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Letter from the President



Sharon E. Sagarra, MBA, FACMPE
President, MGMA-MO

Well, another MGMA MO conference has come and gone. All the hard work by the conference planning committee did not disappoint! Great speakers; networking and catching up with old friends as well as making new contacts and friends; interacting with our valued Business Partners; and checking out some of the exciting changes, in process or completed, to turn Tan-Tar-A into a Margaritaville resort. For those of you who were able to attend, I hope you left with new ideas and insights and for those of you unable to make it this year, please consider adding to your schedule for next year. From Candy Whirley's fun & inspiring opening general session on how to "Tango" with the different animals in your practices as well as your life - I bet you even had all your Physicians and staff, as well as some of your friends and colleagues, pegged as a Chameleon, Lion, Lamb or Owl by the end of opening night! Cameron Cox's serious but lighthearted, informative and sometimes funny, way of guiding us to give analytics meaning; Drew Voytal updating us on what is going

on in Washington, DC; Stephen Dickens' involving attendees in a bit of role playing on how to terminate an employee and to the thought-provoking final general session with Teri Tucker in finding the key pieces of your Leadership Legacy. And the breakout sessions had something for everyone, from coding and dealing with an Audit, IT security, Intruder Alert (Rick Goins was right - I do not think anyone left his session without being rattled/scared), to how to handle difficult staff and bosses and creating better patient experiences.

I love attending conferences not only for all the above, but as an opportunity to remind myself that despite all the challenges and changes in healthcare, I wouldn't want to be in any other field. It is a time to rejuvenate, reenergize, rebuild, rethink and re-imagine how we take care of our patients, staff and physicians. I think those of us who have chosen to work in healthcare are a unique group of people, whether clinical, administrative or both. Bottom line is we want our patients to experience the best possible outcome when they visit our facilities and we as Managers must be the guiding force to bring our Physicians, Staff and facilities together for that to happen.

The Spring Conference also signals the beginning of the end of my term as President. Please join me in welcoming your 2018-2019 MGMA-MO Board of Directors: President - Brad Carney, CMPE; President-Elect - Ashley Petty; Treasurer - Kyle Adkins, CMPE and Secretary - Daun Hills. They will begin

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Letter from the President

their new offices effective July 1st. One year is not enough time to accomplish all we set out to accomplish this past year, but we continue to build on the foundation past leaders have laid to keep MGMA-MO moving forward by developing and offering educational, advocacy and networking opportunities for all of us to grow personally and professionally.

It has been an honor to serve as MGMA-MO's President this past year. I will cherish the experiences and the people I have met along the way on this journey in Healthcare as I not only step into the Past President's role but also look forward to taking a new, undecided path in my own healthcare career over the next few months. Thanks to the experiences and the people I have met through my membership and volunteerism in MGMA at the local, state and national level, I know I will not be taking this path alone. Thank you for the opportunity to be a part of such a wonderful and continuously evolving state organization.

If someone had told me when I started my career in Healthcare in the 80's that I would one day lead MGMA, not only at the local but the state level as well, and speak at a National conference, as I did this past April, I would have told them they were insane – totally outside my comfort zone being an introvert and an "Owl". Remember, you only get out what you put in. Volunteer, get Involved and push outside your comfort zone! Wherever I end up, professionally and personally, I will continue to volunteer; to learn and be mentored by those that have come before me as well as after me; and teach, nudge and mentor in the years to come! Thank you.

Sharon E. Sagarra, MBA, FACMPE
President, MGMA-Missouri
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MGMA-MO 2018 Spring Conference

Piecing together the Healthcare Puzzle: The Most Intricate Puzzle of All

I have a hard time believing it's already come and gone – the 2018 MGMA-MO Spring Conference is over. But there was so much that happened in those 3 days! While I didn't ever directly state any specific goals for the conference I asked many people two questions: 1) are you having fun and 2) are you learning anything. If you can answer both questions "yes" I will consider this conference a success! If you couldn't attend, or if you're like me and the three days are a blur, here's a brief recap:

We started on Sunday afternoon with preconference workshops. These included "Seeing into the Future of Human Resources Issues," and an ACMPE overview. The American Academy of Professional Coders held a 3-hour preconference workshop on "Keys to Evaluation and Management of Documentation, Assessment and Coding."

Our Sunday evening keynote speaker, Candy Whirley, got everyone involved in her presentation of "It Takes 4 to Tango." She helped us all to identify in a very fun, different way four types of personalities and how to communicate with each. The fun carried over to Mr. D's Lounge where we enjoyed a cocktail party, fellowship and some fun games provided by Keane Insurance.

Monday started bright and early with breakfast at 7 am immediately followed by Cameron Cox helping us understand "Intelligent Business: Giving Analytics Meaning." Drew Voytal provided us with a Washington Update immediately after lunch. Tuesday morning began with breakfast, our annual

business meeting and two wonderful keynote speakers. Stephen Dickens recruited some of our attendees to demonstrate "How to Terminate an Employee" (and how not to!). Following that Terri Tucker wrapped up our keynote speakers with "Building the Edges First – Finding the Key Pieces of Your Leadership Legacy."

Interspersed among these great speakers there were over a dozen different breakout sessions from which to choose, covering a wide variety of topics including how to handle intruder alerts, coding chronic conditions, accountable care organizations, NPP relations and much, much more.



On the fun side of the conference our first-time attendees gathered late Sunday afternoon and answered trivia questions about puzzles and MGMA. I've already mentioned the Sunday evening cocktail party. I always find it fun, interesting and stimulating to network with other managers, coders and our vendors at events. We shook things up a little in the vendor hall with a couple of different games, one of them being what might be described as "people bingo" – you had to find the person that did a certain thing. (By the way, I learned I'm not the only one that was there that has sung in a barbershop chorus.) Monday evening the past presidents and life members gathered for a reception, reminiscing about the past and looking to the future. And just having some good, old fashioned fellowship.

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MGMA-MO 2018 Spring Conference

Piecing together the Healthcare Puzzle:

The Most Intricate Puzzle of All

Over the last year I've referred to this as "my conference year." For those of you that were able to attend I want to be very clear about this – it may have been "my conference year" or my choice of themes, but in my opinion, this was NOT "my conference" – this was YOUR conference. It was only as good as you made it through your attendance, your participation, your getting out there and meeting other people, your feedback and so much more.



Planning and executing the event was one giant puzzle! There were so many moving pieces and so many minds and hands involved I don't think I can name them all. I do want to specifically and especially thank our sponsors. Both ProAssurance, Keane Insurance Group have been sponsoring MGMA-MO for at least 10 years. Our bronze sponsors this year were LabCorp, MedPro Group, Spectrum Enterprise and SNC Squared. And what a wonderful planning committee! A special thank you to all of them, and a double thank you to the ones I forgot to mention when thanking them publicly at the conference: Beth Castens, Joe Keane, Amy Earp, Sharon Sagarra, Ashley Petty, Kyle Adkins, Susan Reichert and Rebekah Francis. A huge thank you goes out to all our speakers and leaders of the breakout sessions. We value their time, talent and expertise.

There's a certain sadness that we weren't able to entirely "Piece Together the Healthcare Puzzle."

There's a lot of things that need to be solved in our country when it comes to healthcare. Yet there's a certain excitement, a certain enthusiasm, that we can look to each other to make the future better for our patients, our staff, ourselves and the world. In the meantime, we'll all go back to our respective careers, and be "Ringmasters in Healthcare!" Ashley Petty will be leading us into and through next year's conference – and I REALLY look forward to it! Hope to see you all again at Tan-Tar-A/Margaritaville April 10 – 12, 2019!

- Brad Carney, CPC, CMPE
MGMA-MO President-Elect,
2018 Conference Chair
BLCarney61@gmail.com



MGMA-MO 2018 Spring Conference Pictures

Piecing together the Healthcare Puzzle: The Most Intricate Puzzle of All



MGMA-MO 2018 Spring Conference Pictures

Piecing together the Healthcare Puzzle: The Most Intricate Puzzle of All



Scholarship Committee Report

On Tuesday, May 8, 2018, MGMA Missouri announced and awarded the following scholarships:



Judith Hillyard Professional Development and Presidential Scholarships

Chrison Sitton, SSM Medical Group - West



Professional Enrichment Scholarship
Barbara Faupel, Allergy Consultants

Professional Enrichment Scholarships (ACMPE)



Daun Hills
Ferrell Duncan Clinic
Branson



Lori Jones
Lake Regional Health System
Osage Beach

Dependent Scholarship

Kristina Taylor, Springfield

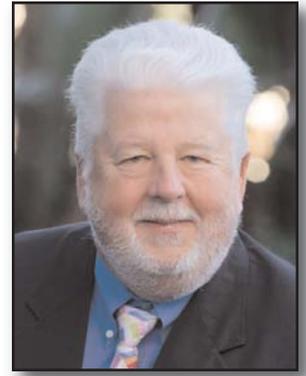
ProAssurance Practice Manager of the Year Award

The ProAssurance Practice Manager of the Year Award was established to recognize a practice manager member of MGMA Missouri who has demonstrated a noteworthy achievement of exceptional leadership and management proficiency to enhance strategic and operational effectiveness of health care delivery in his or her practice and community. The \$2,000 award will support the personal advancement and development of the practice manager by covering the expenses to attend the national MGMA Annual Conference. Congratulations to this year's award recipient Daun Hills.



ACMPE Update

With the 2018 MGMA MO Spring Conference just completed, there were 15 attendees who took part in the ACMPE Overview on Certification and Fellowship. The overview was presented by David Taylor, FACMPE, Past President of MGMA MO, Past Chairman of MGMA National and currently a member of the Certification Commission for ACMPE. His insight and knowledge lead to a lively discussion and hopefully a better understanding of the certification process for those who attended. Thank you David for leading this overview!



**David A. Kelch,
MBA, FACMPE**

As I have stressed to you over the past few months, the clock is running on the new process for Certification and Fellowship for MGMA, you have a little over six months until 2019. The next testing period is currently closed, but note that the schedule opens again in July. Below are the exam dates, location and registration time periods to pursue the certification exam. Please refer to the MGMA website to verify testing sites in your area.

Upcoming Exam Information

September 2018 Exams

Sept 8-22, 2018 (Registration July 23 - Aug. 7, 2018)

December 2018 Exams

Dec. 1-15, 2018 (Registration Oct. 22 - Nov. 6, 2018)

Fees: Registration fees for exams are \$165 and are not transferable

Here's a recap of what the changes mean to those contemplating advancement;

What the changes mean:

For Nominees:

If you do **NOT hold a bachelor's degree or have 120 college credit hours** by Dec. 31, 2018 you will need to:

- *Log all 50 hours of your continuing education (CE) hours under the current CE requirements, starting 30 days prior to your acceptance date.*

- *Complete and pass both examinations by the Dec. 1-15 exam cycle.*

If they **have** a bachelor's degree, 120 college credits or are currently in the process of completing their degree, they will remain as a nominee and will need to begin working toward the following starting on January 1, 2019:

- *Earn your CMPE credential within three years. If accepted before January 1, 2019, you will have until December 31, 2021 to complete the program.*

- *Log 50 hours of CE credit under the new 2019 CE requirements.*

For CMPEs pursuing Fellowship:

If you do **NOT hold a bachelor's degree** by December 31, 2018 you will need to:

- *Receive approval on a business plan proposal or paper outline AND submit a final business plan or manuscript by December 31, 2018.*

ACMPE Update, continued

If you have a bachelor's degree AND seven years of healthcare management AND two years in a leadership role; OR you have a master's degree with five years management, AND two years in a leadership role you will need to begin work on the following starting January 1, 2019:

- *Complete Fellowship within two years of your application date. If accepted before January 1, 2019, you will have until December 31, 2020 to complete.*
- *If you have a paper outline submitted and accepted prior to January 1, 2019, you may continue working on your paper manuscript up until two years from your outline approval date. Starting in 2019, business plan submissions will be the only acceptable submission if no outline is previously accepted.*
- *Log 50 hours of continuing education (CE) every three years following the new 2019 CE requirements. These CE requirements also apply to maintain your current CMPE credential in 2019.*

If you need to review some sample questions from the multiple choice portion or the scenario based portion of the exams, please refer to the previous MGMA MO newsletter on our website for these questions. Remember, the clock is running and the changes are ready to take effect.

If you have any questions concerning the advancement process, or need a little encouragement to start you on the way, please feel free to reach out to me at david.a.kelch@gmail.com.

- David A. Kelch, MBA, FACMPE
MGMA-MO ACMPE Forum Representative
david.a.kelch@gmail.com

Upcoming Member Webinar

July 17, 2018 at Noon CST

Make Your Group a Doctor Magnet: Recruitment, Retention and Onboarding - Kurt Mosley

ABOUT THE WEBINAR: Based on Merritt Hawkins' book Guide to Physician Recruiting, this presentation provides both strategic and tactical guidelines medical groups and other healthcare facilities can use to increase the effectiveness of their physician recruiting and retention plans. This presentation will review the steps medical groups can take to make physician practices both more appealing to current staff physicians and to prospective recruiting candidates. The program includes original data from physician surveys conducted by Merritt Hawkins and real world methods medical groups can use to become "physician magnets." An engaging and instructive look at physician recruiting, "How to Make Your Group a Doctor Magnet: Recruitment Retention and Onboarding" is a presentation likely to interest medical group administrators, physicians, recruiters, and anyone else who follows today's evolving healthcare trends. Presentation talking points include:

- Today's physician recruiting market
- Physician recruiting strategies
- Strategies for retaining physicians
- The "Arc of Persuasion" and the "Pyramid of Interest"
- Strategies in structuring an interview and writing the recruiting contract
- Creating the incentive package
- Latest physician recruiting incentive data
- Balancing volume and value payments in the group
- The physician workforce of tomorrow

Visit www.mgma-mo.org to register. This is a Member Only benefit.

Q&A: Claims Submission for MIPS Quality Category

The Merit-based Incentive Payment System (MIPS) offers flexibility in providing multiple ways to report data. One approved method of reporting data for the Quality category of MIPS is to enter Quality codes on your submission of Medicare claims. If you choose this method of submission, it is crucial to be certain that these codes are added to all Medicare claims.

Q: How many points are possible for the Quality category in 2018?

A: The 2018 performance year includes reporting in all four categories of MIPS: Quality, Cost, Promoting Interoperability (formerly named Advancing Care Information) and Improvement Activities (IA). Quality is worth 50 percent of the score, or 50 points. Should a clinician be excluded from reporting for Promoting Interoperability (PI) (for reasons of clinician type or hardship) then those 25 points are added to Quality and the Quality score will then be 75 percent. In addition, if there is not sufficient data to calculate a Cost score, the 10 points for that category may also be moved to Quality. Therefore, in some circumstances, the Quality category may be 85 percent of the total MIPS score.

Q: How many measures do I need to submit?

A: A total of six measures (or a complete specialty measure set) must be submitted, with one measure to be an outcome measure (or high-priority measure if an outcome measure is not available). Additional outcome and high-priority measures may be submitted for bonus points.

Q: How many claims must be submitted for each measure?

A: In 2018 a full year of data must be submitted. Data completeness is important as well. This means that 60 percent of a MIPS-eligible clinician's patients who meet the denominator criteria for the measure must be included. To receive a score of up to 10 points for each measure, the reported measure must meet this criterion.

Q: What if we are just starting to code our claims for the measures? Is it too late to use this method?

A: Remember that to reach the maximum score for a measure, you must have 60 percent completeness. Beginning to code your claims for Quality now may meet that criterion, depending on when patients that are in the denominator are seen in your office. If you do not succeed in obtaining 60 percent completeness, the measure will still be scored, but will receive only one point (or three points if your practice falls under the Small, Underserved and Rural Support definition of 15 or fewer clinicians, Health Professional Shortage Area [HPSA] or rural.)

Q: Can we go back and add Quality codes to claims that have already been submitted for payment?

A: No, you may not resubmit claims for the purposes of updating your Quality coding.

Q: How do we know which Quality measures we can report using claims coding?

A: Go to the Centers for Medicare and Medicaid Services (CMS) Quality Payment Program (QPP) website at <https://qpp.cms.gov/measures/quality>. Sort by "Data Submission Method" and select "Claims."

Q: How do we select the best measures for our practice?

A: You can add a filter by "Specialty Measure Set" to narrow down measures that apply to your practice after you filter by "Data Submission Method" for "Claims."

Q: Where can we find specific information on each of the Quality measures we plan to report?

A: Once you select your measures on the CMS QPP site, click the name of the measure to open additional information and locate the Quality ID. You can then reference the 2018 Measure Specification Sheet in the 2018 Resources on the CMS QPP site. Be certain you are using the 2018 specifications as they may be different from the specifications published for 2017.

Welcome New Members

Encourage your colleagues to become members of MGMA-Missouri. They will reap the benefits of education, valuable networking, and learn about many issues dealing with practice management, legislation, and professional growth. To obtain a membership application, call the MGMA-MO office at (573) 556-6111, or sign up for membership on-line at www.mgma-mo.org.

MGMA-Missouri Membership Figures for June 2018

| | |
|-----|--------------------------|
| 272 | Active Members |
| 38 | Business Partner Members |
| 6 | Associate Members |
| 4 | Faculty/Student Members |
| 29 | Life Members |

Total Membership - 349

Active Member

Susan Bohning
Jordan Valley Community Health Center
Springfield

Shelley Miana
Berdy & Malhotra PC
Des Peres

Kathi Newman
The Woman's Clinic
Springfield

Missy Sutton
Ste. Genevieve County Memorial Hospital
Ste. Genevieve

Business Partner Member

Eric Brodsky
speroMD
ebrodsky@speromd.com

Brian Haupt
SLM Media Group
bhaupt@stlmag.com

Q&A: Claims Submission for MIPS Quality Category

Q: What parts of this description are important for me to note?

A: Verify the measure specifications are for "CLAIMS ONLY." Read through the description and instructions to see who is included in the measure and how often this measure must be reported. Then identify the coding needed for this measure (denominator, numerator and quality code).

Q: Is there any way to know if a claim has been submitted successfully for Quality reporting purposes?

A: You will not receive confirmation that the code was accepted, but the Remittance Advice (RA)/Explanation of Benefits (EOB) denial code N620 indicates Medicare has received your code.

Q: Do I have to enter anything into the QPP Portal to report Quality during the submission period (Jan. 1 – March 31, 2019)?

A: If you chose claims coding to report for the Quality category, you do not need to enter anything into the QPP Portal for Quality because you will be scored by CMS using your Medicare claims data. The QPP Portal now shows your Quality score if claims submission was your method of reporting.

For more details or to access free assistance with MIPS, contact a TMF consultant at QualityReporting@tmf.org or 1-844-317-7609. You can also visit <https://tmf.org/qpp> for more information.