NHIA Consultant Network Directory
The NHIA Consultant Network is a resource of consultants that can provide professional assistance to support the needs of your business. Here you will find experts in diverse areas that include:

**Management:** Strategic planning and business model development; New home infusion and Ambulatory Infusion Center/Ambulatory Infusion Suite business start-up; Staffing, recruitment and retention

**Clinical:** Staff education, training and competency assessment; USP <797> compliance, including facility construction and remodeling

**Quality:** Policy and procedure development; Regulatory compliance; Quality Improvement program development; Accreditation preparation; Managing risk

**Reimbursement:** Staff education and training; Surviving an audit; Billing and collections; Profitability analysis

**Sales & Marketing:** Market analysis; Staff education and training; Sales plan development; Sales compensation

**Information Technology:** Software selection, Staff education and training, Ad hoc report development and assessment

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### About NHIA

The National Home Infusion Association (NHIA), headquartered in Alexandria, Virginia, represents companies which provide infusion therapy to patients in their homes as well as companies that manufacture and supply infusion and specialty pharmacy products. Founded in 1991, NHIA established the framework for a collective effort to advance the interests of the home and specialty infusion field. NHIA also advocates on behalf of Medicare patients unable to get home infusion therapy. Through advocacy, education, public relations, research, and collaboration, NHIA advances the interests of patients, providers, manufacturers, and other industry suppliers.

### NHIA Consultant Membership

A self-employed individual operating as a singular consultant to businesses in the alternate-site infusion field not otherwise qualified for membership is eligible for this category.

**Annual fee of $800** (Note: All other consulting practices fall under the Supplier Membership) at any time during the year. This includes a listing in the NHIA Consultant Network.

For additional information or to join, contact Ashlan Oberholtzer, Senior Director of Business Development ashlan.oberholtzer@nhia.org (571) 814-3755
# NHIA Consultant Network Categories

## Management

### Strategic Business Planning and Analysis
- David Franklin
- David Grady
- Frank Marr
- Glenn Zenner
- Holly Simmons
- Linda Payne
- Tony Powers
- Ty Bello

### Business Model Development
- David Franklin
- David Grady
- Frank Marr
- Glenn Zenner
- Holly Simmons
- Linda Payne
- Tony Powers

### Operations Management
- Barbara Petroff
- David Franklin
- David Grady
- Frank Marr
- Glenn Zenner
- Holly Simmons
- Kevin McNamara
- Linda Payne
- Rodney Wright
- Tony Powers

### New Infusion Business Evaluation and Startup
- Barbara Petroff
- Deanne Birch
- David Franklin
- David Grady
- Frank Marr
- Glenn Zenner
- Holly Simmons
- Kevin McNamara
- Linda Payne
- Rodney Wright
- Tony Powers

### Ambulatory Infusion Centers/Suites-ongoing strategies and operations
- Barbara Petroff
- David Franklin
- David Grady
- Holly Simmons
- Kevin McNamara
- Linda Payne
- Rodney Wright

### Staff Recruitment, Retention and Motivation Strategies
- David Grady
- Holly Simmons

## Clinical

### Education and Training, Competency Assessment
- Barbara Petroff
- David Franklin
- David Grady
- Frank Marr
- Holly Simmons
- Kevin McNamara
- Tony Powers

### Regulatory Compliance including Policy and Procedure Development, and Training
- Barbara Petroff
- David Franklin
- David Grady
- Deanne Birch
- Frank Marr
- Holly Simmons
- Kevin McNamara

### USP <797> Compliance
- Barbara Petroff
- David Franklin
- David Grady
- Holly Simmons
- Kevin McNamara
- Tony Powers

### Other
- Kevin McNamara

## Quality Programs and Procedures

### Policy and Procedure Development and Revision
- Barbara Petroff
- David Franklin
- David Grady
- Frank Marr
- Glenn Zenner
- Holly Simmons
- Kevin McNamara
- Linda Payne
- Rodney Wright
- Tony Powers

### Accreditation Preparation, Including Mock-Surveys
- Barbara Petroff
- David Franklin
- David Grady
- Frank Marr
- Holly Simmons
- Kevin McNamara
- Tony Powers

### Quality Improvement Program Development
- Barbara Petroff
- David Franklin
- David Grady
- Frank Marr
## NHIA Consultant Network Categories

### Risk Management Program Development
- David Grady
- Glenn Zenner
- Holly Simmons

**Other**
- Deanne Birch

### Reimbursement

#### Education and Training
- Deanne Birch
- David Franklin
- David Grad
- Frank Marr
- Kevn McNamara
- Linda Payne
- Margaret Starley
- Rodney Wright
- Tony Powers

#### Reimbursement Audit
- Deanne Birch
- David Grady
- Linda Payne
- Rodney Wright

#### Profitability Analysis
- David Franklin
- David Grad
- Frank Marr
- Linda Payne
- Rodney Wright
- Glenn Zenner
- Tony Powers

### Sales and Marketing

#### Education and Training
- David Franklin
- David Grad
- Holly Simmons
- Tony Powers
- Ty Bello

### Information Technology

#### Information System Selection
- David Franklin
- David Grad
- Glenn Zenner
- Holly Simmons
- Linda Payne
- Rodney Wright

#### Ad-hoc Reporting and Analysis
- David Grady
- Glenn Zenner

#### Education and Training
- David Franklin
- David Grad
- Holly Simmons
- Kevn McNamara
- Rodney Wright

### Other
- David Franklin
- David Grad
- Holly Simmons
- Kevn McNamara
- Rodney Wright
- Tony Powers
- Ty Bello
- Kevn McNamara
- Glenn Zenner
- Holly Simmons
- Ty Bello
- Kevn McNamara
- Glenn Zenner
- Holly Simmons
- Ty Bello
- Glenn Zenner
- Linda Payne
Consulting services to provide assistance with accreditation preparation, policy and procedure development, home infusion and specialty pharmacy startups, performance improvement programs.

**Management**

- Operations Management
  - Inventory Management
  - Asset tracking
- New Infusion Business Evaluation and Startup
  - Home Infusion
- Ambulatory Infusion Centers/Suites-ongoing strategies and operations
- Regulatory Compliance including Policy and Procedure Development, and Training
  - Federal Law
  - State Pharmacy Regulation

**Clinical**

- Education and Training, Competency Assessment
  - Nurse—medication administration
  - Pharmacist—clinical monitoring and medication management
  - Pharmacist and Pharmacy Technician—sterile compounding
  - Dietitian—nutrition clinical monitoring
- USP <797> Compliance
  - Facility & Staff Compliance Assessment
  - Quality Assurance Testing

**Quality Programs and Procedures**

- Policy and Procedure Development and Revision
  - Pharmacy
  - Nursing
  - Operations
  - Regulatory/Compliance
- Accreditation Preparation, including mock- surveys
  - ACHC
  - The Joint Commission
- Quality Improvement Program Development
NHIA Consultant Network Members

David Franklin

Title: President
Company: Advanced Care Consulting Services
Email: David@AdvancedCareConsulting.com
Phone: (586) 615-9599
Address: 3600 31 Mile Rd.
Ray, MI 48096

National health care consulting firm with expertise in revenue cycle management, business performance improvement, audit response, strategic planning, productivity management, ambulatory infusion center business models, and other business related aspects of health care.

Management
Strategic Business Planning and Analysis
Business Model Development
Operations Management
  • Staffing Model Development
New Infusion Business Evaluation and Startup
  • Home Infusion
  • Ambulatory Infusion Suite—Free-standing
  • Ambulatory Infusion Center—Physician Office-based
  • Ambulatory Infusion Center—Hospital-based
  • Ambulatory Infusion Centers/Suites-ongoing strategies and operations
Regulatory Compliance including Policy and Procedure Development, and Training
  • Federal Law
  • Medicare
  • State Pharmacy Regulation
  • State Medicaid Programs: Most states

Quality Programs and Procedures
Policy and Procedure Development and Revision
Operations
Regulatory/Compliance
Reimbursement
Sales and Marketing
Accreditation Preparation, including mock-surveys
  • ACHC
Quality Improvement Program Development

Reimbursement
Education and Training
  • Home infusion
  • Ambulatory Infusion Suite—Free-standing
  • Ambulatory Infusion Center—Physician Office-based
  • Ambulatory Infusion Center—Hospital-based
Reimbursement Audit
Profitability Analysis
Billing and Collections Services
  • Home infusion
  • Ambulatory Infusion Suite—Free-standing
  • Ambulatory Infusion Center—Physician Office-based
  • Ambulatory Infusion Center—Hospital-based
Sales and Marketing
Education and Training
Market Analysis
Sales Plan Development
Sales Compensation
Information Technology
  Information system selection
Spotted Dog Consulting, LLC, exists solely for the health care business interests of its clients. Working in unison with outpatient health service providers and an ad hoc team of market sectors experts, Dave Grady, President (24 years experience) and seeks to identify issues and challenges within your operational and clinical service environment, outline the scope of the project required to address these issues, and work toward improvements and solutions. The end results meet pre-established objectives for a more efficient, more effective and more responsive business model. You are now better able to serve your patients and respond to the needs of your referring clients.
Deanne Birch

Title: President
Company: HICAP, Inc.
Email: deanne@hicapinc.com
Phone: (801) 558-4338
Fax: (435) 655-0086
Address: 3769 Ecker Hill Dr.
Park City, UT 84098

Medicare consultant services for Home Infusion and DME Suppliers. Onsite and remote Auditing programs, risk assessment & analysis, action plans, training needs. Monthly Medicare updates. Assistance with RA, CERT, ADR, and ZPIC appeal process and oversight.

Management
New Infusion Business Evaluation and Startup
• Home Infusion
Regulatory Compliance including Policy and Procedure Development, and Training
• Medicare

Reimbursement
Education and Training
• Home infusion
Reimbursement Audit
Billing and Collections Services
• Home infusion

Quality Programs and Procedures
Other
• Supplier Enrollment and Revalidations

Other
NHIA Consultant Network Members

Frank Marr

Title: Principal
Company: Infusion Plus Consultants, LLC
Email: mfmarr@live.com
Phone: (401) 714-2020
Address: 219 Estelle Dr.
West Kingston, RI 02892

National health care consulting firm with expertise in revenue cycle management, business performance improvement, audit response, strategic planning, productivity management, ambulatory infusion center business models, and other business related aspects of health care.

Management
Strategic Business Planning and Analysis
Business Model Development
Operations Management
• Inventory Management
• Asset Tracking
• Staffing Model Development
New Infusion Business Evaluation and Startup
• Home Infusion
• Ambulatory Infusion Suite—Free-standing

Quality Programs and Procedures
Policy and Procedure Development and Revision
• Pharmacy
• Operations
• Regulatory/Compliance
Accreditation Preparation, including mock- surveys
• ACHC
• The Joint Commission
• Other - URAC

Regulatory Compliance including Policy and Procedure Development, and Training
• Federal Law
• Medicare
• State Pharmacy Regulations
• State Medicaid Programs: Most states

Quality Improvement Program Development

Clinical
Education and Training, Competency Assessment
• Pharmacists – Clinical monitoring and medication management
• Pharmacists and Pharmacy Technician – Sterile compounding

Reimbursement
Education and Training
• Home infusion
• Ambulatory Infusion Suite—Free-standing
• Ambulatory Infusion Center—Hospital-based

Billing and Collections Services
• Home infusion
NHIA Consultant Network Members

Glenn Zenner

Company: Zenner Advisors LLC
Email: glenn@zenneradvisors.com
Phone: (262) 269-0685
Address: 520 Sanctuary Ln.
Delafield, WI 53018
Website: zenneradvisors.com

Glenn has 25 year in Home Infusion including multisite clinical, operations, benefit verification, customer service, and intake. He has led many IT system implementations. He can reduce your cost structure and optimize your processes across all areas.

Management
Strategic Business Planning and Analysis
Business Model Development
Operations Management
  • Staffing Model Development
New Infusion Business Evaluation and Startup
  • Home Infusion

Quality Programs and Procedures
Policy and Procedure Development and Revision
  • Pharmacy
  • Nursing
  • Operations
  • Regulatory/Compliance
  • Reimbursement
  • Sales and Marketing
Quality Improvement Program Development
Risk Management Program Development

Reimbursement
  • Profitability Analysis
  • Billing and Collections Services
    • Home infusion

Sales and Marketing
Other
  • Salesforce.com

Information Technology
  • Information system selection
  • Ad-hoc reporting and analysis
  • Education and Training
Other
  • Salesforce.com
NHIA Consultant Network Members

Holly Simmons

Title: CEO/Founder
Company: Cultivate The People Consulting LLC
Email: hsimmons@CultivateThePeople.com
Phone: (757) 377-3337
Address: 2516 Sterling Point Dr.
         Portsmouth, VA 23703
Website: www.CultivateThePeople.com

Customized post-acute consulting for pharmacies, physicians, pharma, wholesalers, distributors, GP0s. Areas
of expertise include ACHC accreditation preparation, procurement, and infusion/specialty pharmacy operations,
including sterile compounding.

Management
Strategic Business Planning and Analysis
Business Model Development
Operations Management
  • Inventory Management
  • Other - Pharmacy and Non-Pharmacy Procurement and GPO Maximization
New Infusion Business Evaluation and Startup
  • Home Infusion
  • Free-standing
  • Ambulatory Infusion Center—Physician Office-based
  • Ambulatory Infusion Center—Hospital-based
Ambulatory Infusion Centers/Suites-ongoing strategies and operations
Staff Recruitment, Retention and Motivational Strategies
Regulatory Compliance including Policy and Procedure Development, and Training
  • Federal Law
  • State Pharmacy Regulations
  • Standards of Clinical Practice
  • Other - Post-acute pharmacy operations and compliance
Clinical
Education and Training, Competency Assessment
  • Pharmacist – Clinical monitoring and medication management
  • Pharmacist and Pharmacy Technician – Sterile compounding
USP <797> Compliance
  • Facility & Staff Compliance Assessment

Quality Programs and Procedures
Policy and Procedure Development and Revision
  • Pharmacy
  • Operations
  • Regulatory/Compliance
  • Sales and Marketing
  • Other - Procurement/Supply Chain
Accreditation Preparation, including mock- surveys
  • ACHC
Quality Improvement Program Development
Risk Management Program Development
Sales and Marketing
Education and Training
Market Analysis
Sales Plan Development
Sales Compensation
Other
  • Field rep training regarding post-acute pharmacy operations
Information Technology
Information system selection
Other
  • GPO / Supply Chain Contract Maximization and RFP Process
Let Clinical Pharmacy Partners assist you with development, implementation and education of all facets of pharmacy practice in the alternate site of care. Our unique model of customized policy development and onsite work flow allows us to help you achieve your clinical and accreditation goals.

**Management**
- Operations Management
  - Staffing Model Development
  - Work Flow
- New Infusion Business Evaluation and Startup
  - Staff Program Development and Education
- Ambulatory Infusion Centers/Suites-ongoing strategies and operations
- Staff Recruitment, Retention and Motivational Strategies
- Regulatory Compliance including Policy and Procedure Development, and Training
  - Federal Law
  - State Pharmacy Regulations
  - Standards of Clinical Practice

**Clinical**
- Education and Training, Competency Assessment
  - Nurse—medication administration, medication preparation
  - Pharmacist—clinical monitoring and medication management, medication preparation, staff training, accreditation
  - Pharmacist and Pharmacy Technician—sterile compounding, hazardous compounding
  - Dietitian—nutrition clinical monitoring
  - Patient Management
- USP <797> Compliance
  - Facility & Staff Compliance Assessment
  - Quality Assurance Testing
- USP 795, 797 and 800 education and compliance

**Quality Programs and Procedures**
- Policy and Procedure Development and Revision
  - Pharmacy
  - Nursing
  - Operations
  - Regulatory/Compliance
  - Specialty Pharmacy
- Accreditation Preparation, including mock- surveys
  - ACHC
  - CHAP
  - The Joint Commission
  - CPPA, URAC, PCAB
- Quality Improvement Program Development and management
- Reimbursement
- Education and Training
  - Home infusion
  - Ambulatory Infusion Suite—Free-standing
  - In-Pharmacy AIC

**Sales and Marketing**
- Clinical Training, Patient Programs

**Information Technology**
- Education and Training
  - Pharmacy systems

**Other**
- In-services, patient education materials, clinical posters and presentation
NHIA Consultant Network Members

Linda Payne

Title: Sr. Director, AR  
Company: Reimbursement Concepts  
Email: linda@reimbconcepts.com  
Phone: (304) 723-7188 Ext. 527  
Fax: (304) 723-7189  
Address: 3236 Main St.  
Weirton, WV 26062  
Website: www.reimbconcepts.com


Management
Strategic Business Planning and Analysis  
Business Model Development  
Operations Management  
  • Staffing Model Development
New Infusion Business Evaluation and Startup  
  • Home Infusion  
  • Ambulatory Infusion Suite—Free-standing  
  • Ambulatory Infusion Center—Physician Office-based  
  • Ambulatory Infusion Center—Hospital-based  
  • Other - DME
Ambulatory Infusion Centers/Suites-ongoing strategies and operations
Regulatory Compliance including Policy and Procedure  
  • Medicare
Quality Programs and Procedures
Policy and Procedure Development and Revision  
  • Reimbursement

Reimbursement
Education and Training  
  • Home infusion  
  • Ambulatory Infusion Suite—Free-standing  
  • Ambulatory Infusion Center—Physician Office-based  
  • Ambulatory Infusion Center—Hospital-based  
  • Other - DME
Reimbursement Audit
Profitability Analysis
Billing and Collections Services  
  • Home infusion  
  • Ambulatory Infusion Suite—Free-standing  
  • Ambulatory Infusion Center—Physician Office-based  
  • Ambulatory Infusion Center—Hospital-based
Information Technology
Other  
  • CPR+ Specialists
Other Software Implementation
Margaret Starley

Title: President
Company: Medical Accounts Receivable Solutions, Inc.
Email: mars@marsadvantage.com
Phone: (888) 988-6277
Fax: (714) 903-1667
Address: 7077 Orangewood Ave, Suite 100
         Garden Grove, CA 92841
Website: www.marsadvantage.com

MARS is a revenue cycle management company offering billing and collection services to home infusion and specialty pharmacy providers. MARS expertise is in collecting aged AR for companies with staffing shortages or operational issues due to reorganizations or acquisitions.

Reimbursement
Revenue Cycle Management Services
  • Home infusion and Specialty Pharmacy
TANYR delivers a full-range of services including intake, billing, collection and cash application as a supplement to existing staff or as an outsourced solution in addition to our consulting services. Call us to learn more!

Management
Operations Management
• Staffing Model Development
• Work flow
New Infusion Business Evaluation and Startup
• Home Infusion
• Ambulatory Infusion Suite—Free-standing
• Ambulatory Infusion Center—Physician Office-based
• Ambulatory Infusion Center—Hospital-based
Ambulatory Infusion Centers/Suites-ongoing strategies and operations
Staff Recruitment, Retention and Motivational Strategies
Regulatory Compliance including Policy and Procedure Development, and Training
• Medicare

Quality Programs and Procedures
Policy and Procedure Development and Revision
• Reimbursement
• Medicare, Customer Service

Reimbursement
Education and Training
• Home infusion
• Ambulatory Infusion Suite—Free-standing
• Ambulatory Infusion Center—Physician Office-based
• Ambulatory Infusion Center—Hospital-based
• Specialty Pharmacy
• Other, please inquire for more details

Reimbursement Audit
Profitability Analysis
Billing and Collections Services
• Home infusion
• Ambulatory Infusion Suite—Free-standing
• Ambulatory Infusion Center—Physician Office-based
• Ambulatory Infusion Center—Hospital-based
• Specialty Pharmacy
• Other, please inquire for more details

Other, please inquire for more details

Information Technology
Information system selection
Ad-hoc reporting and analysis
Other, please inquire for more details

Other
Consolidation, Merger & Acquisition Preparation & Post-Acquisition Implementation
NEW Revenue Cycle System – R2

Other, please inquire for more details
Tony Powers

Title: President
Company: Powers Healthcare Consulting
Email: tonypower57@gmail.com
Phone: (901) 488-2901
Address: 1642 Tartan Ln.
        Collierville, TN 38017

Tony has more than 30 years experience in the home infusion industry. In 1988 he founded Medical Alternatives which subsequently merged with the Baptist Memorial Healthcare System of Memphis, TN. Tony continues to serve as its CEO. Tony is also a Professor with the University Of Tennessee College Of Pharmacy.

As a charter member of The National Home Infusion Association (NHIA), he served on the board of directors from 1997-2003, as President from 1999-2000, and in 2009 received the Gene Graves Lifetime Achievement Award. He continues to be active with NHIA as a founding member of the National Home Infusion Foundation (NHIF) board. As a charter member of The National Home Infusion Association (NHIA), he served on the board of directors from 1997-2003, as President from 1999-2000, and in 2009 received the Gene Graves Lifetime Achievement Award. He continues to be active with NHIA as a founding member of the National Home Infusion Foundation (NHIF) board.

Tony worked as a surveyor for The Joint Commission (TJC) from 1993-2002 and has continued to work with TJC in an advisory capacity. With extensive knowledge and experience with healthcare system affiliated home infusion pharmacies; he facilitates leadership development, market specific strategic planning, operational assessments, performance measure implementation including clinical, operational, and customer satisfaction indicators, marketing and sales strategies, regulatory and accreditation compliance and conducts due diligence as a component of merger and acquisitions.

Management
Strategic Business Planning and Analysis
Business Model Development
Operations Management
  • Staffing Model Development
New Infusion Business Evaluation and Startup
  • Home Infusion
Clinical
Education and Training, Competency Assessment
  • Pharmacist – Clinical monitoring and medication management
USP <797> Compliance
  • Facility & Staff Compliance Assessment
Quality Programs and Procedures
Policy and Procedure Development and Revision
  • Pharmacy
  • Operations
  • The Joint Commission
Quality Improvement Program Development

Reimbursement
Education and Training
  • Home infusion
Profitability Analysis
Sales and Marketing
  • Education and Training
  • Sales Plan Development
Other
Merger and Acquisitions
Ty Bello is the President and Founder of Team@Work and a Registered Corporate Coach with the Worldwide Association of Business Coaches. Ty is a highly sought-after speaker and provides relevant and best in class information during his presentations and during his one on one coaching.

Ty has over 25 years of HME and Infusion Business Optimization Experience as a sales professional, leader, and coach. Ty coaches Infusion Owners, Leaders and Team Members and raises the bar in their performance and business metrics. Ty also continues to carry the bag and logs in over 400 Sales Calls per year Coaching Sales Professionals.

Team@Work is a Coaching and Business Services Organization that exists to serve businesses as they maneuver through the everyday ebb and flow of running a highly focused organization and team. Our roots are based in business coaching and we believe that businesses and team members are not broken, but are occasionally misguided and slightly off course.

Our goal is to motivate and coach them to the correct path toward even greater success and team dynamics. We provide Coaching and Execution Strategies in Sales, Organizational Health, Leadership and Team Development, and Strategic Planning.

Management
Strategic Business Planning and Analysis

Sales and Marketing
Education and Training
Market Analysis
Sales Plan Development
Sales Compensation
Other
  • Sales Coaching and Leadership