



iPARTNER SOLUTIONS™

On Target with innovations, services, and support for success.

FREE  
EVENT

# SERVICES SUMMIT

Invacare Corporation cordially invites you to attend this FREE informative seminar.

Coming To:  
**TXRPC Annual Meeting**  
San Antonio, Texas

Wednesday  
August 6, 2008  
Omni San Antonio Hotel  
9821 Colonnade Boulevard  
San Antonio, Texas 78230

9:30 am - 3:00 pm  
Education Seminar  
Lunch Provided

Register by fax to Invacare  
**440-329-6036**

- Washington Update
- Core Competencies And Ways To Measure Success
- How To Improve Cash Collections
- How To Cut Operating Costs In Light Of Reduced Payment & Competitive Bidding
- Developments In Reimbursement
- How To Improve Profitability In Service

## REGISTRATION FORM

Name

Email

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Invacare Account Number \_\_\_\_\_

Provider/Dealer Name \_\_\_\_\_

Phone (Daytime) \_\_\_\_\_

Fax \_\_\_\_\_



**Yes, you can.®**



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# PROVIDER SUMMIT AGENDA

## CARA BACHENHEIMER

Cara is Senior Vice President of Government Relations for Invacare where she is responsible for the company's federal lobbying activities with Congress, the Administration and the federal regulatory agencies. She has been closely involved with the HME industry for almost 20 years.

## JEFF SOUZA

Jeff is a partner in HME Advantage, a Management Services Company which offers education and consulting for accreditation, competitive bidding, and business improvement to the Home Medical Industry. He is a nationally recognized speaker, author and advocate for home medical care and has guided over 500 successful accreditation surveys.

## DAVE BARGMANN

Dave is Chief Operating Officer of Homecare Collection Service, a leading provider of outsourced patient revenue management for the homecare industry. He has an 18-year background in sales, marketing, customer service and operations and is active in the American Collectors Association, the largest organization for the credit and collection industry.

## JIM STEPHENSON, CMC

Jim is the Rehab Reimbursement and Coding Manager at Invacare. He has worked in healthcare reimbursement for over 15 years in various insurance and reimbursement related positions. He has vast experience working with federal, state and private insurance payers. He is currently a member of the DMERC Advisory Committee for Regions C and D and sits on the editorial advisory board for several national coding publications.

## KEN EASLICK

Ken is Director of Technical Operations for Invacare iPartner Solutions. He oversees the Repair operations, Phone Support Center, Technical Education group, and the Roadrunner Mobility consumer power repair unit. He has been involved in large field service repair, installation, and delivery companies since 1988.

9:30am - 9:45am	Kickoff/Introductions
9:45am - 10:30am	Cara Bachenheimer Washington Update
10:30am - 10:45pm	Break
10:45am - 11:30am	Jeff Souza What are your core competencies and how do you measure success?
11:30am - 12:15pm	Dave Bargmann How to improve your cash collections
12:15pm - 12:45pm	Lunch
12:45pm - 1:15pm	Jeff Souza How to cut operating costs in light of reduced payment & competitive bidding
1:15pm - 1:45pm	Jim Stephenson Developments in reimbursement
1:45pm - 2:00pm	Break
2:00pm - 2:45pm	Ken Easlick How to improve profitability in service
2:45pm - 3:00pm	Closing remarks



Yes, you can.®

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