

COMMUNIQUE

Oct/Nov 2022



Hello everyone! Fall is in full swing and the weather is starting to cool. We are so lucky to live in an area that allows us to enjoy all four seasons. During this time of year I enjoy some time with nature as a mental pick me up to ready me for the busy holiday season that is quickly approaching. I encourage each of you to do something for yourself prior to the holidays to stay mentally healthy. Something as simple as a walk in the park or a cup of coffee with an old friend can have a huge affect on our behaviors and outlook.

On Friday, September 30 we had our Quarterly Connection over the lunch hour. Our panelist Rob Landstad, Suzanne Vert and Samuel Atkinson discussed industry trends, tactics and processes on the topic of recruitment and retention. It was a fantastic discussion that I personally learned a lot from. A huge thank you to our panelists and everyone that attended. Please reach out to me with any topics you would like discussed on future Quarterly Connections.

Personal development is probably the main reason I joined Missouri MGMA and to me one of the most important benefits of being a member of this organization. With that I've made the decision to pursue board certification through MGMA's American College of Medical Practice Executives (ACMPE). I have been studying the body of knowledge, taking practice tests, joining online study groups and plan to take the tests before the end of the calendar year. If you haven't already I strongly encourage you to consider becoming board certified. If you have any questions on the ACMPE process feel free to reach out to myself or our ACMPE Forum Rep Kathie Huttegger.

Have a great day and please reach out to me or any board member with any questions you may have.

Travis Messer, MHA
President, Missouri MGMA
tmesser@lakeregional.com



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MO MGMA 2023 Conference

SAVE
THE DATE

SWING FOR *the* FENCES

Achieving Excellence in Healthcare Management

It is so hard to believe that we are already into October. Cue the pumpkins, apples, fall décor, and Halloween costumes. With the ambiance of Fall all around us, you might be thinking that Spring is so far away, the conference planning committee surely isn't worried about a conference in May. Well, even though it may seem like a long way away, the May conference will be here before we know it. As I get older, I feel like time flies a whole lot faster.

My committee has been hard at work laying out the game plan and speakers for our World Series caliber event. We have been lucky to add Rob Landstad of Goldfish Medical Staffing to our team. Rob brings the perspective of a valued business partner and how we as an organization can bring high quality education to our members as well as provide increased value and benefits to our business partners. Without the support of our business partners, we would not be able to put on a conference of this magnitude unless we were to charge a great deal more for attending. We are thankful for all our supporters including Rob.

We have confirmed some very dynamic and nationally renowned keynote speakers for the conference. We have identified engaging and timely breakout session topics along with three pre-conference sessions regarding HR, ACMPE, and LEAN Six-Sigma. I will explain in more detail as it gets closer to the conference but for now, know that my team and I are confident in the agenda we have prepared. We invite all of you to join us in Chesterfield in May so that we can learn and have fun together. Saint Louis is a great place to bring your family as well. We have the best zoo in the country (and it's free to get in), we have museums that are free or inexpensive to get in, the breweries, and so much more to offer. Make a trip of it; we'd be glad to have you here.

As always, feel free to reach out to me or Rebekah if you want or need more information. I am here to make this the best conference yet!

Greg Thompson, MBA
President-Elect and Conference Chair
greg@stlrheum.com



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ACMPE Corner

Congratulations to the 2022 ACMPE Fellows Class



2022 Fellows Class

Congratulations to all of our new Missouri Fellows! Susan L. Evans, Kansas City, Stefanie Hohensee, Springfield and Andrea Wyatt, Kansas City were 3 of the new Fellows announced at this year's Medical Practice Excellence Leaders Conference in Boston. Stefanie was able to travel to Boston and was presented with her Fellowship by MGMA Board Chair, Karen Marcelo (Karen, pictured left, Stefanie, pictured right).

Make plans now to get your name on the wall in 2023!

ACMPE Facebook Study Group

Recently we learned of a [Facebook study group](#). There are sample quizzes and a lot of tips and support by others who are preparing for the exam. We also see posts with insight from those who have completed the exam.

Recent news from someone who passed both tests in a live-proctored exam setting produced these tips. I am thinking some of these tips may be appropriate in any setting.

- If you are using a work computer communicate with your IT department! There is a list of programs that must be able to run and most firewalls will not allow the programs to run.



ACMPE Corner

- Book a conference room if you can! You cannot have any materials, white boards, etc. around.
- External camera is required as you have to show a full 360 of the room, under desks, ceiling and show your computer screen and keyboard.
- No breaks! You are allowed 3 hours and 30 minutes for the multiple choice and 2 hours for the scenario exam.
- No food or drink.
- Glasses have to be shown to demonstrate they are not smart glasses. Also check will be done to be sure earbuds not being used.
- Give yourself about 20 minutes to get signed in and make sure everything is working.
- No one, not even pets can come into view of the camera and you cannot leave the camera view.
- I recommend writing down your exam password on a sticky note. You will be asked to place that behind you once you are signed in.
- Once you are in the exam it is easy to navigate!

One-Size-Doesn't-Fit-Most

We often fall prey to a misnomer that study tips for preparing for the ACMPE exam or taking the steps to ACMPE Fellowship will be the same for everyone.

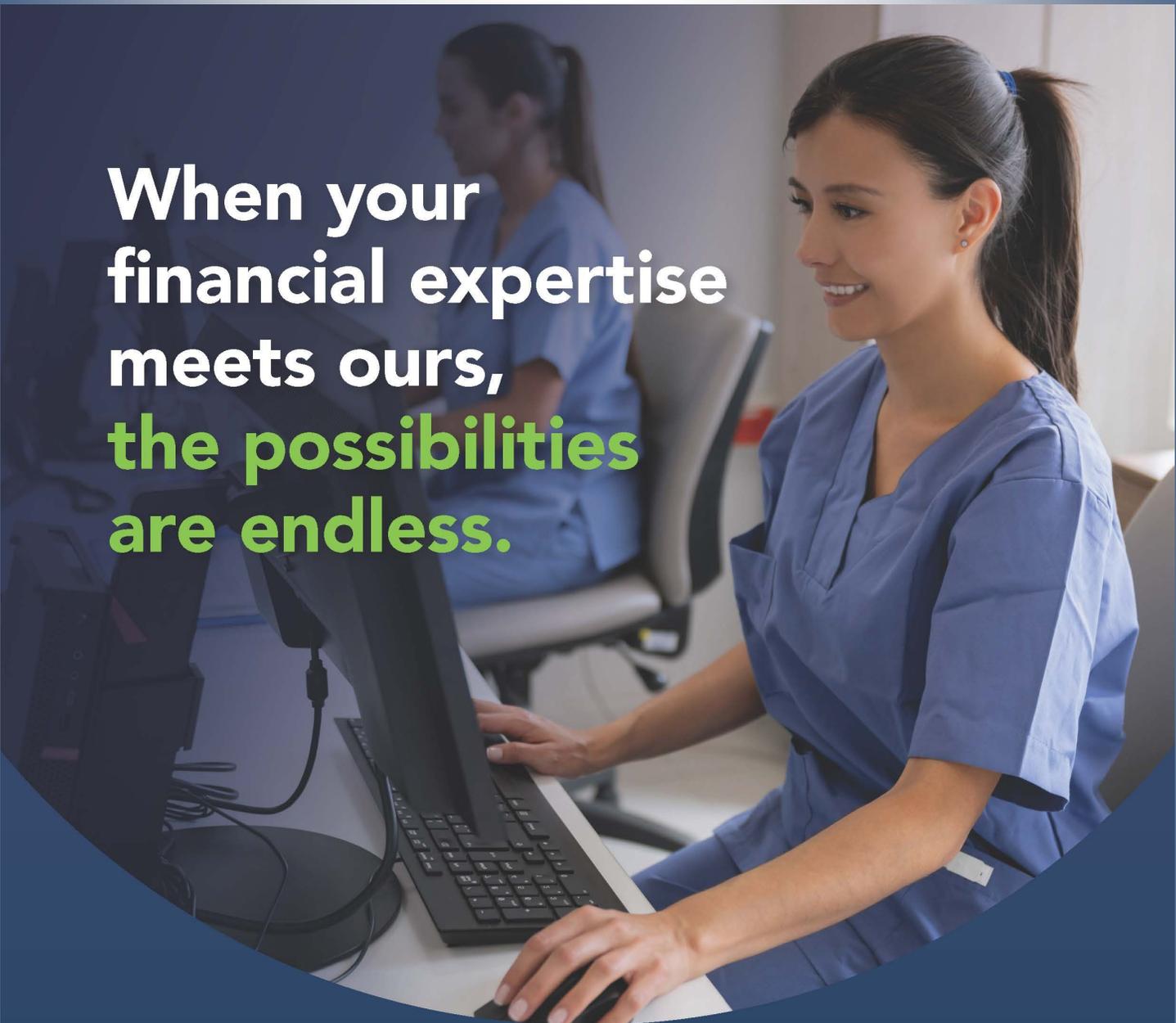
Everyone is unique and the way we take or prepare to take an exam differs widely.

This Fall I want to create an opportunity for you to receive one-on-one coaching to help you where you need it. Instead of a boiler-plate solution, I want to create a timely and relevant approach that will allow you to obtain the resources and answers that you need.

Please let me know how I can help!



Kathie Huttegger, FACMPE
ACMPE Forum Representative
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(636) 399-5556

A woman in blue scrubs is smiling and working at a computer in a clinical setting. Another person in scrubs is visible in the background, also working at a computer. The scene is brightly lit, suggesting a professional healthcare environment.

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LEGISLATIVE NEWS



Happy Fall Y'all. Autumn is my favorite time of year. I hope you are enjoying the cooler temperatures and the changing leaves. For you football fans... your time has finally arrived! For the pumpkin spice lovers... relish in all the "things" this season brings! I have summarized some very important information below. I really want to recognize our national MGMA team for being such a formidable voice for us all.



National Policy Updates

Let's first brush up on two hot topics from MGMA's Government Affairs' newsroom.

Provider Relief Fund

The deadline to report on use of funds (for those facing solvency challenges during Covid-19) exceeding \$10,000 in 2021, was 9/30/22. Over \$23 billion was distributed in Phase 4, alone. Auditing has been a key concern. More information can be found on the [HRSA FAQ](#) page.

No Surprise Act

The act protects individuals from surprise medical bills resulting in balanced billing. With this bill, patients can only be charged their in-network rates for out-of-network emergency treatment or for treatment by out-of-network providers at an in-network facility (excludes federal programs such as Medicare, IHS, TRICARE, and Medicaid/CHIP). Ground ambulance services are still under review.

1/1/22 GFE Statute: Requires a good faith estimate be provided to uninsured or self-pay patients including all expected charges from the convening provider and/or facility (including Rx and DME)

1/1/23 GFE Statute: Requires a good faith estimate be provided to uninsured or self-pay patients, including all expected charges from the convening provider and/or facility AND external providers and facilities involved in the treatment

Improving Seniors' Timely Access to Care Act (H.R. 3173)

In other news, the House unanimously passed the bill on 9/14/22, focusing on efforts to increase transparency, streamline inefficiencies, and hold Medicare Advantage programs accountable to improve administrative burden for prior authorizations. This involves establishing an electronic PA process.

LEGISLATIVE NEWS

Advocacy Work ICYMI (*in case you missed you it*)

MGMA commented on the [CMS 2023 proposed rule](#) – cited disagreement with increasing services requiring prior authorizations for hospital outpatient departments (HODs) and ambulatory surgery centers (ASCs) as we should be reducing regulatory burden to ensure patients receive timely care; also cited concerns over Medicare payments cuts and the impact it will have on group practices' ability to remain financially viable if truly facing an 8.5% cut.

MGMA recommended Senate leadership extend [telehealth flexibilities](#) – seeking a two-year extension of the Covid-19 PHE waiver and permanent provisions to strengthen continuity of care.

MGMA, along with over 800 others, have advised Congress to extend [Medicare APM incentive payments](#) – encourages and supports provider practices in transitioning to value-based care.

MGMA urged Congress to enact the [Saving Access to Laboratory Services Act \(H.R. 8188\)](#) prior to 1/1/23 – promotes access to lab services for Medicare beneficiaries by solving reimbursement concerns that could potentially reduce access to care in areas such as physician office labs (POLs), independent labs, and hospital outreach labs.

MGMA requested the Department of Health and Human Services (HHS) postpone the [information blocking compliance deadline of 10/6/22](#), contained in the [Cures Act](#), by one year – defended providers, IT departments, HIEs, and other vendors stating despite best efforts to become compliant, practices are not fully prepared and still have knowledge gaps.



State Policy Updates

The Missouri legislative session closed on May 13th. The governor reviewed the 69 TAFP (Truly Agreed To and Finally Passed) bills, four were vetoed. Thanks to the [Missouri Health Foundation](#) for providing a great synopsis and links to [bill status updates](#). Nothing new to highlight here.

In a recent article by Anam Khan, with the Missouri Health Foundation, she discussed the ongoing challenges our nation and state face with respect to opioids. Khan shared that Missouri's dashboard showed a 26% increase in opioid overdose deaths during the height of the pandemic. She also shared that Missouri will be receiving \$458 million in opioid settlement funding to be used for treatment and prevention. To learn more, read her brief: "[Reducing Opioid Deaths in Missouri: Harm Reduction Strategies.](#)"

LEGISLATIVE NEWS



State Policy Updates continued

There is another interesting article on Missouri Health Foundation's news page I would encourage you to review, by Dwayne Proctor, titled "[Protecting Maternal Health After Childbirth](#)." In that article, Proctor talks about how Missouri's Medicaid expansion program, including extending Medicaid coverage for moms from 60 days to one year, could significantly impact mother mortality rates in the state.

As always, if you have any questions or thoughts on future topics, please don't hesitate to reach out.

Stay well!

Ashley Sipes

MO MGMA Legislative Liaison

Ashley.sipes@mercy.net



Career postings are published on the MO MGMA website at no charge. Please email the placement notice in MS Word or in an email to [Rebekah Francis](#). The position will remain on the site for three months or until it has been filled.

Please include the following information:

- Position Title
- Location
- Position Description
- Required Qualifications
- How to Apply

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Wednesday, October 19, 2022
Times: 7:00am – 5:00pm

Breakfast, Luncheon, Snacks Included
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Registration is open now.

Attendee brochure has all you need, now posted at:
<https://gkcmgma.org/2022-On-the-Move-Conference>



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Be there!

TRACK I – GK/C/METRO
8:15am – 9:45am

"Company Culture, Positivity, Leadership & Management Lessons"



THOMAS DOUGLAS
KEYNOTE, PRES & CEO, IMASK

During this candid, open-hearted discussion, he'll share his formula for always putting people first in every business decision and process, demonstrating how doing so unlocks innovation, dedication, and passion in your best employees and creates a win-win environment for your business and people alike. Be prepared for questions and conversation.

TRACK II – AAPC/KC
8:15am – 9:45am

"2023 Evaluation & Management Guidelines Moving On, Don't Be Left Behind"



ANGELA JORDAN
CPC, CPMS, COBSC

Angela knows that challengers we (coders and providers) face as she has audited many specialties under the new guidelines. Learners will leave the session with a thorough understanding of the critical changes to the decision-making process and how providers can improve their notes, starting now for the smoothest transition.

MORNING CREW

TRACK I – GK/C/METRO
9:45am – 10:30am

"Work Life Balance"



ROSEANNE CORLEY
LPCL, LCP, CPC

Roseanne will identify cost of consistent partial attention, create mindful alignment of values and behaviors, practice implementing a purposeful pause to shift from reaction to intention, establish your unique recipe for flow to enhance peak productivity, and set and maintain clear boundaries.

TRACK II – AAPC/KC
9:45am – 10:30am

"Welcome to the Dark Side: A Day in the SIU"



BARBIE HAYS
CPC, CRAC, CPCC, CPFC, CPMA, CEMC, CPC-HCD-10 TRAINER

Barbie will detail the major aspects of the SIU "audit" and how to handle requests for information about the practice. This should be taken seriously, taken to the top of your organization, and know how it relates to medical practices.

TRACK I – GK/C/METRO
1:00pm – 2:30pm

"Dealing with Today's Work Place Stressors"



PANEL & ROUNDTABLE LEADERSHIP PANEL

The leadership panel will discuss and ask for audience participation on 5 or more stressors that most healthcare workers are dealing with on a daily basis during the pandemic: Staffing insufficiencies, provider early retirement, applicant demands that upset existing staff, decreased revenue due to less patients and mandatory COVID-vaccination requirements and burnout.

TRACK II – AAPC/KC
1:00pm – 2:30pm

"Be More Than Your Job Description: Lead Without a Title"



TRACY BIRD
FACMPE, CPC, CPMA, CEMC, CPC-I

We all have opportunities to influence others, therefore, we are all called to lead. This session will explore ten leadership qualities that will enable you to create value for those around you.

AFTERNOON TEAM

TRACK I – GK/C/METRO
3:00pm – 4:30pm

"Importance of Mental & Physical Health"



JULIE DAVIS
PHD, PSYCHOLOGIST

This session will challenge you to take a deep dive into your individual psychological/mental state. In this lecture we will take a deeper dive into how the stress and isolation of a pandemic such as COVID-19 can change in us and how we can flip those changes from a seemingly negative "thing" to a positive.

TRACK II – AAPC
3:00pm – 4:30pm

"What's New for 2023!"



SHERRY WRIGHT-FONTENOT
CPC, CPCC, CPMA, CEMA, CEDC

Sherry will provide a general update on what is known for the world of documentation and billing for CY2023.

We'll discuss:
1. Documentation Updates
2. Resource Lists
3. General Prep for Changes

5 Things Your Team Can do With the Time They Save by Automating Accounts Payable by Jaclyn Barton

As manual, paper-based accounting processes become increasingly obsolete, many Accounts Payable (AP) departments are implementing finance automation to replace antiquated methods.

While there's been a growing interest in AP automation over the past decade, the pandemic fueled the need for automation when manual processing became insufficient because of rapidly changing work environments. Now, the industry has reached its highest rates of adoption yet. For example, 59% of the industry currently uses electronic invoicing solutions, and 51% of the industry uses electronic B2B payment solutions¹. More departments trust and rely on advanced technology to help them achieve their goals and objectives. Many plan to deploy finance automation of some capacity within the next one to two years.

According to controllers surveyed by the Institute of Finance Management, AP is the most time-consuming, laborious, and paper-intensive finance and administrative function. Approximately 84% of the typical AP practitioner's day is wasted on manual, repetitive tasks², like keying invoice data, pushing paper, fixing typos and other mistakes, chasing down information, and responding to calls and emails from suppliers and stakeholders about the status of invoices and payments. Many issues result from these manual tasks, including long invoice and payment approvals (57%), a high percentage of exceptions (45%), too much paper (28%), manual B2B payments (22%), and late supplier payments (20%)³.

1. Effectively manage and oversee cash flow

Automation enhances your AP department's operations, and it's nearly impossible to operate effectively without knowing how much cash is coming into your business. When companies fail for financial reasons, poor cash flow is to blame 82% of the time³. AP Automation makes managing and overseeing cash flow easier through real-time approvals, fewer errors, greater visibility, and the ability to review more analytics and data from configured reports. According to Forbes, data helps improve business efficiencies by better understanding customers, identifying and eliminating supply chain inefficiencies, and helping businesses make faster, smarter decisions⁴.

Finance automation enables your organization to categorize vendors to show management where money is being spent and develop metrics and benchmarks to monitor to track progress⁵.

2. Scale your business

AP Automation is crucial for a growing, thriving business. By improving invoice process times, increasing cash flow visibility, and improving vendor relationships, companies can operate more smoothly while increasing profitability.

Not only is scaling important for your business but partnering with a world-class automation provider is also necessary. Paymerang's cloud-based platforms scale up as your business does. This ensures you are no longer paying for new software or extra resources to run that software.

By eliminating manual tasks and freeing up your team's schedule, you can now redistribute clerical duties so that AP managers can focus on solving problems and making progress changes⁵ that will help your business grow successfully.

3. Focus on complex and high-value tasks

With extra time, finance leaders and practitioners can focus on strategic initiatives like increasing shareholder value, lowering production costs, or maintaining the current profit margins for a set amount of time⁶.

Additionally, team members can then focus on high-value tasks, tasks that move you toward your goals⁷. When determining which high-values tasks you should prioritize, ask yourself these questions:

- Does this activity bring me closer to finishing a major project or task?
- How does this activity ultimately impact the bottom line of my business?
- Does this activity bring me closer to accomplishing my goals?

Above all, automation allows you to update policy and procedure for all manual functions⁵, focusing on value-added steps now that manual responsibilities are lessened.

4. Staff retention and growth

The Great Resignation continues to be a challenge, with an estimated 4.53 million workers have quit their jobs as of March of this year⁸. Manual, paper-based processing adds to the stress that employees may already be feeling and can lead to burnout. AP staff experiencing burnout are more than twice as likely to leave their organization than those who say they are not burned out (24% versus 10%)⁹. Automating tedious tasks reduces employee burnout and turnover. Also, another benefit of automation is the cost reduction associated with employee turnover. Having the time and resources to create an employee-friendly and pleasant working atmosphere where employees enjoy working means employees are less likely to quit their jobs⁵.

5. Learning & Development

After finance leaders have mastered acquiring and retaining top workplace talent with the help of automation, it's important help employees to continuing growing their careers with learning and development opportunities. A 2021 survey showed that 90% of 1,000 American workers consider strong training and upskilling programs an important feature of prospective employers¹⁰. Improving your company's bottom line along with customer service and satisfaction are among the benefits of learning and development¹¹.

In the unlikely scenario that staffing shortages remain a problem after implementing automation, you will have time to conduct cross-training that gives every employee more knowledge to fill those areas that remain understaffed⁵. Well-trained employees across multiple levels and departments make a valuable contribution to the company.

[Article contributed by Paymerang](#)

Sources

¹Ardent's 2021 "The State of ePayables 2021: Operating in the New Normal

²Institute of Finance and Management (IOFM)

³Preferred CEO: Cash Flow: The Reason 82% of Small Businesses Fail

⁴Forbes: 3 Ways Data Is Helping to Improve Business Efficiencies

⁵ACom Solutions: 101 Ideas to improve every area of your Accounts Payable Department

⁶Indeed: Complete Guide to Setting Strategic Goals (With Examples)

⁷Medium: Focus on Your High Value Activities to Boost Your Bottom Line

⁸U.S. Bureau of Labor Statistics

⁹Institute of Finance and Management (IOFM), Great AP Places to Work

¹⁰Kaltura: 5 Reasons Why Learning and Development Is So Important for Organizations In 2022

¹¹Inc.com: If Your Employees Aren't Learning, You're at Risk of Losing Them



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The Game Has Changed Recruiting & Retaining Today's Incoming Workforce

Join us Oct. 19th at noon for the St. Louis MGMA Lunch Symposium. Our panel of practice administrators and current students will discuss how today's workforce is different and what adaptations practices can do to attract and retain the best and the brightest applicants. [Click here](#) for full details and registration.

Atomic Habits

by James Clear

Currently I am reading “Atomic Habits” by James Clear and had to share it with the MO-MGMA family. How many of us have tried to establish a new habit (or break a bad one) only to find a bunch of ways to fail?

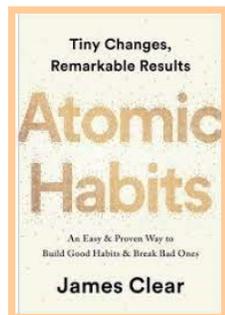
Clear says, “Habits are mental shortcuts learned from experience.”

His book, Atomic Habits, can teach you how to easily build new habits.



Kathie Huttegger, FACMPE

kthutts@frontier.com



The **Four Laws** of “Atomic Habits” are:

- Make it obvious
- Make it attractive
- Make it easy
- Make it satisfying

Now, most behaviors are not a one-size fits all and I don’t think we would find Clear’s methods applicable to each of us in the same way.

You owe it to yourself to at least check it out and decide how if it can be something that will help you achieve your goals.

3-2-1 Newsletter

Are you just not sure you want to invest the time to read a book? Then subscribe to Clear’s 3-2-1 Newsletter at <https://jamesclear.com/3-2-1>. Every Thursday you will receive a newsletter with:

- 3 short ideas from James Clear
- 2 quotes from others
- 1 question for you to ponder

Of course, you can also find Clear and great tips on most social media platforms.

Short Incremental Segments

Time is a precious commodity to us all and James Clear presents compelling tips in bite-sized increments that are easy to digest and incorporate into your life. This book is an easy read and I challenge you to take it for a ride!

NEW MEMBER WELCOME

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Crystal Lowe

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PROFILE

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