



CONTEMPORARY FORUMS

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LAS VEGAS, NV • OCTOBER 9 – 12, 2011



Case Management Along the Continuum



Attend this conference and
earn up to 24.5 hours

Preconferences:

- **Case Management Boot Camp:
What's New for 2011 and Beyond!**
(See page 3)
- **Compliant Level of Care
Determinations**
(See page 3)

REGISTER TODAY!

www.ContemporaryForums.com • www.onlineCElibrary.com

Invitation

Dear Colleagues,

Today, with healthcare reform and changing regulations, case managers are challenged with accountability, appropriate transitions, and avoiding readmissions. With targets constantly moving as the rules and players change, how can you ride the crest of the wave and bring your department with you?

Join us at our **17th Annual Case Management Along the Continuum** conference to get the latest information on healthcare reform, case management models, and changes in regulations. Network with your peers from a variety of other organizations and leave with new tools, fresh ideas and a different perspective.

- ▶ **Two Preconferences: Case Management Boot Camp: What's New for 2011 and Beyond!** Which will focus on collaboration with other health team members and understanding the infrastructure of MS-DRG Reimbursement. **Inpatient Admission Versus Outpatient Services: A Guide to Compliant Level of Care Determinations** Which will provide detailed information for care determination level.
- ▶ Considerations of ethics and case management responsibilities.
- ▶ Improving patient adherence via motivational interviewing.
- ▶ Patient centered medical homes.
- ▶ Effective ED case management processes.

Join your colleagues for an educational experience that will help you think critically, plan effectively, and improve case management outcomes. Re-energize yourself to do the work you know and love. **See you there!**

Sherry L. Aliotta, BSN, RN, BC, CCM
Planning Committee Member

Toni G. Cesta, PhD, RN, FAAN
Planning Committee Member

Donna J. Zazworsky, MS, RN, CCM, FAAN
Planning Committee Member

Kathryn Clayton, MSN, RN, MBA, ALNC
Program Manager • Contemporary Forums

Who Should Attend?

- ▶ Case Managers and Directors
- ▶ Utilization Review Staff and Managers
- ▶ Discharge Planners/Managers
- ▶ Educators
- ▶ Consultants
- ▶ Care Coordinators/Managers
- ▶ Documentation Review Specialists
- ▶ Disability Management Specialists
- ▶ Rehabilitation Specialists

Conference Objectives

This program will enable you to better:

- ▶ List methods to increase interdisciplinary planning and accountability.
- ▶ Describe changes in observation rules and how Medicare levels of care affect clinical patient management.
- ▶ Describe key aspects of the hospital revenue cycle and how case management can impact that metric.
- ▶ Evaluate care coordination models to keep the patient moving along the continuum of care.

Accreditation

A Certificate of Attendance will be available online after you complete the course requirements, enabling you to register your credit with the appropriate licensing boards or associations. To apply for credit not listed below, use the procedure established by the specific organization.

1 Hour = .1 CEU | 1 CEU = 10 Hours

Nurses and Nurse Practitioners

Preconference A: 6.5 ANCC/7.8 CA BRN contact hours
Preconference B: 6.25 ANCC/7.5 CA BRN contact hours
Main Conference: 18 ANCC/21.6 CA BRN contact hours

Contemporary Forums is accredited as a provider of continuing nursing education by the **American Nurses Credentialing Center's Commission on Accreditation**.

Contemporary Forums is approved by the **California Board of Registered Nursing**, Provider #04516.
(CA BRN contact hour = 50 minutes)

Social Workers/Marriage, Family & Child Counselors

Preconference A: 6.5 CE credit hours
Preconference B: 6.25 CE credit hours
Main Conference: 18 CE credit hours

This conference has been approved by the **Washington Chapter, National Association of Social Workers (NASW)** for Licensed Social Workers, Licensed Marriage & Family Therapists and Licensed Mental Health Counselors, Provider #1975-148.

This course meets the qualifications for continuing education credit hours for Marriage, Family & Child Counselors and/or Licensed Clinical Social Workers as required by the **California Board of Behavioral Sciences**, Provider #PCE771.

Case Managers, Certified Disability Management Specialists, and Certified Rehabilitation Specialists

Application has been made for continuing education credit from the **Commission for Case Manager Certification**, the **Certification of Disability Management Specialists Commission** and the **Commission on Rehabilitation Counselor Certification**.

Sunday, October 9

Case Management Boot Camp: What's New for 2011 and Beyond!

Toni G. Cesta, PhD, RN, FAAN
Beverly Cunningham, MS, RN
Deborah K. Hale, CCS, CCDS

This year's boot camp will focus on some of the greatest challenges case managers are facing in 2011 and beyond. Changes related to healthcare reform, pay for performance, readmissions, MS-DRGs, case management teams and case loads will all be covered in this intense and exciting day. Attend this Preconference and you will be able to:

- ▶ Describe the challenges facing case management under the new healthcare reform guidelines
- ▶ Describe case management models and staffing
- ▶ Review strategies for reducing readmissions in your organization

7:00 a.m. Preconference A Registration

8:00 **Case Managers and Healthcare Reform: The Good, the Bad, and the Ugly**

- Top challenges to case managers under healthcare reform
- Strategies for addressing these challenges
- Dashboard examples for continuous quality improvement

9:30 Refreshment Break

9:45 **The Case Management Team: Strategies for Integrating the Social Worker and the Case Manager to Optimize Outcomes**

- State-of-the-art case management models
- Optimizing the roles of the interdisciplinary care team
- Tools for completing a case management assessment

11:15 Lunch Break

12:45 p.m. **Understanding the Infrastructure of MS-DRG Reimbursement**

- Fundamentals of the MS-DRG reimbursement system
- Determining actual versus expected length of stay
- Measurement of actual versus expected mortality and complication rates based on the MS-DRG assignment

2:15 **Maneuvering the Case Management Compliance Zone**

- Compliance regulations for case managers
- Strategies to integrate compliance into case management functions
- Case management leader planning to assure compliance is met

3:30 Refreshment Break

3:45 **Readmission Reduction and the Role of the Case Manager**

- Methods for evaluating your hospital readmission rates
- Programs for reducing readmissions
- The role of the case manager in reducing readmissions

4:45 Adjourn

Sunday, October 9

Inpatient Admission Versus Outpatient Services: A Guide to Compliant Level of Care Determinations

Deborah K. Hale, CCS, CCDS
Gregory Palega, MD, JD

This workshop will review the Social Security Act's Statutory Obligations and Center's for Medicare and Medicaid Services (CMS) guidance for appropriate level of care determination. CMS specific instructions will be used to help hospitals debunk the myths commonly associated with level of care determinations. Attend this Preconference and you will be able to:

- ▶ Identify organizational infrastructure for Utilization Review as prescribed by Medicare Conditions of Participation and current CMS Transmittals
- ▶ Avoid implementation of non-compliant corrective strategies
- ▶ Describe each step of a successful appeal process and the elements of an effective appeal

7:00 a.m. Preconference B Registration

8:00 **Level of Care Determination Myths Versus Reality**

- Decision making process and regulatory resources
- The physician's order - required components
- Inpatient only surgery list exceptions
- Patient safety versus medical need for inpatient admission
- Admission for patient placement

9:30 Refreshment Break

9:45 **Outpatient or Outpatient with Observation Services**

- Outpatient Services and Observation Services defined
- The impact of observation overutilization
- CMS's and the American Hospital Association's Concerns

10:45 **Establishing a Compliant Utilization Review Infrastructure**

- Medicare conditions of participation requirements for Utilization Review
- The role of physician members/advisors on the Utilization Review committee
- Utilization Review variations for the critical access hospital
- Do's and Don'ts of the Provider Liable (Bill type 12x) Claim and Condition Code 44 Claim

11:45 Lunch Break

1:15 p.m. **Case Studies: The Five Step Appeals Process**

2:30 Refreshment Break

2:45 **RAC, MAC, CERT and OIG Status**

- What is being targeted, denied and why?
- The status of 2010-2011 appeals

4:15 Adjourn

Monday, October 10

7:00 a.m.	Main Conference Registration • Exhibits	1:30	The Revenue Cycle Demystified Brian Pisarsky, RN, MHA, ACM
8:00	Handling Department of Justice Fraud Investigations Gregory Palega, MD, JD	2:30	The New VA Model for Patient Centeredness: The Patient-Aligned Care Team and Transitions of Care Theresa Kurtinaitis, MSN, RN
9:00	The Case Manager's Role in Value Based Purchasing Deborah K. Hale, CCS, CCDS	3:30	Refreshment Break • Exhibits
10:00	Refreshment Break • Exhibits	4:00	New Paradigm: Ethical Analysis for Case Management Assessment Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRC Lynn S. Muller, RN, BA-HCM, CCM, JD
10:30	When All is Said and Done: It's All About Accountability Lynn S. Muller, RN, BA-HCM, CCM, JD	5:00	Questions and Discussion Faculty Panel
11:30	Questions and Discussion Faculty Panel	5:40	Adjourn
12:05 p.m.	Lunch Break		

Tuesday, October 11

During each Concurrent Session, 4 topics are presented simultaneously in separate rooms. Sessions are limited in size. Choices are assigned in the order received. Indicate your selections on the Registration Form.

+ = Administrative Track

7:00 a.m.	Exhibits	11:30	Lunch Break
8:00	CONCURRENT SESSIONS # 1	1:00 p.m.	CONCURRENT SESSIONS # 3
+ #11	Reports, Report Cards and the Boardroom: Strategies for Sharing Data Throughout Your Organization Toni G. Cesta, PhD, RN, FAAN Beverly Cunningham, MS, RN	+ #31	The Truth About Medicare Levels of Care: Inpatient vs. Observation Rules Gregory Palega, MD, JD
#12	Legal Issues in Case Management: Are You Connected? Lynn S. Muller, RN, BA-HCM, CCM, JD	#32	Improving Patient Adherence with Motivational Interviewing Sherry L. Aliotta, BSN, RN, BC, CCM
#13	Interdisciplinary Huddles: Starting, Maintaining and Making Them Count! Sherry L. Aliotta, BSN, RN, BC, CCM	#33	Employing E-tech Ethics® in Case Management Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRC
#14	RAC and Beyond: Why ED Case Management, Why Now? Karen Zander, MS, RN, CMAC, FAAN	#34	Diabetes Disease Management and Payment Reform with a Medicaid Health Plan: A New Model for Care Coordination Gina M. Conflitti, MD, FACP, CPE Donna J. Zazworsky, MS, RN, CCM, FAAN
9:30	Refreshment Break • Exhibits	2:30	Refreshment Break • Exhibits
10:00	CONCURRENT SESSIONS # 2	3:00	CONCURRENT SESSIONS # 4
+ #21	Clinical Documentation Improvement and the Case Manager: Integrating the Roles Toni G. Cesta, PhD, RN, FAAN Beverly Cunningham, MS, RN	+ #41	The New Case Manager: Strategies to Recruit, Train and Retain Michelle Allen, ACM, RN, IQCI
#22	VA Care Management/Case Management and the Effective Use of TeleHealth Theresa Kurtinaitis, MSN, RN	#42	Post Hospitalization Transitional Care for the Homeless: A Community Collaboration Douglas J. Spegman, MD, MSPH, FACP
#23	Balancing Ethics and Technology for Today's Case Manager Ellen Fink-Samnack, MSW, ACSW, LCSW, CCM, CRC	#43	Nursing Staff and Case Management Relationships: What Works, What Doesn't Karen Zander, MS, RN, CMAC, FAAN
#24	Transition Care from Acute Care to Community Care Donna J. Zazworsky, MS, RN, CCM, FAAN	#44	Effective Reductions in Readmissions: A Case Study Brian Pisarsky, RN, MHA, ACM
		4:30	Adjourn

Wednesday, October 12

- 8:00 a.m. **Patient Centered Medical Home: A Health Plan's Perspective**
Gina M. Conflitti, MD, FACP, CPE
- 9:00 **Clinical Realities: Successful Case Management/Care Transition Model in a Non-Profit Health System**
Douglas J. Spelman, MD, MSPH, FACP
- 10:00 Refreshment Break
- 10:15 **Care Coordination Goal: Keep the Patient Moving Along the Continuum of Care**
Michelle Allen, ACM, RN, IQCI
- 11:15 **The ED as a Front Porch, Not a Gate**
Karen Zander, MS, RN, CMAC, FAAN
- 12:15 p.m. **Questions and Discussion**
Faculty Panel
- 12:45 Conference Summary and Evaluation
- 1:00 Adjourn

Sherry L. Aliotta, BSN, RN, BC, CCM

Planning Committee Member

President/CEO

S.A. Squared Associates, Inc.
Evansville, Indiana

Michelle Allen, ACM, RN, IQCI

Division Director Case Management
HCA West Florida Division
Palm Harbor, Florida

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Planning Committee Member

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and Capacity Management
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Chief Quality/ Medical Innovations Officer
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Karen Zander, MS, RN, CMAC, FAAN

Principal & Co-Owner
The Center for Case Management, Inc.
South Natick, Massachusetts

Donna J. Zazworsky, MS, RN, CCM, FAAN

Planning Committee Member

Vice President, Community Health & Continuum Care
Carondelet Health Network
Tucson, Arizona

Email Updates

If you are not currently receiving Online CE Library or conference information and updates via email, please go to www.ContemporaryForums.com/en/Email-Updates/ to provide us with your contact information. You will then be notified of all conferences as soon as they are announced as well as have access to special promotions. All email addresses are for Reed Elsevier use only. Contemporary Forums is a division of Reed Elsevier.

Online CE Library

Earn CE Credit Online

Contemporary Forums **Online CE Library** is your on-demand resource for quality accredited healthcare continuing education.

The Library contains **over 1,600 topics** featuring the most relevant and up-to-date education dedicated to a variety of clinical areas.

Online CE Library Group Access Programs:

Hospitals and healthcare facilities can provide and manage quality accredited continuing education to meet staff needs.

To request group access account pricing and details, visit

onlineCELlibrary.com or call (925) 361-4811.



OnlineCELlibrary.com

Registration Information

▶ **Registrations must include full tuition payment to be accepted. Registrations faxed without payment will not be processed.** Confirmation is sent by email if your completed registration form and payment are **received** one week before the conference begins. Since conference registration and hotel rooms are limited, early registration is advised.

▶ Out of consideration to registrants, children of any age and spouses may not attend the sessions.

▶ **Tuition** (U.S. Funds)

	Preconference A	Preconference B	Main Conference
Early Registration Fee* (On/Before August 25)	\$275	\$275	\$635
Regular Registration Fee (After August 25)	\$295	\$295	\$675

*Postmarked or phone/fax/online registration and fees received on/before August 25.

Your tuition includes Certificate of Attendance and refreshment breaks.

▶ **Group Discounts** (Mail, fax or call in together. Online registration is not available.)

Tuition discounts are given to groups of 3 or more registering for the complete **Main Conference**. Discounts do not apply to the Preconferences. To qualify for the group discount, all registration information must be complete for all group members, payment included and forms sent together. If faxing, list all group members on cover sheet. Subtract the discount from the tuition fee. Groups may not be formed after individual registrations are received.

\$25 per person discount for 3 or 4 in a group

\$45 per person discount for 5 or more in a group

▶ **Method of Tuition Payment**

Make payment by **check** (payable to **Contemporary Forums** and enclose with Registration Form), **Visa, MasterCard, Discover, American Express** or **Purchase Order**. A \$30 fee is charged for any returned check. Personal checks are NOT accepted at the conference. Purchase Orders must be received with registration by the conference date and include the P.O. number, invoice address, tuition, approval signature, contact name, email address and phone number.

▶ **Register Online, or by Phone, Fax or Mail** (Payment is required to register.)

Register only ONCE, online at www.ContemporaryForums.com, by mail or fax (800) 329-9923, or call (800) 377-7707, Monday-Friday, 8 a.m. - 5 p.m. (Pacific Time). **Before calling, complete all registration information.**

▶ **Tax Deductibility**

Expenses of training, tuition, travel, lodging and meals to maintain or improve professional skills may be **TAX DEDUCTIBLE**. Consult your tax advisor.

▶ **Partial Attendance** (Online registration is not available.)

Call Contemporary Forums for tuition and CE credit for individual days. **Group discounts do not apply. Registrations may not be shared.**

▶ **Cancellations**

Cancellations may be made by phone or in writing. Cancellations received on/before **August 25** receive a full tuition refund. Cancellations received after **August 25** are assessed a \$20 processing fee. No refunds for cancellations received after the conference begins or for "no shows." If this meeting is cancelled for any reason, including labor strikes or acts of God, liability is limited to a full refund of registration fees.

▶ **Program Changes**

Contemporary Forums reserves the right to make necessary changes in speakers, topics or schedule. The most current program can be found on our website.

▶ **Questions?** Contact Contemporary Forums at (800) 377-7707, Monday - Friday, 8 a.m. - 5 p.m. (Pacific Time) or email info@cfforums.com.

♿ If you require special arrangements at this conference, call (800) 377-7707, at least 30 days prior to the conference.

EASY WAYS TO REGISTER



Online (Credit card only)

Visit us at

www.ContemporaryForums.com



Fax (Credit card or Purchase Order)

(800) 329-9923

24 hours a day



Phone (Credit card only)

Monday - Friday

(800) 377-7707

8am - 5pm, Pacific Time



Mail - Attn: Registrar

Contemporary Forums

6377 Clark Avenue, Ste. 200

Dublin, CA 94568

Hotel Accommodations

- ▶ The conference will be held at the **Paris Las Vegas**, 3655 Las Vegas Blvd., Las Vegas, NV 89109. A limited block of rooms is being held for you and your guests at special group rates which will be in effect, based on room availability, from **October 7 to October 13** for those wishing to extend their stay to enjoy area activities or qualify for discount airfares.
- ▶ **Rates: \$129 single/double occupancy**
Rates are per room and subject to prevailing state and local taxes.
- ▶ To obtain the special group rates, **make your reservation early and before the “hotel room block release date” which is September 16.** Rooms may sell out before this date so be sure to make your reservation now. After the release date, rooms and group rates may no longer be available so call the hotel regarding availability.
- ▶ To reserve your room online, please visit our website at www.contemporaryforums.com for details.
- ▶ For room reservations, call (877) 603-4389 and inform them that you are attending the **Contemporary Forums** conference on **Case Management Along the Continuum.** Request a confirmation number and written confirmation of your reservation. Reservations must include a first night's deposit.
- ▶ Contact the hotel regarding cancellation policy. For arrivals after 4 p.m., call the hotel on the day of travel to reconfirm reservations.
- ▶ For additional hotel information, call the **Paris Las Vegas** at (800) 722-5597.

Dazzling Location

Viva Las Vegas ... it's impossible to resist the excitement of the neon lights, the shrieks of delight from jackpot winners, and the glitz and glamour of the hotels on the strip. A Disneyland for adults? You bet ... and Las Vegas is so much more!

World-class dining, internationally-known boutiques, award-winning golf courses, savvy nightclubs and European-style spas are calling you to this glittering city, known as “Vegas!” Join your colleagues for “Case Management Along the Continuum” and enjoy all of the fun in the city that never sleeps. For more information, call the Las Vegas Convention and Visitors Authority at (702) 892-7575 or go online to www.lasvegas.com.



Travel Discounts



Contemporary Forums has a special discount agreement with United Airlines unavailable to the general public. To obtain these special conference fares call the Special Meeting Desk at (800) 521-4041, **Account Code 510CW.**

Ticketing and payment can be done directly by you or through you or through your travel agent. To ensure the best flights and times, since seats are limited, make your reservations early. Fares are guaranteed at the time of the ticket purchase.



Hertz is the official car rental agency for the conference. Special rates will be in effect throughout the conference as well as one week before and after. For special rates, call HERTZ at (800) 654-2240 and refer to Contemporary Forums plus the conference discount code **CV# 03000258.**

Exhibits

We are inviting a group of companies and organizations with professionally relevant products, services or career opportunities to exhibit at this conference. For exhibit space or additional information:

Call the Exhibitor Information Line: (925) 361-4807

Email: exhibits@cforums.com

Visit: www.ContemporaryForums.com/en/For-Exhibitors

RAVE REVIEWS ...

“Contemporary Forums continues to provide excellent and timely topics that are critically important to the expanding role of Case Management. Speakers are industry leaders and always ready to share their collective knowledge.”

- Kathy Kier, RN-BC, MPM, CCM • Greensburg, PA

“I learned valuable information and resources to be more informed and aide in my role as a nurse in the legal and practical application in case management.”

- Monica Hirschberger, BSN, RN, CCM • Santa Monica, CA

“Deborah Hale’s presentation was exactly what I needed to hear! She is well informed and presents complex issues in an easy to understand format. We will be changing a few practices thanks to her.”

- Sandra Selman, BSN, RN, CCM • Batesville, IN

2011 CONFERENCE CALENDAR (Partial listing)

Brain Injuries • Sept. 28 - Oct. 1 • San Francisco, CA

Pediatric Critical Care Nursing • Oct. 4-8 • Las Vegas, NV

Become A Legal Nurse Consultant • Oct. 9-10 • Las Vegas, NV

Oncology Congress • Oct. 12-15 • San Francisco, CA

Contraceptive Technology: Quest for Excellence • Nov. 3-5 • Atlanta, GA

Become A Legal Nurse Consultant • Nov. 6-7 • Las Vegas, NV

Pharmacology for Advanced Practice Clinicians • Nov. 7-13 • Las Vegas, NV

The Fetus and Newborn: State-of-the-Art Care • Nov. 9-12 • Las Vegas, NV

For complete conference information, visit www.ContemporaryForums.com, call toll-free at (800) 377-7707 or email: info@cforums.com.

Please Post Prominently or Forward to a Colleague if Unable to Attend.

Registration Form: Case Management Along the Continuum

Send this form with full payment (U.S. Funds) to:
 Contemporary Forums, Attn: Registrar, 6377 Clark Avenue, Suite 200, Dublin, CA 94568.
 Fax (800) 329-9923, Phone (800) 377-7707, or visit www.ContemporaryForums.com

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REGISTER TO ATTEND:

- Preconference A:** Case Management Boot Camp 2011 (October 9)
- Preconference B:** Compliant Level of Care Determinations (October 9)
- Main Conference** (October 10-12)

REGISTRATION INFORMATION (Please Print Clearly)

*Name, License/Degrees, Place of Employment, City, State appear on your badge.

*First Name
 Social Security # (Last 4 Digits)

*Last Name *License/Degrees

*Place of Employment

*City *State

Attendee's E-mail (Confidential. For confirmation, Certificate of Attendance and access to Online CE Library.)

Home Address

City State Zip

Daytime Phone(s)

CONCURRENT SESSIONS SELECTION (Tuesday, October 11 – See pg. 4)

List the number of your 1st and 2nd choices since sessions are limited in size. Assignments are made in the order received.

Session #1 (8:00 a.m.) | **Session #2** (10:00 a.m.)
 _____ 1st, _____ 2nd choice | _____ 1st, _____ 2nd choice

Session #3 (1:00 p.m.) | **Session #4** (3:00 p.m.)
 _____ 1st, _____ 2nd choice | _____ 1st, _____ 2nd choice

PROFESSIONAL PROFILE

Choose ONE category in each section that best applies to you. If you have multiple roles, select the one that occupies the majority of your time. Use "Other" if none of the choices apply to you.

1. SPECIALTY

- Case Management
- Clinical Services
- Discharge Planning
- Utilization Management
- Other: _____

4. YEARS IN CASE MANAGEMENT

- 1
- 2-3
- 4-7
- 8-10
- 11+

2. LICENSE

- RN/RNC/NP
- Social Worker
- Other: _____

5. CLINICAL SETTING

- Case Management Organization
- Community
- Emergency Department
- Health System
- HMO or MCO
- Hospital
- Insurance Company
- Military/Government
- Outpatient Clinic
- Rehabilitation Facility
- Other: _____

3. POSITION/JOB FUNCTION

- Administrator
- Care Coordinator
- Case Manager
- Director/Assistant
- Director of Nursing
- Discharge Planner
- Disability Management Specialist
- Manager/Assistant
- Rehabilitation Specialist
- Supervisor/Assistant
- UM Manager
- Other: _____

OFFICE USE ONLY: C | D | E

PAYMENT SUMMARY #075411
Early Fee Postmark Deadline: August 25

Conference Tuition	\$ _____
Group Discount (See page 6) (Registration forms must be sent in together.)	- \$ _____
Preconference A Tuition (October 9):	+ \$ _____
OR	
Preconference B Tuition (October 9):	+ \$ _____
TOTAL PAYMENT ENCLOSED	\$ _____
<input type="checkbox"/> Check/Money Order Payable to Contemporary Forums	
Credit Card #	_____
Exp. Date	_____
Print Cardholder's Name	_____
Billing Address	_____
City	State Zip
Payer Email	_____
Payer Phone #	_____

Please share with your colleagues

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