



MGMA-MISSOURI SPRING CONFERENCE

May 6-8, 2018

Tan-Tar-A Resort • Osage Beach, Missouri



PIECING TOGETHER THE HEALTHCARE PUZZLE

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Conference Agenda

Sunday, May 6

- 12:00-5:00pm **Registration**
- 11:30-1:00pm **Local Chapter Board of Directors Leadership Symposium**
- 1:00-4:00pm **Preconference Workshops:**
- *Seeing into the Future of Human Resources Issues* – Kyle Haubrich
 - *Keys to Evaluation and Management of Documentation, Assessment and Coding* – Linda Martien and Sarah Reed
- 3:00-4:00pm **Preconference Session: ACMPE Overview** – David Taylor
- 4:00-5:00pm **Reception for all First Time Attendees & New Members**
- 5:00-6:30pm **Opening Night Reception & Dinner**
- 6:30-8:00pm **GENERAL SESSION: *It Takes 4 to Tango: Let's Piece Together the Personality Difference Puzzle!*** – Candy Whirley
- 8:00-10:00pm **Cocktail Party at Mr. D's**

Monday, May 7

- 7:00-8:00am **Breakfast with Exhibitors**
- 8:00-9:30am **GENERAL SESSION: *Intelligent Business: Giving Analytics Meaning*** – Cameron Cox
- 9:30-10:00am **Exhibitor Networking Break**
- 10:00-11:00am **BREAKOUT SESSIONS**
- *Accountable Care Organizations* – Jill Watson
 - *Top 10 Security Vulnerabilities That Can End Your Practice* – John Motazed
 - *Is Your Physician Ready...Coding, Communication and Documentation* – Brenda Edwards
 - *Intruder Alert (Run, Hide or Fight)* – Rick Goins
- 11:15-12:15pm **BREAKOUT SESSIONS**
- *Playing the Long Game & Winning – Why Telemedicine & Patient Engagement Matter* – Cameron Cox
 - *MACRA, MIPS and HIPAA Slips* – Kyle Haubrich and Tamar Hodges
 - *Moving the Patient Experience Needle in Your Practice* – Kyle Adkins
 - *Behind the Audit 8 Ball* – Linda Duckworth
- 12:15-1:15pm **Lunch with Exhibitors**
- 1:15-2:45pm **GENERAL SESSION: *Washington Update*** – Drew Voytal
- 2:45-3:15pm **Exhibitor Networking Break**
- 3:15-4:15pm **BREAKOUT SESSIONS**
- *Intruder Alert (Run, Hide or Fight)* – Rick Goins
 - *WAYAWAYH? Our Journey Toward Population Health* – William Dailey
 - *NPP Relations* – Ethan Hampton
 - *Coding Chronic Conditions* – Brenda Edwards
- 4:15-5:15pm **BREAKOUT SESSIONS**
- *How to Handle a Difficult Staff or Boss* – Scott Foster
 - *Top 10 Security Vulnerabilities That Can End Your Practice (repeat)* – John Motazed
 - *Moving the Patient Experience Needle in Your Practice (repeat)* – Kyle Adkins
 - *What To Do When the Audit Letter Comes* – Sarah Reed
- 5:15-6:15pm **Networking Reception**

Tuesday, May 8

- 7:00-8:00am **Breakfast with Exhibitors**
- 8:00-8:15am **Annual Business Meeting**
- 8:15-9:30am **GENERAL SESSION: *How to Terminate an Employee*** – Stephen A. Dickens
- 9:30-10:00am **Exhibitor Networking Break**
- 10:00-11:30am **GENERAL SESSION: *BUILDING THE EDGES FIRST...Finding the key pieces of your leadership legacy*** – Terri Tucker
- 11:30am **Closing Remarks & Prize Drawings**

Sunday, May 6

12:00-5:00pm **Registration**

11:30-1:00pm **Local Chapter Board of Directors Leadership Symposium**

1:00-4:00pm **PRECONFERENCE WORKSHOPS**



Seeing into the Future of Human Resources Issues

Kyle Haubrich, JD, Sandberg Phoenix & von Gontard, PC
Narcisa P. Symank, JD, Sandberg Phoenix & von Gontard, PC

Want to brainstorm with your peers and learn what challenges and successes other physician offices are dealing with in Human Resources? Join us for this interactive session as we explore the many HR topics you face on a day-to-day basis.



Keys to Evaluation and Management of Documentation, Assessment and Coding

Linda Martien, CPC, COC, CPMA, AAPC Fellow

Sarah Reed, CPC, CPC-I, AAPC Fellow

A deep dive into the complexities of Evaluation and Management code assignment beyond the common key components. Attendees will review policies, tools and have hands on experience in code assignment for several examples working from real life scenarios. A variety of place of services, services provided, including procedures and diagnosis coding, and provider education hints and tips will also be discussed.

3:00-4:00pm **ACMPE Overview**



David Taylor, FACMPE, CoxHealth

This session provides general information on the American College of Medical Practice Executives requirements for certification and fellowship, and will give you a better understanding of the process involved for advancement in the College. This session offers you a first step for assessing skills and helps you develop a plan for pursuing certification and fellowship.

4:00-5:00pm **Reception for all First Time Attendees & New Members**

5:00-6:30pm **Opening Night Reception & Dinner**

6:30-8:00pm **GENERAL SESSION**



It Takes 4 to Tango: Let's Piece Together the Personality Difference Puzzle!

Candy Whirley, CSP

Anyone who works with people will benefit from THIS Keynote! In **It Takes 4 To Tango**, Candy will take you through her 4 C's of Leadership which are the importance of **Confidence, Communication, Creativity and Change** in the workplace. We will go on a brilliant exploration of personality styles that will make you think, laugh, even dance...and recognize your true self and others. This is NOT the Myers Briggs Personality



Indicator, this is NOT the DISC test or even True Colors...Candy gets participants up and out of their seats and networking with other...ANIMALS just like them!

8:00-10:00pm **Cocktail Party at Mr. D's**

Monday, May 7

7:00-8:00am **Breakfast with Exhibitors**

8:00-9:30am **GENERAL SESSION**



Intelligent Business: Giving Analytics Meaning

Cameron Cox, FACMPE, MSOC Health

We are constantly being told that the new health-care system will depend on "Big Data," "Business Intelligence" and "Analytics." What does this mean? Haven't we always analyzed data? This presentation will challenge you to reconsider whether you are asking the right questions and whether you have the right data and tools to answer them. Learn how analytics adds value to your practice's financial position and operations. We'll review some commercial products in the marketplace and also build some of our own!



9:30-10:00am **Exhibitor Networking Break**

10:00-11:00am **BREAKOUT SESSIONS**



Understanding ACOs and Value Based Payment Transformation

Jill Watson, Centrus Health Kansas City

Moving from volume to value based payment can be puzzling. Learn how practices get started, how to ensure referrals keep coming, and how to prepare your practice for the next generation of contracts. This session will unwrap the parts and pieces of accountable care organizations...attribution, total cost of care, risk adjustment, benchmarks and more.



Top 10 Security Vulnerabilities That Can End Your Practice: Web

John Motazed, SNC Squared Technology Group

The top 10 newest internal threats that put your practice at risk. How could your employees unknowingly cost your \$1000's. New threats including Email phishing, ransomware and drive-by web attacks will be discussed. Learn what procedures to put in place to protect your practice and your patient information. This will be a dynamic interactive session.



Is Your Physician Ready...Coding, Communication and Documentation

Brenda Edwards, CPC, CDEO, CPB, CPMA, CRC, CPC-I, CEMC, AAPC Fellow

Is your provider willing to "roll the dice" with current documentation? Whether we discuss documentation from a CDI standpoint or for ICD-10 diagnosis coding, the common thread is being prepared. Topics include effective provider education, documentation and compliance in the EHRs. This interactive session includes "how to" as well as "how to not" communicate with your providers when delivering coding and documentation education.

Monday, May 7 (continued)

10:00-11:00am **BREAKOUT SESSIONS**

Intruder Alert (Run, Hide or Fight)

Rick Goins, Department of Homeland Security

Rick will go over steps to develop an emergency action plan for your practice. He will review how to prevent active shooter incidents by recognizing behavioral indicators on the pathway to violence. Time will be spent looking at the history of significant active shooter incidents through expert perspectives.

11:15-12:15pm **BREAKOUT SESSIONS**

Playing the Long Game & Winning – Why Telemedicine & Patient Engagement Matter

Cameron Cox, FACMPE, MSOC Health

Healthcare is moving from a service to a relationship. If physician practices want to be successful, the patient experience must be prioritized above all else. Even the carriers agree and are developing telemedicine policies designed to incentivize providers, increase patient satisfaction and control their costs. This presentation will highlight the importance of adopting telemedicine and engaging patients.



NPP Relations

Ethan Hampton, CRNP, Meritas Health

We will discuss the role of the nurse practitioner in primary care; nurse practitioner vs. physician assistant; and how are nurse practitioners viewed by physicians and patients?



MACRA, MIPS and HIPAA Slips

Kyle Haubrich, JD, Sandberg Phoenix & von Gontard, PC
Tamar Hodges, JD, Sandberg Phoenix & von Gontard, PC

In this session we will spend time understanding MACRA, MIPS and HIPAA and how each affects your practice. We will review MIPS categories and how they are scored. We will take a look at reporting as an individual vs. reporting as a group and claims vs. registry reporting. We will look at how APMs work and if it is better for your practice to be in an APM or MIPS. We will discuss the changes in HIPAA over the last year. We will review SLIPS that doctors and staffs have made and discuss what we can learn from them to help your practice avoid potential breaches and violations.



Behind the Audit 8 Ball

Linda Duckworth, CPC, CHC, The SCBI

Physician practices are finding themselves behind the "8 ball" when audited by Medicare. Often the initial audit response (release of records) is mishandled by staff who are not qualified to process the release. So, what can be done proactively? After this session, Managers and Coders will have a heightened awareness of how their practice is monitored by Medicare, and what they can do to self-monitor. They will be able to anticipate the most problematic areas for physicians of all specialties. They will receive instruction on how to respond to documentation requests correctly, and completely, the first time around, and learn key coding terms to

interject into their audit responses. Case studies will be provided so that the audience can see their provider's documentation, coding and claims through a compliance officer's, and auditor's eyes.

12:15-1:15pm **Lunch with Exhibitors**

1:15-2:45pm **GENERAL SESSION**



Washington Update

Drew Voytal, MPA, MGMA Government Affairs

This update will provide timely information on the status of pertinent healthcare issues under consideration by Congress and federal regulatory agencies. Attendees will learn about recent legislative and regulatory developments affecting medical groups, gain a deeper understanding of these changes and their impact on the day-to-day activities of medical group practices, and be directed to clarifying resources. Specific topics include 2018 implementation details for the Medicare Quality Payment Program, as well as payment policy changes finalized under the 2018 Medicare Physician Fee Schedule, among a host of other timely issues.



2:45-3:15pm **Exhibitor Networking Break**

3:15-4:15pm **BREAKOUT SESSIONS**

Intruder Alert (Run, Hide or Fight) (repeat)

Rick Goins, Department of Homeland Security



WAYAWAYH? Our Journey Toward Population Health

William Dailey, MD, MSEng, MSMI, CHCIO-eligible

Our transition from physician-centered teams of one, absent measurement to data driven, physician managed microsystems improving patient care; from blinders to transparency.



Moving the Patient Experience Needle in Your Practice

Kyle Adkins, Golden Valley Medical

An energetic and fun look at ways to take your patient experience data and make adjustments that can make a real difference in the ways you strive to satisfy your patients. Various practical tips and takeaways of how to navigate these challenging waters will be shared in this session that can help practice managers, providers and front line staff better serve their patients while improving their outcomes as well. Where do you begin and how do we engage staff in the process and bring providers along for the journey without kicking and screaming the entire way?

Coding Chronic Conditions

Brenda Edwards, CPC, CDEO, CPB, CPMA, CRC, CPC-I, CEMC, AAPC Fellow

Chronic conditions account for a large percentage of healthcare dollars. The accurate capture of these charges is critical. Our discussion will include helpful tips to ensure documentation is thorough and complete. We will review the importance of reporting manifestations and combination codes. Chronic conditions discussed in this presentation includes diabetes mellitus, congestive heart failure, kidney disease, heart disease and sepsis.

Monday, May 7 (continued)

4:15-5:15pm

BREAKOUT SESSIONS



How to Handle a Difficult Staff or Boss

Scott Foster

Difficult people can be a combination of self-centered attitudes, motivations, and behaviors that have adverse effects on staff, the organization, and mission performance. This person lacks concern for others and the climate of the organization, which leads to short- and long-term negative effects. Scott will identify ways to work in this environment and discuss how you can protect yourself and your staff from buckling under the pressure.

Top 10 Security Vulnerabilities That Can End Your Practice (repeat)

John Motazed, SNC Squared Technology Group

Moving the Patient Experience Needle in Your Practice (repeat)

Kyle Adkins

What To Do When the Audit Letter Comes

Sarah Reed, CPC, CPC-I, AAPC Fellow

We will address the different types of external audits and their purposes (including but not limited to CERT, OIG, HEAT, ZPIC, MAC, MIC and commercial payers). In addition to defining and educating on what the intent of the audit is, she will provide information on how to respond and track these audits in your practice. Who should be involved – from manager to coding staff to providers – and how should you respond? Ms. Reed will also give some education tips for sharing in the practice so staff understands the process and the importance of the audit in progress.

5:15-6:15pm

Networking Reception

Tuesday, May 8

7:00-8:00am

Breakfast with Exhibitors

8:00-8:15am

Annual Business Meeting

8:15-9:30am

GENERAL SESSION



How to Terminate an Employee

Stephen A. Dickens, JD, FACMPE,
State Volunteer Mutual Insurance Company

Human resources are one of the most time consuming aspects of the practice executive's responsibilities. Bringing together different personalities and work styles can be overwhelming. When everything comes together the practice and patients reap the rewards. Unfortunately, not everyone is a good fit. Sometimes the kindest thing you can do is set an employee free to seek new opportunities. Utilizing a mock termination scenario, this session will help you navigate the termination process. At the conclusion of this session, attendees should: Recognize the importance of progressive discipline; Identify best practices for documentation; and discover the simplest way to conduct a termination.



9:30-10:00am

Exhibitor Networking Break

10:00-11:30am

GENERAL SESSION



BUILDING THE EDGES FIRST...

Finding the key pieces of your leadership legacy

Terri Tucker, Tucker Resources

What is the first thing every puzzle master does? Of course he or she grabs the flat edged pieces and the corners. The frame is built first. In successful leadership we, too, must grab key foundational behaviors that create a solid frame around our culture. Then team members know the playing field and can run around inside of that culture doing what they do best. Our consistency and reliability as leaders create the atmosphere where mastery and autonomy thrive. If you would like to have team members take more action; make more decisions; solve more problems and surface more opportunities...this session is a great investment of your time. You will walk out with actual leadership behaviors to practice – not just philosophies to ponder. Find the pieces that will help frame your leadership legacy.



11:30am

Closing Remarks & Prize Drawings

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Conference Information

CONFERENCE FEES

	Before 04/13/18	After 04/13/18
MGMA-MO ACTIVE MEMBER	\$295	\$395
AAPC MEMBER	\$295	\$395
NON MEMBER	\$395	\$495
MGMA-MO LIFE MEMBER	\$125	\$150

CONFERENCE FEE REFUND POLICY

Cancellations received prior to April 13, 2018 are subject to a \$50.00 cancellation fee. Cancellations received after April 13, 2018 and no-shows cannot be refunded. Substitutions from within the same group are acceptable.

CREDIT HOURS



American College of Medical Practice Executive (ACMPE) Credit Hours: To apply this program toward your ACMPE continuing education requirement, please calculate the total number of clock hours you spent in educational sessions and enter your hours online in the My Transcript area of mgma.com.



The program has the prior approval of AAPC for 14.0 continuing education hours. Granting of prior approval in no way constitutes endorsement by AAPC of the program content or the program sponsor.

HOTEL INFORMATION

Our conference will be held at the beautiful Tan-Tar-A Resort in Osage Beach, MO. Reservations can be made by calling 800-826-8272 or online at www.tan-tar-a.com. Reservations must be received on or before April 6, 2018. Be sure to use our group code: MDCL to receive the discounted rates. Rates are as follows:

Guest Room:	\$126
One Bedroom Suite:	\$189

