

# TMGMA ENEWS

MAY/JUNE 2021



Greetings Everyone!

What an awesome group of folks that attended TMGMA's 2021 Annual Spring Conference *Got Directions? Becoming Leaders of Change* which was held on April 14-16 at the Park Vista Hotel in Gatlinburg, Tennessee. It was exciting and refreshing to see everyone. There were 98 attendees and 34 Sponsors & Exhibitors. A sincere thank you to all sponsors and exhibitors including TMGMA's Platinum Sponsor, SVMIC, Gold Sponsor, Truist, and Bronze Sponsors, Acton Corporation, Allscripts, Clarus, Farm Bureau Health Plans Tennessee, Fox Collection Center, Franklin Collection Service, London Amburn, MediCopy, Paymerang, PRO Marketing, rater8 and Sharecare. We genuinely appreciate their support as it allows TMGMA to bring educational and networking opportunities to you.

On behalf of TMGMA's Executive Council and Leadership Committee, our goal was to develop and equip you with innovative ideas and the necessary tools for you and your organization to be successful and a leader of change. Thank you to all who participated in the Spring Conference. We hope you enjoyed the conference, achieved your goals, and had a good time. For those of you who were unable to attend, we look forward to seeing you at TMGMA's 2021 Fall Conference at the Westin in Chattanooga, Tennessee on September 16-17, 2021.

TMGMA's May 18th webinar will be on The Revenue Cycle Scorecard. Please join Michelle Souferian as she uncovers the top performance indicators that your organization should focus on in your own Revenue Cycle Scorecard. Please join Gretchen Napier who is a Medical Practice Specialist at SVMIC for TMGMA's June 8th webinar on Making Kind & Honest Feedback a Team Habit.

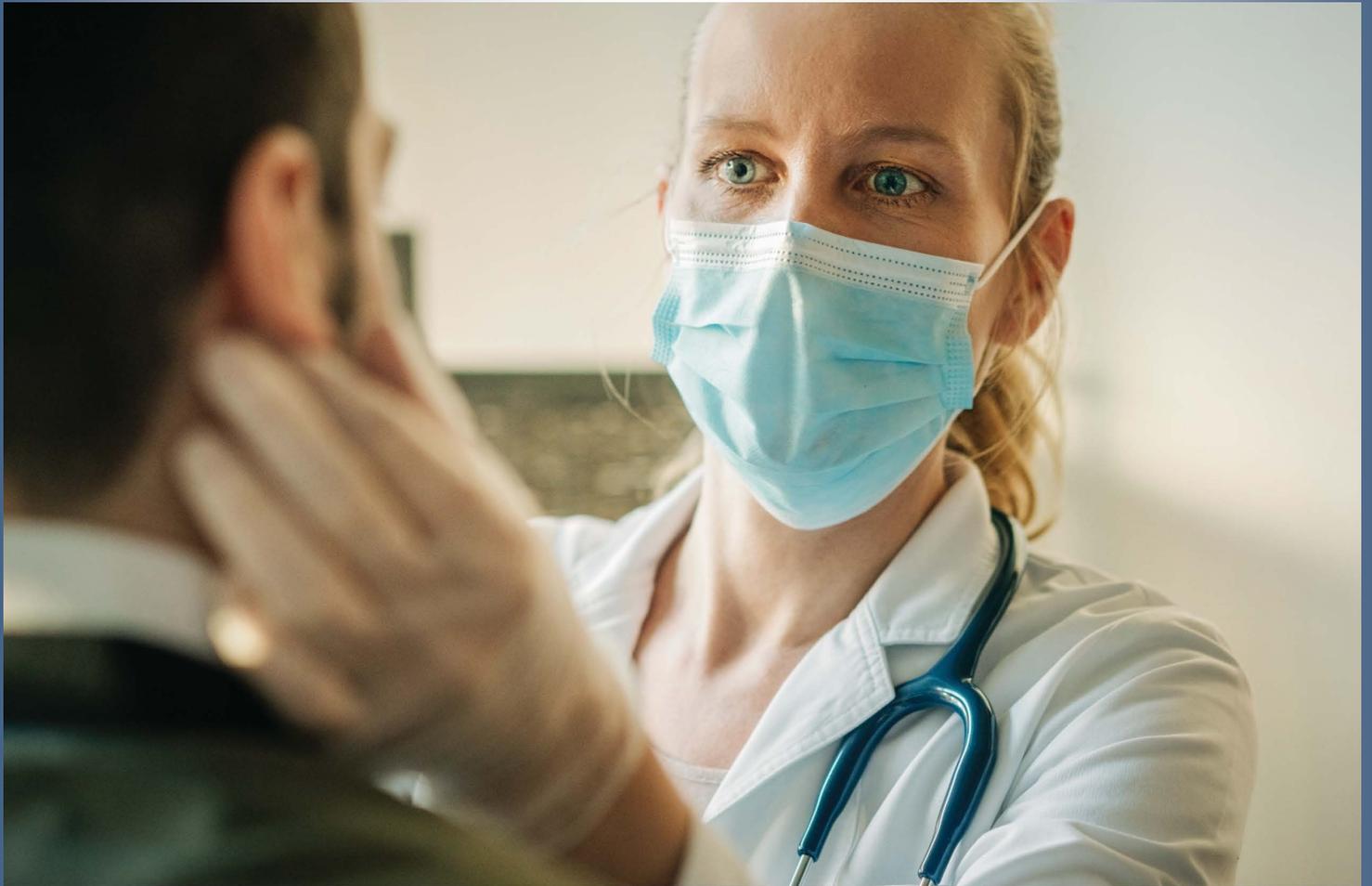
Look for an upcoming member survey soon. Please take the time to respond as your opinions and input are valued and assist in future decision making for TMGMA.

The TMGMA Nominating Committee seeks individuals who are interested in serving on the 2021-2022 Executive Council. Should you have any interest in serving on the Executive Council, please go to [our website](#) and complete the Executive Council Application. Applications are due by **June 30th**.

One of TMGMA's 2021 Spring Conference speakers Major General Craig B. Whelden, U.S. Army (Retired) defines leadership as the art of inspiring people to be their best. As a leader, what do you want to be known for? Making a difference in others, your own work, progressing an organization, being a good teacher, or the ability to empower others? Mother Teresa, Catholic nun and Saint, said "Be faithful in small things because it is in them that your strength lies". *Maya Angelou, poet and civil rights activist, said "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."* Wishing you all a fantastic summer,

Cheryll B. Doss  
President , Tennessee MGMA  
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# ACMPE Corner

## WOW! What an awesome Spring conference!

We had an amazing conference in Gatlinburg in April. Excellent speakers, exhibitors, and the ACMPE preconference was a huge success! We had 12 in attendance who participated in a mock exam. Participants know what the test will look like and exactly which domain to study. They were provided with their test scores and a list of study materials. Preparation is a key to success, and they are prepared!

## CONGRATULATIONS

### Applicant for Fellowship

Donna McCarty of Columbia TN

### Board Certified Applicants

Avery Raines of Knoxville, TN

Kevin Bridges of Knoxville, TN

## EXAMS

The LIVE online proctoring option has been extended to June 1!

You can register and sit for your exam in as little as 2 days' notice!

The ACMPE Board Certification examinations now reflect the new BOK framework.



DeAnna Brown, FACMPE  
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## SCHOLARSHIPS AND GRANTS

The ACMPE Scholarship Fund Inc. (SFI) is a program that supports individuals who, by virtue of experience, current position, and future career plans, demonstrate potential to contribute to MGMA's mission of transforming healthcare.

Scholarship applications for the 2021-2022 academic year are open March 1, 2021-May 21, 2021. For more information on the scholarships, please visit:

<https://www.mgma.com/career-pathways/career-advancement/career-resources/scholarships>

Grant applications, for CMPE's pursuing Fellowship, are open from March 1, 2021-May 21, 2021. Funds are awarded in August 2021. For more information on the grants, please visit:

<https://www.mgma.com/membership/get-involved/grants>

# ACMPE Corner (continued)

## ACMPE BOARD CERTIFICATION PREP COURSE

The course is designed to help healthcare professionals prepare for the ACMPE exams. This comprehensive course helps examinees identify content necessary to meet board certification standards, including financial management, regulatory compliance, organizational governance and departmental operations management and transformative healthcare delivery. To best prepare applicants for the examinations, topics are reviewed from the perspective of a variety of healthcare settings, including hospitals and ambulatory care settings.

Sessions 1 through 7 are self-study modules:

- Session 1: Overview
- Session 2: Operations Management Review
- Session 3: Financial Management Review
- Session 4: Human Resources Mg Review
- Session 5: Transformative Healthcare Delivery
- Session 6: Risk and Compliance Review
- Session 7: Organizational Governance Review
- Session 8: Board Certification Preparation: Live Question-and-Answer Session (Live sessions are scheduled for June 1, September 7, and December 7)

## What, When, Where, & Why

### What you need to become Certified.

- Be a member of National MGMA
- Submit for Board Certification and pay application fee.
- Have 2 years of healthcare experience
- Bachelor's Degree or 120 college credit hours
- Pass multiple choice exam
- Pass scenario-based exam
- Earn 50 hours of continuing education credits

### When can you test?

ACMPE exam registration is on-demand.

### Where to test!

ACMPE program participants can register and sit for their exams with as little as two days' notice any time of the year.

On-demand Testing FAQ attached to email and uploaded in member community. Over 500 Scantron testing location <https://www.scantron.com/site-closures-delays/>.

2021 registrants may select Live online-proctored format from the safety of your own home. To become board certified, you must register for and pass both the multiple choice and scenario-based exam requirement.

# ACMPE Corner (continued)

## Why you should become certified.

Find out why by visiting this link, <https://www.mgma.com/certification/board-certification>

## Need CEU Credits?

### CONTINUING EDUCATION

-As a reminder, MGMA national, state, and local LIVE webinars and events count towards the 12 MGMA LIVE required hours.

-Upcoming MGMA national LIVE events can be found by visiting the [events page](#). This includes upcoming live webinars.

- With the current pandemic, there a lot of questions on the live hours. These are not required to be face to face- just LIVE. Please encourage your state virtual conferences or webinars.

### LIVE WEBINARS

Did you know that you can use the MGMA Live webinars toward your CEU requirements? All the upcoming live webinars can be found on the MGMA Events page found here <https://www.mgma.com/events>. There are also a few new webinars that you can register for and attend every month!

## ACMPE ARTICLE ASSESSMENTS

Contribute to your ACMPE continuing education hours by taking an assessment with select MGMA Insights articles. Each assessment is worth one ACMPE credit hour. NEW insight articles are available on the [ACMPE Article Assessments page](#).

## Certificate Programs

ACMPE Certificates available in

- Financial Management
- Telehealth
- Payer Contracting
- Accounts Payable, Payroll, & Cash Flow Management
- Financial Reporting
- Revenue Cycle Management

Please visit our [ACMPE Certificates page](#) for more information:

## ACMPE Member Community

Subscribe to the ACMPE Member Community on the MGMA website for a source of great information including networking with colleagues, obtaining study advice, and general exam prep ideas!

Please visit our [ACMPE Certificates page](#) for more information.

**Reach for the gold standard in  
medical practice management**

Capture your industry's attention with access to ACMPE certificates, Board Certification and Fellowship.

# Looking Back to Look Forward

In the 1990's, Tennessee MGMA was the site of the first American College of Medical Practice Executives (ACMPE) tutorial. During this time, a 20-year anniversary meeting was held at Opryland Hotel in Nashville. Seven founding members were in attendance.

Special thanks to Hellen Reed Smith for providing these photos from the early 1990's!



*TMGMA leadership early 1990's*



*Hellen Reed Smith, Jim Scothorn and Mary Dance*



*Hellen Reed Smith, Martha Johnson, Donna McSpadden  
I'm sure there is a great story here!*



*Donna McSpadden and Tom Stearns*



*Memphis MGMA local chapter early 1990's*



*Ron German and TMGMA member*

# Legislative Update



The 112<sup>th</sup> General Assembly is winding down the current session. TMA has provided some highlights from this session:

**SB1397 | HB619**: would require health insurance companies to count any co-pay assistance program's share of a patient's cost of a drug towards the patient's deductible or maximum out of pocket expenses. TMA is one of the lead advocates in favor of passage of this bill.

Other bills which TMA is supporting include:

SB 884 would repeal the \$400 professional privilege tax.

SB 298 would fund an additional 100 medical residency slots in Tennessee.

**SB0671 | HB1080**: as originally drafted was opposed by TMA because it would have eliminated the requirement for physician assistants to formally collaborate with physicians. **The bill as amended preserves PA-physician collaboration and will merely create a semi-autonomous licensing board for physician assistants if the bill passes.** All rules regarding physician collaboration remain in effect and will continue to be overseen by the Medical Board.

**SB1568 | HB1355**: as amended would **eliminate the current prohibition in law of hospitals employing radiologists, emergency physicians, anesthesiologists and pathologists.** The Senate Commerce Committee heard brief testimony on the bill this week and then referred it to a summer study committee, meaning the measure is dead for 2021. TMA has actively opposed this bill.

Other bills harmful to medical practices killed by TMA for this year include:

SB 554/HB 449 would have required medical practices to post all physician reimbursement rates.

SB 176/HB 184 would have done away with APRNs having to collaborate with physicians (independent practice of medicine).

SB 838/HB 939 would have set reimbursement rate caps for physicians who treat state employees.

SB 1272/HB 878 would have exempted health sharing ministries from state insurance regulation even though they act like insurance and wait months to pay doctors, if they pay at all.



Just in case you missed the information blocking provisions of the Century Cures Act: The compliance date for the federal government's information blocking provisions of the 21st Century Cures Act final rule is currently set for April 5, 2021. This multifaceted regulation, released by the Office of the National Coordinator for Health Information Technology (ONC), generally prohibits physician practices from interfering with the access, exchange, and use of electronic health information. MGMA's **information blocking toolkit** outlines key provisions of the information blocking rule, summarizes the eight permitted exceptions to the rule, and provides actionable steps to help medical groups comply with the rule. Medical groups should also reference ONC's information blocking **FAQ** for the most up-to-date guidance

Visit the Government Advocacy page at [MGMA.com](http://MGMA.com) for the latest on Washington, Medicare, quality, HIT, and compliance! Get to know your current legislators: <https://www.capitol.tn.gov/legislators>



**Member question?** If you have any questions, feel free to email me. I do my best to find you an answer.

Misty Hickman, FACMPE, TMGMA Legislative Liaison

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**The Revenue Cycle Scorecard**  
**Tuesday, May 18th @ 12PM CDT**

[Register Now](#)

Keeping track of your organization's financial and operational goals can be challenging. What should be your strategic goals for improving your organization's performance? Join Michelle Souferian as she uncovers the top performance indicators that your organization should focus on in your own Revenue Cycle Scorecard.

**Making Kind & Honest Feedback a Team Habit**  
**Tuesday, June 8 @ 12PM CDT**

One of the primary barriers to effective leadership is lack of effective feedback to staff. The primary reason most leaders do not provide helpful feedback is because it feels uncomfortable. Giving feedback, especially criticism, is painfully difficult, but it is still your duty as a leader to give it. On the other hand, if you deliver the feedback in a harsh or overbearing way, it may do more damage than it helps. You owe it to people to help them improve and to help them improve at the earliest possible moment.

**Online Reviews & Google Profiles: Marketing & Reputation Management for Practice Administrators**  
**Tuesday, July 13 @ 12PM CDT**

Need to attract more patients & build your brand online? Come listen to experienced healthcare CEOs speak about the importance of online reviews & robust Google My Business (GMB) profiles. Attendees will walk away with action items that will help your practice dominate online searches for your practice and providers – making it easy for prospective patients to find your practice when searching for care in your area. Learn Search Engine Optimization (SEO) techniques for practice administrators that will help make your practice the clear choice among the competition.

## What healthcare IT companies must provide to support the future of primary care

*By Leah Jones, Allscripts Senior Vice President and General Manager*

The events of 2020, and the normalization of remote and COVID-safe care, have in some ways created innovations that sped up the adoption of telehealth and simplified care delivery. In many cases, clinicians still saw patients in person, and, naturally, this involved challenges. Primary care has especially been affected, and issues stemming back to before the pandemic are being exacerbated.

Average wait times to see a primary care physician continue trending upward, as only healthy patients can be seen in the physical office, and those who are sick or have symptoms must go to urgent care or be seen at curbside. Separate from COVID-19 is patients' growing expectations for on-demand care, reflecting their experiences of instant service and advice in other sectors of their lives.

Primary care physicians face increasing complications in meeting patient needs. As always, they have to cope with their own feelings of burnout, and often, this burnout is increased by disparate workflows and non-centralized patient information. More urgently when dealing with COVID-19, it's essential that physicians can easily *risk score* patients, alerting and prioritizing conditions in the EHR. They also must be able to determine which cases to prioritize for in-person visits, and which they could just as effectively handle remotely to help manage their daily workloads and ensure full focus on patients. Managing ongoing treatments and prescriptions—as well as tracking health trends in the local populations—is also critical to successful primary care delivery, even outside of pandemic circumstances.

It is these challenges and key functions that healthcare IT vendors must work to address with their primary care clients. We must ensure solutions are truly enabling practices to see more patients and providing efficient workflows while supporting the best quality of care. Beyond fundamental interoperability functions, the offers of optimal scheduling, integrated telehealth tools for easy virtual visits and systems that promote shorter wait times are increasingly critical.

As an example of optional scheduling, consider the following: A patient with a chronic condition like hypertension calls about an acute concern like pink eye, but hasn't actually seen a doctor about the chronic condition in two years. The EHR should identify all these characteristics for the physician and administrators. This facilitates appropriate schedule time to adequately address both issues and prioritize the patient appropriately. Continued use of optimal scheduling promotes maximized value-based care and effective, long-term health for the patient.

Primary care providers will especially need healthcare IT solutions that support things like practice optimization and virtual access as the pandemic continues to pose new challenges and at-risk patients are less likely to enter the physician's office. Fully integrated EHR, practice management and consumer engagement technologies, including those that alert patients for appointments, are also extremely valuable in prioritizing and scheduling patients for vaccines.

Overall, the key lies in facilitating interactions between patients and providers, utilizing everyday devices both parties feel comfortable using. Doing so helps patients actively engage with providers as needed, eases clinician burden and optimizes practice operations, most urgently in a time of crisis. Healthcare IT vendors must help primary care physicians close care gaps and continue treating all patient segments to ensure their health and success in value-based care models.

To help navigate these complex and uncertain times, Allscripts experts identified five key drivers of change that practices should be on the lookout for this year. [Download our Key Drivers of Change in 2021 eBook](#) to learn how Allscripts can help your practice succeed now and into the future.



# TMGMA FALL CONFERENCE Path to the Future

September 16-17, 2021  
Westin Chattanooga

*Save  
the Date*

**MGMA**<sup>®</sup>  
TENNESSEE