

**2024-2025 Conference Series**



**The National Conference on Ambulance  
Revenue Cycle Management & Compliance**

**Hershey: October 20-24, 2024**

**Las Vegas: March 16-20, 2025**

**Clearwater Beach: June 1-5, 2025**

**Spring 2024 Livestream: June 3-5, 2025**

**100% Con-Ed Approved**

**PWW | AG**

**[www.PWWMedia.com](http://www.PWWMedia.com)**



The ambulance industry's most trusted source for timely and cutting-edge revenue cycle and compliance information. This year's conference series is **hyper-focused on effective solutions** to help you through these turbulent times in today's world.

Join us this upcoming conference season for an amazing conference experience!

"Always a great experience; invaluable relationship building with peers in the dispatch, clinical, billing and software solution world."

-Spring 2024 Attendee



"The presenters are very knowledgeable and they keep a sense of humor in everything they present while assuring the importance of the topics."

-Fall 2023 Attendee



"This is by far the most informational EMS Conference. The PWW|AG team engages with attendees. Information we get at this conference energizes us to come back and look at our compliance."

-Spring 2024 Attendee

**Register at [www.PWWMedia.com](http://www.PWWMedia.com)**



# Conference at a Glance

Create Your Own Experience

## Day 1



## Day 2



## Day 3



## Day 4 & 5



### CAC (Hershey, Las Vegas & Clearwater)

Ideal for: billers, coders, compliance officers, revenue cycle professionals, managers, executives

### CACO (Hershey & Clearwater)

Ideal for: compliance officers, revenue cycle professionals, executives, board members, EMS agency leaders

### CAPO (Hershey & Las Vegas)

Ideal for: privacy officers, HIPAA compliance officers, IT professionals, executives, EMS agency leaders

### CAFO (Hershey, Las Vegas & Clearwater)

Ideal for: Controllers, Billers, Finance or Accounting Managers, CFO's or other administrators who handle the finances and reporting.

## XI - The PWW Executive Institute - 1 Day Preconference Workshop

Ideal for: EMS leaders, executives, managers, compliance officers, HR professionals, privacy officers, revenue cycle professionals

## abc360 Ambulance Revenue Cycle and Compliance Conference 2 Day Main Conference

Ideal for: billers, coders, revenue cycle professionals, compliance officers, managers, executives, billing companies



NAAC constitutes the “gold standard” for EMS compliance education. NAAC courses are nationally recognized and respected EMS-specific training and certification programs for ambulance billing and coding, compliance, finance and privacy professionals. Earning the CAC, CACO, CAFO and CAPO designations behind your name demonstrates a visible commitment to compliance, ethics and excellence.



The Certified Ambulance Coder course covers critical billing and coding topics such as medical necessity, levels of service, reasonableness, HCPCS and ICD coding, signature rules, modifiers and much more.



The Certified Ambulance Compliance Officer course covers developing and implementing compliance programs, performing effective internal audits, effectively training staff on your agency's compliance program and preventing compliance problems before they even start.



The Certified Ambulance Privacy Officer course covers the design and implementation of HIPAA compliance programs, conducting effective privacy and security training, avoiding and responding to data breaches, handling requests for PHI and more.



The Certified Ambulance Financial Officer™ program was developed to meet a long existing need in the ambulance industry to enhance fundamental skills and knowledge of best practices in EMS finance accounting, and reporting.







## **One Day Preconference Leadership and Compliance Workshop**

The PWW Executive Institute (XI) - is the nation's preeminent one-day event for EMS leaders, chiefs, directors, HR managers, supervisors and compliance professionals. XI focuses on industry trends from a high level - offering relevant, practical insights and solutions to the most vexing EMS challenges today.

## **2024-2025 XI Workshop Topics**

### **XI Keynote Address: The Why Factor: How Customer Service Shapes Healthcare and Community Impact**



**Catherine Kuhlmann, Firefighter/Paramedic,  
City of Fredericksburg, TX and Former Judge**

Catherine explores the critical role that every team member plays in ensuring high-quality patient care, and will discuss how true ownership and engagement within your team are vital for understanding that everyone has a pivotal role in serving our communities.

### **General Sessions**

Super Session: Reforming the EMS/Law Enforcement Relationship  
"Patient Abandonment" – Exposing the Myth That Threatens EMS Innovation  
XI Closing Keynote

## **XI Breakout Sessions**

### **EMS HR Track**

Unions on the Rise in EMS: Dealing with Labor Organizations Before and After They Arrive

The HR Lightning Round: The Hottest Topics in the EMS Workplace

### **EMS Financial Management Track**

Achieving Economic Sustainability Through Smarter Deployment

Engaging With Your Local Government and How it Can Boost Your Bottom Line

### **EMS Leadership Track**

Revolutionary Leadership: Lessons for EMS Leaders From the Founding Fathers

Moral Injury: A Big Barrier to Putting the Patient First and How to Deal With It

### **EMS Compliance Track**

EMS A.I. – How Artificial Intelligence Can Improve Operations or Make a Mess of Compliance

Hacked! Exposing the Biggest Cybersecurity Vulnerabilities in EMS



# Day 1

Fully Approved for NAAC Continuing Education

## General Sessions

- The abc360 Medicare & Reimbursement Update
- The abc360 Privacy Update
- TQM for RCM: How Total Quality Management Can Improve Your Revenue Cycle

*These practical sessions cover "must-know" industry information & satisfy your CAC "Mandatory" Con-Ed Hours!*

## Practical Skills Clinic

- abc360 Coding Clinics
  - 911 Emergencies
  - Interhospital Transfers
  - Discharge Transports
  - Repetitive Transports

*Build, refine and improve coding skills. Build critical billing and coding skills through real-life examples.*

## Billing Boot Camp

- Billing Boot Camp 1: Learning the Lingo and EMS Idiosyncrasies
- Billing Boot Camp 2: Coverage Basics for the Major Payers

*Perfect for new RCM professionals*

## Documentation Improvement Track

- How to Improve Narratives: The Good, the Bad and the A.I.
- Start with Why - Changing Attitudes About Documentation

*Raise your agency's documentation and compliance*

**Register at [www.PWWMedia.com](http://www.PWWMedia.com)**





# Day 2

Fully Approved for NAAC Continuing Education

## General Sessions

- abc360 Compliance Update
- Billing and Compliance Lessons from 10 Movies
- No PowerPoint: Let's Talk!
- How to Lead Your Agency to Better Documentation
- The Great Billing vs. Operations Face Off: What These Key Parts of Your Team Need to Learn About One Another
- The abc360 Game Show

## Revenue Cycle Management Track

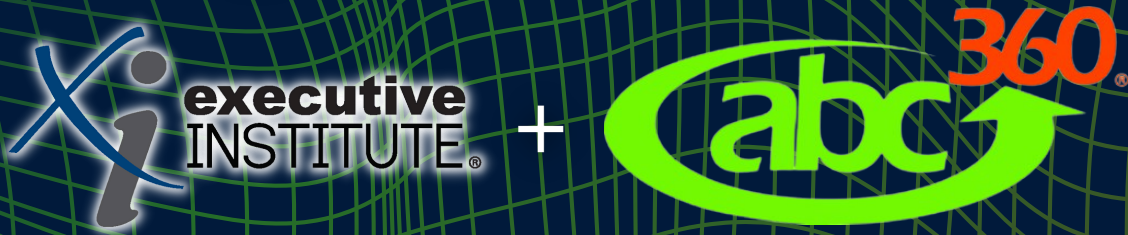
- Coordination is Key: Who Pays First and Keys to Benefits Coordination
- Auditing to Find Your Lost Money

## Compliance/ Privacy Track

- Stump the HIPAA Nerd - Your Questions Tackled Live
- The Five Dysfunctions of Your Compliance Program

**Register at [www.PWWMedia.com](http://www.PWWMedia.com)**

# Spring 2025 LiveStream



**XI LiveStream - June 3, 2025**

**abc360 LiveStream - June 4-5, 2025**

**Want to attend XI and abc360 remotely? - *We've got you covered!*** There will be a live simulcast of our June conference, streaming from Clearwater Beach, FL, where our remote attendees can watch, listen and participate in the conference in real time.

**Get your NAAC CEUs and attend XI and abc360 from the comfort and convenience of your office or home.**

LiveStream registrations are per-attendee; access cannot be shared with others. Attendees must login individually to receive CEU credit. The conference LiveStream cannot be paused or replayed, and no recording is permitted. The LiveStream broadcast of the conference begins at 8 am EDT each day.



# Registration Information



## Early Bird Deadlines

Hershey:

September 20, 2024

Las Vegas:

February 12, 2025

Clearwater Beach:

May 8, 2025

PWW Client Connect  
Members are Always the  
Early Bird!

Livestream is for  
Clearwater Beach, FL  
ONLY

Event	Early Bird Rate	Regular Rate
CAC	\$1,570	\$1,870
CACO	\$1,400	\$1,700
CAPO	\$1,400	\$1,700
CAFO	\$1,400	\$1,700
XI	\$555	\$855
abc360	\$860	\$1,160
abc360 Livestream CWB Only	\$860	\$960
XI Livestream CWB Only	\$555	\$655

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# Hershey Hotel Information



## Hershey Lodge & Convention Center

325 University Drive, Hershey, PA 17033

(800) 533-3131

[www.hersheylobby.com](http://www.hersheylobby.com)

Conveniently located only 20 minutes from Harrisburg International Airport and also within driving distance of BWI and PHL airports.

Reservation

**Special Rate Deadline:** 09/20/2024

**Special abc360 Rate:** \$197

[Book Your Room](#)



# Las Vegas Hotel Information



## Paris Hotel & Casino

3655 S Las Vegas Blvd. Las Vegas, LV 89109

1-800-223-7277

[www.caesars.com/paris-las-vegas](http://www.caesars.com/paris-las-vegas)

Paris Hotel and Casino brings the elegance and flair of the European city to Vegas. Located in the heart of the Las Vegas Strip, this vibrant and energetic hotel has endless dining, shopping and gambling options to keep you busy in your after-conference hours!

**Special Rate Deadline:** 02/12/2025

**Special abc360 Rate:** \$149 - \$169

Note that an additional processing fee will be charged by the hotel for individuals who register over the phone

[Book Your Room](#)

# Clearwater Beach Hotel Information



## Clearwater Beach Resort & Spa

400 Mandalay Avenue, Clearwater Beach, FL

(800) 548-8690

[www.hiltonclearwaterbeach.com](http://www.hiltonclearwaterbeach.com)

Experience the laid-back pace and pleasures of the refreshing Caribbean-style setting at this celebrated hotel. Lounge in a luxurious beach cabana. Refresh with a swim or take in the spectacular Gulf views on the beach after your conference day ends.

**Special Rate Deadline: 05/08/2025**

**Special abc360 Rate: \$239**

This includes the resort fee allowing for basic in-room internet access, access to on-site and off-site fitness centers and various additional discounts!

[Book Your Room](#)



# Here's the deal

## Summary of Terms, Conditions and Policies

**Attendance Policy:** Registrations are accepted on a first come, first served basis. Attendance is subject to all conference rules and safety requirements of PWW Advisory Group LLC (PWWAG) and the hotel venue. Attendees who do not abide by posted and/or announced rules and safety requirements will be dismissed from the conference without a refund. If you are sick or have any symptoms of coronavirus or any other communicable disease, do not attend the conference. If you become ill while on-site, you must refrain from attending any conference sessions or events and notify PWWAG regarding other attendees you may have exposed. PWWAG reserves the right to refuse registrations or conference admission for any reason in the sole discretion of PWWAG. Attendees are responsible to know and observe any established travel restrictions in effect at the time of the event, including testing and/or quarantine requirements of the states between which they are traveling to attend the event. PWWAG cannot be responsible for any attendee being prohibited from travel or from entering the state of the venue hotel. By attending this event, attendees assume all risk of contracting a communicable disease and PWWAG will not be responsible or liable in any way for any illness which may or may not be attributable to attendance at the conference.

**Event Cancellation Policy:** PWWAG reserves the right to cancel the event for any reason, including but not limited to illness, state restrictions, venue restrictions, civil unrest, or any situation which would make the event non-viable. If the event is canceled, all attendees will be offered a full refund of registration fees paid. Should circumstances arise that result in the postponement of an event, registrants will have the option to transfer their registration to the same event at the new, future date. The dates of the conference are subject to change. Attendees are responsible for cancelling all hotel, airline, rental car and other travel reservations in the event the conference is canceled. PWWAG cannot be held responsible for any travel or hotel cancellation costs or fees of any kind.

**Attendee Cancellation Policy:** Registrations may be canceled for a full refund if notice of cancellation is received in writing by PWWAG at least 45 days from the start of the event. Cancellations received between 15-44 days in advance will be refunded less a \$250 cancellation fee. Cancellations received less than 15 days prior to the start of the event are not refundable, however, registrations may be transferred to another individual within the same company as designated by the registered attendee. "No shows" will not qualify for a refund.

**Individual Attendy Transfer Policy:** If requested in writing no later than 15 days prior to the start of the event, an attendee may request a one-time transfer of their paid registration to another conference within the current annual series. Transfers will not be made to a future series. Transfer requests received less than 15 days prior to the start of the event are subject to a \$250 fee.

**Other:** Payment in full is required prior to the event in order to attend. Attendance is subject to the PWW Advisory Group Attendee Licensing Agreement. All material is copyrighted and may not be duplicated or shared. We comply with the Americans With Disabilities Act. If you require an attendance accommodation, please contact us at least 30 days prior to the event. No recording by audio, video, digital or other means is permitted at any conference or conference functions. By attending these events, you grant PWW Advisory Group LLC permission to use your image and likeness in marketing and promotional communications, including social media. Information presented at our conferences is for educational purposes only.

**PLEASE NOTE THAT ALTHOUGH REASONABLE PRECAUTIONS WILL BE IN PLACE, ALL GATHERINGS IN PUBLIC PLACES WHERE PEOPLE ARE PRESENT HAVE INHERENT RISK. ATTENDEES ASSUME ALL RISKS OF IN-PERSON ATTENDANCE, INCLUDING TRAVEL.**

Attendance constitutes agreement to these Terms, Conditions and Policies, and those in place at the time of the event.