Anchor Up!

All Healthcare Professionals on Deck

Tennessee MGMA 2018 Spring Conference

April 11-13, 2018

Park Vista Hotel, Gatlinburg

MGMA® TENNESSEE

Tennessee MGMA 2018 Spring Conference

ANCHOR UP! All Healthcare Professionals on Deck

April 11-13, 2018 • The Park Vista Hotel, Gatlinburg, TN

CONFERENCE AGENDA

Wednesday, April 11TH

7:15-8:15am	Local Chapter Officers Breakfast and Round Table Discussion
8:00-5:00pm	Registration Desk Open
8:30-11:30am	**Preconference Workshops (Pre-registration and Fee Required):** • ***Developing Professional Competence*** **– Thomas H. Stearns and Kimberly K. Estep** • ***Impact MACRA: Essential Strategies in Economic Reform*** **– Adele Allison**
8:30-12:00pm	***Hospital Owned Physician Practice Executives (HOPPET)*** [*Session open to all Administrators of system-owned practices – no Affiliate members please*] ***The Forces of Healthcare Impacting Medical Groups*** **– Eric Passon and James Porter**
12:00-7:00pm	Exhibit Hall Open for Attendees
12:00-1:00pm	Networking Lunch
1:00-2:45pm	**General Session:** ***No More Team Drama – How Leaders Cultivate Real Teamwork*** **– Joe Mull**
2:45-3:30pm	Networking Break with Exhibitors
3:30-5:00pm	**General Session:** ***Implement the Correct Technology to Help Scale and Secure Your Medical Practice*** **– Blake Schwank**
5:00-6:00pm	Opening Night Reception

Thursday, April 12th

7:30-8:30am	Breakfast with Exhibitors
8:30-9:45am	**General Session:** ***Washington Update*** **– Drew Voytal, MPA**
10:00-11:00am	**Breakout Sessions** • ***Your Data is Your Voice: Scribing for Clinical Documentation Improvement*** **– Adele Allison** • ***Avoiding a Mutiny: Hire, Retain & Motivate Good Employees*** **– Stephen A. Dickens** • ***Just What the Doctor Ordered: 13 Ways to Give Your Marketing New Life*** **– Ronelle Sellers** • ***HOPPET: Employers Perspective*** **– Eric Passon and James Porter**
11:00-11:30am	Exhibitor Networking Break
11:30-12:30pm	**Breakout Sessions** • ***Facing the Leviathan: Practical Tips for Today's Enhanced Regulatory Environment*** **– Panelist: Patti Cotten and Daniel Swanson; Moderator – Ian Hennessey** • ***All Hands on Deck: Navigating Your Way Through the Sea of MACRA Requirements*** **– Jackie Boswell** • ***Financial Storytelling*** **– Kenneth T. Hertz** • ***HOPPET: Payers Perspective*** **– Eric Passon and James Porter**
12:30-1:30pm	Lunch with Exhibitors
1:30-2:00pm	Tennessee MGMA Update and Awards
2:00-3:00pm	**Breakout Sessions** • ***Navigating the Voyage of Patient Access and Charging for Medical Records*** **– Loretta Duncan** • ***Budget for Success*** **– Kenneth T. Hertz** • ***Cruising Through Key Legal Compliance Issues in Telemedicine*** **– Calvin Marshall, Jr.** • ***HOPPET: Private Equity Perspective*** **– Eric Passon and James Porter**
3:00-3:45pm	Dessert Break with Exhibitors
3:45-5:15pm	**General Session:** ***Navigating Emotions through the Seas of Life*** **– Lisa Nuckolls**
6:00-9:30pm	Reception, Dinner and Casino Night

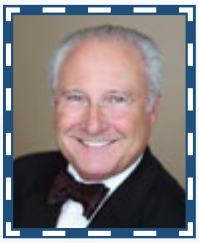
Friday, April 13th

8:30-9:30am	Breakfast with Exhibitors
9:30-11:00am	**General Session:** ***Servant Leadership – Serving as a Leader*** **– Marshall Wilkins**
11:00am	Closing Remarks and Prize Drawings

PRE-CONFERENCE SESSION DESCRIPTIONS

Local Chapter Officers Breakfast and Roundtable Discussion

This pre-conference meeting is for Local Chapter officers. Join us and gain the resources you need to grow your membership, secure sponsors and provide educational programs that will increase your meeting attendance. Bring your ideas to share with other local chapter leaders.



Workshop: Developing Professional Competence

– Thomas H. Stearns, FACMPE and Kimberly K. Estep, PhD

Join us for this two-part professional development workshop. Tom will lead Part I with a presentation that discusses the profession of medical practice management using the Body of Knowledge of the American College of Medical Practice Executives as a framework. Included will be discussions of what constitutes a profession, defining competencies, characteristics of a good leader, tools for growth, and professional responsibility. It is vitally important that we as managers regularly pause to evaluate ourselves so that we can best perform our jobs and this presentation will help focus that thinking. During Part II we will teach presentation skills and how to build a professional resume. We will also announce a new discount program being offered to TMGMA members by Western Governors University. *Additional fee of $49 to attend workshop. Seating is limited and pre-registration is required.*

Workshop: Impact MACRA: Essential Strategies in Economic Reform

– Adele Allison

MACRA and federal policy has fast-tracked the shift of healthcare payment from volume- to value-based reimbursement. Join us for a pre-conference event exploring the waters of payment transformation through the use of data, including essential strategies and technologies that will lead to success under population-based payment archetypes associated with advanced alternative payment models (A-APMs) and the merit-based incentive payment system (MIPS) set forth under MACRA.

This training will have 3 parts:

Part I: Tactical Value-Based Payment Considerations. MACRA has been particularly prescriptive in its design of value-based payment (VBP). In early November, providers received the interim final rule for the MACRA Quality Payment Program (QPP) 2018 performance year. Part I will offer foundational insight into the moving pieces of value-based payment and design industrywide for federal and non-federal payers. This session will help operational staff and providers think tactically about the changing paradigm to help with strategy actualization based on cultural and technical infrastructure.

Part II: Activity. Value is defined as a function of quality and efficiency. Working in small groups, attendees will undergo an exercise to explore the dynamics of the value formula. This session will engage participants in interactive ways to promote peer networking and problem-solving skills associated with measured performance.

Part III: Developing Payment Reform Strategies. The final session in this companion series, Part III will challenge leadership to examine the overarching intent of MACRA and economic reforms. Together we will explore payment transformation through the use of data. With the proper infrastructure and knowledge, providers and their communities can create tremendous value and become strong contenders to succeed under emerging risk-based contracts. Learn the fundamentals of health IT associated with APM risk-bearing arrangements and MIPS. This session will provide insight into growing trends, opportunities and administrative challenges to help with strategic decision-making related to care delivery and payment.

Additional fee of $49 to attend workshop. Seating is limited and pre-registration is required.

HOPPET Keynote Presentation: The Forces of Healthcare Impacting Medical Groups

– Eric Passon and James Porter

Ancore Health will provide an overview of the healthcare market segments and explore what this means for medical groups into the future. We will have an interactive session on the current trends relating to Washington, DC, employers, providers, payers, private equity, and consumers. *Session open to all Administrators of system-owned practices – no Affiliate members please.*

GENERAL SESSION DESCRIPTIONS

No More Team Drama – How Leaders Cultivate Real Teamwork

– Joe Mull

Fostering group cohesion and team spirit is one of the toughest jobs a leader has. In the high-contact, compassion-demanding world of healthcare, grumbling, discord, infighting, back-biting, gossip, and conflict can derail even the most talented team. This funny, engrossing presentation goes well beyond the concept of "teambuilding" and teaches leaders how to influence the interpersonal dynamics of healthcare teams so they consistently work hard, get along, and wow patients.

Implement the Correct Technology to Help Scale and Secure Your Medical Practice

– Blake Schwank

Finding the right support for your practice's technology should be about more than just keeping your infrastructure running. IT is an integral part of your day-to-day operations, and if you're not leveraging it to help grow your practice and improve the way you provide patient care, you're missing out on a huge advantage. In addition to using technology to scale and provide efficiencies, we will cover critical security requirements.

GENERAL SESSION DESCRIPTIONS (continued)

Washington Update

– Drew Voytal, MPA

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 2018 implementation details for the Medicare Quality Payment Program, as well as payment policy changes finalized under the 2018 Medicare Physician Fee Schedule, among a host of other timely issues.

Learning Objectives:

- Learn about new or pending federal policy changes
- Understand how legislative and regulatory initiatives affect your daily work
- Identify resources available to assist you

Navigating Emotions through the Seas of Life

– Lisa Nuckolls

Everything we do at some point spawns from an emotional decision, reaction, or desired outcome. Leaders/managers who embrace this can improve the relationships with their co-workers, supervisors, other business partners and patients. This session is valuable to anybody who interacts with others. Cruises can confine us to tight quarters that can really push our buttons… Being emotionally intelligent can help us navigate the rough seas of personality conflict and decision making.

Takeaways from this presentation are:

- Identifying one's own personality type and knowing the good and the bad
- Understanding how your type interacts with other types (Don't rock the boat!)
- How managing one's emotions (Being emotionally intelligent) can help (or hinder) achieving goals and better interpersonal relationships.

Servant Leadership – Serving as a Leader

– Marshall Wilkins

Join Marshall as he presents Chick-fil-A's 'secret' to creating 'Raving Fans'. Learn why Chick-fil-A Team members WANT to serve you.

BREAKOUT SESSION DESCRIPTIONS

The Utilization of Medical Scribes in Your Practice: Codifying the Patient Visit

– Adele Allison

Industrywide healthcare reforms are seeking to change care delivery and payment through the use of data. Moreover, traditional methods of reimbursement are being abandoned. Recent legislative and policy-making has fast-tracked the shift of healthcare payment to measurable value and quality outcomes. Now more than ever, the data you produce will drive your economic future. This session will explore five best practices to chart a strategic path through data-driven clinical documentation improvement, cultural changes and technologies in a new healthcare landscape.

Avoiding a Mutiny: Hire, Retain & Motivate Good Employees

– Stephen A. Dickens, JD, FACMPE

This session will address the best interview questions for new hires, the factors that drive away good employees and the single most important element to retaining good employees. Communicating with different personality styles and generations will also be covered.

- Identify the factors that frustrate and drive away good employees
- Define steps to retain and motivate employees
- Articulate the cultural values important to employees
- Categorize coworker personality and generational differences and how to work with each

Just What the Doctor Ordered: 13 Ways to Give Your Marketing New Life

– Ronelle Sellers

To stay ahead of the competition, have a consistent flow of new patients, and retain the patients you have, you must integrate marketing into your practice. A good, integrated and balanced strategy of education and promotion allows your target audience to find what they need, to make an informed decision, and discover new information.

- Learn the advantages and disadvantages of traditional vs digital marketing
- Improve your marketing message with patient personas
- Steps to make your website standout
- Discover the importance of original content and custom photography
- Measuring patient satisfaction
- How to build an online audience
- Go behind the scenes of successful marketing and messaging campaigns

HOPPET: Employers Perspective

– Eric Passon and James Porter

What employers want from the healthcare delivery system now and into the future. *Session is open to all registered attendees.*

BREAKOUT SESSION DESCRIPTIONS (continued)

Facing the Leviathan: Practical Tips for Today's Enhanced Regulatory Environment

– Panelist: Patti Cotten and Daniel Swanson; Moderator – Ian Hennessey

The biggest external threat to your practice is not a plaintiff's lawyer – it's the government. Enforcement actions against healthcare providers are an increasing source of revenue for government at all levels. More than ever before, the consequences of regulatory violations – even ones with no bad intentions – can be financially debilitating. What can be done to guard your practice in this environment?

In this interactive session, attendees will learn practical tips from experienced health law attorneys to avoid falling into regulatory non-compliance on matters such as incident-to billing, Stark Law, Anti-Kickback Statute, and HIPAA, as well as how best to handle situations involving government investigations and regulatory enforcement actions. As a part of the presentation, attendees will be provided with self-assessment tools regarding the regulatory compliance of their practices. At the end of this session, attendees will not only have a better understanding of today's regulatory "Leviathan," but also practical ways to address the threats facing their practices.

All Hands on Deck: Navigating Your Way Through the Sea of MACRA Requirements

– Jackie Boswell, MBA, FACMPE

All Hands on Deck! Many physicians, practice managers, as well as clinical and billing staff, feel "lost at sea" when it comes to MACRA, the Medicare Access and CHIP Reauthorization Act of 2015. MACRA is a law that reforms the Medicare payment system for physicians. MACRA shifts Medicare to a value based system, tying your Medicare payments to cost and quality performance. This presentation will offer suggestions for implementing the Quality Payment Program in your practice and adding some calm to your seas.

- Define and describe MACRA's Quality Payment Programs: MIPS and APMs
- Offer guidance in assessing the current readiness of your organization to comply with MIPS reporting requirements in 2018
- Provide resources to assist in implementation of the MIPS program

Financial Storytelling

– Kenneth T. Hertz, FACMPE

Every month you get financial reports. Profit and Loss statements. Balance Sheet. Productivity. Accounts Receivable. And on and on. And in addition to all that information, you have several audiences who will receive that information. The physician owners. The physicians as employees. The leadership team. How do you present that information now? Open the firehose? In this session we'll discuss the differing needs of each audience as well as best practices in presenting data, and how to turn it into useful, actionable information. We'll discuss how to use retrospective information for prospective planning and management. What's the best format for the information? How much is too much? What the timing of presenting information? After this session, you'll be an expert storyteller. You'll be able to convert the data you receive to information, and in fact, a meaningful, actionable story to assist in the management of your practice.

HOPPET: Payers Perspective

– Eric Passon and James Porter

What payers want from the healthcare delivery system now and into the future and how they are evolving their business model. *Session is open to all registered attendees.*

Navigating the Voyage of Patient Access and Charging for Medical Records

– Loretta Duncan, MS, FACMPE

This presentation will provide an explanation of guidance issued by HHS addressing patient access to medical records and what covered entities may charge for copies. The information provided in the guidance is drastically different from how many practices currently handle these types of requests.

Attendees will:

- Learn how patients can request access (email, fax, CD/USB)
- Understand how much healthcare providers are allowed to charge for copies and how to calculate charges
- Learn what to do when a patient wants their PHI sent to a third-party
- Understand what can happen if a patient complains about a lack of access

Budget for Success

– Kenneth T. Hertz, FACMPE

To be honest, this is a little more difficult than dress for success, but the fact is there's a right way and wrong way to budget. And more importantly, there are important reasons to have a budget for your practice. Fact is, many practices do not have a budget, never had a budget, and don't see the need for one. In this session we'll discuss the importance of a budget. How it impacts your practice today, and in the future. We'll investigate where a budget comes from, and we'll learn how to approach the budgeting process, and how to scale it to your practice, no matter the size. Once you've developed the budget, what happens next? We'll discuss that as well. Who's responsible for meeting the budget? How do we hold people accountable? And what are the benefits of doing so? Budgeting. It's difficult, but it doesn't have to be as difficult as we make it.

Cruising Through Key Legal Compliance Issues in Telemedicine

– Calvin B. Marshall, Jr.

Telemedicine is an increasingly important part of the health care landscape. It impacts many specialties and can prove useful in effectively serving patients and maintaining competitiveness in the health care market. However, telemedicine also poses many unique legal compliance issues, and the laws in this area are rapidly changing. In this session, which is designed for attendees interested in gaining an understanding of these compliance issues Cal will provide an overview of key legal considerations when providing telemedicine services. The primary focus will be on Tennessee and federal law. Subtopics to be discussed include: licensure, the provider-patient relationship, use of telepresenters, E-prescribing and more.

HOPPET: Private Equity Perspective

– Eric Passon and James Porter

Why private equity is emerging as a competitive and collaborative force in new models of healthcare delivery pertaining to physician groups and other products and services. *Session is open to all registered attendees.*

SPEAKER BIOS

As the director of provider innovation strategies, **Adele Allison** monitors healthcare reform for DST System's health solutions division. Having served as the co-chair of the ONC Beacon-EHR Vendor Affinity Group and a current co-chair for HHS' Workgroup for Electronic Data Interchange (WEDI) Payment Models Workgroup, Allison has over 25 years of healthcare experience. A published author, Allison is a member of the University of Alabama at Birmingham's advisory board on curriculum development and serves on UAB's HITECH Committee for health IT curriculum development; and, is a member of the board of directors for Alabama HIMSS.

Jackie Boswell is an Assistant Vice President with the Medical Practice Services Department at SVMIC. Her background includes over 25 years as a medical management executive including hospital and physician practice administration. She obtained a Bachelor's degree in Computer Information Systems from Murray State University and a Masters Degree in Business Administration from Belmont University. She is a Fellow in the American College of Medical Practice Executives and has served as Finance Chair for MGMA's Financial Management Society and ACMPE Forum Representative for the Tennessee MGMA. Jackie is a member of the Board of Directors and Finance Committee at Three Rivers Hospital in Waverly, Tennessee. She also serves on the United Way Allocations Committee in Humphreys County.

Patti T. Cotten For over 30 years, Ms. Cotten's practice has concentrated in healthcare law, with a special focus on regulatory issues. She is a partner at London Amburn and co-chairs the firm's Healthcare Compliance, Regulatory Matters, HIPAA, Peer Review, and Managed Care practice group. Ms. Cotten is a member of the Tennessee Bar Association, the Knoxville Bar Association, and the American Health Lawyers Association. She has been awarded the very highest distinction (A.V.) in Martindale-Hubbell's legal ratings. A native of Knoxville, Tennessee, Ms. Cotten graduated from the University of Tennessee with a Bachelor of Science in Communications in 1982 and received her law degree from the University of Tennessee College of Law in 1986.

Stephen A. Dickens is an attorney with SVMIC where he is the Assistant Vice President of Medical Practice Services. He is a published author and frequent speaker at state and national conferences on the topics of operations, strategic planning, leadership, patient experience and human resources. Mr. Dickens has spent the last 23 years working with physicians in various roles including 15 years in medical practice, hospital and home care executive positions before joining SVMIC in 2008. He is a Past Chair of the Medical Group Management Association having served as the first solo chair of MGMA-ACMPE. He is a Past President of the MGMA Financial Management Society, Tennessee MGMA and Tennessee Association for Home Care. He is a Board Certified Medical Practice Executive and a Fellow in the American College of Medical Practice Executives. In addition, he has previously earned Fellowship in the American College of Healthcare Executives and certification as a Home and Hospice Care Executive by the National Association for Home Care.

Loretta Duncan is a Senior Medical Practice Consultant with the Medical Practice Services department of SVMIC. Prior to joining SVMIC in 2008, she was the Director of Practice Management for the Arkansas Medical Society. Loretta has over 20 years' experience in healthcare, and currently specializes in HIPAA compliance. She has a Master's of Science in Health Law and Policy and is a board-certified Fellow in the American College of Medical Practice Executives.

Dr. Kimberly K. Estep is the chancellor of WGU Tennessee. In her five-year tenure at the helm of the online university, which is part of Governor Haslam's Drive to 55 initiative, Dr. Estep has worked to grow WGU Tennessee's enrollment to more than 4,00 students, with more than 2,600 alumni throughout the state. Dr. Estep brings more than 25 years of experience in higher education to her role as WGU Tennessee's first chancellor. Most recently, she served as vice president for academic affairs and student services at Nashville State Community College. She has held leadership roles at other institutions including Tusculum College in Greeneville, Tennessee, Thomas University in Thomasville, Georgia, and Friends University in Wichita, Kansas. She holds a doctorate in history from Auburn University and a master's degree in adult education from the University of Georgia.

Ian P. Hennessey Mr. Hennessey's practice is concentrated on healthcare matters, with a focus on mergers and acquisitions, corporate law, regulatory issues, and employment law, as well as medical malpractice and long-term care defense. He currently serves in leadership for the Tennessee Bar Association Health Law Section. Mr. Hennessey is a native of Cincinnati, Ohio. He graduated from Vanderbilt University with a bachelor's degree in 2004 and received his law degree from the University of Tennessee College of Law in 2007. He is a member of the Tennessee Bar Association and the Knoxville Bar Association, Hamilton Burnett American Inns of Court.

Kenneth T. Hertz has more than 25 years of executive and senior level management experience in the healthcare field, with an additional 20 years in executive level management work in the not-for-profit sector. He has led both small and large practices, single and multi-specialty, and physician and corporate owned. He has also had responsibility for practice valuations, acquisition and mergers. As a principal with MGMA, Ken has overseen the merger of 4 groups of practices, resulting in improved market share, negotiating strength, and operational improvement. Mr. Hertz holds a BA in Business Administration from the State University of New York at Fredonia. He is a Certified Medical Practice Executive and Fellow in the American College of Medical Practice Executives.

Calvin B. Marshall, Jr. is an attorney in the Health Care and Business Practice Groups at Chambliss, Bahner & Stophel, P.C. He works with clients, including many TMGMA members, on a variety of health care and business matters, including medical practice contracting and compliance issues, HIPAA/HITECH compliance, data breach response, telemedicine issues, fraud and abuse law, Medicare enrollment and payment issues, and compliance with state laws and regulations. Prior to practicing law, Cal served as an aide to several members of the U.S. House of Representatives, working on health care policy and government oversight matters, among others. Cal writes and speaks on health care legal issues and serves in multiple leadership roles within the American Bar Association's Health Law Section.

Joe Mull works with healthcare organizations that want their practice leaders to engage, inspire, and succeed. Prior to launching his own firm, Joe was head of Learning & Development for Physician Services at University of Pittsburgh Medical Center where he managed training for one of the largest physician groups in the United States – more than 9,000 employees at over 500 locations. In recent years, Joe has become a staunch advocate for Practice Managers, a group of professionals he says "are the key to an engaged healthcare workforce, but too often are invisible when it comes to getting the training and support they need." Every week Joe receives calls or emails from Practice Managers looking for advice, counsel, or support, returning them all. A published author, Joe's 2014 book, *Cure for the Common Leader: What Physicians & Managers Must Do to Engage & Inspire Healthcare Teams*, has been called "one of the most practical healthcare leadership books you'll ever read." Joe holds a Master's degree from Ohio University, is a certified MBTI practitioner, and is a Professional Member of the National Speakers Association.

Eric Passon serves as the Chief Executive Officer at Ancore Health. Ancore Health provides a customized finance and data insight consulting experience to healthcare vendors and providers. Eric has over 15 years of healthcare advisory experience in financial operations, mergers and acquisitions, technology innovation and traditional consulting services in both startup and publicly traded environments. Prior to Ancore Health, Eric served as Executive Vice President at The Advisory Board Company consulting and management division serving as a thought partner for not for profit, for profit and academic medical centers. Eric is a graduate of the University of Central Florida with a bachelor of science degree in Accounting and an MBA from the University of Tennessee, Martin.

Lisa Nuckolls is a US Army veteran and has been a nurse for 23 years. She has held the positions of staff nurse, charge nurse, nurse manager, facility administrator, group facility administrator, clinical services specialist, corporate nurse consultant, director of clinical services, quality focus coordinator, and is currently the Dialysis Care Coordination Program Manager at DCI. Throughout her career she has had the opportunity to be involved in leadership and has been a presenter at both DaVita and DCI. Of all the topics she has presented, Emotional Intelligence is her favorite.

James Porter serves as a Director at Ancore Health. James has over 8 years of healthcare advisory experience in financial operations, mergers and acquisitions, technology innovation, compliance, and traditional consulting services. Prior to Ancore Health, James served as a Senior Consultant at The Advisory Board Company consulting and management division where he performed financial and operation assessments of large multi-specialty medical groups as well as re-designed physician compensation plans. James is a graduate of Vanderbilt University with a bachelor of science degree in Economics and Engineering Science along with a minor in Engineering Management..

Blake Schwank has 26 years of experience in Health Care IT. He spent 10 years in the Army as a Medical Service Corps Office before starting Colorado Computer Support (CCS) in 2001. Blake helps practices reach their goals and has enabled them to make smart decisions about the future of their practice. Over 16 years, he has built the largest IT from South of Denver with 37 employees that focuses on enterprise quality IT. CCS supports more than 80 companies and schools throughout the state of Colorado.

Ronelle Sellers From the start of her career as an intern in the marketing department of the Tennessee Aquarium to her seven-year stint as a shopping center marketing director for CBL & Associates, Ronelle's wheels constantly turn with innovative marketing ideas. She has spent the last 17 years as the Director of Marketing for Henderson Hutcherson & McCullough, helping the Firm develop individual and niche marketing plans as well as a marketing rewards program. During her tenure the Firm has achieved nine national accounting marketing awards. While she is still responsible for the marketing activities of HHM, she founded Southside Creative in 2007, to help foster her desire to help others, and has spent the majority of her career dedicated to promoting the City's newest entrepreneurs. Ronelle enjoys volunteering for several non-profit organizations, serves as Chair of the Chattanooga Women's Leadership Institute Board of Directors and is a past chair of Impact, chaired the Small Business of the Year Awards for the Chattanooga Area Chamber of Commerce five years, chaired the Chamber's Membership committee as well as the Small Business & Entrepreneurship committee, was on the steering committee to launch the Women's Entrepreneur Symposium, and channels her high energy teaching a weekly aerobics class at the Sports Barn. She currently serves on the Venture Forward Advisory Committee.

Thomas H. Stearns received a BA in Economics from Presbyterian College in Clinton, SC. After serving as a Medical Service Corps Officer in the US Army and a brief stint as a medical supply salesman before he entered Clinic Management in 1976. Over the next 20 years he managed two orthopaedic practices in Middle Tennessee. In 1996 he started the Medical Practice Services Department at SVMIC.

He has completed a tenure on the Board of the American College of Medical Practice Executives as Chair. Tom has been very active in professional matters, serving as President of Tennessee Medical Group Management Association (MGMA), President of Southern Section MGMA, Finance/ Audit Chair for the national MGMA, served on the national MGMA Board of Directors, and Chair BONES.

In the Spring of 2010 Tom was presented The Martha Johnson Distinguished Service Award by the Tennessee Medical Group Management Association. At the October 2010 meeting of the Medical Group Management Association Annual Conference and the Conclave of the American College of Medical Practice Executives in New Orleans, Tom was given the Harry J. Harwick Lifetime Achievement Award - This award is MGMA and ACMPE's highest recognition to an individual who has displayed a lifetime of achievement and made outstanding, nationally recognized contributions to healthcare administration and education over the course of his career. In 2009 Tom completed the four year program in Education for Ministry from the School of Theology at the University of South in Sewanee. He is very active in community affairs and has served as the Board Chair for United Way of Williamson County and Board Chair of Waves, Inc., an agency caring for the developmentally disabled.

Daniel T. Swanson Mr. Swanson is a partner at London Amburn whose practice focuses on healthcare law, regulatory compliance matters, medical malpractice defense, correctional healthcare defense, civil rights litigation, and business litigation. He has assisted healthcare clients with board investigations, state and federal billing audits and HIPAA compliance issues. He has been involved in complex litigation in a wide range of matters in both the state and federal courts of Tennessee and North Carolina. Mr. Swanson is a native of Ducktown, Tennessee. He graduated from the University of Tennessee with a bachelor's degree in 1999 and received his law degree from the University of Baltimore College of Law in 2003. He is currently a member of the Knoxville Bar Association, Tennessee Bar Association, American Bar Association, Defense Research Institute, and Hamilton Burnett American Inns of Court.

Drew Voytal As a Government Affairs Analyst, Drew provides data insights, program management and evaluation to the MGMA Government Affairs team. He works closely with each staff member to help policymakers in Washington D.C. understand the real-world impacts of federal healthcare policies and regulations on medical groups. Before joining MGMA, Drew worked as a Senior Education and Outreach Associate for the CAQH Committee on Operating Rules for Information Exchange (CORE), where he provided strategic communications and outreach programs for stakeholders. Drew holds a Master of Public Administration with a Healthcare Administration focus and a bachelor's degree in Political Science, both from Western Michigan University.

Marshall Wilkins is a Chick-fil-A franchise owner in Knoxville, Tennessee. He speaks to groups about the success Chick-fil-A has had and how other businesses can apply these proven principles.

CONFERENCE FEES

	By 03/21/18	After 03/21/18
Active Member	$259	$299
Life Member	$0	$0
Affiliate Member	$459	$499
Pre-Conference Workshop*	$49	$49
*(*Registered attendees only; Pre-registration required; Space is limited to 40)*		
Non-Member	$459	$499
Member: Single Day (Wednesday)	$99	$149
Member: Single Day (Thursday)	$149	$199
Non-Member: Single Day (Wednesday)	$199	$249
Non-Member: Single Day (Thursday)	$259	$299
HOPPET Only	$220	$240

CONFERENCE REGISTRATION

The registration fee covers all meetings, materials, meals and breaks. Conference breakfast and lunch functions are for registered exhibitors and conference attendees only. Attire for the conference is business casual. A jacket or sweater is suggested.

LOCATION

The Park Vista,
a Doubletree by Hilton
Gatlinburg, TN

A room block has been reserved for this event and a discounted room rate of $124 per night. Call (800) 421-7275 by March 19, 2018 to receive group room rates. Our group code is: TMG

ACMPE CREDIT

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.

CANCELLATION POLICY

Cancellations received prior to March 21, 2018 are subject to a $50.00 cancellation fee. No refunds will be issued for cancellation requests after this date. Substitutions from within the same group are acceptable.

MGMA® TENNESSEE

For additional information and to register, please visit our website at tmgma.com