

COMMUNIQUE

April/May 2021



What a year it has been! This is my last newsletter article before our Spring conference and so I'll shift the tone of my article just a bit as I do some reflecting over the past year. I shared with you back in August about my personal battle with cancer in 2020 and some have asked along the way for updates but I've never followed up publicly on that article to share how things are going now. As a reminder, in the August newsletter I wrote: *I certainly won't make these articles all about me throughout the year but I am a rather transparent guy and I consider MGMA part of my family so I'll share just a little about how 2020 has been an even greater trial for myself. I was diagnosed in January with Non-Hodgkin's Lymphoma following some abdominal discomfort. I've had many biopsies and a couple surgeries and 6 rounds of chemotherapy in addition to countless scans and tests. To say that 2020 has been an interesting year for me, is definitely an understatement as I have endured and lived through a lot. My prognosis is good and if I have a good PET scan in September I will be in a great position, considering everything, and will be scanned intermittently along the way simply to monitor things. (My hair is growing back now too, even though I was bald to begin with.) I can then have my port removed and some other related procedures....but my how blessed I am!*

Since that article in August I have had more surgery and scans and have another CT planned to gauge the progress of my disease process. I still have my port as my Oncologist isn't comfortable enough yet to have that removed. Things continue to look favorable, however, in the fight I've been in and I'm more appreciative for your prayers, thoughts and concerns than you will ever know. I'm so blessed to have extended families, like the MO MGMA family, to share personal things with while we all strive to make our practices better but also deal with the day to day things life throws at us along the way. So many of you have shared some of your own personal struggles with this terrible disease and the dialogue has really helped me deal with the challenges I faced.

After all of us having dealt with COVID for the past year, and no telling what other personal battles some of you reading have faced like me, we have accomplished so much! Many of us and our practices have faced challenges that others before us have never even thought of. I'd like to say that we have become even closer to being "Masters of Healthcare" but you and I learn more everyday about our shortcomings and our knowledge gaps as healthcare is evolving so quickly. Never before have we seen such rapid change in such a short period of time, and so we press on to sharpening our skills and brace for even greater challenges ahead. I ask you to join us in Branson on May 5-7 for the Spring conference where we again have an opportunity to learn from each other and the skilled presenters that Daun Hills and her team have assembled in an effort to help us better "Ride the Waves of Healthcare". Please reach out to any of our board members as they are able to potentially help those who are interested in attending the conference but may need some financial support. We may have some conference scholarship opportunities that sponsors have provided if you will simply ask.

It has been an honor and privilege to serve you this past year and I so look forward to hugs and handshakes (or knuckles or whatever you are comfortable with) at conference this year. MO MGMA has kept me focused and driven and selfishly I have gained so much more than I could have ever contributed this past year in more ways than I can describe. I can't wait to see you in Branson! May God bless you and your practice with great health in 2021!

Kyle Adkins, CMPE
President, MO MGMA, kadkins@gvmh.org



more control

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MY MGMA STORY

by STEFANIE HOHENSEE, MHA, CMPE



I have worked in healthcare since the spring of 2001. I worked in Six Sigma, Finance and Accounting at the beginning of my career. In 2011 I decided to join the clinic side of the world. Up to that point I had only completed six sigma projects throughout the clinics or worked with physician billing/budgets. The clinic side was a brand-new world, and I was a brand-new practice manager. My current VP was very supportive in education and growth. He encouraged me to join MGMA. Not only did he encourage me, but he made it possible for me to be a member through the organization. To say, I enjoy a challenge, is a very light way of putting it. I was now managing the largest OB-GYN clinic in Southwest Missouri, I started my master's program, and I was eager to hear and learn more about MGMA. I began MGMA in 2013, at the national and state level.

I would not encourage anyone to start a graduate degree, new clinic and MGMA all at the same time. However, for me, it was a blessing in disguise. They all linked up beautifully to help me prepare for the world of clinic management. The networking with other individuals was wonderful and are still friendships to date. Many of the MGMA connections have helped me through questions, discussions that didn't have a definite yes or no answer and many more. The conferences provided a lot of discussion on the current topics and I found a lot of the books that were sold at the conferences extremely helpful. Some of those books are staples in my office with a very worn spine.

After I finished my master's degree, I begin to get solicited for positions out of state. Soon, I found myself in Kansas. The first thing I did was look up K-MGMA and signed up. I was beginning my study for my board exam. You guessed it. I got promoted to Vice President at the hospital and took my board test in the same month. I guess I do better under pressure. Look me up some time, I would love to tell you the hilarious story of my exam at Wichita State University.

I promise you, just when you think you have seen it all. YOU HAVEN'T. You can never stop learning and growing. I am back in Missouri and MO MGMA provides a great opportunity to further strengthen us as leaders and link us to a vast network of peers that will become friends for life.

Join/Rejoin MO MGMA. Feel free to find me on LinkedIn and add me to your network. I would love to learn about you as well.

Stefanie Hohensee, MHA, CMPE
MO MGMA Membership Committee



Membership Renewals

We consider your membership to be an investment and we hope you will renew your membership and continue to receive the many benefits MO MGMA's membership provides. If you have any questions or have not received your renewal email and dues invoice, please contact [Rebekah Francis](#).

Missouri MGMA gratefully acknowledges
the following companies for their sponsorship of our
Spring Conference:



AMN Leadership Solutions



RIDING THE WAVES OF HEALTHCARE

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Missouri MGMA Spring Conference

May 5-7, 2021

Branson Convention Center



SPEAKER SPOTLIGHT ON *Paul Long*



Two grown men, cat wres-
experiment. Paul Long lever-
mism to become the Kansas
Year while inspiring his em-
entire city! Paul's philosophy
approach to happiness in the
by anyone and is certain to
tion you desire. Based on the
experience will allow your team to explore their Foundation, Understanding of Others and help identify Next Steps in maximizing their overall effectiveness at work and in life. Laugh, learn and actively engage with your team while Paul coaches you through principles that help improve employee engagement, maximize productivity, provide memorable customer experiences and create a more F.U.N. work environment! This experience will provoke thought while leaving audiences with a strong understanding of specific actions to help improve their personal work environment.



ting singlets and a social
aged his concept of Funda-
City Royals' 2016 Fan of the
ployees, organization and an
of Fundamism is a deliberate
workplace, can be applied
move your team in the direc-
core principle of F.U.N., this

Paul J Long has challenged the traditional corporate landscape in sales and service since 2004. He has leveraged this experience and his ability to connect with others for the last decade to engage audiences around the globe. His shenanigans have been featured in media outlets like ESPN, the Washington Post and even the Wall Street Journal! Years ago, while working for a conservative call center in the highly conservative industry of insurance, Paul had a conversation with a manager and several other employees. "Are you always this upbeat and optimistic?" asked one of the call center employees. "Give it time," retorted the manager, "this place will get to him." From that day forth Paul decided not to allow experiences to shape others but rather motivate and engage others to create memorable experiences for themselves.

Paul is our opening keynote speaker and will be presenting on Wednesday, May 5th. [Click here](#) to access our full agenda and speaker information. [Register today](#) and be sure to join us in Branson!

ACMPE Corner

Body of Knowledge

Financial Management Sample Question:

What are two causes of cash flow problems in a medical office?

1. Slow Charge Entry
2. Poor claims editing
3. Incomplete denial processes to correct and resubmit ejected or denied claims
1. Inadequate follow-up on unpaid claims
2. Ineffective payer analysis



*Stacey Reitzel, FACMPE
ACMPE Forum Rep
sreitzel@pchmo.org*

Operations Management: Sample Question:

What is the fundamental responsibility of the governing body when addressing physician impairment?

1. Staff notification
2. Patient Safety
3. Physician protection
4. Public image

(Answers found on next page)

Certificate Programs

ACMPE Certificates are verified documents proving completion and understanding of a topic or skill -specific seminars or online courses. We have many ACMPE Certificate opportunities available on the MGMA website and more will be released in June. Click here to see the available certificates.

[ACMPE Certificate Page](#)

Board Certification Preparation Courses

Registration includes seven self-study session modules; and one quarterly live question and answer session that is also available as a recording in-between; and one exam that allows you to claim continuing education credit. You must attend all sessions to claim ACMPE and CEU credit.

The ACMPE Board Certification Preparation Course is designed to help healthcare professionals prepare for the ACMPE exams. This comprehensive course helps examinees identify content necessary to meet board certification standards, including financial management, regulatory compliance, organizational governance and departmental operations management and transformative healthcare delivery. To best prepare applicants for the examinations, topics are reviewed from the perspective of a variety of healthcare settings, including hospitals and ambulatory care settings.

Session 1: Overview

Session 2: Operations Management Review

Session 3: Financial Management Review

Session 4: Human Resources Management Review

ACMPE Corner (continued)

Session 5: Transformative Healthcare Delivery
Session 6: Risk and Compliance Review
Session 7: Organizational Governance Review
Session 8: Board Certification Preparation: Live Question-and-Answer Session held quarterly or recorded between live sessions at 12 PM CT

Dates of LIVE sessions:
June 1, 2021 - September 7, 2021- December 7, 2021

Continuing Education

MGMA Educational Events like our Spring Conference are the best opportunities to get away and complete your educational requirements! I'll see you May 5 - May 7 at the Branson Convention Center. Stop by the ACMPE Table and introduce yourself and tell me how I can help you be ready to take the next step. I'd love to meet you!

Ps. If the time to get certified was not two months ago.....it's DEFINITELY NOW!

Stacey Reitzel, FACMPE

Answer Key: Financial Management—All 5 answers are correct; Operations Management: Answer B)

The Nominating Committee met on April 9, 2021 to review the nominees and finalize the slate of officers to the 2021-2022 Missouri MGMA Board of Directors. On behalf of this year's committee, I am pleased to announce the following nominations:

President	Daun Hills
President-Elect	Travis Messer, MHA
Treasurer	Greg Thompson, MBA
Secretary	Laurie Atwood
Immediate Past President	Kyle Adkins, CMPE

Please note the Past President is automatically on the Board by the nature of the role and title and the Nominating Committee does not confer on this position.

The committee is pleased to introduce the newest nominee, Laurie Atwood.

Laurie has served on the MGMA NWMO local chapter and also served on the leadership committee for MGMA GKC. She has worked at Barry Pointe Family Care for the last 6 years. She is excited to help show the importance of education through MO MGMA and looks forward to helping guide other practice executives to reach their goals.

We would like to thank the following MO MGMA members who served on this year's committee: Kyle Adkins, CMPE, Sharon Sagarra, FACMPE, Susan Reichert, FACMPE and Connie Warnat.



Laurie Atwood

Ashley Petty
MO MGMA Immediate Past President, apetty@joplinpeds.com

**Special Congratulations
to MO MGMA Life Member
Mark Renken from
St. Charles on the
completion of your CPME
in November 2020!**

LEGISLATIVE NEWS

While there has not been a lot of headlines involving health news out of Washington or Springfield it doesn't mean that health legislation is dormant. In fact that while the national focus is currently on other legislative priorities, action continues on health legislation. In Missouri, Statehouse Committees continue to hold hearings on legislation with the potential to impact to provider practices. It promises to be an eventful time in Springfield with only seven weeks left in the session. As always, the Missouri MGMA will continue to send out critical updates on legislation and encourages your involvement by reaching out or writing your representative, when we bring these issues to your attention.



*Richard Langholz, CMPE, FACHE
Legislative Liaison
Richard.Langholz@hannibalregional.org*

Here is a brief summary of happenings on the Federal and State levels.

FEDERAL

- U.S. Senate leadership reached a bipartisan agreement to extend the waiver of the **2% Medicare sequestration** through the end of 2021. The waiver first was authorized in March 2020 and expires at the end of this month. The Senate compromise also clarifies a December 2020 law regarding Medicare payments to provider-based rural health clinics. The PAYGO exemption for the \$1.9 Trillion America Rescue Plan will be addressed in future congressional action.
- MedPAC released its [March report](#) on Medicare payment policy, which recommended **no payment update for physician services in 2022**. MedPAC serves as an advisor to Congress, however its recommendations are not binding. MGMA issued a [statement](#) expressing disappointment with the recommendation.
- Modifications to **the PPP** were made to target smaller businesses. In addition, a revised funding formula was implemented for sole proprietors, independent contractors and self-employed individuals.
- HHS delayed the **PRF reporting deadline** and has yet to provide updates around the new deadline. HHS is encouraging providers to [register](#) via its Reporting Portal, even though data cannot be submitted at this time. Although \$26 billion remains available, HHS has not announce plans on how these funds will be distributed nor are they accepting applications. However, group practices can [file claims](#) for reimbursement from the PRF for COVID-19 testing, treatment and vaccination of uninsured individuals.
- Don't forget that loan repayment for the **Medicare Accelerated and Advance Payment (AAP) program** was schedule to start this month. For additional information please click on the MGMA AAP loan [resource](#) to learn more on the revised repayment terms.
- The first week of March, MGMA submitted [testimony](#) to Congress as they consider expanding **telehealth** flexibilities. In its testimony, MGMA that future legislation involving telehealth should include the following aspects:

LEGISLATIVE NEWS

- ⇒ Preserve the patient-physician relationship to promote high-quality care,
- ⇒ Remove geographic and originating site restrictions,
- ⇒ Allow permanent coverage of audio-only services, and
- ⇒ Reimburse telehealth visits equally to in-person visits
- You should have received an e-mail last week regarding information regarding CMS upping reimbursement for the [administration of COVID-19 vaccinations](#).

MISSOURI STATE HOUSE

[COVID-19 Vaccination Participation Information](#)

To be eligible to receive COVID-19 vaccine, providers must be enrolled in ShowMeVax as a COVID-19 vaccine provider. Information regarding enrollment can be found [here](#). The state created [MOStopsCOVID.com](#) to centralize all information related to the vaccine. The [Vaccinators page](#) is updated regularly with information and resources for providers. Pay careful attention to the number of vaccine doses a manufacturer packages in a single order.

- MHA submitted [comments](#) regarding the [MO HealthNet Division's proposed Medicaid State Plan Amendment](#) for the Alternative Benefit Plan for the Medicaid Expansion population. State officials were to submit such state plan amendments to federal officials by Monday, March 1.
- The following are [bills of importance currently under discussions](#) in various committees.

[HB 906](#), A grant program (\$10,000/yr) for primary care physicians who agree to practice for five years in rural counties (<35,000). This bill will likely face hurdles over cost and administration, but its hearing might be a good opportunity to highlight the need to increase access in rural communities. Just approved by Committee.

[HB 689](#), which would create a state tax credit for physicians and physician assistants providing preceptorships for medical or physician assistant students in primary care and psychiatric specialties. The tax credit's cost to the state would be offset by an increase in physician and physician assistant licensure fees. To offset the cost, medical licensure fees will increase \$7.00 for physicians and \$3.00 for PA's. Not applicable to APRNs.

[SB 584](#) and [SB 293](#), which address the authority of advanced practice registered nurses to provide treatment through a collaborative practice arrangement with a physician. The MSMA has testified against both bills. Of the two, SB584 is least offensive to MSMA as only removes the geographical limitations for telehealth services.

[SB 300](#) would authorize Missouri's participation in an interstate compact for physician licensure.

HB1422 and HB1222 dealing with the elimination of the Certificate of Need process.

[SB 63](#) Prescription drug monitoring program bill was perfected by the Senate. A summary of the legislation can be found [here](#).

Finally, the [House Budget Committee](#) revised and approved its version of the state budget. The [appropriations bills](#) will be debated by the House of Representatives next week and then move to the Senate. Key elements include:

LEGISLATIVE NEWS

- ⇒ Elimination of \$1.9 billion in funding to implement Medicaid expansion approved by the state's voters in August 2020. The committee segregated expansion funding into a separate bill, House Bill 20, and voted to [defeat](#) the measure.
- ⇒ No changes were made to the outpatient fee schedule proposed by the MO HealthNet Division.
- ⇒ Inclusion of a policy directive to deny Medicaid payment to not-for-profit hospitals that deny medically necessary services to Medicaid enrollees. It arises from Medicaid managed care plan contracting disputes with hospitals and is intended by the committee chair to promote resolution to those issues.
- ⇒ Capping Medicaid payment for treating out-of-state patients at the level of the current state fiscal year.



Be sure to watch for updates in the newsletter or in special announcements that will provide ways for you to advocate for your practice at Federal and State levels. Unfortunately there will be no legislative day this year, due to COVID-19 restrictions. The event, which is held in partnership with the MSMA, was done virtually this year. In the meantime, if you desire additional information, please do not hesitate to reach out to me at Richard.langholz@hannibalregional.org.

MO MGMA works closely with MGMA Government Affairs staff to provide our members with the latest legislative & regulatory information. MO MGMA members are encouraged to participate in grassroots activities, anecdotal surveys, and contacting your elected officials on issues of importance to medical practices. For more information on how you can get involved or questions on any legislative issue, contact our MO MGMA Legislative Liaison Richard Langholtz CMPE, FACHE.

MO MGMA TREASURER'S REPORT

Bank Balances ending 03/31/2021

Checking	\$ 71,242.05
Scholarship	\$ 3,322.68
Money Market	\$ 43,128.01
CDs	<u>\$ 70,000.00</u>
TOTAL	\$187,692.74

Information Blocking

Information Blocking provisions are currently set to go into effect on April 5, 2021. This Act is designed to prohibit physician practices from interfering with the access, exchange and use of electronic health information. For key provisions please access the MGMA's [information blocking toolkit](#) that details key provisions exceptions to the rule as well as provide actionable steps to help your medical group comply with the rule. You may also find it beneficial to access the [FAQ](#) that provides the most up-to-date guidance on information blocking.

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Tuesday, April 13th: Protecting Your Practice From the Cyber Threat

Technology is critical to medical practices and cybersecurity is frequently not managed as well as it could be. Your hosted medical systems and EHR are likely secure but what about your internal infrastructure and risks? According to HIPAA Journal, healthcare hacking incidents have almost tripled in the last two years! Several studies by security organizations show that on average, breaches are not detected for months. Without the correct cybersecurity foundation and leadership, you could be putting your patients and practice at significant risk. Attend this session to learn where the risks are along with ways to manage and mitigate the risk.

Tuesday, May 18th: The Revenue Cycle Scorecard

Keeping track of your organization's financial and operational goals can be challenging. What should be your strategic goals for improving your organization's performance? Join Michelle Souferian as she uncovers the top performance indicators that your organization should focus on in your own Revenue Cycle Scorecard.

Tuesday, June 8th: Making Kind & Honest Feedback a Team Habit

One of the primary barriers to effective leadership is lack of effective feedback to staff. The primary reason most leaders do not provide helpful feedback is because it feels uncomfortable. Giving feedback, especially criticism, is painfully difficult, but it is still your duty as a leader to give it. On the other hand, if you deliver the feedback in a harsh or overbearing way, it may do more damage than it helps. You owe it to people to help them improve and to help them improve at the earliest possible moment.

To register, login and go to [Webinar Registration](#) under the Members tab.

MO MGMA webinars are approved for 1.0 CE credit hour of LIVE learning from MGMA state for those attending the live session. Webinars are approved for 1.0 CE credit hour from MGMA state for on-demand listening. February' webinar is approved for 1.0 AAPC credit.



NEW MEMBER WELCOME

Active Members

Robyn Doerrer
Clayton Medical Center
St. Louis

Eric Fuhr
Mercy
Springfield

Alyson Gumminger
Independent Practice Solutions
Lawrence

Keith Morrow
Bothwell Regional Health Center
Sedalia

Kayla Schilly
Ste. Genevieve County Memorial Hospital
Ste. Genevieve

Sheila Warren
Ste. Genevieve County Memorial Hospital
Ste. Genevieve

Organizational Member

Citizens Memorial Hospital, Boliver

Student Member

Lynnette Ranney
Overland Park

Business Partner Members

Russell Calicutt
SHINE of Missouri
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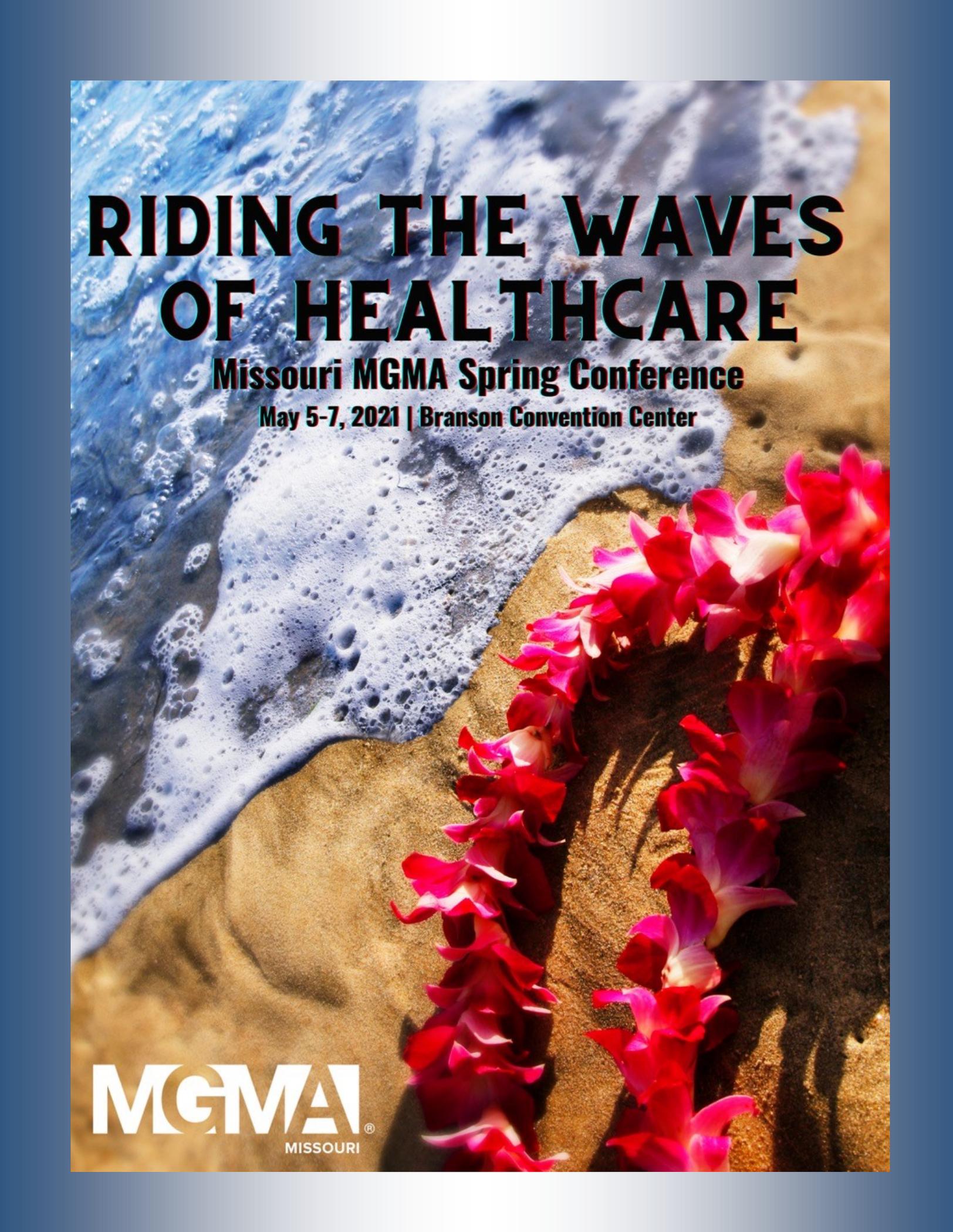
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ssteele@rater8.com

Missouri MGMA

Proposed Bylaw Changes for

May 7, 2021 Business Meeting

#	Pg	Section	Reason	Recommended Change to the Bylaws
1	2	ARTICLE II Section 2.1	Change definition of Active member definition to be compliant with MGMA's state affiliate agreement Remove Replace with Remains the same	<p>Active Member. An active member is an individual who works with or for a medical practice in the State of Missouri or adjoining states. This member's principal role must be one of performing managerial duties, administrative duties and is a decision maker in the medical practice; or providing patient care while also performing significant managerial or administrative duties for the medical practice. A medical practice shall be defined as an organization that provides medical services through one or more Medical Doctors (M.D.) and/or Doctors of Osteopathy (D.O.).</p> <p>An active member is one who meets one of the following criteria for membership: (i) An individual who is directly employed in management or administrative support services by an entity formally organized to provide or facilitate the provision of healthcare services. (ii) An individual employed by a management organization, hospital/health system, practice management firm or other business entity responsible for managing any operational component(s) of an entity providing healthcare services. This includes consultants who are responsible for operations of one or more practices on an ongoing basis. (iii) Healthcare providers/clinicians who hold an active license in the state are also considered active members.</p>
2	2	ARTICLE II Section 2.3	Change Faculty/Student member definition to be compliant with MGMA's state affiliate agreement Remove Replace with Remains the same	<p>Faculty/Student Member. A Faculty/Student Member is an individual who teaches in or is enrolled in a college level program leading to a degree in health care management; or a full-time student who requests membership in the Association and does not qualify for any other membership category.</p> <p>Student Member. An individual who is pursuing a healthcare or business-related degree at an accredited institution of higher learning and does not qualify for any other member category.</p> <p>A Faculty/Student Member is entitled to Association membership services as determined by the Board of Directors and shall not be entitled to vote and will not be eligible to serve as an officer in the Association.</p> <p>Faculty Member. A Faculty Member is an individual who teaches at an accredited institution of higher learning and does not qualify for any other member category. A Faculty Member is entitled to Association membership services as determined by the Board of Directors and shall not be entitled to vote and will not be eligible to serve as an officer in the Association.</p>



RIDING THE WAVES OF HEALTHCARE

Missouri MGMA Spring Conference

May 5-7, 2021 | Branson Convention Center

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2021 Missouri MGMA Spring Conference
**RIDING THE WAVES
OF HEALTHCARE**
May 5-7, 2021 | Branson Convention Center

C O N F E R E N C E A G E N D A

Wednesday, May 5th

- 12:00-5:00pm Registration
12:00-1:30pm MGMA Local Chapter Leadership Symposium
1:30-4:00pm **Pre-Conference Workshops**
Practice Manager 101: Back to the Basics of Managing Your Island – Kyle Adkins, Stacey Reitzel & Gregory Thompson
Coding Bootcamp: Evaluation and Management – Sherry Fontenot-Wright & Sarah Reed
5:00-6:30pm Opening Night Reception & Dinner
6:30-8:00pm **GENERAL SESSION: Connecting the Workplace and Life Through F.U.N.!** – Paul Long

Thursday, May 6th

- 7:00-8:00am Breakfast with Exhibitors
7:00-8:00am Breakfast for First Time Attendees & New Members
8:00-9:30am **GENERAL SESSION: What the Biden Administration and New Congress are Doing in Healthcare** – Michael Bertaut
9:30-10:00am Exhibitor Networking Break
10:00-11:00am **BREAKOUT SESSIONS**
Peer Discussion
Washington Update (virtual presentation) – Drew Voytal
Telemedicine: Documentation Guidelines – Sherry Fontenot-Wright & Sarah Reed
11:15-12:15pm **BREAKOUT SESSIONS**
Using Telemedicine in My Practice (virtual presentation) – Bridgette O'Hara
Top 10 IT Issues that Can Put Your Practice Out of Business – John Motazedzi
Best use of a Non-physician Practitioner - Sherry Fontenot-Wright & Sarah Reed
12:15-1:15pm Lunch with Exhibitors
1:15-2:30pm **BREAKOUT SESSIONS**
How to Deal with People and Change – Scott Foster
Improve the Patient Experience by Adopting Front End Technology in Your Practice – Curtis A. Mayse & Jennifer Campbell
Revenue Integrity: Looking at the Entire Revenue Cycle – Sherry Fontenot-Wright & Sarah Reed
2:30-3:00pm Exhibitor Networking Break
3:00-4:30pm **GENERAL SESSION: Crucial Conversations** – Scott Foster
4:30-6:00pm Networking Reception

Friday, May 7th

- 7:00-8:00am Breakfast with Exhibitors
8:00-8:15am Annual Business Meeting
8:15-9:30am **GENERAL SESSION: Driving Negativity Out of the Workplace** – Marlene Chism
9:30-10:00am Exhibitor Networking Break
10:00-11:30am **GENERAL SESSION: Every Second Counts** – Ridley Barron
11:30am Closing Remarks & Prize Drawings

SPEAKERS & SESSION SYNOPSIS

PRECONFERENCE WORKSHOPS

Practice Manager 101

Back to the Basics of Managing Your Island

This informative session will overview the fundamentals of running a practice. Some of the topics include best practices related to recruitment, orientation, reward and recognition, and retention of the right surfers for your island. New managers and experienced managers wanting a refresher are encouraged to join this interactive session.



Kyle Adkins, CMPE
Chief Operating Officer
Golden Valley Memorial
Healthcare



Stacey Reitzel, FACMPE
Associate VP of
Physician Operations,
Perry County Memorial
Hospital



Gregory Thompson, MBA
Practice Manager
Saint Louis Rheumatology

Evaluation and Management: A Review of Documentation Guidelines for Office and In Patient

Take a Deep Dive into the Documentation Guidelines for Evaluation and Management Services. This session will be useful for both non-coders and coders. We will discuss documentation guidelines, best practices and where to find credible references to build internal policies.



Sherry Fontenot-Wright, CPC, CPCO, CPMA, CEDC, FACMPE
Revenue Integrity Analyst
Saint Luke's Physician Group



Sarah Reed, CPC, CPC-I
Senior Compliance Investigator and Auditor
Truman Medical Center

GENERAL SESSIONS



Connecting the Workplace and Life Through F.U.N.! - Paul Long

Two grown men, cat wrestling singlets and a social experiment. Paul Long leveraged his concept of Fundamism to become the Kansas City Royals' 2016 Fan of the Year while inspiring his employees, organization and an entire city! Paul's philosophy of Fundamism is a deliberate approach to happiness in the workplace, can be applied by anyone and is certain to move your team in the direction you desire. Based on the core principle of F.U.N., this experience will allow your team to explore their Foundation, Understanding of Others and help identify Next Steps in maximizing their overall effectiveness at work and in life. Laugh, learn and actively engage with your team while Paul coaches you through principles that help improve employee engagement, maximize productivity, provide memorable customer experiences and create a more F.U.N. work environment! This session will provoke thought while leaving you with a strong understanding of specific actions to help improve your personal work environment.



What the Biden Administration & New Congress are Doing in Healthcare

Michael Bertaut, MBA, CHC, PAHM
Healthcare Economist, Blue Cross
Blue Shield of Louisiana

In addition to all the other COVID-19 relief passed in 2020, The American Rescue Plan Act of 2021 contains another \$40 billion targeted SPECIFICALLY at ACA and Employer-related health insurance issues. Let's dive in, shall we, and talk about how all this will impact healthcare!



Crucial Conversations - Scott Foster, Director of Talent Acquisition at GardaWorld Security

We know that healthy yet tough conversations take place every day that help leaders to inspire their teams and the individuals that make up those teams to achieve maximum performance. The fact is most of these performance conversations take place behind closed doors. The purpose of this session is to identify resources that provide effective options and tools for holding healthy conversations on crucial issues. Participants will develop the skills and motivation required to initiate and follow through on tough conversations.



Mastering Leadership Clarity: Drive Results Not Drama - Marlene Chism

If you want to build a drama-free culture, drive growth and reduce costly mistakes, you are in the right place. In this engaging program, consultant, executive educator and thought-leader Marlene Chism shows executives and practice managers the one skill that can change any situation; how conversations either grow your business or slow your business; how to identify the root cause of drama; and why changing the culture requires changing the conversation.



Every Second Counts - Ridley Barron

Ridley Barron talks about taking personal tragedy and using it for good. Ridley lost his 17-month-old son, Josh, due to a medication error just five days after losing his wife in a tragic family car accident. These events could have shattered Ridley's world. Through faith and determination, he chose to use them as a platform for challenging individuals and institutions to put patient safety first. In medical settings, Ridley offers a victim's perspective on patient safety and offers professional suggestions on how to improve the quality of patient care. His focus is one of hope, healing, and forgiveness for those on both sides of a sentinel event.

SPEAKERS & SESSION SYNOPSIS

BREAKOUT SESSIONS



Peer Panel Discussion

This session is designed to engage participants with thought-provoking, real-life scenarios depicting challenges faced within the practice walls. Participants will work together collaborating their ideas to resolve practice issues and set the future course for a successful outcome. Join

your colleagues, compare your strategies to others and together we will determine the best course of action for success.



Washington Update

Drew Voytal, MPA Associate Director, 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 2021 implementation details for the Medicare Quality Payment Program, as well as payment policy changes finalized under the 2021 Medicare Physician Fee Schedule, among a host of other timely issues.



Using Telehealth in My Practice

Bridgette O'Hara, TeleHealth Services Manager, CoxHealth Virtual Visits

Telemedicine continues to grow across the United States as an innovative way to address provider shortages, creating more access and facilitate appropriate care paths. Learn about one health system's journey to implement various telehealth and telemedicine services including internal and external challenges, lessons learned and what the key components to a successful telehealth program are.



Top 10 IT Issues that Can Put Your Practice Out of Business

John Motazedi, Owner, SNC Squared

Top 10 I.T. issues that can put your practice out of business is an interactive presentation discussing newest threats and issues affecting practices. From virus issues to malware and data loss and HIPAA compliance are all topics we will cover. Attendees will walk away with a one page handout containing action steps to implement when you return to the office.



How to Deal with People and Change

Scott Foster, Director of Talent Acquisition, GardaWorld Security

Change in healthcare is unavoidable. The question for the leader of any practice is how do you lead your team through change before the change leads you.

Join me to discuss how you can deal successfully with your staff and others as you welcome and respond to change.



Improve the Patient Experience by Adopting Front End Technology Practice

Curtis A. Mayse, FACMPE, MBA, Principal, CliftonLarsonAllen
Jennifer Campbell, BS, CPC, CPB Senior Consultant, CliftonLarsonAllen



Patients are seeking a health care experience that mirrors the ease and efficiency of other types of services they access. The pandemic has revealed opportunities to introduce digital technology at the front end - benefiting patients in how they access and prepare to receive care - and as importantly, setting expectations and offering payment methods that address increasing patient financial responsibility.



Sherry Fontenot-Wright, CPC, CPCO, CPMA, CEDC, FACMPE, Revenue Integrity Analyst Saint Luke's Physician Group



Sarah Reed, CPC, CPC-I Senior Compliance Investigator and Auditor Truman Medical Center

Telemedicine: Documentation Guidelines

Take a Deep Dive into Telemedicine Services. What needs to be documented; Where should you document it; and does the location of the provider matter? We will review some documentation and provide credible references for building internal policies.

Best Use of a Non-Physician Practitioner

Provider rules are always changing. In this interactive session we will look at the variety of roles for a Non-physician Practitioner, both in the office and hospital. Best practices for billing and documentation will be discussed. We will also discuss common coding mistakes. Please bring your problems and questions to this interactive session.

Revenue Integrity: Looking at the Entire Revenue Cycle

Looking at the entire revenue cycle can mean unexpected improvement. Take a walk thru one health systems approach to revenue integrity, the changes they made and the outcomes, some unexpected, they found.

2021 Missouri MGMA Spring Conference | May 5-7, 2021 | Branson Convention Center

RIDING THE WAVES OF HEALTHCARE

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

Location

Hilton Branson
Convention Center
200 East Main Street,
Branson, Missouri 65616.



We have secured a room block at the discounted rate of \$139/night at The Hilton Branson Convention Center (866-442-0959) and The Hilton Promenade at Branson Landing (866-568-0890). Please reference our group code, **MMGM2**, and make your reservation by April 2nd to receive this special rate. To access the online reservations link, please visit our website at mgma-mo.org.

CONFERENCE FEES

	Before 04/15/21	After 04/15/21
MO MGMA ACTIVE MEMBER	\$325	\$425
AAPC MEMBER	\$325	\$425
NON MEMBER	\$450	\$550
MGMA-MO LIFE MEMBER	\$125	\$150

Conference Fee Refund Policy

Cancellations received prior to April 15, 2021 are subject to a \$100.00 cancellation fee. Cancellations received after April 15, 2021 and no-shows cannot be refunded. Substitutions from within the same group are acceptable.

COVID-19 Response

The health and safety of our attendees, exhibitors, members, and industry colleagues are of the utmost importance to us. Now, more than ever, we must organize, connect and collaborate to combat this public health threat. MO MGMA will deliver educational and networking experience for all attendees. Everyone is encouraged to follow the most conservative guidelines available from leading global and local health authorities (such as the CDC and WHO), which include social distancing, masking, frequent hand washing, and covering coughs and sneezes.

REGISTER TODAY AT WWW.MGMA-MO.ORG