

COMMUNIQUE

August/September 2023



A Dream Come True

Hello everyone! I cannot begin to tell you how exciting it is to be writing this message to all of you as the new President of Missouri MGMA. It is an honor to be in this role, serving the membership and walking in the footprints of my predecessors.

A little over 7 years ago or so, I attended my very first MO MGMA conference in what used to be Tan-Tar-A resort at the Lake of the Ozarks. I was new to the organization and wasn't exactly sure what to expect from a statewide conference. Sure, I had been to the local MGMA events a couple times before, but nothing on the state level until then. I was sitting in the ballroom shyly meeting vendors and other managers because I really didn't know anyone else there at the time. It didn't take long for me to realize that everyone I met was so welcoming and accommodating. The conference opens with the lineup of Pat Francis, Susan Reichert, Sharon Sagarra, and Brad Carney standing on stage as the Board of Directors for this amazing organization. I looked at that group and thought. "Wow! Those are some awesome people who do great things for their organization...I hope that I can be like them someday and be up on stage as a board member" Little did I know that 7 years later, that dream would come true. I cannot stress how honored I am to be serving you while continuing the legacies of the great presidents who have served before me.

The board will be meeting later this month to begin discussing how we can bring maximum value to the membership and the business partners that support us. We will also begin laying the groundwork for the May 2024 conference with the conference planning committee. As a board, we want to make sure that you are getting what you want and need from your membership.

COMMUNIQUE

August/September 2023

I have an open-door policy in my office and at MGMA. If you have ideas, needs, feedback, etc. please feel free to reach out to me. I welcome whatever ideas that you have that can contribute to the success of this organization. Working together, we can achieve great things. Cheers to a wonderful rest of your summer!

Gregory Thompson, MBA
President, Missouri MGMA
greg@stlrheum.com

2023-2024 BOARD OF DIRECTORS



**GREGORY THOMPSON
MBA**
PRESIDENT



LAURIE ATWOOD
PRESIDENT-ELECT




**STEFANIE HOHENSEE
MHA FACMPE**
TREASURER



**ANDREA WYATT MBA
FACMPE**
SECRETARY



TRAVIS MESSER MHA
IMMEDIATE PAST PRESIDENT



Poor documentation
during intake resulted in a

wrong-site surgery

causing permanent
damage to a good knee.

The Joint Commission data reveals that wrong-site incidents are the fourth most frequently reported sentinel event.

To minimize surgical errors, practices insured by ProAssurance can access annual risk assessments to learn how well their surgical teams and protocols are working. Risk consultants gather and review the data, note potential weak spots, and deliver recommendations based on former claims.

Helping our insureds assess their patient safety procedures and sharing strategies learned from our closed claims history helps them mitigate risk and be prepared if they ever need to face a malpractice claim.



PROASSURANCE[®]

Treated Fairly

**Healthcare Professional Liability Insurance
& Risk Management Services**



SAVE THE DATE

MISSOURI MGMA 2024 Conference

May 1-3, 2024

Sheraton Overland Park Hotel



Dear MO MGMA Readers,

I hope you have been enjoying your Summer! Many of my friends and family members have been traveling on their vacations all over the world. I recently had the privilege of going on an Alaskan land and cruise 2-week adventure. What a thrill to see such beautiful wildlife and majestic scenery. I would go back again. When I got back, I was excited to start working on our conference being held in the Spring of 2024.

I am delighted to bring you a sneak peek into the upcoming MO MGMA Annual Conference, where the greatest minds in the industry will come together to “Fire it Up” to revolutionize healthcare. Set to take place at the Sheraton Overland Park Hotel on May 1-3, 2024, this event promises to be a pivotal moment in shaping the future of patient care.

Dedicated to promoting collaboration and advancements in healthcare, this conference will feature an array of distinguished speakers and visionaries. They will share their expertise and insights on cutting-edge technologies, management skills, and patient-centric care approaches.

In addition to presentations and discussions, the conference will allow attendees to engage directly with other peers in the healthcare industry and exchange ideas with each other. Networking opportunities abound, fostering fruitful collaborations that could shape the future of healthcare.

I am thrilled to be a part of this remarkable event and look forward to sharing the transformative insights and developments that emerge from the conference. Stay tuned on more information to come on how we can “Fire it Up!” to Ignite Healthcare with Enthusiasm together!

Laurie Atwood

President-Elect & Conference Chair

latwood@signaturehealth.net

ACMPE Corner

Wow – can you believe we are already well into the second half of 2023? I do hope you are staying on track to achieve your goals to become a **Certified Medical Practice Executive (CMPE)** this year.

Testing is available August 1 through 30 but there will be no testing available in September. On demand testing will resume October 1.

It is going to be such an honor to celebrate with our MO folks that have advanced to Fellow and will be inducted into the American College of Medical Practice Executives in Nashville in just a few short weeks. Hoping to see you there!

Kathie Huttegger, FACMPE
MO MGMA Forum Representative
kthutts@gmail.com

ACMPE NEWS

FELLOWSHIP HOW TO WEBINARS

We hosted two Fellowship: "How to" webinars. These are now recorded and available for Fellow applicants to watch. These are great for those interested in Fellowship to understand the requirements/process. Of course, they are always welcome to reach out to fellowship@mgma.com

ACMPE - Fellowship Pathway 1: <https://bcove.video/46mgEAd>

ACMPE - Fellowship Pathway 2: <https://bcove.video/46Di6hO>

FY24 ACMPE PRICING CHANGES

Effective July 1, we have new pricing for the below:

ACMPE Certificates: 5% increase per registration

ACMPE Board Certification Application: now \$265

ACMPE Fellowship Application: now \$365

ACMPE Corner

DIGITAL BADGES

You've earned the bragging rights!

With our digital badges via Credly, CMPEs, Fellows, and Certificate holders can share their achievements on various platforms such as:

- LinkedIn
- Facebook
- Email Signatures
- Personal Websites



Helpful links to learn more about digital badges:

- [MGMA Credly Home Page](#)
- MGMA Digital Badges – [More Information](#)
- [Credly Support](#)



Hosted by **MGMA** | Powered by You

October 22 - 25, 2023

[Register Now](#)

LEGISLATIVE UPDATES



Ashley Sipes

MO MGMA Legislative Liaison

ashley.sipes@ssmhealth.com

I cannot believe how quickly this summer has flown by. I hope everyone has enjoyed the last couple of months... it's been a hot season! Please see below for some important regulatory updates.

National Policy Updates

First, let us cover MGMA's most recent [advocacy](#) efforts:

- Endorsements for Value in Health Care Act of 2023 – extends 5% advanced payment to those transitioning from fee-for-service (FFS) value-based care (VBC)
- [H.R. 4822](#) – urging prior auth reform through the Health Care Price Transparency Act of 2023
- [S.2433](#) – reauthorization of programs regarding the Substance Use-Disorder Prevention that Promotes Recovery and Treatment for Patients and Communities Act (aka SUPPORT Act)
- Comments on the Office of the National Coordinator for Health Information Technology's [proposed rule](#) regarding certification, transparency, and information sharing
- Concerns about the proposed 2024 Medicare fee schedule – another 3.4% reduction to the conversion factor
- Recommendations around MACRA changes to ensure appropriate payment to physicians including inflation-based updates, financial incentives to transition to VBC, opposition of sequestration and PAYGO where negatively affecting providers, and to enact policies and incentives that reward providers for cost of care reductions
- Overregulation in healthcare, particularly for smaller business
- Physicians should lead alternative payment model (APM) discussions

LEGISLATIVE UPDATES



Reminder... MGMA [Leaders Conference](#) will be held in Nashville from

October 22-25. The legislative team is in full swing preparing for their sessions.

CMS has also been rather active. Visit their [newsroom](#) for detailed information on my highlights below:


- Finalized FY 2024 Medicare payment policies for [inpatient rehab](#) and [inpatient psychiatric care](#)
- CY 2024 policy changes for [hospital outpatient and ambulatory surgical center services](#) and [hospital price transparency](#) payment rates – final rule comes out in November
- Data briefs on Medicaid and CHIP and information to help states with [redetermination](#)
- Medicaid and CHIP action plan for mental health and substance abuse services including expanded coverage, tighter integration, and additional offerings (home-based) to improve access
- Proposal to enhance Medicare behavioral health services tackling workforce and coverage gaps
- Next Episode-Based Payment Model – seeking feedback on a new Medicare model focused on the triple aim (improve care, lower costs, increase coordination)
- CMS released their first evaluation report on the [End-Stage Renal Disease Treatment Choices \(ETC\) Model](#) – aimed to increase home dialysis and kidney transplants
- Proposal to expand coverage and access for Alzheimer PET scans
- Shared new materials on their implementation of the [Inflation Reduction Act](#)

State Policy Updates

On July 6th, Governor Parson acted on all remaining legislation. Visit [Mo.gov](#) for the entire list. Key bills passed affecting healthcare are here:

- [SB157](#)—provisions for professionals requiring licensure
 - Adoption of the interstate medical licensure compact

State Policy Updates Continued

- Establishes the “Health Professional Loan Repayment Program”
 - Advanced practice registered nurse and physician assistant collaborative practice agreement changes – schedule II and geographic proximity
 - Physical therapists no longer required to have a referral for initial treatment and eval
 - Professional counselors and social workers – state license reciprocity
 - Pharmacists can order and administer FDA approved vaccines
 - First responders may obtain and administer any drug for opioid overdoses
- 
- [SB45](#)—multiple, unrelated, provisions for health care (many like SB 157)
 - Health awareness days
 - Child advocacy – may disclose identify of complaint to authorities when necessary
 - TANF, SNAP, and childcare – transitional benefits
 - Public assistance applications – requires form consolidation
 - MO HealthNet post-partum benefits, payments, and redetermination
 - Opioid overdoses – same as SB 157
 - Outside hospital DNR orders – now covers persons under 18
 - Patient examinations – requires informed consent when anesthetized or unconscious
 - Loans and grants – same as SB 157
 - Pharmacy opioid settlements
 - Rural emergency hospitals considered by CMS as “hospital”
 - [SB 70](#)—professional counselors and social workers license reciprocity (like SB 157)
 - [SB 106](#)—public health provisions (like SB 45 and 157)
 - [HB 115](#)—physical therapists no longer need a referral (like SB 157)
 - [HB 402](#)—rural emergency hospitals (like SB 45)

The [Missouri Foundation for Health](#) provides excellent updates and helps synthesize state information. If interested, subscribe to MFH’s email updates using this [form](#). You can also monitor bill progress [here](#).

If you have any questions or thoughts on future topics, please reach out!

Ashley Sipes, ashley.sipes@ssmhealth.com

Etiquette in the Workplace

Making Positive Impressions

How you present yourself to others in the business world speaks volumes. People often form first impressions about others within seconds of first meeting them therefore it is crucial to ensure you are properly prepared to present yourself as a professional. Here are some important tips towards making a good impression.



- Stand straight, make eye contact, turn towards people when they are speaking, and genuinely smile at people.
- Follow your office dress code, perhaps dressing a step above the norm for your office.
- Your briefcase or bag and the things you carry in them say something about you. Messy items may detract from the image you would like to present.
- When meeting someone for the first time, be sure to shake hands palm to palm with a gentle firmness.
- Be alert. Sleepiness looks bad in the workplace.
- Kindness and courtesy count!
- Arrive early to work each day.

People

How you treat people says a lot about you.

- Learn names and learn them quickly. A good tip for remembering names is to use a person's name three times within your first conversation with them. Also, write names down and keep business cards. People know when you don't know their names and may interpret this as a sign that you don't value them.
- Don't make value judgments on people's importance in the workplace. Talk to the maintenance staff members and to the people who perform many of the administrative support functions. These people deserve your respect!
- Self-assess: Think about how you treat your supervisor(s), peers, and subordinates. Would the differences in the relationships, if seen by others, cast you in an unfavorable light? If so, find where the imbalance exists, and start the process of reworking the relationship dynamic.
- What you share with others about your personal life is your choice, but be careful. Things can come back to haunt you. Don't ask others to share their personal lives



Solving the Practice Management Puzzle

Wednesday, September 20, 2023
7:00 am – 5:00 pm

Aspiria Conference Center
(T-Mobile Campus)
6300 Sprint Parkway
Building 6300
Leawood, KS 66211



Etiquette in the Workplace (continued)

- with you. Don't ask others to share their personal lives with you. This makes many people uncomfortable in the work space.
- Respect people's personal space. This may be very different than your own.

Communicating

It's sometimes not what you say, but how you say it that counts!

- Return phone calls and emails within 24 hours — even if only to say that you will provide requested information at a later date.
- Ask before putting someone on speakerphone.
- Personalize your voice mail — there's nothing worse than just hearing a phone number on someone's voice mail and not knowing if you are leaving a message with the correct person. People may not even leave messages.
- Emails at work should be grammatically correct and free of spelling errors. They should not be treated like personal email.
- When emailing, use the subject box, and make sure it directly relates to what you are writing. This ensures ease in finding it later and a potentially faster response.
- Never say in an email anything you wouldn't say to someone's face.
- Underlining, italicizing, bolding, coloring, and changing font size can make a mild email message seem overly strong or aggressive.

Meetings

This can easily be the most intimidating part of starting a new job. The environment of a meeting requires some careful navigation to maintain your professional image, whether the meetings are one-on-one, with several colleagues or with external clients.

- For a meeting in someone's office, don't arrive more than five minutes early, as they may be prepping for your meeting, another meeting later that day, or trying to get other work done. You may make them uncomfortable, and that is not a good way to begin your meeting.
- Don't arrive late...ever. If you are going to be late, try to let someone know so that people are not sitting around waiting for you. Don't forget that being on time for a meeting means arriving 5 minutes early—for an interview, arrive 10 minutes early.
- When a meeting runs late and you need to be somewhere else, always be prepared to explain where you need to be (understanding that the value of where you need to be will likely be judged).

Etiquette in the Workplace (continued)

- Do not interrupt people. This is a bad habit to start and a tough one to end.
- There is a time and place for confrontation, and a meeting is almost never that place. You will embarrass and anger other people, and you will look bad for doing it. Give people time and space outside of meetings to reflect on issues that need to be dealt with.

Work Space

You may spend more waking hours in work spaces than in your home space so:

- Keep the space professional and neat with appropriate personal touches! People will see the space and consider it a reflection of you.
- Whether it is a cubicle or office, respect others' space. Don't just walk in; knock or make your presence gently known. Don't assume acknowledgement of your presence is an invitation to sit down; wait until you are invited to do so.
- Don't interrupt people on the phone, and don't try to communicate with them verbally or with sign language. You could damage an important phone call.
- Limit personal calls, especially if you work in a space that lacks a door.
- Learn when and where it is appropriate to use your cell phone in your office.
- Food consumption should generally be regulated. Smells and noise from food can be distracting to others trying to work.

**MGMA STATE
AFFILIATE**

AUGUST WEBINAR **AVOID BECOMING A VICTIM OF CYBERCRIME**

Presented by:

**JEREMIAH GUDDING &
BRENT BLUME**

15

**AUGUST
2023**



1:00 PM EASTERN
12:00 PM CENTRAL
11:00 AM MOUNTAIN
10:00 AM PACIFIC

Eligible for 1.0 ACMPE credit



**MGMA STATE
AFFILIATE**

SEPTEMBER WEBINAR MGMA WASHINGTON UPDATE

Presented by:

CLAIRE ERNST, JD, DIRECTOR

MGMA GOVERNMENT AFFAIRS

JAMES HAYNES, JD, ASSOC DIRECTOR

MGMA GOVERNMENT AFFAIRS

12 **SEPTEMBER
2023**



1:00 PM EASTERN
12:00 PM CENTRAL
11:00 AM MOUNTAIN
10:00 AM PACIFIC

Eligible for 1.0 ACMPE credit



CAREER CENTER

Career postings are listed on our website at no charge. Please email the posting to [Rebekah Francis](#). The position will remain on the site for three months or until you request it to be removed.

Please include the following information:

- Position Title
- Location
- Position Description
- Required Qualifications
- Contact Information