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Where is the Industry Going in 2020?



HME, HHA leaders predict big changes for health care & consumers in the year to come
by Hannah Wolfson
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Is there a question you're looking for answers to in 2020? Or something keeping you up at night?



Some commercial payers are canceling contracts with their provider panels and moving to a sole source contract with a single provider. This is a threat to our industry that I don't believe will go away at the end of 2019. Providers need to be very in tune with the payers and their contracts and be sure to keep communication open so they can be ready to combat this threat.

Another issue is commercial payers' and managed care Medicaid contractors' reimbursement fee schedules and payment processing issues that cause cash flow problems. We at ECS North have seen numerous situations where these payers are underpaying, not paying claims at all according to the plan's coverage criteria and just delaying processing due to inefficiencies on their part. This is a constant battle with projects for provider representatives and trying to work your way up the chain of hierarchy. Being part of your state and national associations as well as working with member service organizations can help with discussions with payers. These groups have payer relations staff who advocate for our industry and there is power in numbers. As an industry we need to unite and work together to battle these issues so that we can look to our future positively without fear. — **Sarah Hanna**, *CEO, ECS North*