

INTERNATIONAL SEMINAR 2018

Where Compounders Connect

OGT. 24-27

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HOUSTON, TEXAS

INTERNATIONAL SEMINAR is a PESG event sponsored by an educational grant from PCCA. Pharmacist and pharmacy technician CE has been applied for.

Where Compounders Connect

The compounding industry's biggest

event, International Seminar is THE place to learn the latest trends, see the latest products and catch up on the latest happenings with all your compounding peers.

Connect with more than 30 industry experts who will be presenting on topics that matter to you and your pharmacy. Provocative, engaging, intelligent, awe-inspiring, funny and, even, controversial – our 2018 speakers are ones you won't want to miss.





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OCTOBER OCTOBER

OCTOBER 7

WEDNESDAY

8:00 a.m. - 5:00 p.m.

Pre-International Seminar Business Primer/CPMS 14th Annual Client Meeting*

8:15 a.m. - 4:30 p.m.

Pre-International Seminar EAGLE Meeting*

4:00 p.m.

Registration Opens

5:00 - 7:00 p.m.

Opening Reception

7:30 p.m.

Advisory Council Dinner

THURSDAY

7:00 - 8:00 a.m.Registration/Breakfast

8:00 a.m. - 5:30 p.m. Education Sessions

6:30 p.m.

Awards Banquet

FRIDAY

7:00 - 8:00 a.m.

Registration/Breakfast

8:00 a.m. - 5:30 p.m.

Education Sessions

4:00 p.m.

Personal Growth and Development – "It's Your Time"

SATURDAY

7:30 - 8:30 a.m.

Registration/Breakfast

8:30 a.m. - 3:15 p.m.

Education Sessions

8:00 a.m. - 6:00 p.m.

Autoimmune Diseases Conference*

*Additional fees may apply.

Welcome from Jim & Dave

The power of connection brings benefits to every walk of life, but for compounders it's especially important. Connecting our patients to better health care solutions to make a difference in their lives is at the heart of what we do. And we can only do this by staying connected to each other, to the latest industry trends and to a healthy sense of work/life balance.

That's what this year's seminar is all about – **making connections that make a difference.** It starts with new information, ideas and expertise. This year we're introducing API and Technician Workshop tracks, plus a special presentation from the FDA – a first for International Seminar. But it's not just about connecting to knowledge – it's about connecting to

our fellow pharmacists and technicians. That's why International Seminar is always the ideal place to share best practices and bond and celebrate with industry peers. This year we're connecting all of the awards with a single banquet to honor everyone. And last but not least, we know that connecting with yourself is crucial to success – that's why we're bringing back free time for personal development.

It's all designed to keep you connected to what's now, what's new and what's next – and it's only happening at International Seminar, the compounding industry's biggest event.



Connect Up

Get online agendas, downloadable handouts and other great information about the event with our PCCA Education Mobile App. Available for iPhone, iPad and Android devices. More information and a link to download the app will be emailed to registrants prior to the seminar.



The maximum hours of CE credit available at International Seminar totals 12.5. Note that in order to obtain 12.5 hours, CE workshop sessions and the CE session during Personal Growth and Development must be attended. This will include 1 hour of live law CE as required by many State Boards and PTCB.





Main Stage Presentations



Thursday, October 25, 8:45 a.m.

The opioid epidemic is a national crisis, with opioid pain prescriptions being implicated as a major driver. While discussion has focused on rehabilitation, antidotes and regulations on prescribing, relatively little has addressed nonpharmacological alternatives to opioids. Increasingly, research has shown that several approaches, including acupuncture, yoga, mobilization, manipulation, physical therapy, and cognitive behavioral therapy, are evidence-based options. In this talk, Dr. Tick will review these approaches and discuss specific compound options along with health-promoting products pharmacists can incorporate to assist patients' healing.

Heather Tick, MD, specializes in these non-pharmacologic treatments and adjuncts for symptomatic pain management. Dr. Tick has been an active member of the pain field for nearly 30 years, having co-founded and directed one of the first

inter-disciplinary pain centers to use integrative non-pharmacologic approaches. She was subsequently recruited by the University of Arizona Health Plan to design and implement an integrative medicine pain clinic for Arizona's Medicaid patients. Most recently she was recruited by the University of Washington, Department of Anesthesiology and Pain Medicine, where she was appointed as the Gunn-Loke Endowed Professor of Integrative Pain Medicine. Dr. Tick has authored numerous articles and book chapters and has spoken to both national and international audiences on pain management. Recently she worked with the Samueli Institute Chronic Pain Breakthrough Collaborative to enhance the offerings of military, veteran and civilian pain clinics.

PCCA Innovation

Gus Bassani, PharmD

Thursday, October 25, 8:30 a.m.

One of the perks of attending International Seminar is being the first among your peers to learn what the PCCA Research and Development team has been working on throughout the year. Remember



the surprise reveal of the PCCA RAM? Be the first to hear about the latest and greatest PCCA products and services during this session.

The Original Pharmacy: Eating for Optimal Health

Nathan Lyon

Thursday, October 25, 11:00 a.m.

Join Emmy-nominated **Chef Nathan Lyon** for an inspirational and dynamic presentation on the secrets to eating healthy, using food as preventative medicine and navigating the maze of health food trends. Following the presentation, connect with Nathan to ask him your burning culinary questions and purchase a signed, personalized copy of his acclaimed cookbook, *Great Food Starts Fresh.* **Bonus:** Enjoy food the PCCA way and with an added twist – Chef Nathan is providing one of the recipes for our lunch!

You may recognize Nathan as the host of *Good Food America with Nathan Lyon* (Z Living), chef and co-host of

Growing A Greener World (PBS), creator and host of A Lyon in the Kitchen (Discovery Health and Fit TV), co-creator of the Fiber Fourteen meal plan or from the second season of The Next Food Network Star.

In addition to receiving a degree in Health Science from James Madison University, Nathan earned a Culinary Arts degree from Le Cordon Bleu. In 2012, Nathan came out with his very first cookbook, *Great Food Starts Fresh*, which made the *Washington Post's* esteemed "Top Cookbooks" list.



GROUNDBREAKING PRESENTATION ALERT

FDA Update and Agency Perspectives

Julie Dohm, JD, PhD, FDA Agency Lead on Compounding

Thursday, October 25, 1:15 p.m.

It's a brave new world. In the spirit of fostering inclusion and collaboration, PCCA has invited the FDA to speak at International Seminar. Julie Dohm, the Senior Science Advisor for Compounding, CDER, will share the FDA's view of compounding legislation and enforcement actions, as well as the latest update on policy development. Julie leads the FDA's compounding initiatives, and she has graciously agreed to speak to compounding pharmacists about these. This is an opportunity for us as an industry to begin building bridges for compounding that will benefit all patients.

Julie Dohm, JD, PhD, serves as the Agency lead on compounding. She leads compounding activities of multiple offices throughout the Agency, developing and managing teams to implement legislation, perform inspections, prepare enforcement actions, develop policy, and conduct outreach to stakeholders. She oversees efforts to identify compounding facilities that present the greatest risks of harm to patients, and take appropriate action when violations of the law are identified.

Dr. Dohm joined FDA as a civil litigator in the Office of Chief Counsel, representing FDA with the Department of Justice the trial and appellate levels. Before moving to CDER, she served on detail as a drugs counselor in the Office of Chief Counsel, advising CDER on legal issues relating to generics and biosimilars. Dr. Dohm has bachelor's degrees in Biochemistry and Chemistry from the University of Chicago, a doctoral degree in Biology from Johns Hopkins University, and a law degree from the University of Pennsylvania Law School.

Legal and Regulatory Update @

Bud Cramer; Douglas Hoey, RPh, MBA; IACP Representative; Facilitated by Amy Shank

Thursday, October 25, 2:45 p.m.





Join the PCCA Public Affairs team, the Chief Executive Officer of NCPA and an IACP representative as they share with you the latest information on the compounding regulatory front. Are you doing all that you can to preserve and protect your compounding practice? Are you current on the regulatory issues that could significantly impact your practice?

Political Action Committee (PAC) Breakfast

with Congressman Buddy Carter

Friday, October 26, 7:00 a.m.

PCCA Political Action Committee (PAC) is hosting a discussion about the future of health care and compounding, including an update from Washington, at the fifth annual PCCA PAC breakfast. The featured speaker – **Buddy Carter, RPh** (R-GA) – is the only pharmacist who is a member of Congress. Contact Amy Shank with any questions (ashank@pccarx.com).



Friday, October 26, 8:30 a.m.

Discover the power of pricing! Christy Clement will engage the audience in a highly interactive presentation about how to improve pricing without volume loss. Audience members will walk away with practical steps their pharmacies can take to better manage pricing and eliminate price-related profit leaks. Change your business by changing the way you think about price and value. Be fearless about price increases. Get paid what you're worth.

Christy Clement is the Vice President of Boost Pricing, a firm that works with client companies to drive profitability through strategic pricing excellence. Since 2010, she has coached and trained cross-functional teams at multiple large Fortune 500 organizations, helping them increase their net margins and obtain dramatic, sustainable results by implementing strategic pricing changes and lean principles – all through fun and engaging classes. With an undergraduate degree in Chemical Engineering from Carnegie Mellon University and an MBA from Case Western Reserve University, Christy began her career at General Electric as a Process and Design Engineer, working in manufacturing and R&D on large, multifaceted projects in industries such as banking, insurance, government, hospitality and logistics. She is a certified Six Sigma Black Belt, a fervent sailor and lifelong adventurer.

Emerging Research in Cellular Health @

Dian Ginsberg, MD, FACOG

Saturday, October 27, 9:00 a.m.

The microbiome, mitochondria and cellular health are becoming the new forefront of today's research. And the key to healthy longevity can be found in new therapies that maximize diversity and minimize inflammation of the microbiome, optimize mitochondrial efficiency and combat oxidative stress. Application of this research is going to be the next step in medicine, pharmacy, health and wellness.

Physician and Ironman finisher **Dian Ginsberg, MD**, will share the latest science and discuss what patients are coming to see her for most – weight gain and fatigue, which are the result of a microbiome issue. She will discuss ketosis, exogenous ketones and supplementation for athletic performance. She'll also address what our understanding of cellular health is today, what modalities we can use now and what is on the horizon for the future.

Consultants' Corner







Sebastian Denison, RPh; Tricia Heitman, PharmD; Mark Gonzalez, PharmD

Saturday, October 27, 11:15 a.m.

What are the trends dominating the compounding marketplace? What are the most common requests from other PCCA members? Don't miss out on this presentation covering disease state overviews, compounding options, and both new and classic formulas designed to help your patients and practitioners. Sebastian will follow up Dr. Ginsberg's presentation and discuss compounding options for patients with cellular health issues, Tricia will present on the latest uses of ketamine for pain and depression, and Mark will share top formulas in veterinary compounding.

Jim Hrncir, RPh; Tony Buchta, RPh; Vincent Canzanese, RPh

Saturday, October 27, 1:30 p.m.

Join three innovative pharmacists as they share the compounding pearls that have helped them thrive as independent pharmacy owners. Topics include compounding tips, business development nuggets, formulas and other great information to help you grow your practice.

Jim will discuss new innovative compounds and supplements for traumatic brain injury. Tony will share how he implemented what he learned at the 2018 Concierge Congress. Vince will share information on compounding for pediatrics and building relationships with prescribers.

This is the can't miss session that will pay for your trip!







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Autoimmune Diseases Conference

Saturday, October 27, 2018 | Hilton Americas Hotel

Designed for practitioners to help them expand their practices and better serve patients who are experiencing signs and symptoms of autoimmune-related illnesses, this conference will cover the **more prevalent autoimmune conditions** and provide information on nutritional supplements and compounding opportunities, including the role of **low-dose naltrexone**.

| 7:00 a.m. | Registration and Breakfast |
|------------|---|
| 8:00 a.m. | Opening Announcements |
| 8:15 a.m. | Introduction to Autoimmune Diseases – <i>Pamela W. Smith, MD, MPH, MS</i> |
| 8:45 a.m. | Autoimmunity and the Gut – <i>Devaki Lindsey Berkson, DC, MA, CNS, DACBN, CAN</i> |
| 9:45 a.m. | Break/Expo |
| 10:15 a.m. | Parkinsons, MS, and ALS – Pamela W. Smith, MD, MPH, MS |
| 11:15 a.m. | Adrenals and the Autoimmune Response – Dian Ginsberg, MD, FACOG |
| 12:15 p.m. | Q&A |
| 12:30 p.m. | Lunch/Expo |
| 1:30 p.m. | Lupus and Fibromyalgia – Pamela W. Smith, MD, MPH, MS |
| 2:30 p.m. | Hashimoto's Thyroiditis and Graves Disease – <i>Dian Ginsberg, MD, FACOG</i> |
| 3:15 p.m. | Q&A |
| 3:30 p.m. | Break |
| 3:45 p.m. | Clinical Applications for Low Dose Naltrexone and How Compounding Can Help Your Patients – Clinical Compounding Pharmacist Sara Hover, RPh, FAARM |
| 4:45 p.m. | Building the Immune System Through Hormone Therapy and Compounding – Pamela W. Smith, MD, MPH, MS |
| 5:45 p.m. | Q&A |
| 6:00 p.m. | Closing Announcements/Adjourn |
| | |

TUITION

Medical Practitioners:

\$495 each

Pharmacy Staff Attending International Seminar:

Additional \$200 each

Pharmacy Staff NOT Attending International Seminar:

\$695 each

Includes breakfast, lunch, snacks and educational materials.

Attending International Seminar and wish to add on this conference? Register on the Seminar website:

http://bit.ly/ISTX18

Those not attending International Seminar, please register here:

http://bit.ly/AIDConf-1018

Awards Banquet | Thursday, October 25, 6:30 p.m.



George Roentsch, RPh, 2018 Scholarship Presentation

For years, George Roentsch, RPh, was recognized as the compounder's compounder – from the innovative contributions he developed for his patients and practitioners to the ideas and formulas he shared with other compounders. We lost George in 2011, but PCCA continues to pay tribute to him by honoring a passionate, innovative and caring compounding pharmacist of the future with the George Roentsch Scholarship.

Contact us to find out how you can nominate someone! The deadline for nominations is Wednesday, August 22, 2018. This special presentation will honor the 2018 recipient, as well as these past winners:

| 2010 | Ashley Dick, PharmD |
|------|--|
| 2011 | Kevin Borg, PharmD |
| 2012 | Karen Floyd, RPh |
| 2013 | Peter Koshland, PharmD |
| 2014 | Charlene Vernak, RPh |
| 2015 | Thomas "TJ" Marti, PharmD |
| 2016 | Henry Truong, PharmD, MHA, ABAAHP, FAARM |
| 2017 | John Kim, PharmD, FAARFM |
| | |



Evelyn Timmons 2018 Advocacy Award

Recognizing a Female Advocate Who Is Advancing Compounding Today

Evelyn Timmons, RPh, was a pioneer and nationally renowned figure in the use of bio-identical hormones for women, as well as a long-standing advocate of pharmacy compounding. One of the first female pharmacists in Arizona, Evelyn received numerous national awards during her career, including PCCA's M. George Webber Compounding Pharmacist of the Year Award in 1995. She was the first woman elected president of the American College of Apothecaries (ACA), and one of the first 17 pharmacists to be named a full fellow of the International Academy of Compounding Pharmacists (IACP). Evelyn passed away in 2011, at the age of 85.

With the Evelyn Timmons Advocacy Award, PCCA honors the passionate, committed and tenacious female compounding pharmacists of today. Don't miss this special recognition of this year's recipient, **Sue Horton**, **RPh**, owner of Central Iowa Compounding Pharmacy in Urbandale, Iowa.

Past award winners include:

| 2012 | Diane Boomsma, PharmD |
|------|----------------------------------|
| 2013 | Lucy Malmberg, RPh, FACA, FACVP |
| 2014 | Cheri Kraemer, RPh |
| 2015 | Janet Beard, RPh |
| 2016 | Cheri Garvin, RPh |
| 2017 | Jennifer Burch, PharmD, CDE, CPP |

2017's George Roentsch Scholarship recipient, John Kim, PharmD, FAARFM, of Robinson Drug in Mendham, New Jersey, is a graduate of the Ernest Mario School of Pharmacy at Rutgers University, and a Full Fellow in Anti-Aging and Regenerative/Functional Medicine through the American Academy of Anti-Aging Medicine.





2017 Evelyn Timmons Advocacy Award winner, Jennifer Burch, PharmD, CDE, CPP, owner of Central Compounding Center in Durham, North Carolina, has been contributing to the compounding profession for the past 23 years. A second-generation pharmacist, she has developed a compounding practice that is strong in patient care, and notes customized hormone-replacement therapy, diabetes care, and nutritional supplementation as three of her specialties.

Who's the 2018 M. George Webber Compounding Pharmacist of the Year?

You'll find out at the Thursday night banquet, which promises to be a wonderful event with great food and great networking!

2008

2009

2010

2011

2012

2013

2014

2015

2016

2017

| Charlie Armstrong, RPh | 1987 | Eric Everett, BScPharm, CCN |
|------------------------------|------|------------------------------|
| Newton King, RPh | 1988 | Tom Marks, RPh |
| Mark Binkley, DPh | 1989 | Pat Downing, RPh |
| Bruce Ruckenbrod, RPh | 1990 | Ray Moreno, RPh |
| Gary Lee, RPh | 1991 | Michael Leake, RPh |
| Bob Scarbrough, RPh | 1992 | John Herr, RPh |
| Marty Jones, RPh | 1993 | Diane Boomsma, PharmD |
| George Roentsch, RPh | 1994 | Eddie Glover, PD |
| Evelyn Timmons, RPh | 1995 | Jeff Carson, RPh |
| Robert Boudreaux, RPh | 1996 | Eric Vidrine, PD |
| Jerry Boudreaux, RPh | 1996 | Gary McCrory, RPh, CCN |
| Robert Horwitz, PharmD | 1997 | Matt Buderer, RPh |
| Dick Holm, RPh | 1998 | Saad Dinno, RPh, FIACP, FACA |
| Peter Ford, BScPharm, PharmD | 1999 | Michael Collins, RPh, FIACP |
| John Preckshot, RPh, CCN | 2000 | Kelly Selby, RPh, FIACP |
| Joe Wise Jr., RPh | 2001 | Jim Hrncir, RPh |
| | | |

Schedule of Events

| Wedne | esday, October 24 |
|------------|---|
| 8:00 a.m. | Pre-International Seminar Business Primer/CPMS 14th Annual Client Meeting |
| 8:15 a.m. | Pre-International Seminar EAGLE Meeting |
| 4:00 p.m. | Registration Opens |
| 5:00 p.m. | Opening Reception |
| 7:30 p.m. | Advisory Council Dinner |
| Thursd | lay, October 25 |
| 7:00 a.m. | Registration and Breakfast |
| 8:00 a.m. | Opening Announcements |
| 8:30 a.m. | PCCA Innovation Gus Bassani, PharmD |
| 8:45 a.m. | Opioid Crisis: Integrative Approaches to Helping Patients and Compounding Ideas Heather Tick, MD |
| 10:00 a.m. | Software Innovation with RxDispense™ |
| 10:15 a.m. | Break/Expo |
| 11:00 a.m. | The Original Pharmacy: Eating for Optimal Health Chef Nathan Lyon |
| 12:00 p.m. | Lunch and Book Signing |
| 1:15 p.m. | FDA Presentation and Agency Perspectives CE Julie Dohm, JD, PhD |
| 2:15 p.m. | Break/Expo |
| 2:45 p.m. | Legal and Regulatory Update Bud Cramer; Douglas Hoey, RPh; IACP Representative; Facilitated by Amy Shank |
| 3:45 p.m. | Rotate to Workshops |
| 4:00 p.m. | WORKSHOP SESSION 1 |
| 5:30 p.m. | Adjourn |

In order to protect our valued exhibitors and their investment in attending the 2018 PCCA International Seminar, our rules strictly prohibit solicitation, "suitcasing" or "outboarding" by attendees who transact business at the show or in PCCA International Seminar hotels and do NOT have exhibit booths. If any attendee is observed doing such activities, they will be asked to leave immediately. Seminar management must be informed of any hospitality suites, receptions, etc. and expressed consent must be received prior to the seminar. Please report any violations you may observe to PCCA Management.

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6:30 p.m.

Awards Banquet

| Friday, | October 26 |
|------------|---|
| 7:00 a.m. | Registration and Breakfast Political Action Committee (PAC) Breakfast with Congressman Buddy Carter, RPh (R-GA) |
| 8:00 a.m. | Opening Announcements |
| 8:15 a.m. | Update from Washington: A Pharmacist's Perspective Congressman Buddy Carter, RPh (R-GA) |
| 8:30 a.m. | The Power of Pricing – Christy Clement |
| 10:00 a.m. | Quality of Chemicals and Beyond-Use Dating – Gus Bassani, PharmD |
| 10:15 a.m. | Break/Expo |
| 11:00 a.m. | WORKSHOP SESSION 2 |
| 12:30 p.m. | General Lunch Concierge Group Lunch |
| 1:45 p.m. | WORKSHOP SESSION 3 |
| 3:15 p.m. | Break/Expo |
| 4:00 p.m. | Personal Growth and Development – It's Your Time Choose from the following activities or just use this free time to do whatever makes you happy! • Biome Cross-Talk and Signals — Devaki Lindsey Berkson, DC, MA, CNS, DACBN, ACN • Yoga and Meditation • Fitness Boot Camp |
| 5:30 p.m. | Adjourn |

| Saturday, | October | 27 |
|-----------|---------|----|
|-----------|---------|----|

| 7:30 a.m. | Registration and Breakfast | | | |
|------------|---|--|------|--|
| 8:30 a.m. | Opening Announcements | | | |
| 9:00 a.m. | Emerging Research in Cellular Health 🙃 – Dian Ginsberg | g, MD, FACOG | | |
| 10:30 a.m. | Break/Expo | | | |
| 11:15 a.m. | Consultants' Corner Sebastian Denison, RPh; Tricia Heitman, PharmD; Mark Gonzo | alez, PharmD | | |
| 12:30 p.m. | Lunch | | | |
| 1:30 p.m. | Compounding Pearls Member Panel CE | Autoimmune Diseases Conference Saturday, October 27, 8:00 a.m. – 6:00 p.m. | | |
| | Jim Hrncir, RPh; Tony Buchta, RPh; Vincent Canzanese, RPh | | | |
| 3:00 p.m. | Closing Announcements | Invite your practitioners to attend this ever PCCA members attending International Seminar may opt to attend this conference | | |
| 3:15 p.m. | Adjourn | | | |
| | | for \$200. See page 9 for detail | ils. | |

Workshop Experience Schedule

| | Workshop Session 1 Thursday – 4:00 p.m. Choose one below. | Workshop Session 2 Friday – 11:00 a.m. Choose one below. | Workshop Session 3 Friday – 1:45 p.m. Choose one below. |
|---------------------|--|--|--|
| TRACK 1 API Track | Hot APIs in Compounding: Oxytocin Devaki Lindsey Berkson, DC, MA, CNS, DACBN, CAN; Facilitated by Ranel Larsen, PharmD | Dermatology Compounding: Psoriasis, Eczema, Acne Pamela W. Smith, MD, MPH, MS Facilitated by Nat Jones, RPh, FIACP | Hot APIs in Compounding: Testosterone: It's Not JUST for Men Mohit Khera, MD Facilitated by Bruce Biundo, RPh |
| TRACK 2 Clinical | From Science to Practice: Bringing Our Innovation to Your Patients Daniel Banov, MS, RPh; Fabiana Banov, MS, RPh; Andrea Branvold- Herr, MS, RPh; Maria Carvalho, PharmD, MRPharmS, PhD | Practice Optimization Through Presence Optimization (Wellness Works) John Preckshot, RPh, CCN, FAARM; Stephanie Allen, Dip CN, CPES | Functional Medicine Lab Testing for Pharmacists Pamela W. Smith, MD, MPH, MS |
| TRACK Business | Action-Based Change: Overcoming Resistance Jerry Jellison | Leadership Starts with You Kim Speairs, APR, MBA; Lizzie Harbin; Jim Smith | Now That We Know What to Test, What Do the Test Results Mean? Ross Caputo, PhD |
| TRACK 4 Business | PK Software Update Michelle Biggs and the PK Software Team | Seismic Shifts in Pharmacy/Third Party: Three Forces Every Independent Pharmacy Must Learn to Embrace Gary McCrory, RPh; Del Doherty, PharmD, PhD | Dos and Don'ts in a Changing Regulatory Environment CE Karla Palmer, Esq. Facilitated by Matt Martin, PharmD |
| TRACK 5 Tech Track | Compounding: Little Things That Make a Big Difference Ernest Acosta, CPhT Facilitated by Annie DeReese, PharmD; Courtaney Garner, CPhT; Stacey Baker, CPhT | Quality and Workflow Efficiency in the Pharmacy Patrice Shook, CPhT Facilitated by Matt Martin, PharmD | Keys to Success: Formulas, Inventory Control and Marketing CE Bridget Hanna, CPhT Facilitated by Chris Simmons, RPh |

Personal Growth and Development

Friday – 4:00 p.m. Choose one below or feel free to do whatever makes you happy!

Yoga and Meditation – Amy Bradley, RD, BSN, RYT-200, RPYT

Fitness Boot Camp – Led by PCCA's Health and Wellness Committee

Workshop Sessions

At International Seminar, the workshop experience is all about instant gratification. That means you can **choose the sessions you want to attend at the seminar on a first-come, first-served basis with no pre-registration required.**PCCA leads the industry with the information you need to grow your compounding practice with Multi-Experience
Programming designed to let you personalize your experience. Having trouble deciding what presentations to attend?
Bring an employee or a colleague to ensure you don't miss out on anything that could help you build your business.
Choose one workshop from each Workshop Session column (1-3) for a total of three workshops (see page 14). See below for descriptions of each session.

Session 1

Thursday, October 25, 4:00 p.m.

Hot APIs in Compounding: Oxytocin G

Devaki Lindsey Berkson, DC, MA, CNS, DACBN, CAN; Facilitated by Ranel Larsen, PharmD

Oxytocin, the hormone of pregnancy and connection, has global receptors systemically. In this workshop, you will learn about oxytocin's clinical applications in and out of the bedroom. Dr. Berkson will describe how this small peptide that pulses every two to three minutes in all healthy adults is linked to and may be useful in treatment of a plethora of issues. Oxytocin is the hormone to help everything from pelvic pain disorders to appetite control to cortisol management and even gut atrophy. The presentation will conclude with compounded formulas utilizing oxytocin.

From Science to Practice: Bringing Our Innovation to Your Patients

Daniel Banov, MS, RPh; Fabiana Banov, MS, RPh; Andrea Branvold-Herr, MS, RPh; Maria Carvalho, PharmD, MRPharmS, PhD

Compounders are continually faced with challenges posed by patients and physicians to formulate products for unique patient needs. Join the PCCA Research and Development think tank as they share how they developed PCCA's newest bases, why certain ingredients are included, innovative formulations they have developed with these bases, and patient case studies utilizing the formulas. From

the PCCA lab to your pharmacy, this workshop will teach you the science behind our bases and how you can best utilize them in your practice.

Action-Based Change: Overcoming Resistance

Jerry Jellison

In this energetic workshop, you'll learn practical ways to accelerate change by helping people overcome their hesitance. Resistance is emotional, not cognitive, so the usual approach of persuading and educating isn't effective. This workshop will teach simple tools you can put to work immediately. Participants will learn how to communicate in ground level language to make it easy for people to begin doing things the new way. When they personally experience the benefits of the new way, they begin to like it. Workshop participants leave eager to put their new tools to work, so they can help others grow and change.

Jerry was a highly rated Vistage speaker for PCCA team members, and we decided to bring him to International Seminar to help you help your staff more effectively deal with change in the world of compounding pharmacy.

PK Software Update

Michelle Biggs and the PK Software Team

Calling all pharmacists who are looking for ways to introduce efficiencies in their pharmacies by utilizing technology. If you are a current PK Software user, or have been thinking about a new pharmacy management system, you won't want to miss this session where you will learn what's new! Join the team at their booth in the exhibit hall for a sneak peek before the workshop!

TECH TRACK

Ernest Acosta, CPhT; Facilitated by Annie DeReese, PharmD; Courtaney Garner, CPhT; Stacey Baker, CPhT

The challenge of compounding is what excites Ernest every day he arrives at the pharmacy. He loves receiving a prescription for a new formula or device and figuring out how to make it happen. During this presentation, Ernest will share his thought process on how he approaches formulas, calculations and cost considerations for the owner as well as the patient. One of Ernest's additional roles in the pharmacy is to stay compliant with compounding regulations, and he will focus on the dos and don'ts of compounding from a quality perspective as well. The session will conclude with the PCCA Tech Talk team sharing compounding tips and tricks.

Session 2

Friday, October 26, 11:00 a.m.

Dermatology Compounding: Psoriasis, Eczema, Acne CE

Pamela W. Smith, MD, MPH, MS; Facilitated by Nat Jones, RPh, FIACP

Join Dr. Pam Smith as she discusses common dermatological conditions she regularly sees in her patients. She will share information on the disease states, traditional and nutritional therapies, and compounding options. Then, PCCA Clinical Compounding Pharmacist Nat Jones will share his favorite dermatology formulas that you can use to grow your practice.

Practice Optimization Through Presence Optimization (Wellness Works)

John Preckshot, RPh, CCH, FAARM; Stephanie Allen, Dip CN, CPES

We all know that success in compounding is not based on the compound, but on the compounder. Likewise, success in supplement sales is not dependent upon the supplement, but on the knowledge and presence of the individual recommending the supplement. Pharmacists have the potential for a much greater presence and much greater supplement sales than most realize. This workshop will be helpful for pharmacists looking to get into nutritional sales as well as the pharmacist who thinks they know all there is to know about supplement sales. If you are just starting out or you are ready to develop your online nutritional sales, this workshop has the answers for the nutritionally-minded pharmacist.

Leadership Starts with You

Kim Speairs, APR, MBA; Lizzie Harbin; Jim Smith

Join three of PCCA's leaders as they guide you through Simon Sinek's famous TED talk. This workshop is designed for anyone who leads other individuals within the pharmacy. What will you learn?

- How you, as a leader, influence your own experience and your team's experience
- Various ways of showing empathy with your team members, and how doing so can strengthen your team dynamics
- How to get into the "infinite game" and play for success



Technician Workshop Track!

You asked for it, you got it. Programs by technicians for technicians with continuing education credit.

16 2018 INTERNATIONAL SEMINAR

Seismic Shifts in Pharmacy/ Third Party: Three Forces Every Independent Pharmacy Must Learn to Embrace

Gary McCrory, RPh; Del Doherty, PharmD, PhD

Over the past three years, the pharmacy/third-party industry has seen an unprecedented amount of change spanning from mergers and acquisitions to vertical integrations, network/reimbursement contraction and regulatory restrictions. All of these have engendered a grim plight for pharmacies and an even bleaker outlook for today's independent pharmacy.

Meanwhile, employers are accosted by inflated drug spend, leaving prescribers and pharmacists with disgruntled patients scurrying around to access to their medications. The state of our industry is *unrest*.

The focus of this workshop is to integrate the influential perspectives and decisions of employers, payors, patients and prescribers into three main forces that can affect the bottom-line of every independent pharmacy. At the conclusion of this workshop, attendees will have specific tangible tools to assess their own practices and provide a 1-3 year outlook of the evolution of the industry.

TECH TRACK

Quality and Workflow Efficiency in the Pharmacy

Patrice Shook, CPhT; Facilitated by Matt Martin, PharmD

As the compounding pharmacy compliance officer, Patrice works closely with the pharmacists to create a better workflow that makes their lives easier. She is passionate about providing high-quality products to patients and will share the importance of understanding certificates of analysis (C of As), loss on drying (LOD), and when to adjust the purity/assay of the ingredients in a formula. Patrice will describe examples of drugs where correct calculations are critical to preparing a correct compound.

Session 3

Friday, October 26, 1:45 p.m.

Mohit Khera, MD; Facilitated by Bruce Biundo, RPh

Starting at 20 years of age, men and women start experiencing a decline in body performance and function every single year. It is not surprising that by 50 years old, many men and women suffer from sexual dysfunction, decreased energy, increased fat deposition, decreased muscle mass, depression, osteoporosis and increased bone injury. Many of these signs and symptoms are also actually due to a decline in hormones within the body.

Join renowned urologist, Mohit Khera, MD, as he discusses how replacing these hormones, such as testosterone, can significantly improve many of these symptoms associated with aging. He will explain how an emphasis should also be placed on the four pillars of health, which include diet, exercise, sleep, and stress reduction, to help improve natural hormone and testosterone levels. Optimizing each of these four pillars has been shown to significantly improve both men's and women' overall quality of life, sexual health, mental health and life span. The presentation will conclude with compounded formulas utilizing testosterone.

Functional Medicine Lab Testing for Pharmacists G

Pamela W. Smith, MD, MPH, MS

Join Dr. Pam Smith for this NEW presentation. Prepared just for International Seminar, this interactive workshop will focus on functional medicine lab testing for the pharmacist. Dr. Smith will not only discuss the importance of nutritional testing, but will also concentrate on HOW to order the test and HOW to interpret the test, while also examining ways that nutritional testing will positively affect your bottom line and help your patients achieve optimal health.

Now That We Know What to Test, What Do the Test Results Mean?

Ross Caputo, PhD

This session is designed for both non-sterile and sterile compounding pharmacies that want to learn when preparations require testing, what compounds to test and why science-based testing of compounds must be performed. Ross Caputo, PhD, and the Eagle team will also discuss stability studies, method verification, environmental sampling and more.

Dos and Don'ts in a Changing Regulatory Environment

Karla Palmer, Esq; Facilitated by Matt Martin, PharmD

Join us for a discussion of current drug compounding regulations and trends with attorney Karla Palmer. She will explain the different regulations regarding traditional compounding pharmacies versus outsourcing facilities, outline the heightened quality standards for compounders, and discuss the FDA's inspection observations that reported serious adverse events for both 503A and 503B pharmacies. Karla will then describe the FDA's Pharmacy Compounding Advisory Committee (PCAC), state memorandums of understanding (MOUs), and the latest regulations on cannabinoids/CBD products.

TECH TRACK

Keys to Success: Formulas, Inventory Control and

Bridget Hanna, CPhT; Facilitated by Chris Simmons, RPh

In the pharmacy, Bridget balances a dual role as compounding technician and marketer. She is passionate about veterinary patients and compounding medications to make them better! During this workshop, she will share her favorite formulas, the system for how she manages inventory, and how she has grown the veterinary segment of the pharmacy business by knocking on the doors of the local vets and sharing her passion and love for animals.

Personal Growth and **Development**

Friday, October 26, 4:00 p.m.

Back by popular demand! At PCCA, we want to practice what we preach - that's why we're setting aside free time for you to enjoy whatever it is that makes you happy. Spend time with friends old and new, explore Houston, get your heart rate up, relax, or get more education!

Biome Cross-Talk and Signals ©



Devaki Lindsey Berkson, DC, MA, CNS, DACBN, ACN; Facilitated by Sebastian Denison, RPh

We primarily think of the microbiome as our main source of internal microbial life. Did you know the human body has multiple "biomes" that live in our nasal cavities, eyes, respiratory tract, breast tissue and more? These biomes can have dysbiotic signatures that may be "good" or "bad." They often send out signaling molecules that can influence each other, as well as distant tissues, promoting wellness or complex chronic illness. During this presentation, Dr. Berkson will discuss the cutting-edge picture of how these viruses, fungi and bacteria affect health and disease, and she will describe new testing methodologies. As functional medicine practitioners, this is the information you must know to be at the top of your game!

Yoga and Meditation

Join Houston-based yoga instructor, Amy Bradley, RD, BSN, RYT-200, RPYT, in a group class designed to provide simple and effective exercises to apply in our daily lives to release mental, emotional and physical tension. The class will include mild stretching to support the body to release stress, and you'll practice ways of working with the breath and a variety of styles of meditation to enhance your capacity to be healthy, calm, aware and fully present.

Fitness Boot Camp

Join PCCA's Health and Wellness Committee as they lead a group fitness boot camp class outside near Discovery Green. Meet in the hotel lobby and get your sweat on as you are led through a variety of exercises, circuit training and team drills.



Pre-International Seminar Business Primer

Compounding Pharmacy Management Services (CPMS) 14th Annual Client Meeting

Wednesday, October 24, 2018 Hilton Americas Hotel

Join us the day before the 2018 International Seminar for a very informative day of practice management programs. You and more than 150 CPMS clients will learn how to start 2019 with new profit opportunities that will be discussed at this management and marketing meeting.

NOTE:

You don't have to be a CPMS client to attend!

8:00 a.m.

Welcome and Introductions

Bill Letendre, MSPharm, MBA – Moderator

8:15 a.m.

The Oomph Factor! Making the Extra Mile the Best Part of the Trip

Richard Hadden, CSP

Going above and beyond, being truly engaged, in pursuit of organizational objectives is a conscious decision each of makes every day. Richard Hadden, author of *Contented Cows STILL Give Better Milk*, will outline the habits and traits of people we call "Extra Milers"



- what they do to contribute to their organizations' success. He will share what some of the most successful people do every day to keep their organizations growing in the right directly. Through impactful stories, humor, and practical applications, he'll help attendees make the Extra Mile the best part of the trip.

TUITION

FREE

for CPMS clients and staff

\$495 each

for all other PCCA Members

Includes lunch, snacks and educational materials.

Register on the International Seminar website:

http://bit.ly/ISTX18

Continued on next page



10:15 a.m. **BREAK**

10:30 a.m. "This Works For Me" Best Practices Panel

Jim Hrncir, RPh – Ketamine for Depression; Tim Redline, PharmD – Ideal Protein – Weight Loss Management; Chris Schulte, RPh – Designing a Staff Performance Dashboard; Bill Letendre, MSPharm, MBA – FY2017 Benchmark Report

12:15 p.m. **LUNCH**

1:15 p.m. **Enhancing 1 to 1 Staff Meetings**

Lizzie Harbin, Vice President of Public Affairs, Communications, Education and Human Resources

Regular 1 to 1 meetings with your team are vital to the success of your employees and their roles within the pharmacy. Join Lizzie Harbin as she shares how you can train your team to thrive and own their own 1 to 1 meetings! Lizzie will walk you through the basics of conducting successful and productive 1 to 1 meetings. You will also learn the purpose of 1 to 1 meetings as an employee's dedicated time with their supervisor, the role of each of the participants, and how to prepare for an effective 1 to 1. She will then share tips to make the meeting *transformational*, rather than a *transactional* update meeting.



2:15 p.m. Brand Intentions: Building, Boosting & Babysitting Your Brand

Kim Speairs, APR, MBA, Director of Communications and Engagement What's in a brand? Everything. And more! That's why Kim Speairs – a brand expert with more than 25 years of ad agency experience – will share what it takes to bring a brand to life, nurture it, help it grow – and always keep a vigilant eye on it. In this interactive, 90-minute workshop, you'll:

- Understand what branding truly is and why it's essential for your pharmacy
- Learn how to conduct a brand audit for your pharmacy
- Begin to create the framework of your pharmacy's Brand Architecture
- Discover how to leverage your Brand Architecture across all of your brand touchpoints



3:45 p.m. **BREAK**

4:00 p.m. Update on PersonalMed

Del Doherty, PharmD, PhD

5:00 p.m. "This Works For Me" Best Practices Panel

Kevin Oberlander, RPh – Implementing an Autologous Eye Drop Segment; Jeff Carson, RPh – Why Join the CPESN?; Bryan Prescott, PharmD – Using the Client Dashboard Effectively & Results of the Lab Productivity Survey

6:00 p.m. **International Seminar Opening Reception**

* No CE credits will be offered for this program.



Pre-International Seminar Meeting

Compounding Operations: The Scientific Foundations

Wednesday, October 24, 2018 Hilton Americas Hotel

Learn more about the science-based critical thinking integral to compounding operations at this pre-seminar event, presented by EAGLE. Industry experts Ross A. Caputo, PhD, and David Hussong, PhD, will lead interactive lectures with sessions on facilities and compounding environments, analytical testing of compounded preparations, the production of sterile products, and the critical interpretation and analysis of data.

| 7:30 a.m. | Registration & Breakfast |
|------------|---|
| 8:15 a.m | Opening Announcements |
| 8:30 a.m | Facilities and Compounding Environments Facilities Nonsterile compounding environments Especially sanitary conditions in nonsterile areas, minimizing risks of cross-chemical contamination Sterile compounding environments USP <800> HD compounding environments |
| 10:00 a.m | BREAK |
| 10:30 a.m | Potency Testing and Stability Studies Basics of potency testing Stability studies Method development/verification (why/what/how) Components of stability studies Basic design of stability tests Chemistry tests Micro tests |
| 12:00 p.m. | LUNCH |

TUITION

Per Attendee:

\$495 each

5-10 Attendees:

\$2,500 total

Includes breakfast, lunch, snacks and educational materials.

Register online:

http://bit.ly/EagleSem-1018

Continued on next page



1:00 p.m. Production of Sterile Products

- Microbiology basics
- Sterilization processes and validation of processes/ equipment
- · Sterility testing/limits of sterility testing
- · Principles of aseptic processing
 - Good aseptic processing/techniques
 - Cleaning/disinfection
 - Gowning, garbing and personnel hygiene
 - Environmental monitoring

2:30 p.m. **BREAK**

2:45 p.m. Critical Interpretation and Analysis of Data

- Out-of-spec investigations, root-cause analyses, developing corrective action plans
- Interpretation of analytical testing data
 - Understanding and investigating OOS lab results
 - Interpreting stability testing reports
- Maintaining control of compounding environments
 - Tracking, trending, and interpreting environmental data and EM sampling results
 - Interpreting facility and equipment certification reports

4:15 p.m. **Closing Announcements**

4:30 p.m. ADJOURN

Ross A. Caputo, PhD, President of EAGLE, earned his PhD in Microbiological Physiology and Immunology from Miami University in 1976, and has over 30



years of experience in the FDA-regulated pharmaceutical industry on sterilization research and aseptic processing focusing on process optimization and control. He has authored more than 50 publications and owns 15 patents, all related to infection control, sterilization processes and the production of sterile product.

David Hussong, PhD, joined the EAGLE team in January 2018, and has over 40 years of experience, including 30 years with the FDA as a regulatory scientist. Most recently, he was



a consultant to the pharmaceutical industry. His research has been focused on studies of microbial recovery and detection methods. He is currently the chair of the USP Microbiology Expert Committee. In Dave's new position as Chief Technical Officer, he will assist in scientific and regulatory matters for analytical testing of products and pharmacy support services.

^{*} No CE credits will be offered for this program.

Seminar Price

(in U.S. Dollars)

Pharmacists/Staff

\$1,795

Students & Spouses/Guests*

\$500

Registration fee includes:

- Full breakfast buffets
- Lunches
- · Refreshment breaks
- · Opening reception
- Awards Banquet
- Education app with all presentations in electronic format
- Audio recording of main stage presentations and select workshops

Multiple Attendee Registration Discounts:

2 Attendees 10% discount

| 4 Attendees | 20% discount | |
|-------------|-----------------|--|
| | \$1,525.75 each | |
| 3 Attendees | 15% discount | |
| | \$1,615.50 each | |

5+ Attendees......25% discount \$1,346.25 each

Above discounted pricing reflects the full price registration fee. Multiple attendees must all be registered at the same time. Multiple attendee discounts do not apply to student, spouse or guest fees.

Host Hotel

Rooms and rates will be based on availability.

To get the best rate don't miss the cut-off date, October 3, 2018.

Hilton Americas-Houston – *Host Hotel* 1600 Lamar St

Houston, Texas 77010 713.739.8000

Online reservations: http://bit.ly/ISTX18-Hotel

Room Rate: \$219 USD/night

Overnight Valet Parking: \$36 per night including tax

Self-Parking: \$24 per day

All events will be held within the host hotel, unless otherwise noted.

Car Rental

Enterprise Rent-A-Car's Flex Rate Program gives guests 5 percent off the current rates at Enterprise Rent-A-Car locations nationwide when the reservation is made through **www.enterprise.com** (Account Number: 06C3214).

Ground Transportation

from the airport to the hotel:

Registration

Online:

2018 International Seminar, Pre-International Seminar Business Primer & CPMS 14th Annual Client Meeting, and Autoimmune Diseases Conference

http://bit.ly/ISTX18

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Pre-International Seminar EAGLE Meeting

http://bit.ly/EagleSem-1018

Mail or Fax:

Use the enclosed registration form.

Mail to:

9901 S. Wilcrest Drive Houston, TX 77099

OF

Fax to: 281.933.6016

Seminar Information

Call PCCA Events at 800.331,2498

Billing will occur one week prior to the event for those members selecting Bill My Account option. Credit cards will be billed immediately. Full refund available through Wednesday, October 17. Cancellation after Wednesday, October 17, will result in a 50% cancellation fee.

Please ensure you are confirmed for the program before purchasing airline tickets. If you do not receive your confirmation letter within one week, please call to confirm receipt of registration

^{*}Spouse/Guest registration does not include access to education. If attendance is desired, a separate full attendee registration must be completed.



Connect with what matters.

There are a whole host of reasons to come to International Seminar.

- A presentation covering one of the industry's timeliest topics **the opioid** Here are a few highlights:
 - An unprecendented FDA update presented by the agency's Senior
 - Science Advisor for Compounding • A cellular health presentation by a top expert in the field
 - An enlightening session on how to better manage pricing and eliminate
 - An inspirational and dynamic presentation on the secrets to eating healthy and using food as preventative medicine
 - Two new workshop tracks one just for technicians and a track • And, a money-back guarantee if you're not satisfied with your experience





Chef Nathan Lyon







Dian Ginsberg, MD, FACOG

F O in

Join in the Conversation #ISTX18 | RSVP: bit.ly/ISTX18-fb #WhereCompoundersConnect

All attendees will receive a **FREE** audio recording of the presentations to keep!

REGISTER BELOW or ONLINE AT http://bit.ly/ISTX18

October 24-27 | Houston, Texas

Seminar Fees

Pharmacist / Additional Staff

Spouse / Guest Pharmacy Student Member \$1.795 ea \$500 ea

USD

\$500 ea

Registration fee includes breakfasts, lunches, refreshment breaks, opening reception, Awards Banquet, education app, audio recording of select presentations. Spouse/ Guest registration does not include access to education. If attendance is desired, a separate full attendee registration must be completed.

* Multiple Attendee Registration Discounts

2 attendees = 10% discount (\$1,615.50 ea)

3 attendees = 15% discount (\$1,525.75 ea)

4 attendees = 20% discount (\$1,436 ea)

5+ attendees = 25% discount (\$1,346.25 ea)

Multiple attendees must all be registered at the same time.

| PCCA Member # Pharmacy Name | | guest, spouse fe | ees. |
|--|---------------------------------------|------------------|--------------|
| Seminar Registrant Name: | Creden | tials: | |
| Pharmacist / Technician / Student / Other: E-mail Address: | | | |
| Are you a first-time PCCA International Seminar attendee? $\ \square$ Yes $\ \square$ No | | | |
| Attending the Wednesday Pre-Seminar Business Primer/CPMS Meeting? (CPMS clients free | ee/\$495 per non-client) | □ Yes | □ No |
| Attending the Wednesday Pre-Seminar EAGLE Meeting? (\$495 per person – separate reg | istration required) | □ Yes | □ No |
| Attending the Wednesday evening Opening Reception (5-7 p.m.)? (Included with registrati | on fee.) | □ Yes | □ No |
| Attending the Thursday evening Awards Banquet (6:30-9 p.m.)? (Included with registration | fee.) | □ Yes | □ No |
| Attending the Friday morning PAC Sponsored Political Breakfast? (If you check "Yes," we wil | I contact you with further details.) | □ Yes | □ No |
| Attending the Saturday Autoimmune Diseases Conference? (\$200 additional per International Conference) | tional Seminar attendee) | □ Yes | □ No |
| Spouse/Guest Registrant Name: | | | |
| Spouse/Guest registration does not include access to education. If attendance is desir | ed, a separate full attendee registro | ition must be | e completed. |
| Attending the Wednesday evening Opening Reception (5-7 p.m.)? (Included with registrati | on fee.) | □ Yes | □ No |
| Attending the Thursday evening Awards Banquet (6:30-9 p.m.)? (Included with registration | fee.) | □ Yes | □ No |
| Attending the Friday morning PAC Sponsored Political Breakfast? (If you check "Yes," we will | l contact you with further details.) | □ Yes | □ No |
| Select Your Workshops Du | ıring the Seminar | | |
| Seminar Payment Method | | | |
| □ Redeem FREE PCCA Member Reward (Diamond and Platinum Reward Members only.) In arrival and departure dates to complete registration and hotel reservations. Please note the hotel cut- | • | ent, you must p | rovide your |
| Arrival: Departur | e: | | |
| □ Redeem Pharmacist of the Year/Month or Technician of the Month Award (Attach copy | of award letter with registration.) | | |
| □ Bill Account \$ □ Check enclosed for \$ | | | |

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FAX TO: 281.933.6016

_____ Exp. Date:______ 3-Digit Code:______

_ Signature:___

City: State: Zip/Postal Code:

REGISTRATION DEADLINE: October 17, 2018

For information, call PCCA Events at 800.331.2498. If you do not receive your confirmation letter via email within one week, please call to confirm receipt of registration. Billing and Cancellation Policy: Billing will occur immediately regardless of payment method. Full refund available through October 17, 2018. Cancellation after October 17, 2018, will result in a 50% cancellation fee.