Team@Work, for a session that dives into the role of the sales representative historically and in relation to today's market demands. He'll address how HME sales professionals must adapt with the ever-changing referral process, and how social media, Google®, and kiosks may play a larger role in referrals in the future. Ty Bello has more than 25 years of HME business optimization experience as a sales professional, leader, and coach, with a focus on team dynamics.

Presented by Ty Bello, President, Team@Work

10:00 – 11:50 AM

What's New in TIMS – Highlights from 2019

TIMS Software continues to evolve to meet the unique needs of our users. But what do these changes really mean for you? Hear about enhancements that have been released over the past year and learn how you can take action to leverage these features within your organization. We'll also show you where you can find updates year-round, you'll hear from users who have successfully implemented some of these tools, and we'll introduce you to the team that is always available to help you choose the path that is right for your business.

Presented by Stephanie E, Systems Implementer

12:00 – 1:00 PM

Lunch – DoubleTree by Hilton, 20th Floor

A buffet lunch is provided for all Users Group attendees.

Steering Committee Meeting – DoubleTree by Hilton, 20th Floor

This meeting is located in a private room on the 20th floor. Users interested in joining the Steering Committee are encouraged to attend.

1:00 – 2:50 PM

Scheduled Orders Preview

Increase patient satisfaction and reduce your reorder denials by offering a subscription service for a patient's eligible supplies. This session is a development design preview of a new application that would enroll the patient in a resupply subscription from the initial intake, pre-qualify upcoming scheduled resupply orders prior to their ship date, and automate the patient confirmation process.

Presented by Megan G, Product Owner

3:00 – 3:20 PM

Afternoon Break – DoubleTree by Hilton, 3rd Floor Foyer

Snacks are provided for all Users Group attendees.

THURSDAY, SEPTEMBER 12

3:20 – 4:10 PM

What Could Document Management Do for You?

Compliance with insurance payers is “mission critical” for any HME/DME business. Learn how companies using TIMS *Document Management* are optimizing their processes to reduce costs and protect their claims from insurance rejections and denials. Also, hear about newly added features, and dive into the product roadmap as we continue to position TIMS into the future with system automations and interoperability with third party systems. In addition, gain insight into the process of implementing this next generation system that replaces the legacy CMN and authorization features in TIMS.

Presented by Joe S, Product Owner

4:20 – 5:10 PM

Medical Collections Worklists & Adjustment Approvals

TIMS users are able to better manage revenue and denials by creating interactive, custom worklists for collections teams. In this session, go a step further with TIMS *Worklists* and see how you can use data to track who worked a line and what they did, and perform reports on collector performance and workload. This session will also showcase the TIMS *Patient Financial Assistance* application and the TIMS *Adjustment Approval System*.

Presented by Stephanie E, Systems Implementer & Courtney B, Sales Liaison

5:30 – 8:00 PM

Reception at Petroleum Club – DoubleTree by Hilton, 22nd Floor

Spend a relaxing evening savoring tasty appetizers with fellow Users Group attendees and TIMS Software staff at this casual reception. A variety of prizes will also be given away to some lucky conference attendees.



2019 MEDICAL AGENDA

FRIDAY, SEPTEMBER 13

7:30 – 8:30 AM

Continental Breakfast – DoubleTree by Hilton, 3rd Floor Foyer

Breakfast is provided for all Users Group attendees.

8:30 – 9:20 AM

Advanced Workflow Setup & Best Practices

TIMS *Advanced Workflow* offers a useful solution for a highly visible and easily managed paperless intake-to-order process. In this session, we'll take a deep dive into the best practices for implementing *Advanced Workflow*, based on feedback from TIMS users who have already mastered this tool. Is your workflow system pushing work to the appropriate users at the appropriate time? Join us and develop ideas on how to best set up *Advanced Workflow* to help your team become more organized and more efficient.

Presented by Stephanie E, Systems Implementer & Courtney B, Sales Liaison

9:30 – 10:50 AM

Routing, Delivery & Logistics

In an industry where profit margins are razor thin, saving money on deliveries has become more important than ever before. In this session, we'll show you the route optimization tools that can help reduce fuel costs and unnecessary overtime, while also increasing the number of deliveries your team can make per day. Then we'll complete the delivery loop with an overview of TIMS *Delivery*, a mobile application that gives your drivers the flexibility to update orders onsite, collect signatures, take credit card payments, provide a receipt, and more—all paper free! Join us for a test drive and see for yourself how TIMS can help you streamline delivery and maximize productivity.

Presented by Robert B, Smart Phone Solutions Specialist

11:00 – 11:50 AM

Establishing Best Practices for Collections

Turn every patient into a paying patient using the powerful integration of COLLECT*Plus*® with TIMS Software. From highly sophisticated front-end workflows to payment portals and automated patient billing and collections, this session will explore some best practices that successful HME providers employ to ensure a high collection rate and strong profitability. Bruce Gehring will draw upon his vast experience in patient collections with providers to outline a clear path to success for attendees.

Presented by Bruce Gehring, SVP Business Development, Allegiance Group

POST-CONFERENCE

12:00 – 1:00 PM

Lunch – DoubleTree by Hilton, 20th Floor

A buffet lunch is provided for all post-conference Users Group attendees.

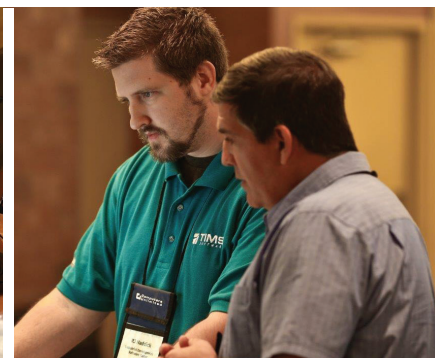
1:00 – 4:30 PM

Power BI

Join us for a post-conference session on Power BI® by Microsoft®. This flagship business intelligence and self-service reporting tool enables you to build and share powerful data visualizations. Power BI also allows you to easily distribute these dynamic reports and dashboards within your organization and on your mobile device. You'll experience the excellent performance of this tool as we look at several examples of Power BI reports using a variety of TIMS Software data sources. We will also demonstrate the new TIMS connector for Power BI, which allows you to tap directly into the TIMS Software analytics database and analytic APIs.

Presented by Adam G, BI Product Owner

2019 MEDICAL HANDS-ON ROOM



The Hands-On Room is a place where you can gain knowledge, be part of a group discussion, and get answers to your questions or issues. TIMS experts will be available throughout the conference to assist you. Please see the schedule below to find a specialist that meets your needs.

MEDICAL CONFERENCE | THURSDAY, SEPTEMBER 12

	FIELD OF SPECIALTY	TIMS EXPERTS
12:30 – 4:00 PM	Business Intelligence	CJ H & Jen S
12:30 – 2:00 PM	Advanced Workflow	Gayle T & Kim S
2:00 – 3:00 PM	EIS+, Notes & Tasks	Chris M & Lynda C
3:00 – 4:00 PM	Billing Rules	Gayle T & Jen T
4:00 – 5:00 PM	Document Management	Gayle T & Melissa C

MEDICAL CONFERENCE | FRIDAY, SEPTEMBER 13

	FIELD OF SPECIALTY	TIMS EXPERTS
8:00 – 12:30 PM	Business Intelligence	CJ H & Jen S
8:00 – 9:00 AM	Medical Collections Worklists	Gayle T & Jennifer T
9:00 – 10:00 AM	Patient Intake	Gayle T & Kim S
10:00 – 11:00 AM	Inventory & Equipment	Chris M & Melissa C
11:00 – 12:30 PM	TIMS Delivery & TIMS Plant	Smart Phone Team
11:00 – 12:30 PM	Medical Billing	Gayle T & Lynda C
12:30 – 2:00 PM	Claim Records, Validations & Rebilling	Gayle T & Kim S
2:00 – 3:00 PM	A/P, G/L & Batch Processing	Chris M & Rachel W
3:00 – 4:00 PM	Purchasing & eDrop Ship	Gayle T & Melissa C
4:00 – 5:00 PM	Order Entry & Scheduled Delivery	Gayle T & Jennifer T