

# TMGMA ENEWS

JANUARY/FEBRUARY 2022



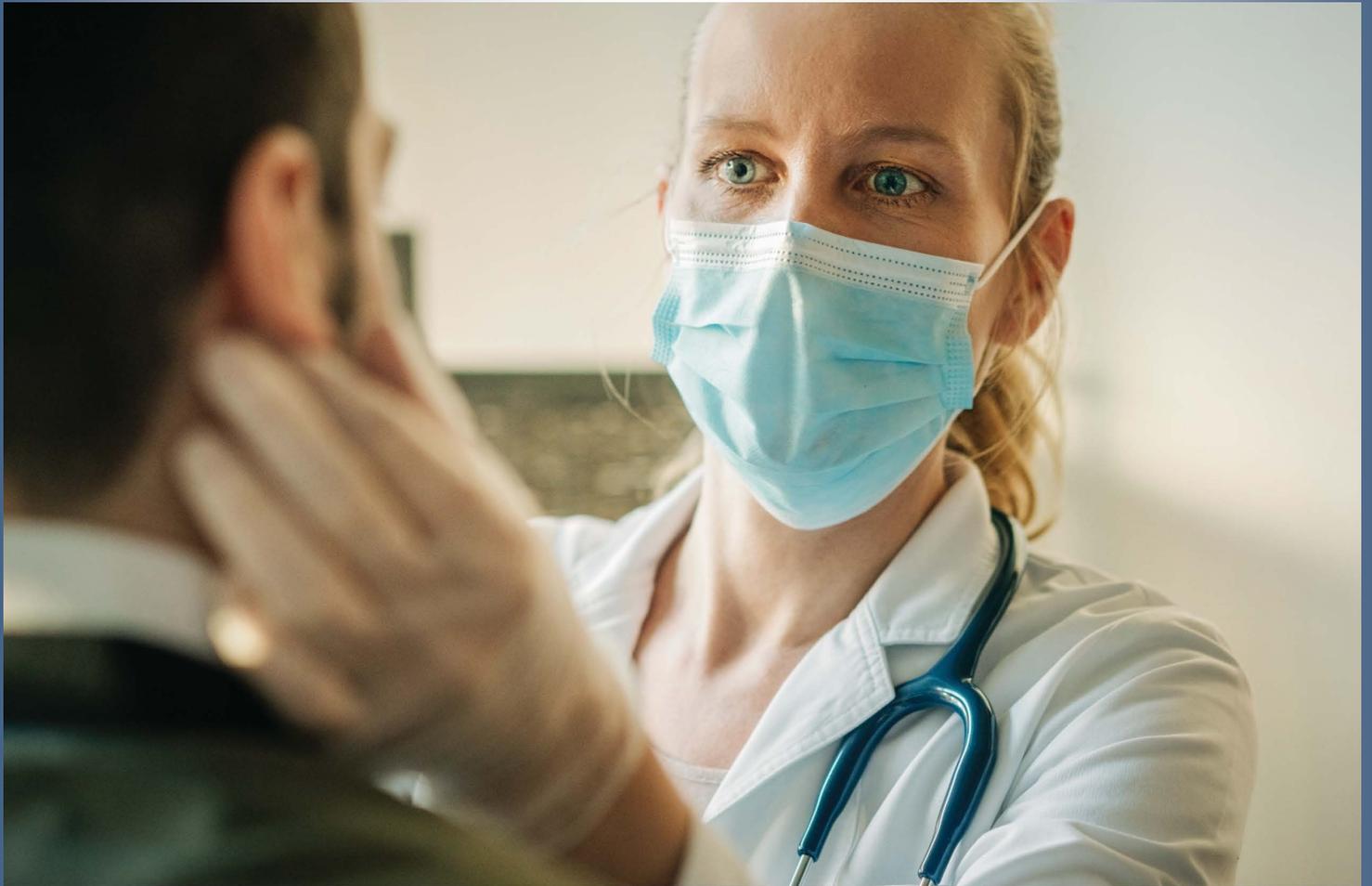
Happy New Year and welcome to 2022! On January 1, 2022, Tennessee experienced severe thunderstorms with heavy rain and several tornado watches and warnings. On January 2, 2022, Tennessee experienced rain, sleet, and snow. If this extreme weather pattern is any kind of predictor for 2022, the landscape for healthcare certainly can compare and appears to be rolling again with extreme challenges and opportunities.

Some challenges will include maintaining and increasing profit margins, cost containment, restoration of any diminished patient volumes and/or services, reimbursement and coding changes, staffing, especially, for clinical positions, continued movement to value-based care, next generation accounting, remote patient monitoring, and the addition of competitors like Amazon, Kroger, Dollar General, and Walgreens to the healthcare marketplace. Technology is one of the greatest potentials for driving change and for transforming opportunities within our medical practices. Data analytics, AI, predictive analytic tools, digital workers, machine learning, and blockchain technology are technologies that if you are not already familiar with and/or using, you will be soon. The introduction and availability of the 5G digital cellular network will further enhance the speed and rate that these and many other technologies are adopted for use. Some of your achievements and success will also be driven by your current and future business partners. So, choose wisely.

Although, each of our medical practices represent the business of healthcare in some capacity, each of our organizations have different corporate structures, financial goals, cultural environments, marketing plans, strategic objectives, etc. So, for 2022, do what counts for your medical practice. Assess, investigate, evaluate, and determine a path forward for what matters and makes sense for your medical practice's survival and strategic success in the ever-evolving healthcare marketplace. The pandemic, political and regulatory concerns, along with various other market conditions will continue to affect your medical practice's overall performance and outcome.

TMGMA's leadership team is planning and preparing for continued face-to-face conferences in 2022. Excitement and momentum are building as we plan to celebrate TMGMA's 50<sup>th</sup> Anniversary. We hope you will save the dates and make plans now to attend TMGMA's 50<sup>th</sup> Anniversary Celebration & Conference Celebrating the Past, Defining the Future on March 30 – April 1, 2022 at the Franklin Marriott Cool Springs. [Registration is open.](#) Keynote speakers for this event will be Tracy Spears, Robin Blanchard, Joe Mull, Rennin Curran, Colleen Schmitt, M.D., and Rob Ferre.

*Continued on page 3*



## We have your back, so you can move forward.

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When a problem occurs, you need a proactive partner that can navigate unforeseen challenges and help you solve the tough legal issues that come with practicing medicine. In our collaborative claims process, our in-house attorneys and our roster of local defense attorneys help you – our valued members – to be ready for what lies ahead.

Move forward with us at  
[www.svmic.com](http://www.svmic.com)





Remember dues renewals were due on January 1, 2022. We appreciate your continued commitment to and participation with TMGMA. As always, for the most current and up to date information regarding upcoming events and activities, visit [TMGMA.com](http://TMGMA.com).

May this New Year bless you with much happiness, health, hope, peace, success, and love. Mother Teresa said, "Life is an opportunity, benefit from it. Life is beauty, admire it. Life is a dream, realize it." Abraham Lincoln said, "The best way to predict the future is to create it". What will your story be for 2022?

On behalf of TMGMA, best wishes for a safe, productive, creative, and prosperous year in 2022.

Cheryll B. Doss

President , Tennessee MGMA

[cdoss@nashvilleoncology.com](mailto:cdoss@nashvilleoncology.com)

The advertisement features the Datadive logo in the top left. The main text reads 'YOUR GATEWAY TO THE UNKNOWN.' in large, bold, white letters. Below this, it says 'Compensation and Production Survey' and 'Survey open through February 11, 2022.' The background is a photograph of a rocket launch tower at dusk. In the bottom right corner, the MGMA logo is visible. At the bottom left, there is a small copyright notice: '© 2022 MGMA. All rights reserved. Exploration Included.'

The **2022 Tennessee MGMA State Salary Survey** is now open! By participating in this survey, you're contributing to gold-standard benchmark data and helping produce more Tennessee-specific benchmarking data.

To start, make sure you have a National MGMA account, so your hard work can be tied to you. Don't have an account? No problem, create one for free at [mgma.com](http://mgma.com). National membership is not required.

Review survey participation resources to help you get started: [mgma.com/state-survey](http://mgma.com/state-survey). Access the survey by logging in [here](#). **Complete and submit by the Feb. 11<sup>th</sup> deadline.**



*2022 Spring Conference & 50th Anniversary Celebration*

*March 30 - April 1, 2022*

*Franklin Marriott Cool Spring, Franklin, TN*

## **SPRING CONFERENCE SPEAKER SPOTLIGHT ON**

### ***RENNIE CURRAN***



Rennie Curran is a former professional athlete who currently serves as an active Keynote Speaker, Author, and the CEO of Game Changer Coaching. Recently Inducted into the Gwinnett County Sports Hall of Fame and the Georgia Hall of Fame, he uses his platform to inspire business professionals to reach their full potential. His experiences of overcoming many circumstances to reach his childhood dream of becoming a 3-time All American, Butkus Award Finalist, permanent team Captain, a 3rd round draft pick in the 2010 NFL Draft (Tennessee Titans) and transitioning into becoming a successful entrepreneur has given him a unique perspective on what it takes to handle adversity and maximize opportunities while having a positive impact on others. Rennie obtained a Bachelor of Business Administration from University of Georgia's Terry College of Business and a certification in personal development coaching from the Life Purpose Institute. He has been featured in The New York Times, USA Today, Fox Sports, ESPN College GameDay, The Huffington Post, and more.

Rennie is just one of our keynote speakers presenting at our spring conference. I hope you plan to join us March 30—April 1 in Franklin and bring a few colleagues or mentee with you. Click [HERE](#) to register! If there any barriers to you or your organization attending the 2022 conference please reach out to any member of our Executive Council and we will do our best to assist you in being able to attend.

# ACMPE Corner



Karen Bowman, FACMPE CPC CPMA  
kbowman@giassociatescleveland.com

With your help, we can make 2022 a phenomenal year for TMGMA and ACMPE

As we begin 2022, I'm sure a lot of you have made New Year's Resolutions. I normally don't make them, as I can never keep them. However, I am committed to making goals for this year. These are things I feel I can achieve and not be disappointed. I call them baby step goals. For instance, for the next two days, I will commit 15 minutes a day to reading. Once that goal is met, I will have another goal of reading for the next three days for 15 minutes. These are goals that are easy to achieve, and I will feel better because I have achieved a goal.

Board Certification and Fellowship are very important goals that many of you have chosen to pursue. Tennessee had twelve apply for Board Certification in 2021 and two apply for Fellowship. Those are wonderful numbers. I certainly hope these individuals reach their goal in 2022. I am here to help you.

Over the past few weeks, I have reached out to several individuals who are working toward Certification or Fellowship. I appreciate your hard work as many of you have a plan so you can achieve this; either working with a mentor, working with a colleague or allowing me to forward ACMPE materials to you.

The **TMGMA Past President's Scholarship** provides an individual who has gained Certification or Fellowship within the past 12 months, the ability to attend a TMGMA conference at no cost. That is a wonderful incentive to pursue either Certification or Fellowship. Let me help you start your ACMPE journey today! Our Spring Conference is just around the corner, and you do not want to miss it, as it is our 50<sup>th</sup> Anniversary and will be a fantastic conference. So go ahead and achieve this goal so you can attend the conference for free.

## ACMPE Corner (continued)

I would also like to express my appreciation to the **Cleveland Chapter** as they have elected to provide up to five scholarships to cover the application cost (\$250) of either Board Certification or Fellowship for members of their local chapter. This chapter would very much like to support the managers who support them and felt this was a great option to do so.

I would like to encourage other local chapters to offer scholarship(s) to their members if funds allow it. This will be a great investment in your members.

TMGMA would like to recognize the chapter with the most movement in ACMPE at our Spring Conference. Who doesn't like some friendly competition.

### **2021 CMPE AND FELLOW**

Congratulations to Ginger Johnson, CMPE who received her certification in 2021 and to Brent Pendergast, PT, MBA, FACMPE who achieved Fellowship. Tennessee MGMA is very proud and happy for you both.

### **CONTINUING EDUCATION AND VOLUNTEER HOURS CYCLE EXTENSION**

As most of you have seen by now, the ACMPE Certification Commission has elected to extend the 2019-2021 Continuing Education and Volunteer Hours deadline to March 31, 2022. This is due to the many challenges with COVID-19 and many educational events have been cancelled or postponed. This is great news for those who have faced these issues.

All Fellows, alongside the 50 hours of continuing education, are required to meet six hours of volunteer hours in the same three-year cycle. This has also been extended to March 31, 2022.

For those who have completed this cycle's requirements, your new cycle will begin as normal on January 1, 2022 and end December 31, 2024. Once you meet the requirements for recertification, you do not need to pay a fee and you do not need to notify MGMA. You will automatically be enrolled into the new three-year

## ACMPE Corner (continued)

cycle after the current cycle has closed. If the extension is used and hours are completed after December 31, 2021, your new cycle will be from April 2, 2022-December 31, 2024. Please make sure you complete these to maintain your credentials. For Fellows, you are required to earn six volunteer hours, of which three hours must be related to healthcare.

As a reminder, the 12 MGMA LIVE hours, includes live webinars, live seminars, digital conferences, and face to face events, from MGMA National, State, and Local. For MGMA National events that will count towards the LIVE hours, please visit our [MGMA events page](#).

### **Reporting ACMPE Credit from state educational programs?**

For an activity to meet the criteria for ACMPE Continuing Education Credit Hours, it must:

- Be relevant to the Body of Knowledge for Medical Practice Management
- Be delivered in a structured learning environment
- Have an element of interactivity
- No certificate needed for you to log it within your ACMPE tracking

### **ACMPE BOARD CERTIFICATION PREPARATION COURSE**

Registration includes seven self-study session modules; and one quarterly live question and answer session that is also available as a recording in-between; and one exam that allows you to claim continuing education credit. You must attend all sessions to claim ACMPE and CEU credit.

The ACMPE Board Certification Preparation 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

## ACMPE Corner (continued)

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 Management 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 held quarterly or recorded between live sessions at 1:00-1:30 PM ET (12 PM CT)

### **HOW DO I 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 hours of college education
- Pass Multiple Choice Exam
- Pass Scenario-Based Exam
- Earn 50 hours of continuing education credits

You can test from the comfort of your own home or office. ACMPE exam registration is on-demand. ACMPE program participants can register and sit for their exams with two days' notice any time during the year.

# ACMPE Corner (continued)

## CERTIFICATE PROGRAMS

ACMPE also has Certificates available in the following:

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

Please join ACMPE January 25-26 for a three-part, six-hour experience that offers a comprehensive approach to address your challenges and an optional complimentary 1:1 post-seminar appointment with presenters.

Gathering payer agreements and developing a strategy to negotiate can be daunting. Register for the **Certificate Program: Payer Contracting** to gain the skills you need to create better outcomes for your practice.

Completion of this program is exclusively eligible for the Payer contracting Certificate through ACMPE.

## MGMA VOLUNTEER PORTAL

MGMA currently has many open volunteer opportunities, including ACMPE committees. All volunteer opportunities can be found once signed in [here](#).

In addition, MGMA is revamping their volunteer recognition program. They will be rolling out the MGMA Dollars program where you can earn \$1 per 1 hour of volunteering to redeem certain MGMA materials or conference registration. All MGMA volunteers can redeem up to 50 MGMA Dollars per year. Please watch for the instructions on this.

[If you have questions about ACMPE, please let me know.](#)

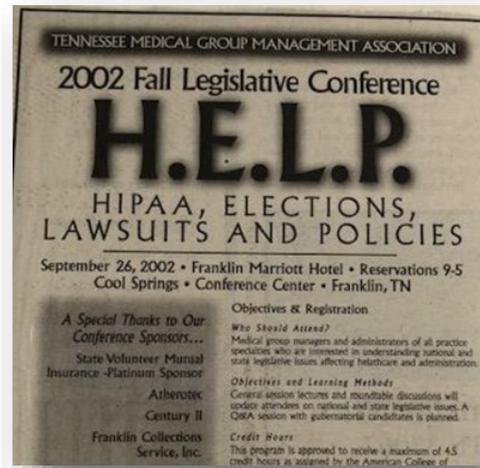
*Karen* - [kbowman@giassociatesofcleveland.com](mailto:kbowman@giassociatesofcleveland.com)

# LOOKING BACK LOOKING FORWARD

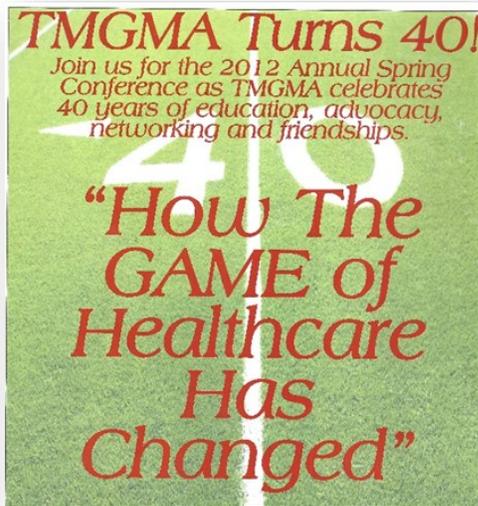
# MGMA<sup>®</sup>

TENNESSEE

## FLASHBACK - TMGMA TURNS 30!



## FLASHBACK - TMGMA TURNS 40!



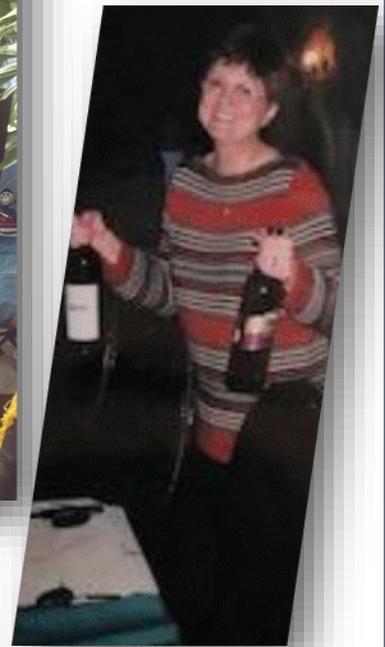
**JOIN US TO CELEBRATE TMGMA TURNING 50!**

# LOOKING BACK LOOKING FORWARD

# MGMA<sup>®</sup>

TENNESSEE

It's not **ALL** fun and games, but it is **FUN**



# LOOKING BACK LOOKING FORWARD

# MGMA<sup>®</sup>

TENNESSEE

And we do have **GAMES**



## #TMGMAcelebrates50

The excitement is building with TMGMA celebrating a 50<sup>th</sup> anniversary. We have been sharing photos and memorabilia via our Facebook page, so if you aren't following us click this link

<https://www.facebook.com/TennMGMA/posts/1525146704319697>

and



us!



# LOOKING BACK LOOKING FORWARD

## MGMA<sup>®</sup> TENNESSEE

The Martha Johnson Distinguished Service Award was first presented in 2009. The following is a list of distinguished executives who have been awarded this prestigious award.



**Martha Johnson,  
FACMPE**



**Tom Stearns, FACMPE  
2010**



Mary Royer, FACMPE was presented with the 2011 Martha Johnson Distinguished Service Award. Participating in the presentation were Steve Dickens, FACMPE and Dr. Rand Frederiksen, MD

**Mary Royer, FACMPE  
2011**

# LOOKING BACK LOOKING FORWARD

# MGMA<sup>®</sup>

TENNESSEE



**David Bowman**  
2012



**TERESA BEASLEY**  
2013



**Ron German, FACMPE**  
2014



**Stephen Dickens, JD,**  
**FACMPE 2015**

# LOOKING BACK LOOKING FORWARD

**MGMA**<sup>®</sup>  
TENNESSEE



**Deborah Hudson  
FACMPE 2016**



**Suzy Richardson,  
FACMPE 2017**



**Donna McSpadden,  
FACMPE 2018**



**Deborah Parker Pratt,  
FACMPE 2019**

# Legislative Update

2022 is gearing up to be a wild legislative year. MGMA and TMA have scheduled their kick-off calls this month and I will have more information to come!

You have several avenues to keep up with all things legislative. MGMA provides an advocacy center for members; however, non-members can sign up for the Washington Connection weekly newsletter or access the information on the [tmgma.com](http://tmgma.com) website under the "News" tab. TMA provides newsletters, social media feeds, and an advocacy center. Many other organizations exist based on federal versus state, large group versus small group, and so much more! If you need help identifying resources that are best for you please contact me.



Misty Hickman, FACMPE  
TMGMA Legislative Liaison  
[misty.hickman@galenmedical.com](mailto:misty.hickman@galenmedical.com)

*TMGMA works closely with both MGMA and TMA Government Affairs staff to provide our members with the latest legislative & regulatory information. For more information on how you can get involved or questions on any legis-*

*lative issue, contact [Misty Hickman, FACMPE](mailto:misty.hickman@galenmedical.com).*



TMGMA's Listserv has covered topics from office celebrations to telehealth to tattoos!

TMGMA Active members have access to our Listserv. If you would like to change the way you receive messages, visit our page at <https://tmgma.topicbox.com/groups/tmgma> and select "Delivery Options" to update your preferences.

To send a message to everyone in the group, use the email: [tmgma@tmgma.topicbox.com](mailto:tmgma@tmgma.topicbox.com). You'll receive a copy in your email or you can view it online at <https://tmgma.topicbox.com/groups/tmgma>.

Participating in the Listserv is easy! Email your question to [tmgma@tmgma.topicbox.com](mailto:tmgma@tmgma.topicbox.com) and begin interacting with your TMGMA member community today!

# 2022 Legislative Priorities

## SCOPE OF PRACTICE

TMA, as part of the Coalition for Collaborative Care (CCC), is leading efforts to preserve Tennessee physicians' ability to supervise patient care and oppose unsafe scope of practice expansion by mid-level healthcare providers. TMA joined this coalition of medical specialty societies and other healthcare organizations to promote physician-led team-based healthcare delivery teams as the best model for patient safety and quality of care. Because of our leadership, advanced practice nurses and physician assistants have not succeeded in changing state laws to achieve independent practice in Tennessee, and TMA remains steadfast in advocating for policies that improve and strengthen interprofessional relationships, not weaken them.

## TELEHEALTH

TMA led a 2020 effort during a special session of the Tennessee General Assembly to ensure telehealth services are reimbursed at the same rates as in-office visits. The bill passed, but has a sunset date of April 1, 2022. The COVID-19 pandemic has demonstrated the extraordinary utility of telehealth in increasing access to care. Patients expect providers to offer these services in the future, but without payment parity it will not be economically feasible. Medical providers cannot be expected to cover the cost of providing telehealth at a reduced rate of pay. This year, TMA, alongside our partners, will advocate for the removal of the sunset. We will also seek allowances for audio-only telehealth in circumstances where patients are unable to access audio-video technology.

## COVID-19 SPECIAL SESSION CLEANUP

TMA will be working on a cleanup bill with the Tennessee General Assembly to make it clear

that physician practices enrolled in Medicare and/or TennCare are exempt from the law that was recently passed prohibiting businesses from mandating verification of a covid vaccine or face covering. Vaccine mandates imposed at the federal level have the potential to place medical providers in a conflicting position between state and federal laws. Although TMA worked to have health providers exempted from the final version of legislation, the language provided to the sponsors was changed during an early-morning hours debate and drafted incorrectly. The intent, however, is clear: medical practices are exempt. TMA will work to amend the statute to more accurately reflect the exemption.

## BALANCE BILLING

TMA leads a coalition of physician specialty organizations in protecting physicians' ability to negotiate a fair reimbursement when providing out of network care. Our bill would only require patients to pay according to their in-network responsibility if they receive a surprise medical bill, and would allow out-of-network physicians to pursue fair payment from health insurance companies through an independent arbitration process if the initial payment was unsatisfactory. The bill is based on a successful model used in Georgia. It would incentivize health insurance companies to offer fair, in-network initial payments to out-of-network hospital-based physicians.



The background of the entire graphic is a dark field filled with numerous gold and silver stars of various sizes. The central text is rendered in a metallic gold color with a slight gradient and shadow effect.

50  
1972-2022  
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ANNIVERSARY

MGMA®  
TENNESSEE

*50th Anniversary Celebration & Conference*

*Celebrating the Past,  
Defining the Future*

*March 30 – April 1, 2022*

*Franklin Marriott Cool Springs*

# TENNESSEE MGMA SPRING CONFERENCE & 50<sup>th</sup> ANNIVERSARY CELEBRATION

March 30 - April 1, 2022 • Franklin Marriott Cool Springs, Franklin, TN

## Conference Agenda

### *Wednesday, March 30<sup>th</sup>*

- 8:00-5:00pm Registration Open for Attendees and Vendors
- 8:30-11:30am Workshops (Pre-registration and Fee Required):
- ACMPE Prep Course & Mock Exam Workshop – Karen Bowman & Cristian Lieneck
  - Independence Day: How to Keep Your Practice Independent and Thriving – Charles Lathram
  - Building a High Performance Culture – Matt Griswold & Don Harkey
- 11:30-12:30pm Networking Lunch
- 12:30-1:45pm Opening General Session: Level-Up Your Performance and Lead – Tracy Spears
- 1:45-2:30pm Networking Break with Exhibitors
- 2:30-3:30pm General Session: How a Servant Leader Motivates – Robin Blanchard
- 3:30-5:00pm Breakout Sessions by Specialties
- 5:00-6:30pm Networking Reception

### *Thursday, March 31<sup>st</sup>*

- 7:30-8:30am Breakfast with Exhibitors
- 7:30-8:30am First Time Attendee Breakfast
- 8:30-9:30am General Session: The Commitment Competency – Joe Mull
- 9:45-10:45am Breakout Sessions:
- The Commitment Competency Q&A – Joe Mull
  - Delivery of Healthcare in a World of Consumerism – John Leslie, MD
- 10:45-11:30am Networking Break with Exhibitors
- 11:30-12:30pm Breakout Sessions:
- Are you okay? Addressing Employee Mental Health – Gretchen Napier
  - Healthcare Employment Law Update: There's Always Another Layer – Ian Hennessey
  - Hitting the Three Targets of a Top Medical Practice - Maddox Casey
- 12:30-1:30pm Lunch with Exhibitors
- 1:30-2:00pm Tennessee MGMA Lunch Presentation
- 2:00-3:00pm Breakout Sessions:
- Cultures of Accountability – Matt Griswold
  - Healthcare Regulatory Enforcement Update: From Civil Fines to Prison Time – Patti Cotten
- 3:00-3:45pm Dessert Break with Exhibitors
- 3:45-5:00pm General Session: Lead to Win – Rennie Curran
- 6:00-9:30pm Reception, Dinner and 50<sup>th</sup> Anniversary Celebration Party  
Featuring DJ Rob Ferre

### *Friday, April 1<sup>st</sup>*

- 7:30-8:30am Breakfast with Exhibitors
- 8:30-9:45am General Session: Collaboration is Key for the Future Success of Healthcare – Colleen Schmitt, MD
- 9:45-10:15am Networking Break with Exhibitors
- 10:15-11:30am General Session: Be the First One on the Dance Floor: How to Create a Movement - Rob Ferre

## WORKSHOPS



**Karen Bowman,**  
FACMPE, CPC



**Cristian Lieneck, PhD,**  
FACMPE, FACH



**Charles Lathram, III,**  
CMPE



**Matt Griswold**



**Don Harkey**

### **ACMPE Prep Course & Mock Exam Workshop**

**Karen Bowman, FACMPE, CPC &  
Cristian Lieneck, PhD, FACMPE, FACHE**

This session will review CMPE/FACMPE eligibility criteria, timelines, fees and preparation/best-practice study tips for the Certified Medical Practice Executive (CMPE) exam. Participants will then take a full multiple-choice and scenario-based mock exam to serve as an initial benchmark for an individual, self-scored, knowledge-level assessment.

### **Independence Day: How to Keep Your Practice Independent and Thrive**

**Charles Lathram, III, CMPE**

Can physician practices stay independent and profitable in an increasingly challenging environment? Maintaining independence as a physician practice is beneficial in many ways, however, it does come with some potential drawbacks. If you are properly prepared and surround

yourself with a team that can help you navigate the business, administrative, compliance, and legal needs of your practice, then staying independent should offer more benefits than consequences. Join us for this interactive workshop to explore potential problems and proven solutions.

### **Building a High Performance Culture**

**Matt Griswold & Don Harkey**

Why is culture so important and how does it impact an organization's performance? This workshop will discuss the positive impact of a high-performance culture and introduce ways that leaders can drive this culture throughout the organization. Learn how a high-performance culture influences employee engagement, motivation, and morale. Identify strategies to influence culture not by focusing on culture, but by focusing on systems that influence culture.



**50**  
1972-2022  
ANNIVERSARY  
**MGMA**  
TENNESSEE

*Thursday, March 31st  
6:00-9:30pm  
Reception, Dinner &  
50th Anniversary  
Celebration Party  
Featuring  
DJ Rob Ferre*

## GENERAL SESSIONS



### **Level-Up Your Performance and Lead** **Tracy Spears**

Developing an effective leadership skill set is usually on the list for leaders at all levels. One of the most important steps in this process is understanding the behaviors and habits one will need to give up to be a successful leader. In this interactive session, Tracy lays out the seven things all exceptional leaders must quit doing to increase their influence and success. Through real life examples and humorous storytelling, participants will be invited to identify areas where they need to level-up their performance to be a more effective leader. Attendees will leave the session with a clearer understanding of why and how they can improve their leadership.



### **How a Servant Leader Motivates** **Robin Blanchard**

Are you interested in learning more about servant leadership? What is it, how to practice it, and how well it works? Then come and listen to Robin Blanchard, a national presenter on servant leadership. She will use her contagious energy to share with you how a servant leader motivates others. Her *three truths a servant leader should live by* will help you be the leader you strive to be, get results, and support others with their growth. Robin keeps her audiences engaged with stories, videos, and thought-provoking questions. She will share tips on how to align words with actions to ensure people feel valued and prepared, as well as how you as a leader ensure your own resilience. Whether you are a leader or aspire to be one, this session is for you!



### **The Commitment Competency** **Joe Mull, M.Ed, CSP**

What happens in the workplace when everyone is committed? Effort, teamwork, innovation, and more. But commitment can't be bought. It must be earned. The most engaged and inspired employees don't get that way by chance. Their commitment is triggered by a unique set of conditions in the workplace. These conditions can only be created and sustained by direct supervisors. The Commitment Competency dives into the knowledge, skills, and beliefs bosses must deploy to spark employees to give their all. Drawing on fresh research in employee engagement and

workplace psychology, this dynamic presentation teaches leaders how to #bossbetter and get people firing on all cylinders.



### **Winning Leadership** **Rennie Curran**

Learning how to effectively overcome adversity is one of the most important life skills for leaders. Being equipped with the tools and tactics to handle the challenges that come your way not only prepare you to lead others, but ultimately sets you up to win in the game of sports, business, and life! Rennie will energize you and help you develop the right perspective and understand that success is waiting on the other side of obstacles.



### **Collaboration is Key for** **the Future Success of Healthcare** **Colleen Schmitt, MD**

As the landscape of healthcare rapidly and geometrically shifts, effective collaboration to achieve value is increasingly important. This session will focus broadly on collaboration opportunities for practices, including those that are intramural, interdisciplinary, and cross non-traditional lines to include payers. Administrators and physician leadership considering expansion of the horizon for success to include and even embrace opportunities like these will help ensure successful navigation through this landscape.



### **Be the First One on the Dance Floor:** **How to Create a Movement** **Rob Ferre**

Rob presents an interactive keynote that is entertaining, educational, and engaging. Participants will deep dive into the three core principles of creating a movement through initiative, guidance, and ownership of your organization.

**MGMA**  
TENNESSEE

# BREAKOUT SESSIONS



**Joe Mull, M.Ed,  
CSP**



**John Leslie, MD**



**Gretchen Napier,  
MSHA, SHRM-  
SCP, CMC**



**Ian Hennessey**



**Maddox Casey,  
CPA**



**Matt Griswold**



**Patti Cotten**

## Specialty Breakout Sessions

Join practice managers and administrators from your specialty to problem solve, share ideas, exchange information and network. Specialties will include multi-specialty, orthopedics, surgical, primary care/pediatrics, and OB/GYN.

### The Commitment Competency Q&A

#### Joe Mull, M.Ed, CSP

Immediately following Joe's keynote session, he will join attendees for a Q&A session.

### Delivery of Healthcare in a World of Consumerism

#### John Leslie, MD

We will explore the evolving relationship between healthcare providers and their patients in today's marketplace. The challenge of new pathways to care, technology, and information sources will be considered. We will also discuss how valued based care is integral to the future of reimbursement and healthcare delivery.

### Are You Okay? Addressing Employee Mental Health

#### Gretchen Napier, MSHA, SHRM-SCP, CMC

The pandemic has wreaked havoc on our mental health. Most medical practices just had to keep going despite staffing shortages, homeschooling children, spouses working from home, concern for vulnerable family members and the stress of all the unknowns. At the same time, professional athletes like Naomi Osaka, Michael Phelps and Simone Biles brought to the forefront how important it is to take care of their mental health. Many practice executives, especially Gen Xers like me, came up with a "put on your game face" and "tough it out" mentality and are struggling to meet the needs of their patients and the practice while also addressing the mental health needs of their employees. In this session, we will focus on concrete strategies Practice Executives can implement to make an immediate impact.

### Healthcare Employment Law Update: There's Always Another Layer – Ian Hennessey

TMGMA members already know it: there's "regular" employment law and regulations, and then there's "healthcare" employment law and regulations. The changes never seem to stop. In this session, experienced healthcare employment law

attorney Ian P. Hennessey will provide a timely update on the latest in healthcare employment law and regulations from both the federal and state level. Attendees will come away from this session with an understanding of the latest legal and regulatory updates, "hotspots" in today's enforcement environment, and practical tips to navigate through the current season of change.

### Hitting the Three Targets of a Top Medical Practice

#### Maddox Casey, CPA

There are many issues beyond your control, but if you can improve your operational efficiency, increase your production capacity, and gain more clinical effectiveness, you will have a top performing medical practice. This presentation will give you the tools to address all three areas.

### Cultures of Accountability – Matt Griswold

The "A" word. One of the most common difficulties in organizations is keeping people accountable and aligned. In this session we will unpack the negative connotation associated with accountability and discuss best practices to create that alignment and accountability necessary for organizations.

### Healthcare Regulatory Enforcement Update: From Civil Fines to Prison Time – Patti Cotten

In this session, experienced healthcare regulatory attorney Patti T. Cotten will provide an update on healthcare regulatory compliance and government enforcement activities under the False Claims Act, Anti-Kickback Statute, the Stark Law, Healthcare Fraud Act, and what may lie ahead with respect to the various COVID-19 relief programs made available to healthcare practices. Attendees will come away from this session with an updated perspective on the current healthcare regulatory enforcement, as well as practical insights on how best to prepare and (hopefully) prevent common issues for your practice.

## SPEAKER BIOS

**Karen Bowin** an, **FACMPE, CPC, CPMA** has been the practice administrator with Gastrointestinal Associates of Cleveland for 18 years. She is a Fellow with the American College of Medical Practice Executives, as well as a Certified Professional Coder and a Certified Professional Medical Auditor. Karen is a Past President of Tennessee MGMA and currently serves as the ACMPE Forum Rep. She is currently serving on the ACMPE Certification Commission with MGMA and is a past MGMA State Liaison. Karen is the President-Elect with Cleveland MGMA and is an adjunct faculty member with South College, teaching medical insurance and coding.

**Robin Blanchard**, a Consulting Partner for The Ken Blanchard Companies®, creates a dynamic and captivating training environment that provides a foundation for participants to successfully collaborate and lead at a higher level in the workplace. She inspires dients to actively listen and use their communication skills to improve their performance on the job. An accomplished leader, Robin recently retired as a Colonel in United States Army National Guard. She was the first female to command a brigade in the State of Washington, spending the last ten years of her military career in command roles.

**D. Maddox Casey, CPA** is a member of Warren Averett and the practice leader for the firm's Healthcare Division. His team serves over 650 physician dients across the Southeast. Maddox helps physicians increase and maintain profitability in the turbulent times of healthcare regulations. Maddox is a frequent speaker for medical organizations across the country.

**Patti Cotten** has practiced law as a shareholder at London Amburn since 1994. She co-chairs the firm's Healthcare Compliance and Regulatory Matters practice and helps lead comprehensive responses to audit and enforcement actions. Ms. Cotten assists with analyzing and investigating potential and actual compliance issues. She reviews and structures healthcare business arrangements with analysis of the federal healthcare laws and regulations, including the Stark Law, the Anti-Kickback Statute, and the False Claims Act, as well as Tennessee laws, regulations, and rules. A native of Knoxville, Ms. Cotten graduated from the University of Tennessee with a Bachelor of Science in Communications and received her law degree from the University of Tennessee College of Law.

**Rennie Curran** is a former professional athlete who currently serves as an active Keynote Speaker, Author, and the CEO of Game Changer Coaching. Recently Inducted into the Gwinnett County Sports Hall of Fame and the Georgia Hall of Fame, he uses his platform to inspire business professionals to reach their full potential. His experiences of overcoming many circumstances to reach his childhood dream of becoming a 3-time All American, Butkus Award Finalist, permanent team Captain, a 3rd round draft pick in the 2010 NFL Draft (Tennessee Titans) and transitioning into becoming a successful entrepreneur has given him a unique

perspective on what it takes to handle adversity and maximize opportunities while having a positive impact on others. Rennie obtained a Bachelor of Business Administration from University of Georgia's Terry College of Business and a certification in personal development coaching from the Life Purpose Institute. He has been featured in The New York Times, USA Today, Fox Sports, ESPN College GameDay, The Huffington Post, and much more.

**Don Harkey** holds a B.S. in Chemical Engineering from the University of Nebraska-Lincoln and spent 10 years working for Fortune 500 companies where he developed his skills helping people to improve processes. Looking to leave life inside a large corporation, he jumped into the world of business consulting in 2005. People Centric partners with organizations to implement strategic and tactical processes that create high performance cultures. Harkey has worked with a variety of organizations successfully implementing systems that improve employee engagement and profitability. Don is also a Certified Coach for The Great Game of Business™. He is a much sought-after professional speaker based on his practical advice delivered with high energy and humor.

**Rob Ferre** is an entertainer, speaker, game show host and Master of Ceremonies from Salt Lake City, Utah. He is an expert in gamification, initiative leadership, business relationships and interactive entertainment! Rob founded his company Life of the Party Entertainment in 2007 after spending 3 years in the family entertainment capital of the world, Orlando Florida. Where he worked for Disney, Universal and Nickelodeon. He has presented and entertained for business professionals throughout the country. Rob is the currently serving on the boards for the Utah Chapter for American Disc Jockey Association and the Mountain West Chapter of the National Speakers Association.

**Matt Griswold** is an Engagement Specialist at People Centric Consulting Group where he has spent the last five years helping organizations and leaders reach the goals they have set for themselves. Prior to People Centric, Matt spent 15 years as a facilitator at JP Morgan Chase. Matt's goal is to help you achieve greatness at a higher level. His best advice is this, "Everyone is a leader, lead them well."

**Ian Hennessey** has been an integral part of London Amburn's healthcare business, regulatory, employment, and mergers and acquisitions teams for over a decade. He currently provides counsel on healthcare business and regulatory matters to most of the top physician groups in the metropolitan Knoxville area, the Tri-Cities area, and to many others across Tennessee and Georgia. His practice also includes cybersecurity, regulatory defense, healthcare employment law, HIPAA compliance matters and HIPAA-related planning for medical practices. A native of Cincinnati, Ohio, Mr. Hennessey graduated from Vanderbilt University with a Bachelor of Science in History and Political Science and received his law degree from the University of Tennessee College of Law.

**Charles "Charlie" Lathram, III, CMPE, CCP** is the Chief Administrative Officer for Galen Medical Group in Chattanooga, TN. He is an advocate for building relationships with everyone from physicians, nurses, healthcare staff to his administrative team and within the local community and their leaders. He has served as President of Alabama MGMA and is the current President Elect of Tennessee MGMA and President of Chattanooga MGMA. He has been a national and regional speaker on automation in healthcare and has several published articles on the subject. Charlie is Certified Medical Practice Executive through the American College of Medical Practice Executives.

**John Leslie, MD** joined Cigna after practicing family medicine in rural communities for more than 16 years. His extensive experience includes a broad spectrum which included pediatrics, internal medicine, obstetrics, and inpatient care. His current role as the Medical Market Executive allows him to focus on improving the quality of medical care in the area as well as partnering with healthcare providers in a variety of ways. He works intimately with physician groups and healthcare organizations in value based collaborations and serves as the clinical lead for client relationships in the Tri-South region. Dr. Leslie has an undergraduate degree in zoology from the University of Arkansas. His medical doctorate was obtained from the University of Arkansas for Medical Sciences in Little Rock, Arkansas. He has practiced in both Tennessee and Arkansas.

**Cristian H. Lieneck, PhD, FACMPE, FACHE** has over 10 years of experience in the field of healthcare administration with a focus in medical group practice management. Dr. Lieneck has since held healthcare leadership positions in organizations such as the Community Living Assistance Support Services program for the Texas Medicaid-Waiver Program, Austin Radiological Association, as well as serving as the medical group practice administrator of an Austin-based psychiatry and pain medicine physician group practice. Dr. Lieneck is an Associate Professor at Texas State University School of Health Administration. He serves as the ACMPE Forum Representation for Texas MGMA.

**Joe Mull, M. Ed, CSP** speaks and writes on cultivating commitment in the workplace. His company works with organizations in more than 20 states to help their leaders become better bosses and build

stronger teams. Joe is the former head of Learning & Development for Physician Services at the University of Pittsburgh Medical Center where he directed learning strategy and implementation for one of the largest physician groups in the U.S. Joe holds a Master's degree from Ohio University and is a Professional member of the National Speakers Association.

**Gretchen Napier** is a Medical Practice Specialist at SVMIC. She is certified with the Society for Human Resource Management as a Senior Certified Professional, Care Management Certified by the National Association of Certified Care Managers (NACCM), a Fellow of the Leadership Academy of the Aging Life Care Association (ALCA), and a member of the Board of Directors for ALCA. Gretchen earned a Bachelor's in Human and Organizational Development from Vanderbilt and a Master's in Healthcare Administration from the University of Alabama at Birmingham.

**Colleen Schmitt, MD** is a board-certified internist and gastroenterologist. She has practiced as a consultant in Gastroenterology in Chattanooga with the Galen Medical Group and was elected President of the group in 2016. Dr. Schmitt obtained her Doctor of Medicine degree at the University of South Alabama and then completed her internship and residency in Internal Medicine at Harvard's Beth Israel Hospital in Boston. She completed a fellowship in Gastroenterology at Duke University Medical Center and a joint fellowship in Health Services Research at the Durham V.A. Hospital, where she finished a Master's degree in Biometry and Informatics. Dr. Schmitt has worked in health and policy at the local, state, and national level, and helped develop the Volunteers in Medicine Clinic in Chattanooga, where she has served on the Board, as well as the Board of the Chattanooga-Hamilton County Medical Society, and the Medical Society Foundation.

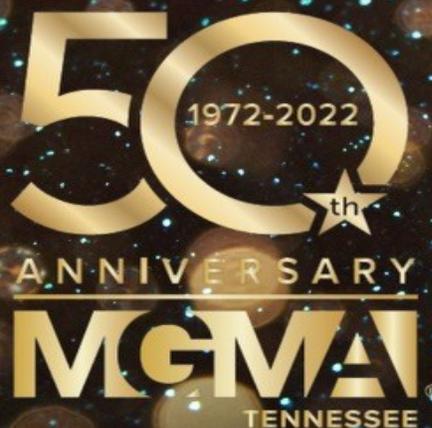
**Tracy Spears** is an internationally recognized speaker, trainer, facilitator, and coach. Her broad expertise, combined with her relatable and passionate delivery, have made Tracy one of the most in-demand speakers in the world. Tracy's specialties include diversity, equity & inclusion, workplace communication, personal branding, culture development, leadership training, executive team coaching and strategic planning. Tracy is based in Tulsa, Oklahoma.

## COVID-19 RESPONSE

The health and safety of our attendees, exhibitors, members, and industry colleagues are of the utmost importance to us. TMGMA is working very closely with the Franklin Marriott Cool Springs to ensure a safe and clean environment. Everyone is encouraged to follow the most conservative guidelines available from leading global and local health authorities (such as the CDC and WHO), which include social distancing, wearing a mask, frequent hand washing, covering coughs and sneezes, and staying home when appropriate or when sick.

**For additional information and to register, please visit our website at [tmgma.com](http://tmgma.com)  
or email Rebekah Francis at [rebekahfrancis@att.net](mailto:rebekahfrancis@att.net)**

# Save the Date



## CONFERENCE INFORMATION

### CONFERENCE FEES

	By 03/01/22	After 03/01/22
Active Member	\$299	\$325
Pre-Conference Workshop	\$50	\$50
<i>(*Registered attendees only; Pre-registration required; Space is limited to 40)</i>		
Non-Member (practice executive, administrator or manager)	\$499	\$525
Affiliate Member (education participant only)	\$599	\$625

### 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

Franklin Marriott Cool Springs, 700 Cool Springs Blvd, Franklin, TN 37067, **book your group rate for TMGMA**. A room rate of \$165/night is available until March 8, 2022, or until our room block is full.



### ACCREDITATION



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 1, 2022, are subject to a \$100.00 cancellation fee. No refunds will be issued for cancellation requests after this date. Substitutions from within the same group are acceptable.