

TMGMA ENEWS

January/February 2020



On behalf of the Tennessee MGMA Board, I want to wish you a Happy New Year! As we look forward to a new year, I want to encourage you to get involved! Utilize your membership to the fullest extent. Take advantage of all the opportunities to advance yourself professionally. This year is a year of education. The Tennessee MGMA Board has a 2020 Vision for our members that is focused on education, mentoring, networking and building relationships. This past year we have kept our Mission

Statement, "TMGMA is the Authoritative Leader in the profession of Medical Practice Management in Tennessee. We provide resources through education, mentoring networking and advocacy", at the forefront of all our planning for membership activities. We have some exciting additions to your member benefits that we plan to announce during the first quarter. We continue to work to provide relevant topics for webinars, newsletters and conferences. If there is a topic you want to hear more about, let us know! We are here to serve your needs as a member.

I am looking forward to working with you this coming year as I serve as your president. I hope you will make a New Year's resolution to become a more active member in Tennessee MGMA.

Cathy Faulkner, FACMPE
President, TMGMA
cfaulkner@peerlesspediatrics.com

In This Issue:

- ◆ Letter from our Membership Chair
- ◆ ACMPE Corner
- ◆ Letter from our Vendor Relations Chair
- ◆ Virtual Credit Card Payments
- ◆ January Webinar



2020 MEMBERSHIP RENEWALS ARE NOW DUE

HAPPY NEW YEAR!

Wow, 2020! Remember back to 2000 when the flipping of the calendar from 1999 to 2000 struck panic in some folks. Would the computers work? Would the power grid fail? Would you be able to get cash from an ATM? Nothing catastrophic happened and the world went along celebrating a new year.

Here we are 20 years later. Each time the calendar hits January 1st, we get a fresh start and a clean slate. We typically make some sort of resolution, be it eating healthier, exercising more or being more mindful in our relationships. I think sometimes we forget to apply that mindfulness to our professional growth. It is easy to let it slip by as the demands of a practice manager or administrator can get in the way. End of year accounting, staff shortages due to the flu, physician demands and the other stresses of running a business can make us weary. We tend to put our needs on the back burner; to do it later.

Despite these challenges we must continue to prioritize our own professional growth and development. Get your brand-new calendar/planner out now and at the top of each month write TMGMA. Highlight it and then go to the dates of the posted TMGMA webinars and conferences and highlight them as well. Carve out that time and stick with it. TMGMA offers a wealth of knowledge, obtaining dynamic speaker and relevant topics. Make it your resolution to take advantage of the educational materials available in our conferences or our website.

Please take a moment to make sure you have renewed your TMGMA membership. Remain eligible for member discounts and special rates for educational conferences. We encourage you to contact Rebekah Francis at (573) 556-6111 if you have any questions regarding your membership status.

What's your vision for 2020? Make it your resolution to foster your own professional growth this year.

Respectfully,
Susan M. Weeks, CMPE
Membership Chair, TMGMA
weekssusan@bellsouth.net



Preferred Malpractice Provider



Foresight in 2020.

We believe that your malpractice insurance provider should be prompt and proactive – not hidden behind a mountain of paperwork or unanswered voicemails. At SVMIC, our business is focused on relationships with open and easy access to our legal expertise and protecting your practice.

Move forward with us at
www.svmic.com



ACMPE Corner

Happy New Year TMGMA members! The New Year is a great time to revisit the ACMPE continuing education requirements, especially since there have been changes over the last couple of years.

To maintain your ACMPE credentials and to complete your CMPE you must have 50 hours of continuing education. The allocation of these hours changed for the January 2019-December 2021 reporting period.

The biggest change is that 30 hours must be from MGMA national, state or local chapters. I know this may seem like a lot, but it's only 10 hours per year from any combination of MGMA meetings at the local, state and/or national level.

Other ways to earn these 30 hours:

- Article assessments (free, 10 a year offered)
- Webinars (free as long as they are not certificate bearing, 25-45 a year)
- Survey participation
- Lunch and learns/ Meetings with professional development (presentation on a topic)

There is also a requirement that 12 of these 30 hours must be from LIVE learning sessions, such as live webinars, teleconferences and face-to-face events. Remember that these 30 hours (12 of which must be live) can be earned at the local, state or national MGMA level.

The remaining 20 hours must come from qualified sources that pertain to the medical practice management field or you can earn all 50 from MGMA events. The choice is yours.

Some examples of non-MGMA sources are:

- Recognized professional associations and organizations
- College and university coursework
- Formal presentations
- Distance learning with interactivity

Earning continuing education credit is easier than you may think. In fact, most of you have probably participated in an activity that qualifies for credit but didn't realize it. Check out the various programs that qualify for continuing education at <https://www.mgma.com/career-pathways/career-advancement/acmpe/acmpe-continuing-education>.

HOW DO YOU LOG YOUR ACMPE CREDIT HOURS?

The new ACMPE tracking portal makes it easier to manage your credit hours. Take a moment to review the instructions for steps on how to log in, view and enter your hours.

1. Sign in to [mgma.com](https://www.mgma.com).
2. Select **"My Dashboard"** found on the top right corner.
3. Select **"MANAGE MY ACCOUNT"** found on the top left corner.
4. Select **"ACMPE TRACKING"** found on the left side to enter the portal.
5. Click **"Add ACMPE Continuing Education Hours"** to claim all qualified hours for ACMPE.
 - To add hours for MGMA and external sources, click **"Claim My Additional Credit"**.
 - To claim your completed MGMA webinars and conferences, click **"Claim My Attended MGMA Events"**.

As always, if you have any questions about anything related to ACMPE, please feel free to contact me.

Loretta Maddox, MS, FACMPE, CHC

LorettaM@svmic.com



TMGMA 's OUR AFFILIATE MEMBERS

Greetings Tennessee MGMA!

Happy New Year! It has been and continues to be my honor to serve as the Vendor Relations Chair of the Tennessee MGMA.

In Spring 2017, I attended my first Tennessee MGMA Conference in Chattanooga. I was impressed by every aspect of the conference. I was impressed by the comradery and familiarity amongst the conference attendees and exhibitors; I was impressed by the organization of the conference; and, I was impressed by the daily networking opportunities.

I have attended many conferences in the past, where the attendees felt obligated to speak to the exhibitors. But here, it was different. It was evident that the attendees wanted to interact and learn more about the exhibitors; It was evident that there was a level of respect between the exhibitors and the attendees; and, it was evident that this was going to be a conference that would lead to lasting connections.

Needless to say, I have been hooked ever since that first conference. I went from taking pictures with Storm Troopers and R2D2 in Chattanooga to accepting a position on the Tennessee MGMA leadership committee, dressed as Storm from X-Men at 6:00 AM in the morning, traveling down a glass elevator to the confusion of the other hotel guests, just to welcome conference attendees in Chattanooga.

Why, you ask? Because I believe in the value and opportunities as an Affiliate Member. As an Affiliate Member on the local and state level, I am constantly in awe of each members' professionalism and dedication to the tenets and ideals of the Tennessee MGMA.

I was recently reviewing the Tennessee MGMA Bylaws (I know, I know, something we all do in our spare time) and was reminded of the definition of an Affiliate Member: *An Affiliate Member is an organization that provides products and/or services to the health care industry.* Now, at first glance, this language may not seem compelling and interesting. But, the intent and purpose of these words, mirror exactly that of the mission and core values of the Tennessee MGMA.

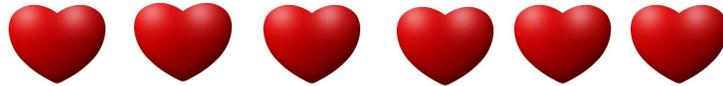
As an Affiliate Member, we have the ability to provide resources to, make connections with, and have unprecedented access to medical practices, medical staff, and medical partners. Additionally, we have the ability to provide Tennessee MGMA members the tools to sharpen their development and leadership skills, better equip their practices, and support them in excelling in every area of their practices.

So, I ask you, why not be an Affiliate Member? Why not assist Tennessee MGMA in achieving its mission? Why not make lasting connections for your organization?

I would highly encourage current and prospective Affiliate Members to review the 2020 Tennessee MGMA Affiliate Sponsorship Program. It can be found on the Tennessee MGMA website and provides detailed information regarding sponsorships for the TMGMA Website, Newsletter, and Spring and Fall Conferences. As an Affiliate Member, remember that your organization will be able to contribute healthcare industry articles in the newsletter, will be listed in the member database, and will be eligible as a presenter at one of the state conferences.

Continued on page 6





The [Spring Conference](#) will be Wednesday, April 29 - May 1, 2020 at the Franklin Marriott Cool Springs. Because of the central location of the conference, we are expecting a high attendee turnout. This will be an excellent opportunity for your organization to network with Tennessee MGMA members from across the state.

One of the goals I would like to accomplish before the end of my tenure is to provide a high level and open line of communication for current and prospective Affiliate Members. Before the registration deadline of the Spring Conference, we will have a conference call to give an overview of the conference and to answer any lingering questions that any of you may have. So, please stay tuned and check your email for the date and time for that conference call meeting.

Lastly, if you are interested in serving on the Vendor Relations Committee, we would be happy to have you! Please feel free to contact me at EricaE@svmic.com, if you are willing to serve.

Again, it has been my honor to serve as your Vendor Relations Chair. I look forward to greeting each of you in Franklin!

Erica M. Evans, JD
Vendor Relations Chair
ericae@svmic.com



State MGMA | Survey Participation

Jan 6th - Feb 14th 2020

Join TMGMA in contributing to healthcare!

Every year, you have a chance to contribute your group's data in the state-level MGMA Surveys. This data is used industry-wide to make important decisions around crucial areas like compensation plans, revenue cycle management, staffing operations and many more.

The time has come to step up and make sure that in 2020, Tennessee MGMA provides the best dataset so that we all can benchmark with confidence. By participating in this year's surveys, you also gain access to a single-user license of MGMA DataDive for free.

Complete your practice profile now before the survey closes on **February 14th!** [Start here.](#)

Virtual Credit Card Payments

Virtual payments are an emerging payment method for payers to send payments to providers using the card networks. These payments are more commonly known as “virtual cards,” since the recipient can process them just like a credit card.

The problem with these payments is that providers are being stuck with the 2% or higher credit card processing fee. According some practices, they are seeing payments for the patient portion of the bill being paid thru the Insurance company website and being sent as a virtual credit card payment. One practice has reported as having to research who the patient is as no documentation was provided to help her post to the patient account. Not only does this cost the practice to process, it also cost time and resources to locate who the payment belongs to.

MGMA is asking that you please use the link below to complain about this as currently CMS says that if providers are not complaining they will not try to put a stop to it.

I am passing along a link to the CMS Administrative Simplification Enforcement and Testing Tool (ASETT) website. https://asett.cms.gov/ASETT_HomePage

Sharon Cannon, FACMPE
Legislative Liaison, TMGMA
smcannon2000@yahoo.com



Save the Date

TMGMA Webinars

ON DEMAND WEBINARS



Bursting the Bubble—Meet 4 Healthcare Disrupters | January 14th @ 12:00pm

Welcome to 2020! Much has changed in healthcare, but much remains the same. Electronic health records are everywhere, but data doesn't move from system to system. Patient populations are managed, but we still struggle to engage patients as active participants in their own health. Health plans still have the same claims processes. Patients are still handed clipboards when they go to the doctor. But what if Walmart gets into the insurance and provider business, offering low-cost coverage and services akin to a mini-hospital at any store in the country? What would it mean to pharmacies and wellness providers if Amazon creates a closed loop system of virtual care using Alexa, PillPack, and Whole Foods? What if Google leverages its enormity of data with artificial intelligence and machine learning to target interventions, engagement and costs; extracting even more data from provider voices while eliminating the burden of note-taking and paperwork? Or, if Apple uses its consumer-facing technologies, such as the Apple watch, as building block to a new consumer ecosystem? Join us for this exploratory session on some industry giants that are poised to lead disruption of healthcare and business as we know it.

By the end of the presentation, attendees will be able to:

1. Describe the concept of market disruption in healthcare.
2. Identify potential disruption on the horizon by Walmart, Amazon, Google and Apple.
3. Attain higher creativity in practice management and marketing.

ABOUT OUR SPEAKER:

Adele Allison - As the senior director of economics and digital health strategy, Adele Allison monitors healthcare economics, data interoperability and digital health for SS&C Health as a legislative/regulatory subject matter expert. Having served as the co-chair of the HHS ONC Beacon-EHR Vendor Affinity Group, Adele currently serves on the HHS WEDI board of directors and is co-chair for the WEDI Payment Models Workgroup. Adele has nearly 30 years of healthcare experience and is an active participant with HHS' HCPLAN. A published author, Adele is a member of UAB's health informatics advisory board on curriculum development and served on UAB's HITECH Committee for health IT curriculum development; and, is president of Alabama HIMSS. This webinar is a TMGMA member benefit.

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

2020 Spring Conference Save the Date

April 29 - May 1, 2020
Franklin Marriott
Cool Springs

VISION 2020

MGMA[®]
TENNESSEE

