

Friday, September 25th

7:30am - 8:30am

Breakfast & Registration | Networking Opportunity

Harbor View 3

📍 Harbor View Ballroom 1

8:30am - 9:00am

Opening & Updates

Avi Weisfogel

Welcome to the Restfull Member Retreat in St. Thomas! We'll kick off the retreat with some updates and news from our team.

📍 Harbor View Ballroom 1

9:00am - 10:00am

From Referral to Delivery

Dr. Randal Silver

Course Description

This presentation walks through the exact systems Sleep Matters uses to move every new referral from first contact to fitted oral appliance.

Learning Objectives

- Handle a referral with confidence: Receive a referral and know the next step immediately.
- Track patient flow so referrals don't get stuck.
- Use systems in your practice to manage patient care.

10:00am - 10:30am

Break

Harbor View Foyer

📍 Harbor View Ballroom 1

10:30am - 12:00pm

Pediatric Airway, Growth, and Laser Therapy:

Early Intervention with DEKA Sleep Tissue Laser Treatment

Dr. Bruce Fink

Course Description

This presentation focuses on pediatric airway concerns, early identification of growth and breathing-related issues, and the role of laser therapy in treatment planning. The discussion will include clinical signs, interdisciplinary considerations, and how DEKA laser treatments may support pediatric airway and oral function cases.

Learning Objectives

- Recognize common pediatric airway red flags that may appear in the dental setting.
- Understand how oral structures, soft tissue restrictions, growth patterns, and breathing concerns may impact pediatric development.
- Explain the potential role of DEKA laser therapy in pediatric airway and oral soft tissue treatment.
- Identify when referral or collaboration with medical, ENT, myofunctional, orthodontic, or sleep providers may be appropriate.
- Improve parent communication by explaining pediatric airway concerns in a clear, practical, and non-alarming way.

12:00pm - 1:00pm

Lunch

Harbor View 3

📍 Harbor View Ballroom 1

1:00pm - 3:00pm

What's Stopping You from Getting More Referrals for OAT? Is it You?

Ben Sutter

Course Description

Hardest part of getting referrals, or getting more referrals, is the actually getting out there and doing it. What's standing in your way is often a lack of consistent focused effort. How can you change your habits to change your sleep practice?

Learning Objectives

- Understanding best practices for outreach consistency.
- New insights into mental blocks that are holding you back.
- Create an individualized, specific plan to improve your outreach efforts.

3:00pm - 3:30pm

Break

Harbor View Foyer

📍 Harbor View Ballroom 1

3:30pm - 5:00pm

Workshop

Ben Sutter

Course Description

Building on the concepts from Part 1, this hands-on workshop puts you in the driver's seat. You'll be identifying your personal mental blocks, mapping your current outreach habits, and building a concrete action plan you can take back to your practice Monday morning.

Learning Objectives

- Applying best practices for outreach consistency to your specific practice context.
- Identifying the mental blocks that are personally holding you back.
- Building an individualized, actionable plan to improve your outreach efforts starting now.

7:00pm - 10:00pm

Friday Night Member Party

Hosted at Westin St. Thomas

Saturday, September 26th

7:30am - 8:30am

Breakfast & Registration

Harbor View 3

📍 Harbor View Ballroom 1

8:30am - 10:00am

Craziest Sh*t I've Done

Dr. Bruce Fink

Course Description

This presentation walks through memorable, unusual, and clinically challenging cases encountered in real world dentistry and oral surgery. Topics include bone graft complications, sedation considerations, oral cavity cancer, robotic-assisted surgery with Neocis/Yomi, Cleft Pilot cases, nerve repositioning, and the unexpected lessons that only come from experience.

Learning Objectives

- Identify clinical warning signs and complications that can arise in complex dental and surgical cases.
- Understand how advanced technology, including robotic-assisted dental surgery, can support treatment planning and surgical precision.
- Recognize the importance of case selection, documentation, informed consent, and patient communication in high-risk procedures.
- Discuss real-world lessons from complex cases involving bone grafting, sedation, oral pathology, cleft care, and nerve repositioning.
- Apply practical lessons from unusual cases to improve clinical judgment, patient safety, and treatment outcomes.

10:00am - 10:30am

Break

Harbor View Foyer

📍 Harbor View Ballroom 1

10:30am - 12:00pm

Boots on the Ground Panel

Avi Weisfogel, Michelle Murray,
Max Mayo, Paiton Roberts

Course Description

Physician Liaisons for several practices discuss best practices. They give helpful tips and tricks that have made their practices successful with referrals.

Learning Objectives

- Learn what top-performing outreach teams do differently.
- Discover effective ways to build trust with physicians and office staff.
- Hear real examples of referral challenges and how they were solved.
- Understand follow-up systems that increase referral consistency.
- Gain practical outreach ideas you can implement immediately in your market.

12:00pm - 1:00pm

Lunch

Harbor View 3

📍 Harbor View Ballroom 1

1:00pm - 3:00pm

Medical Billing Blueprint:

Medicare, BCBS In-Network
Strategy, and Fee Forecasting

Christie Fink

Course Description

A practical, real-world breakdown of how Medicare, BCBS network status, and fee forecasting affect dental sleep medicine billing. This session will help providers understand payer rules, documentation expectations, patient financial conversations, and how to better predict claim outcomes before treatment begins.

Learning Objectives

- Understand Medicare billing basics for oral appliance therapy and why documentation matters before claim submission.
- Recognize why BCBS in-network status is not always simple and may vary by plan, state, network, and employer group.
- Learn how payer allowables, exclusions, and patient responsibility affect expected reimbursement.
- Use fee forecasting to improve patient communication and reduce billing surprises.
- Identify common billing pitfalls that delay claims, create denials, or cause provider/patient confusion.

