



# Unite

**CentralReach User Conference**

**October 8-11, 2019**

**The Cosmopolitan | Las Vegas, NV**

LEARN.  
GROW.  
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NETWORK.



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# HOW WILL CR BENEFIT YOU?

## **Billing Professional** ✓

We know how time-consuming and complex billing can be in the ever-changing payor landscape. Attend CR Unite to hone your expertise through sessions designed to help you stay up-to-date and successful using CentralReach, and ensure that you can process claims with ease and get paid the first time, every time. The agenda includes topics on billing best practices, financial billing and reporting, and payment posting and denial workflow. Hosted by Billing Expert Adam Sellers, these sessions will help you streamline your process and give you the guidance to ensure you are working simply and efficiently within CentralReach.

## **Clinical Supervisor/Director** ✓

Whether you're just getting started or are a long time clinical solutions user, you will enjoy discussions led by BCBA's who can provide expertise on enhancing your programming, analysis, automation, and reporting in CentralReach. Topics include clinical reporting best practices, automatic progression features, and auditing for clinical programming. You'll learn how to maximize your use of CentralReach so that you can put more focus on delivering superior outcomes.

## **Office Administrator** ✓

We know billing, claims, staffing, auditing, and scheduling issues can keep you up at night. Join us at CR Unite to take a deeper dive into topics like streamlining onboarding with advanced automations, mobile device management, and increasing staff capacity. These sessions will help you manage your practice more efficiently and effectively using CentralReach software.

## **Business Operations Director** ✓

Reporting and automation, start to finish, is a key driver for many CentralReach users. CR Unite will be a valuable conference to you if you are interested in sustaining the growth of your practice, improving revenue cycle management, and increasing your visibility and ability to measure your business performance through software. You'll hear from staff experts in-session and have the opportunity to schedule time directly with a CR Genius to get all of your questions answered.

## Enhance Your Educational Experience

Select from over 35 hours of Practice Management and Clinical Solutions sessions to power up your CentralReach expertise. Walk away with the training, tips and tricks, and knowledge you need to operate like an ABA rockstar.

### Clinical Sessions

- Clinical Reporting
- Automatic Progression Features
- Staff Competency Tracking
- Clinical Standardization
- QA and Auditing of Clinical Programming
- Greater Information Gains with Dimensional Measurement
- Resolving Challenging Behavior with Precise Pinpoints
- Advanced Behavior Analysis Teaching Techniques
- Learning Management and Talent Development
- Communicating More Clearly to Payors with Advanced Metrics
- Improving Decision Making with Advanced Metrics
- Clinical Tips and Tricks

### Practice Management Sessions

- Streamline Onboarding with Advanced Automations
- Increasing Staff Capacity
- Payment Posting and Denial Workflow
- Maximizing Success in Secondary Claims
- Clean Claims Success
- Financial Billing and Reporting

### General Sessions

- Billing Best Practices
- Mobile Device Management
- Women in Leadership
- CR Insights Workshop

## Clinical Reporting

Nicholas Schreiber, Clinical Implementation Coordinator  
ABA-SME

Audience: BCBAs, Clinical Directors, Quality Assurance Team  
Members, Supervisory Staff

### Learning Objectives

- Learn how to align their document templates with their funding sources
- Learn how to streamline completion of documents with form fields involving narrative and demographic information
- Learn how to populate your report with many different kinds of clinical information including quantitative data and graphic displays
- Learn how to complete a report review process inside CentralReach
- Learn how to design and complete supervision documentation in the CentralReach system.
- Learn how to design and create innovative behavior support plans in the system.

## Automatic Progression Features

Nicholas Schreiber, Clinical Implementation Coordinator  
ABA-SME

Audience: BCBAs, Supervisors, Clinical  
Directors

### Learning Objectives

- Demonstrate creation of Within Session Prompt Fading Template(s)
- Demonstrate creation of Systematic Prompt Fading Templates
- Demonstrate use of CentralReach's autoproggression for changing of criterion designs
- Demonstrate use of CentralReach's autoproggression for advancement across targets

## Staff Competency Tracking

Greg Paquette, Sr, Clinical Strategist

Audience: BCBAs, Clinical Directors, Quality Assurance Team  
Members, Supervisory Staff

### Learning Objectives

- Create reusable templates for staff improvement goals, mentor ship and training modules
- Assign and take data on staff behaviors and assignments
- Analyze staff behavior and scores across different supervisor and set goals for staff
- Complete performance reviews for staff members based on quantitative measures and quickly complete these reports inside CentralReach

## Clinical Standardization

Greg Paquette, Sr, Clinical Strategist

Audience: BCBAs, Supervisors, Clinical Directors, Trainers

### Learning Objectives

- Review training implications of company standardization
- Demonstrate creation of critical sections of a client learning tree book
- Demonstrate creation and usage of standardized staff goals
- Demonstrate template settings to gain consistency and company adherence to standards
- Learn best practice workflows of company goal ban libraries
- Learn to utilize time saving auto assignment and labeling features

## QA and Auditing of Clinical Programming

Justyn Harvey, BCBA, M.Ed., Customer Success Manager

**Audience:** BCBAs, Supervisors, Clinical Directors, CCOs

### Learning Objectives

- Know the ins and outs of the Advanced Graphing Analysis and Goals List functionality of CentralReach
- Know how to audit programming through the use of advanced graphing functionality (scatterplot, learning opportunities, and ABC data)
- Know how to audit programming based on individual clients and case loads
- Know how to run quality assurance checks across individual clinicians, behavior analysts case loads and across locations

## Greater Information Gains with Dimensional Measurement

Rick Kubina Jr., Ph.D., BCBA-D, Director of Research

Amy Evans, Implementation Manager

**Audience:** BCBAs, Training Department Staff, Clinical Directors, Quality Assurance Team Members, Supervisory Staff

### Learning Objectives

- Describe the pitfalls of percent correct for monitoring behavior change and making decisions
- State the limitations of discontinuous measurement
- Prescribe effective solutions for situations where dimensionless measurement is often used

## Resolving Challenging Behavior with Precise Pinpoints

Rick Kubina Jr., Ph.D., BCBA-D, Director of Research

Amy Evans, Implementation Manager

**Audience:** BCBAs, Training Department Staff, Clinical Directors, Quality Assurance team members, Supervisory Staff

### Learning Objectives

- List the problems with common techniques for defining behavior
- Create a pinpoint for accelerative or reductive behavior
- Modify and improve a pinpoint to better detect behavior or solve a problem

## Advanced Behavior Analysis Teaching Techniques

Rick Kubina Jr., Ph.D., BCBA-D, Director of Research

Amy Evans, Implementation Manager

**Audience:** BCBAs, Training Department Staff, Clinical Directors, Quality Assurance team members, Supervisory Staff

### Learning Objectives

- Display discrete trial instruction data on the SCC
- Display natural environment training data on the SCC
- Describe data displayed on an SCC

## Learning Management and Talent Development

Dave Stephens, Sr. Director Product Management

**Audience:** BCBAs, Clinical Directors, Quality Assurance Team members, Supervisory Staff

### Learning Objectives

- Learn to create internal company created courses in the system
- Learn how to assign and track progress of individuals or groups of staff
- Quickly discover who is missing courses, who has not began, who has not finished the required courses in the system
- Discover all of the different tools of the internal Learning Management System

## Communicating More Clearly to Payors with Advanced Metrics

Rick Kubina Jr., Ph.D., BCBA-D, Director of Research

Amy Evans, Implementation Manager

**Audience:** BCBAs, Training Department Staff, Clinical Directors, Quality Assurance Team Members, Supervisory Staff

### Learning Objectives

- List advanced metrics in Precision Teaching
- Describe effectiveness of behavior change interventions using advanced metrics
- Translate quantitative information to a shareable format to communicate with payors

## Improving Decision Making with Advanced Metrics

Rick Kubina Jr., Ph.D., BCBA-D, Director of Research

Amy Evans, Implementation Manager

**Audience:** BCBAs, Training Department Staff, Clinical Directors, Quality Assurance Team Members, Supervisory Staff

### Learning Objectives

- Describe celeration and the insights it offers
- Describe bounce and the insight it offers
- Describe level and the insights it offers'

## Clinical Tips and Tricks: Task Analysis

Nicholas Schreiber, Clinical Implementation Coordinator

ABA-SME

**Audience:** BCBAs, Supervisors, Clinical Directors

### Learning Objectives

- Demonstrate creation of Whole Chain Task Analysis
- Demonstrate creation of Forward/Backward Chain Task Analysis for Across Session Prompt Fading
- Demonstrate creation of Forward/Backward Chain Task Analysis for Within Session Prompt Fading
- Demonstrate creation of aggregated goals utilizing the Task Analysis Data Collection
- Demonstrate user modified prompts for custom goals (Percent Independent)

## Streamline Onboarding with Advanced Automations

Dr. Judy Sloop, Sr. Director of Customer Success

**Audience:** HR/Employee Onboarding Team Members, Client Intake Team Members, Administrative Team Members

### Learning Objectives

- Demonstrate understanding of automation in client custom contact forms
- Demonstrate understanding of automation in employee custom contact forms
- Identify 3 ways to increase efficiency in client intake process
- Identify 3 ways to increase efficiency in employee onboarding process

## Increasing Staff Capacity

Nicole Matthews, Sr Director, Client Operations

**Audience:** HR/Employee Onboarding Team Members, Contract Fulfillment Staff, Supervisory Staff

### Learning Objectives

- Demonstrate understanding of how to determine staff availability for rendering services
- Demonstrate understanding of how to determine client availability for receiving services
- Utilize CR reporting tools to identify opportunities to maximize staff availability in order to fulfill client authorizations

## Payment Posting and Denial Workflow

Adam Sellers, Sr Customer Success Team Lead & Billing SME

**Audience:** Anyone in the RCM workflow

### Learning Objectives

- Learn about PR invoices and secondary claims
- Learn how to use the tolls in the reconcile screen or during bulk posting to flag items that need more work

## Maximizing Success in Secondary Claims

Adam Sellers, Sr Customer Success Team Lead & Billing SME

**Audience:** Anyone in the RCM workflow

### Learning Objectives

- Learn how to identify clients that need secondary submission.
- Learn how to use CR's system today to make Secondary paper and the potential EDI workflow and rules.

## Clean Claims Success

Adam Sellers, Sr Customer Success Team Lead & Billing SME

**Audience:** Anyone in the RCM workflow

### Learning Objectives

- Leave with knowledge of the following: Claim Settings, Defaults, Auth overrides, Employee setup.

## Financial Billing and Reporting

Chris Plante, SVP, Client Operations

Stephen Butts, Product Owner, CR Insights

**Audience:** Admin, Anyone in the RCM Workflow

### Learning Objectives

- Learn about billing, receivables, and payment exports
- See how the above interact and what each of them show



# THE SPEAKERS

## Learn About The Future Of ABA & CentralReach

Both industry experts and CentralReach leaders share their expertise regarding the latest trends and the future of the ABA industry, with eye-opening sessions designed exclusively for CR customers.



**CHRIS SULLENS**  
*President & CEO*



**CHERYL MICHAEL**  
*Chief Product Officer*



**CHRIS PLANTE**  
*SVP, Client Operations*



**KAREN PARISI**  
*SVP, Marketing*



**MARK COPE**  
*SVP, Sales*



**DAVE STEVENS**  
*Sr. Director,  
CR Institute*



**DR. RICK KUBINA**  
*Director of Research*



**ADAM SELLERS**  
*Sr. Customer Success  
Team Lead & Billing  
SME*



**AMY EVANS**  
*Implementation  
Manager*



**DENIZ OZEL**  
*Director,  
Customer Support*



**GREG PAQUETTE**  
*Sr. Clinical Strategist*



**DR. JUDY SLOOP**  
*Senior Director of  
Customer Success*



**JUSTYN HARVEY**  
*BCBA, M.Ed.  
Customer Success  
Manager*



**MARTIN AYALA**  
*Senior Account  
Manager*



**MATTHEW SCHILLING**  
*Customer Support  
Manager*



**NICHOLAS SCHREIBER**  
*Clinical Implementation  
Coordinator ABA-SME*



**NICOLE MATTHEWS**  
*Sr. Director,  
Client Operations*



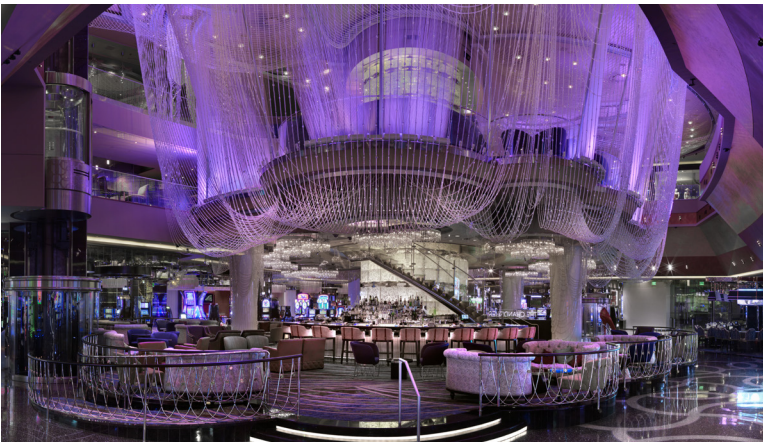
**STEPHEN BUTTS**  
*Product Owner,  
CR Insights*

# THE EXPERIENCE



## RELAX

How about some well-earned rest and rejuvenation? Come for learning but don't forget to enjoy Las Vegas while you're here. Arrive early or stay after to enjoy the Las Vegas scene. Use promo code **SOFTC9** for discounted rate at The Cosmopolitan.



## UNWIND & RECHARGE

There will be plenty of opportunities to blow off some steam and enjoy networking with fellow CR users.



## YOU DESERVE IT

Let's not overlook the fact that attending CR Unite in Las Vegas is going to be fun! Shake off the pressures of the work place and enjoy the moment while you are in Las Vegas...you deserve it!



# THE CONNECTIONS



## NETWORK

CR Unite is a fantastic opportunity to widen your ABA circle. Exchanging information on challenges, experiences and goals is a key benefit of networking at CR Unite because it allows you to gain new insights that you may not have otherwise thought of.



## CONNECT

Not only will CR Unite expose you to experts, but you will also be surrounded by some of the most engaged and driven people in the ABA field. Enjoy great food, drinks, and opportunities to meet with your ABA peers.



## SHARE IDEAS

Being in a room full of people who are there for the same reason - to better themselves and in turn better serve their clients: there is nothing like it. You are not alone in wanting to improve and bring something of value back to your clients.

# THE INTERACTIONS



## UNIQUE ONE-ON-ONE OPPORTUNITIES

Meet with a product expert at any one of our specialty booths including the CR Genius Booth to ask 1-on-1 questions. Provide your feedback to the CR Team at one of the scheduled focus groups.



## GET YOUR QUESTIONS ANSWERED

Schedule one-on-one time with a CR Genius. Sharpen your skills, increase user knowledge & receive hands-on training from a subject matter expert.

## PROVIDE A FRESH PROSPECTIVE

Join our dedicated focus groups to see where CentralReach is going and provide your recommendations on what you'd like to see.



## MEET THE TEAM

The CR team will be present during the length of the conference to provide input, support and hands-on-learning. Keep your eyes peeled for the red shirts!

# FREQUENT QUESTIONS



## WHERE

### The Cosmopolitan Las Vegas, NV

Located in the heart of Las Vegas Boulevard on the north side of Harmon between City Center and Bellagio, The Cosmopolitan is a unique luxury resort, hotel and casino.



## WHEN

### Tuesday, October 8 to Friday, October 11, 2019

The festivities start at Tuesday night's opening reception, followed by two full days of educational sessions and concluding with focus group discussions.



## WHY

### Education, Interaction, Connections & Fun

You'll benefit from networking with other users, sharing best practices, and learning about new developments. You will also have a chance to meet CR staff members, ask questions and provide suggestions.

### What's included in the Conference Pass?

- Opening Reception
- 2 Full Days of Educational Sessions
- Breakfast, Lunch & Dinner provided during the Conference
- One-on-one time with CR Experts
- 5 Continuing Education Courses

### Where do I get additional information about the conference?

Visit [events.centralreach.com/cr-unite-2019](https://events.centralreach.com/cr-unite-2019) for a full conference overview.

### How do I register for the conference?

Go to [events.centralreach.com/cr-unite-2019](https://events.centralreach.com/cr-unite-2019)  
Early Bird registration ends June 30 (a **\$200 savings!**)

### Is there a discounted hotel rate? How do I book a room?

Book now for a guaranteed discounted rate of \$219.00 at The Cosmopolitan of Las Vegas.

Go to [book.passkey.com/go/SOFTC9](https://book.passkey.com/go/SOFTC9) to book a room.  
Room block cutoff is September 17 and is subject to sell out.

### What is the appropriate attire during the conference?

Pack for the conference (business casual) but also for the fun!

### What is the weather like in Las Vegas, Nevada in October?

Average daily maximum 77-84 degrees and minimum 56-61 degrees.

### What airport would I fly in and out of?

McCarran International Airport - The Cosmopolitan is 2.2 miles from the airport and approximately a 10 minute drive.