



# COMMUNIQUE

December 2021/January 2022



I cannot believe Christmas is almost here. It seems the year has flown by. I am most excited about spending time with my kids and grandkids. I have 2 grandkids in college and 2 in high school, so we are starting to face the challenges of getting everyone in the same space at the same time. I will take whatever I can get and relish the memories we make. Reminds me of juggling the staffing in the hospital and clinics.

This time of year also makes me realize that no matter how big the challenge, we can always get through it with a little help and support from our friends and colleagues. That is what we want you to know about MO MGMA. We are here for you. Not just the Board but the whole membership. Reach out if you have something you need help with. I am sure someone has faced that challenge and can help guide you through. Please do not hesitate to reach out to myself or anyone on the board.

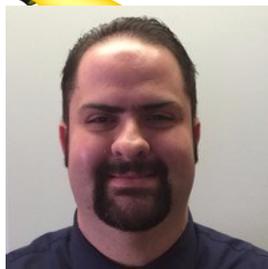
Now is a great time to start planning to attend our Spring Conference in Branson. There will be a lot of new speakers with great education and inspiration. There will also be a lot of networking opportunities and fun!

Most of us do not sit and count our blessings. If we just stop and take the time to do it, I think we would smile a little brighter that day. Enjoy your family time this holiday.

Happy Holidays and Happy New Year!  
Daun Hills  
President, MO MGMA



Travis Messer, MHA  
President-Elect



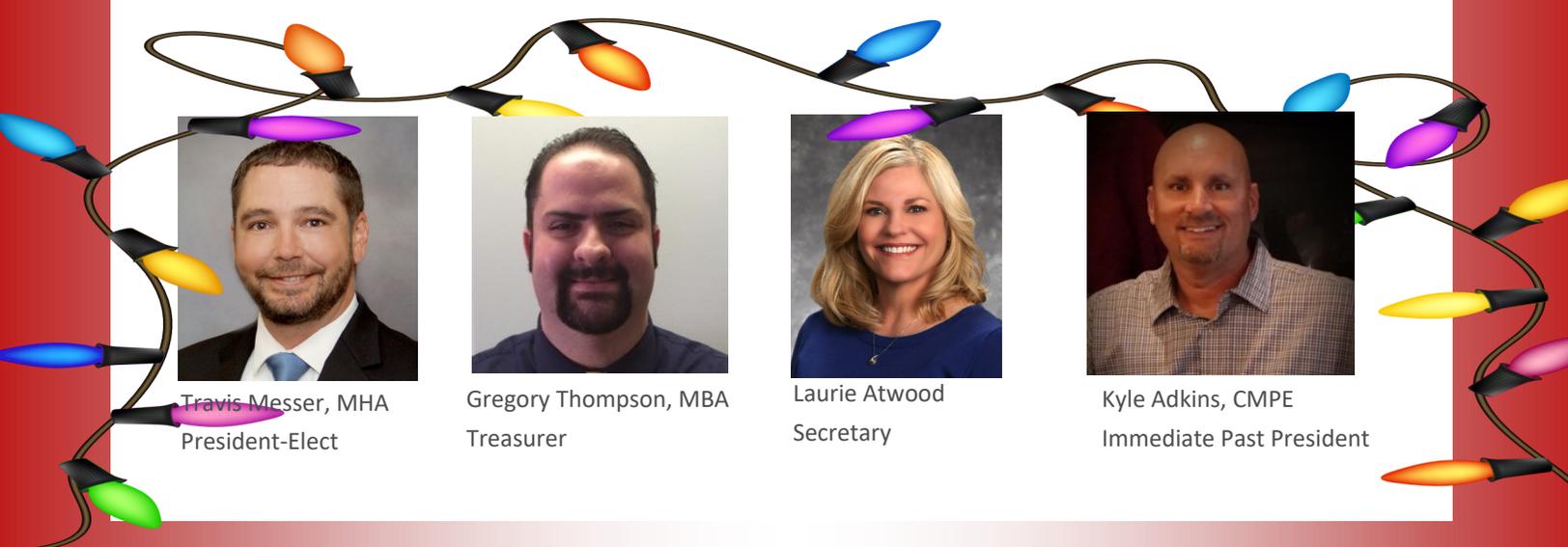
Gregory Thompson, MBA  
Treasurer



Laurie Atwood  
Secretary



Kyle Adkins, CMPE  
Immediate Past President



# EXCELLENCE in Healthcare

*Transforming your practice through  
education, networking and passion*

May 4-6, 2022

Branson  
Convention Center  
Branson, Missouri

MO MGMA<sup>22</sup>

**MGMA**  
MISSOURI



## SPRING CONFERENCE SPEAKER SPOTLIGHT ON

### RENNIE CURRAN

Rennie Curran is a former professional athlete who currently serves as an active Keynote Speaker, Author, and the CEO of Game Changer Coaching. Recently Inducted into the Gwinnett County Sports Hall of Fame and the Georgia Hall of Fame, he uses his platform to inspire business professionals to reach their full potential. His experiences of overcoming many circumstances to reach his childhood dream of becoming a 3-time All American, Butkus Award Finalist, permanent team Captain, a 3rd round draft pick in the 2010 NFL Draft (Tennessee Titans) and transitioning into becoming a successful entrepreneur has given him a unique perspective on what it takes to handle adversity and maximize opportunities while having a positive impact on others. Rennie obtained a Bachelor of Business Administration from University of Georgia's Terry College of Business and a certification in personal development coaching from the Life Purpose Institute. He has been featured in The New York Times, USA Today, Fox Sports, ESPN College GameDay, The Huffington Post, and more.

Rennie is just one of our keynote speakers presenting at our spring conference. I hope you plan to join us May 4-6, 2022 in Branson and bring a few colleagues or mentee with you. Click [HERE](#) to register! If there any barriers to you or your organization attending the 2022 conference please reach out to me directly and I will do my best to assist you in being able to attend. I can be reached at [tmesser@lakeregional.com](mailto:tmesser@lakeregional.com).

Travis Messer, MHA

President Elect and Conference Chair, Missouri MGMA

# MISSOURI MGMA SPRING CONFERENCE

May 4 - 6, 2022 • Branson Convention Center, Branson, MO

## Conference Agenda

### Wednesday, May 4<sup>th</sup>

11:00-5:00pm **Registration Open for Attendees and Vendors**  
12:00-3:00pm **Workshops (Pre-registration and Fee Required)**  
**Building a High Performance Culture** – Matt Griswold & Don Harkey  
**Enhancing Revenue Cycle Management by Leveraging Technology and Internal Assessments**  
Kem Tolliver & Taya Moheiser  
3:00-4:15pm **Opening General Session: Winning Leadership** – Rennie Curran  
4:30-5:30pm **General Session: Leadership is a Choice – Have You Made Yours?** – Stephen Dickens  
5:30-6:30pm **Networking Reception**

### Thursday, May 5<sup>th</sup>

7:30-8:30am **Breakfast with Exhibitors**  
7:30-8:30am **First Time Attendee Breakfast**  
8:30-9:30am **General Session: The Compassion Effect: How Struggling with Others Changes Everything**  
Nate Regier  
9:45-10:45am **Breakout Sessions**  
**Compassionate Accountability** – Nate Regier  
**Time of Service Collections Strategies in the Primary Care Setting** – Bryan Wood  
**An Inside Overview of Key Regulations that Keep Healthcare Leaders Up at Night**  
Kem Tolliver & Taya Moheiser  
10:45-11:30am **Networking Break with Exhibitors**  
11:30-12:30pm **Breakout Sessions**  
**Six Sigma/Change Acceleration** – Stefanie Hohensee  
**The New Era of Cyber Safety: What You Need to Know, and Do, Now** – Thomas Douglas  
**Sustaining a Hybrid Telehealth Model Long-Term** - Kem Tolliver & Taya Moheiser  
12:30-1:30pm **Lunch with Exhibitors**  
1:45-2:45pm **Breakout Sessions**  
**Business Intelligence Tools & Concepts for Practice Managers** – Bryan Wood  
**Breaking Down the Silos** – Matt Griswold  
**Fee Schedule Oversight and Evaluation Tactics with Your Bottom Line in Mind** - Kem Tolliver & Taya Moheiser  
2:45-3:30pm **Dessert Break with Exhibitors**  
3:30-4:30pm **General Session: The 10 Cent Decision: How Small Change Pays Off Big** – Laurie Guest  
5:30-9:30pm **Dinner and Disco Party**

### Friday, May 6<sup>th</sup>

7:30-8:15am **Breakfast with Exhibitors**  
8:30-9:30am **General Session: Breaking the Mold: Time for an Extreme Makeover for Healthcare Technology and Operations** – Marion Jenkins  
9:30-10:00am **Networking Break with Exhibitors**  
10:00-11:30am **Closing General Session: Only in Healthcare** – Cameron Cox

# MEMBER SPOTLIGHT

## STACEY LOOMIS, CMPE



I joined Missouri MGMA when I began preparing to obtain my CMPE Certification several years ago. I vaguely knew that the organization existed at a State level, but I thought it was beyond my reach. All I knew was that there was an annual conference.

Obtaining my CMPE certification required a certain number of continuing education credits and I was really helped by all of the resources available on the MO MGMA website from test taking tips to live webinars on great topics.

Fast forward to 2020, I was attending virtual webinars every chance I got. These were geared toward all things COVID. It was so incredibly helpful to be kept up to speed on regulations, billing, telehealth, best practices, funding and reporting during the pandemic. I felt like I was as informed as I possibly could have been thanks to these learning and discussion opportunities. When my docs came to me with questions, I had the answers and confidence to reassure them as well as my staff.

This spring, I was able to attend the annual conference for the first time. My registration fee was proven to be “worth it” at the very first session. The committee put together a great program with timely content and dynamic and inspiring speakers. I especially liked the first-time attendee breakfast and was made to feel very welcome. The level of professionalism displayed by the committee, board and attendees was impressive and I promised myself to never miss the opportunity to attend this conference.

Stacey Loomis, CMPE

Practice Manager

Midwest Nephrology Associates, Inc

# ACMPE Corner

## APPLICATIONS EXPIRING AT YEAR-END

There are many applications for advancement set to expire on Dec. 31, 2021. YES, this is a busy time of year. YES, everyone has a million things going on. YES, you should find time to do this for yourself!!! Do you remember the reason you applied? It is not any less important RIGHT NOW. In fact, it is MORE important and LESS expensive. To receive your code for \$15 off your exam, contact me at the e-mail listed ASAP to get started on your next steps toward advancement.....truly an amazing gift to yourself!



*Stacey Reitzel, FACMPE  
ACMPE Forum Rep  
[sreitzel@pchmo.org](mailto:sreitzel@pchmo.org)*

## Your guide to ACMPE credentialing opportunities

MGMA offers professional accreditations from the American College of Medical Practice Executives (ACMPE) ranging from Certificates to Board Certification and Fellowship to help you in any stage of your career.

**Certificates:** After completing an online seminar, you will receive a verified certificate and credential through MGMA's certifying body proving completion and understanding of a topic or specific skill set. No membership, education, or experience required to complete a Certificate.

**Board Certification:** The Certified Medical Practice Executive (CMPE) promotes professionals who possess the standard knowledge based on the Body of Knowledge (BOK) to lead each aspect of a practice. MGMA membership required.

**Fellowship:** After obtaining your CMPE, demonstrate your mastery of the healthcare practice industry and become a Fellow in the American College of Medical Practice Executives (FACMPE). Fellows are the thought leaders within healthcare organizations and demonstrate the ability to execute on dynamic solutions to business problems and contribute to the advancement of medical practice leadership.

Find the best fit for you and get started today!

## MO MGMA Membership Renewals

A close-up image of a hand holding a white marker, writing the word "REMINDER" in large, bold, black capital letters on a white surface. A red horizontal line is drawn under the word.

We know your membership is an investment and we hope you will renew your membership and continue to receive the many benefits MO MGMA's membership provides. Membership renewals are due January 1st. If you have any questions or have not received your renewal email and dues invoice, please contact [Rebekah Francis](#).

## For medical practices, staying productive amid COVID-19 recovery hinges on staffing, systems and more

By Chris Harrop



Whether it's staffing, supplies or something else, the only things not in short supply for medical practices are challenges, as providers and staff prepare for a winter season in which COVID-19 cases are above their pre-vaccine levels a year ago.

A Nov. 16, 2021, [MGMA Stat](#) poll finds that medical practices' productivity is split almost evenly when compared to expectations thus far in 2021. Many respondents say their practices' productivity has exceeded expectations (35%) or is on target to reach their 2021 goals (35%), while another 30% reported their practices are below their expectations.

The poll had 618 applicable responses.

While the summer Delta variant surge got a lot of attention, it wasn't necessarily the cause for productivity to be hampered for many medical practices: A [Sept. 7 MGMA Stat poll](#) found that only 15% of practices reported patient volume declines during the Delta variant spike in the summer months, compared to 43% that experienced the same volumes compared to the spring months and 42% that saw volumes increase.

So what's influencing productivity performance in medical practices post-Delta? Practice leaders who noted their productivity metrics aren't meeting expectations say:

- **A severe shortage of staff and loss of physicians to burnout**, which limits how many patient visits can be done.

- **Limits on elective surgeries**, largely due to a lack of beds at hospitals due to COVID-19 cases. Several practice leaders from states hit the hardest by recent surges in COVID-19 cases (including Idaho) noted that the dire situations in those areas were cause for crisis standards of care and pauses on surgical procedures.
- **Ongoing issues with patient turnout**, ranging from increased levels of cancellations and no-shows to lingering hesitation to return for in-person visits amid the pandemic. Several pediatric primary care practice leaders noted that there were significantly fewer wellness visits, with “parental reluctance to bring kids in for minor issues.”

But those factors aren’t universally preventing medical groups from hitting their 2021 benchmarks. Getting back on track for many practices was as simple as getting patients back in who avoided the office and deferred care in 2020. Among respondents who are on target or exceeding their performance goals for the year, some of the major factors leading to improved numbers included:

- Keeping staff safe and getting high vaccination rates among practice workers limited interruptions caused by COVID-19 cases and resulting quarantines.
- Targeted efforts on patient access, such as extended hours, and improved scheduling, including optimization of schedule templates in the EHR to allow patients to schedule themselves online, as well as templated schedule slots for video visits via telehealth platforms.
- Telehealth services, during normal clinic and after hours, were credited with keeping many practices on track with productivity goals, especially for practices with a higher share of patients who still aren’t comfortable coming into the office.
- Focusing on social media and marketing opportunities to grab the attention of patients, such as using Google ads and other efforts to boost visibility and convince patients that their care needs cannot wait.
- Managing COVID-19 testing and vaccination centers within the community helped some practices boost their productivity and revenues.

Some practice leaders who have met or exceeded their productivity goals this year still express frustration and concern that even though their visit volumes are on target, reimbursement remains a struggle, and some have focused their attention to ramping up their A/R teams.

**Do you have any best practices or success stories to share on this topic? Please let us know by emailing us at [connection@mgma.com](mailto:connection@mgma.com).**

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SOURCE: MGMA *Stat* – November 17, 2021

<https://www.mgma.com/resources/resources/financial-management/for-medical-practices,-staying-productive-amid-cov>



**Getting Ready for 2022:  
Reimbursement & Coding Changes  
Tuesday, December 15 @ 12PM CDT**

[Register Now](#)

⇒Review of ICD-10-CM coding changes are hints of the future—ICD11?

⇒Review of CPT coding changes for 2022—and a preview of changes coming in 2023

⇒Review of Medicare changes for 2022

Learning Objectives:

- Describe the most impactful diagnosis coding changes for 2022 Identify new CPT codes for 2022
- Determine documentation changes that may be necessary with new codes
- Recognize changes in Medicare payment policy for 2022

Speaker Kim Huey, MJ, CHC, CPC, CCS-P, PCS, CPCO, COC has worked with providers in virtually all specialties, from General Surgery to Obstetrics/Gynecology to Oncology to Internal Medicine and beyond. She has spoken at the national conference of the American Academy of Professional Coders, the American Health Information Management Association, the Health Care Compliance Association, and has presented audio-conferences for AHIMA, DecisionHealth, The Coding Institute, Coding Leader, Intellicode, and Progressive Healthcare.



# LEGISLATIVE NEWS

## Legislative Updates: To Vax or not to Vax...

Happy holidays to everyone! I certainly picked a good year to volunteer for the legislative liaison role...In this update I will mostly focus on the vaccine mandate, but I will touch on a few other items as refreshers. Let us get right to it.

A lot has happened since the last update. To Vax or not to Vax has been the theme of the last few months and what a predicament these mandates have created for healthcare facilities and other industries across the board. As of now, it appears that the implementation of the OSHA ETS requiring employers of 100 or more has been suspended since the fifth U.S. Circuit Court of Appeals decision to halt the mandate was upheld. The stay has been appealed to the sixth circuit by the DOJ, but in light of the uncertainty, many employment attorneys are recommending that companies should continue to prepare for compliance.

From everything I have read the CMS vaccine mandate that requires all CMS covered entities to have all staff members be vaccinated, is still on target for implementation by January 4. Several states have sued to halt this mandate and Florida passed legislation opposing the mandate and filed a lawsuit specifically targeting the CMS rule. At this time it is a waiting game to see how this unfolds, but in the meantime it is best to plan for the mandate to take affect 1/4/2021.

I will continue to monitor the news and once the courts have spoken I will get out an update, but in the meantime, be more informed by visiting the links below.

<https://www.cms.gov/files/document/cms-omnibus-covid-19-health-care-staff-vaccination-requirements-2021.pdf>

<https://www.shrm.org/resourcesandtools/legal-and-compliance/employment-law/pages/health-care-employers-cms-vaccine-mandate-.aspx>



### Missouri ePrescribe Law:

I am sure that most of you have been preparing or are prepared for the Missouri e-prescribing law to take affect January 1<sup>st</sup> requiring ALL Controlled substances to be electronically prescribed, but did you know that you can apply for a waiver? Go here <https://health.mo.gov/safety/bnodd/> In fact, did you know implementation of the law has been waived until March 31, 2021 because of the pandemic. Now is the time to apply for a waiver, complete this form <https://health.mo.gov/safety/bnodd/pdf/application-rx-waiver.pdf> and submit to this email, [BNDDRxWaiver@health.mo.gov](mailto:BNDDRxWaiver@health.mo.gov)

As I round out this edition of the legislative newsletter, I wanted to touch on the topic of spending money to make money. Have you ever hired a contractor or vendor and thought to yourself, I will pay this with my credit

# LEGISLATIVE NEWS

card so I can earn some points or get cashback only to have the vendor tell you that to take a credit card they will have to charge you an additional 3% in order to cover the cost of the transaction? In that, moment you think 3% to make 1% does not add up. This scenario is hitting medical practices in the shape of receiving payments for services via a credit card or EFT with an additional originating fee, MGMA national is advocating eliminating this practice by sending this [letter](#). Help fight this, by sending your stories to MGMA or your representative.

Thank you for taking the time to read this and I ask that if you have any questions or issues you would like me to investigate or try to provide more insight on let me know. As always, make your voice heard by sharing your stories with your representative or MGMA national or MGMA Missouri. May all of you have a blessed Christmas and holiday season.

Michael Pence

MO MGMA Legislative Liaison

[michaelp@nephkc.com](mailto:michaelp@nephkc.com)

*MO MGMA works closely with both MGMA and MSMA Government Affairs staff to provide our members with the latest legislative & regulatory information. For more information on how you can get involved or questions on any legislative issue, contact your MO MGMA Legislative Liaison [Michael Pence](#).*

## CAREER CENTER

We are excited to announce that beginning January 1st the MO MGMA Career Center will be open for free job postings for all members.

To post a position, visit our website or send your job details to [Rebekah Francis](#).

**MGMA**®  
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# Welcome

## New Members

### Active Members

#### **Tracy Dampier**

Jordan Valley Community Health Center  
Springfield

#### **Christie Draper**

Mercy  
Springfield

#### **Christy Farrow**

Saint Francis Healthcare  
Cape Girardeau

#### **Judy Frost**

Midwest Pathology Associates, LLC  
Overland Park

#### **Kortney Jochems, MHA**

Mercy  
Springfield

#### **Kari John**

Saint Luke's Health System  
Kansas City

#### **Sherry Wright-Fontenot**

Saint Luke's Health System  
Kansas City

### Organizational Member

**Signature Medical Group**

### Business Partner Member

**Lonnie O'Neal**

BioReference Laboratories, Inc.

[lroneal@aol.com](mailto:lroneal@aol.com)



*and  
Happy New Year!*