

COMMUNIQUE

April/May 2020



As I type this, we are in the beginnings of figuring out what lies ahead for COVID-19. As healthcare professionals we are all working hard each and every day to keep up to date on the latest news and regulations. And most importantly trying to do what is best to keep our staff safe.

These are unprecedented times and so much is unknown. One thing I do know is that Missouri

MGMA is dedicated to giving you the most up to date information we can. We have webinars scheduled to cover some of the most timely topics related to COVID-19 and a new discussion thread on our website for members to ask questions and get answers. We are all in this together! I hope when this is all said and done we can be proud of what part we played in this.

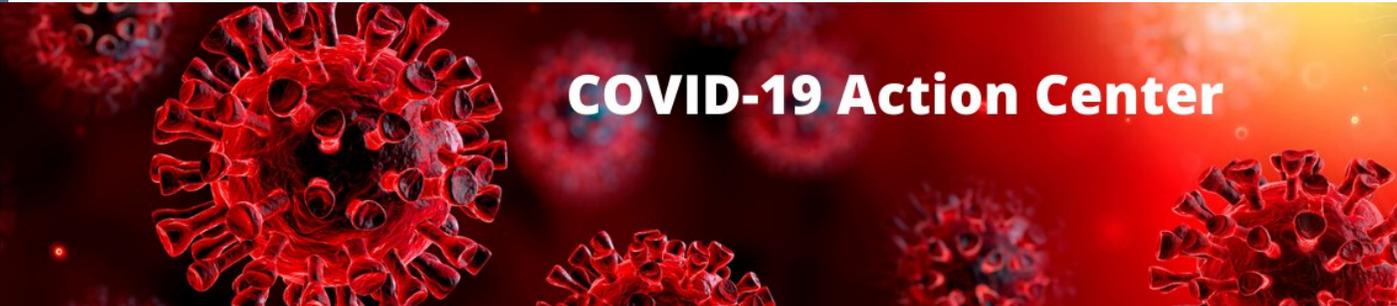
I have been so proud of the staff I work with in the pediatric office I manage. Over the last 2 weeks we have made drastic changes to our workflows and office to accommodate the need to still see well patients but keep them from crossing any path with someone that is sick. We basically cut our office in half so if a provider is seeing sick patients they can't be on the well side and providers and staff seeing well patients cannot go over to the sick side of the office. Along with rolling out telemedicine to offer appointments to patients that don't feel comfortable leaving their house. It's been amazing to see our staff adapt so well to the changes and try to help come up with ideas to make things flow better for our patients. It takes the entire team during these rough times to make everything work.

I am thankful for all the healthcare workers working the front lines of this pandemic. These are scary times for them. My sister is a nurse in the Emergency Department and she is so proud to be helping but also so scared to bring something home to her family. I imagine that is how most of them feel at this time. Extreme pride in their job but also the feeling of anxiousness. I know it is our job as practice administrators and managers to support them during this difficult time, and it is our job as Missouri MGMA to support you!!

Ashley Petty
President, Missouri MGMA
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COVID-19 Action Center



MO
MGMA
2020
**MASTERS OF
HEALTHCARE**



**AUGUST 5-7, 2020
BRANSON
CONVENTION CENTER**

My how things can change in such a short period of time! You've probably heard by now that we have made the difficult, but appropriate, decision to move the annual MO MGMA conference from May to August. Our new dates are August 5 – 7 and the location and all aspects of the conference will be the same. Our priorities at this point are to work hard to keep our families, staff, providers and patients safe in our practices and I applaud all of you for your efforts to do just that. There is no question that these are unprecedented times and it calls for leaders to perform in unprecedented ways. Thank you for working so hard to provide a safe place for your patients to receive care and for your staff and providers to provide great care!

I know we will have a lot to learn from each other in August on a number of different and planned topics, but certainly we will have lots to share with one another on the topic of crisis management related to what we've learned through this recent period. By the time August rolls around we will all need an opportunity to break away from the workplace for a couple days to fill ourselves with knowledge and refuel our tanks to be ready to tackle the challenges that lie ahead. I look forward to spending some time out of the office in August learning and hope to have an opportunity to learn from you and your organization while we are in Branson in August also.

We are facing so many challenges right now which is why we have to be well equipped in our roles to handle those things that come our way. Educating ourselves could never be more important! As I mention in each article, my email address is kadkins@gvmh.org. Please reach out to me personally if I can help you in any way!



Kyle Adkins, CMPE
President-Elect and Conference Chair, MO MGMA
kadkins@gvmh.org



ACMPE Corner

YOU MATTER TO ALL OF US!

As I sit down to write this ACMPE Corner article I struggle to clear my head of all of my thoughts from the past several weeks. Those of us in the healthcare field see the world around us with some common insight, however, not all the same. I know that you know what I am feeling. My mind is filled with questions, worry, confusion, wonderment, concern, fear, pride, sadness, uncertainty and visions of some very heartwarming moments.



It almost seemed wrong for me to be writing to you to think about yourself and to focus on what we can do to grow as individuals in the healthcare field. I stopped and I pondered the idea of it. After about 10 minutes and with tears welling up in my eyes, I realized that this is exactly what I should do. Encourage you to think about you for a brief moment of time amongst this chaos.

You matter! You are such an important piece of the future of medical care in this country and in this world. What you know, what you can learn, how you can connect, what you share, what you change your mind about and who you become through life's experiences matter to ALL of us! Feeding yourself is important to all of us! We need you to care about and grow you!

It's not only important for you to grow with medical knowledge but it is also important for you to grow through experience in the medical field and in life. Networking makes us all stronger! These are learning and growing times like no other that I have ever experienced. In the days, weeks and months ahead it is important for you to keep pursuing your dream and your ambition to reach your personal goals. You matter to all of us!

The next few weeks I would like for you to take some time for you! Turn up the music and dance to your favorite song in your office or at home! Take 5 minutes a day to read uplifting thoughts to feed your heart! Share a virtual hug with a stranger! Take a walk! Breathe deeply! Go online and schedule a date with yourself to take the ACMPE Board Certification Examination Online through our new on demand testing site! Reach out to me with a thought, a question – what's on your mind? What do you need from me to get you started down this path for the betterment of you and for the betterment of us all?

Creating your path to success in these uncertain times is something that you do have control over – during these days where it seems so much is out of control!

Lean on your MGMA friends! We are here to support one another! I am here to support you! Blessings to you all!

Vicki Plumlee, FACMPE, CMM, CPC
ACMPE Forum Representative, MO MGMA
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Legislative Update

Missouri Legislative News

The legislature reconvened on this week for a quick session in order to reallocate money in current fiscal year budget to include funds from the federal government, which has pledged billions of dollars to states to help combat COVID-19. After sending the \$6 billion emergency spending measure to the Governor for approval, Missouri lawmakers returned to their districts Thursday not knowing when they would be back in Jefferson City. The Missouri legislature does not expect to return to session until sometime after April 24th when Governor Parson's stay at home order ends.



Federal Legislative News

The Federal Legislature has passed a number of bills authorizing assistance programs for both employers and individuals. This includes a number of programs that will be available to medical practices. Additionally, CMS has relaxed the requirements on a number of programs in order to help health care providers. National MGMA has an excellent resource giving details on all these programs. These resources are available to anyone and can be found at <https://www.mgma.com/resources/risk-compliance/coronavirus-covid-19-what-medical-practice-leader>.

Thank you and be safe.

Mathew F. Rigdon
MO MGMA Legislative Liaison
Administrator, Cape Girardeau Surgical Clinic
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MO MGMA TREASURER'S REPORT

Bank Balances ending 03/31/2020

Checking	\$66,343.80
Scholarship	\$ 7,322.22
Money Market	\$73,112.13
CDs	<u>\$76,200.45</u>
TOTAL	\$222,978.60

NOMINATING COMMITTEE REPORT

The Nominating Committee met on April 8, 2020 to review the nominees and finalize the slate of officers for the 2020-2021 Missouri MGMA Board of Directors. On behalf of this year's committee, I am pleased to announce the following nominations:

President – Kyle Adkins, CMPE

President-Elect – Daun Hills

Treasurer – Travis Messer, MHA

Secretary – Mathew Rigdon, JD

Immediate Past President – Ashley Petty

Please note the Past President is automatically on the Board by the nature of the role and title and the Nominating Committee does not confer on this position. The committee is pleased to introduce the newest nominee, Mathew Rigdon, JD.

Mathew Rigdon is an Administrator for Cape Girardeau Surgical Clinic and has served as our Legislative Liaison for three years. Mathew received MGMA's Legislative Liaison Award at the 2019 Annual Conference in recognition of his grassroots and advocacy involvement in both the legislative and regulatory issues. Mathew is a past president of Southeast MO MGMA local chapter and currently serves on the Conference Planning Committee. He is looking forward to bringing his experience and ideas to continue moving Missouri MGMA forward and assisting members in accomplishing their goals.



I would like to thank the following people who served on this year's committee:

Jean Hansen, FACMPE; Michelle Yarnall, CMPE; Beth Castens, FACMPE; and Monte Shields.

Brad Carney, FACMPE
MO MGMA Immediate Past President
bcarney@northlandfamilycare.com



The MO MGMA annual meeting will be a virtual meeting on Tuesday, June 23rd at 8:00am. All Active members will receive an invitation to attend.

APRIL WEBINAR: COVID-19—Where are we now?

Tuesday, April 14th at 12:00pm

ABOUT THE WEBINAR:

Since the COVID-19 pandemic began, medical practices have been on the front lines of the crisis. Some groups are overwhelmed caring for patients. Others are reducing hours and staff. Keeping up with the regulatory exceptions, legislation and executive orders is a full-time job not to mention the overwhelming number of emails and webinars. If you are looking for a summary of information in one place, this is the webinar for you. Presented by the Medical Practice Services Department of SVMIC, these industry experts will present a summary in the key areas impacted by COVID-19. They will also address the FAQs they have heard from their physicians.

Content areas:

Telemedicine
HIPAA

Billing/MIPS Impact
OSHA/PPE

Human Resources/Staffing
Clinical Considerations

At the conclusion of the presentation, the consultants will take your questions.

PANEL:

Jackie Boswell, MBA, FACMPE, Assistant Vice President
Michael Cash, MHSA, FACMPE, Senior Medical Practice Consultant
Anne Pontius, MBA, FACMPE, CHC, MT(ASCP), Senior Medical Practice Consultant
Sheri Smith, FACMPE, Senior Medical Practice Consultant
Laura Watkins, FACMPE, CPC Senior Medical Practice Consultant
Melony Hilton, RN, MBA, CMPE, Medical Practice Consultant
Rana McSpadden, FACMPE, CPC, Medical Practice Consultant

Moderator: Stephen A. Dickens, JD, FACMPE, Vice President, SVMIC

[REGISTER NOW](#)

MO MGMA offers a FREE Webinar Series as a benefit of membership. Our webinars focus on the domains of the ACMPE Body of Knowledge. These webinars are free to ALL members.. **If you are not a MO MGMA member, we invite you to join this special webinar as our guest.** Webinars will be eligible for one ACMPE Credit Hour. If you are unable to attend, register and you will receive a link to the webinar recording.





SCHOLARSHIPS

Did you know that MO MGMA has several scholarship and professional enrichment awards available to its members and a scholarship award for the dependent of an active member?

The Presidential Scholarship will be awarded to an Active Member of MO MGMA who is pursuing higher education through a formalized degree program. The applicant must be employed at the time of submission. (\$2,000)

The Judith Hillyard Professional Development Scholarship will be awarded to an Active Member of MO MGMA who is pursuing continuing education either through a formalized degree program or registration/lodging for a national MGMA sponsored conference or other national MGMA conference designed to strengthen management skills. The applicant must be employed at the time of submission. (\$1,000)

The MO MGMA Conference Professional Enrichment Award will be awarded to an Active Member of MO MGMA interested in pursuing continuing education through attendance at the MO MGMA Annual Conference. The applicant must be employed at the time of submission. (Registration & Two Nights Lodging)

The ACMPE Professional Enrichment Award is awarded to an Active Member of MO MGMA who is pursuing certification or fellowship through the American College of Medical Practice Executives (ACMPE). The applicant must be employed at the time of submission. (\$250) This award is available on a quarterly basis throughout the year.

The Dependent Education Scholarship will be awarded to the dependent of an Active MO MGMA Member planning to pursue higher education through a formalized degree program and submitting a completed application by the deadline. (\$1,000)

The Vincent A. Schneider, Jr. Scholarship will be awarded to a Student Member of MO MGMA or local chapter affiliate and full-time student majoring in healthcare at an accredited college or university in the state of Missouri. The scholarship will be awarded to a student interested in pursuing continuing education through attendance at the MO MGMA Annual Conference. The applicant must be enrolled as a student at the time of submission. (Registration & Two Nights Lodging)

Each of these scholarships and awards will help MO MGMA fulfill its mission and promote the professional development of its members. If you are an active member and pursuing higher education, please take the time to apply for any of these scholarships or awards. Applications are available online at www.MGMA-MO.org.

DEADLINE EXTENDED: Scholarship Applications are now due May 31st

Intruder Alert! Protecting Against Insider Vulnerabilities in Healthcare

By Chad Schiffman

Healthcare industries have several threats to consider that are happening from both inside and outside of their organizations. We often hear from several organizations about concerns about how they can prevent an external attack against their organization from happening. External threats, such as cybersecurity attacks, are important for organizations to be concerned with, however, there seems to be less concern over internal threats. Perhaps, it is because the types of external threats to healthcare typically make the evening news with data breaches that are wide-ranging in whom they affect.

External threats, like cyberattacks against organizations, generally look for vulnerabilities to exploit or for other ways into the network of an organization. Insider threats can be more challenging to recognize than external ones. This is why last year the, [Office of Civil Rights \(OCR\) Summer 2019 OCR Cyber Security Newsletter: Managing Malicious Insider Threats](#), OCR referenced the [2019 Verizon Data Breach Investigation Report](#). The report states that trusted insiders were responsible for 59% of all security incidents and breaches - both malicious and inadvertent. The report also indicated that the primary motivation for incidents and breaches perpetrated by insiders was financial gain.

Malicious Insider Threats

Malicious insiders are generally successful with their objectives, exposing their organization to a wide range of security threats simply because they are considered trustworthy or have access to sensitive data like health information. Common malicious insider threats could include the following:

- Accessing the medical records of celebrities for financial gain and using patient information to commit fraud and identify theft.
- The exfiltration of sensitive information stored within an organization's IT systems can be accomplished in several ways, such as transmitting information in encrypted messages, copying information to a mobile or storage device (e.g., cell phone, USB drive), or unauthorized physical removal or theft of equipment.
- Transmitted or copied data could be further hidden using subtle means such as by embedding data within other data to hide it.

Vulnerabilities Can Come in Many Forms

OCR reminds us that forms of harm, including loss of data, damage to the organization's reputation, civil liability exposure, and potential federal and state regulatory enforcement actions, are all possible due to malicious insider attacks. Individuals who are affected by a data breach could be at risk for identify theft, fraud, or blackmail. Keep an eye out for these types of employees:

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- ⇒ **The desperate employee** – Employees that may be desperate to steal or sell information for financial gain. The employee could be desperate for the extra cash for numerous reasons or could just desire to increase their financial situation illegally.

- ⇒ **The disgruntled employee** – Unhappy employees that have the motive to steal or leak information intentionally. The employee can use their knowledge of the organization to exploit vulnerabilities or access information.

- ⇒ **The distracted employee** - These employees may be distracted by personal responsibilities or are simply overloaded in their job responsibilities. This situation is creating opportunities to make accidents, such as errors in sending emails, oversharing of patient information, misusing [social media](#), or losing a USB drive.

Guidance and Recommendations

OCR knows that detecting and preventing data leaks by authorized insiders is a challenge for all organizations. Early detection of malicious activity – whether from an insider or outsider threat – helps to prevent or mitigate the impact. Below is a summary of the guidance OCR has provided along with recommendations for healthcare organizations to detect and prevent malicious insiders.

1. The where, what, and how of safeguarding critical data.

It's crucial to understand where data is located, the format used, and how the data flows throughout the organization. This is an essential part of performing an accurate and thorough assessment of the risks to the confidentiality, integrity, and availability of an organization's critical data. From there, once risks are understood, policies and procedures can be developed or updated, and security measures implemented to reduce identified risks to a reasonable and appropriate level.

In other words, healthcare organizations must identify risks and threats to their sensitive data and electronic protected health information (ePHI). Performing assessments such as a HIPAA Threat Matrix, HIPAA Virtual Walkthrough, and most importantly – a Security Risk Analysis (SRA) are instrumental in understanding the where, who, what, and how your critical data is safeguarded.

2. Who is permitted to interact with ePHI and other sensitive data?

An organization should establish who is permitted to interact with its data and what data those users are permitted to access in determining appropriate access controls. Access controls can take many forms, for example, physical access controls, network access controls, and role-based access controls.

A good time is to consider what access controls are appropriate is while performing or reviewing your SRA. In doing so, it comes down to need to know or need to access: what areas in the facility does an employee really need access to? What network(s) should an employee access?

Is their role-based access appropriate for their job duties? These are all questions that should be considered. From there, policies and procedures should be implemented to ensure access controls are communicated to all employees and enforced.

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3. For what purpose are users interacting with data?

Another important consideration is how an organization's users will interact with data. Do the duties of the user's job require the capability to write, download or modify data, or is read-only access sufficient? Do users need to access data from laptops, smartphones, or mobile storage devices (such as thumb drives)?

If you allow employees to use their personal devices, a [Bring Your Own Device \(BYOD\) policy](#) should be implemented. Due to how many individuals have personal devices in a healthcare organization, whether you allow personal devices to be used or not, a BYOD or similar policy should be in place that addressed mobile devices should be in place. Additionally, any devices that can access, create, store, or modify ePHI – such as a laptop or smartphone – should be encrypted and have access controls (e.g., unique user ID and strong password requirements, dual-factor authentication) in place. It is also recommended to maintain an up-to-date inventory of these devices.

4. Real-time visibility and situational awareness.

The migration to cloud computing, the increase use of mobile devices, and the adoption of Internet of Things (IoT) technology can greatly reduce an organization's ability to detect anomalous user behavior or indicators of misuse by either a trusted employee or third-party vendor who has access to critical systems and data.

Healthcare organizations must have safeguards in place that detect suspicious user activities such as traffic to an unauthorized website or downloading data to an external device (e.g., thumb drive). Audit controls such as system event logs, application audit logs, and user access and changelogs in the EMR, should be reviewed. These types of security measures are a HIPAA Security Rule requirement that can assist in detecting and identifying suspicious activity or unusual patterns of data access.

5. Security is a Dynamic Process.

Good security practices entail continuous awareness, assessment, and action in the face of changing circumstances. The information users can and should be allowed to access may change over time; organizations should recognize this in their policies and procedures and in their implementation of those policies and procedures.

[Healthcare Compliance Pros](#) agrees – over time, a user's need to access may change. If it does, role-based access should be re-evaluated and, if needed, modified. Policies and procedures must be in place to terminate physical and electronic access to data before any user leaves the organization. Including the disabling of all the user's computer and application accounts, changing or disabling facility access codes known to the user, and retrieving organization property, including keys, mobile devices, electronic media, and other records, etc.



About the author: Chad Schiffman is the Director of Compliance at Healthcare Compliance Pros. If you have any questions or would like additional resources, please contact HCP by email: support@hcp.md or phone: 855-427-0427

NEW MEMBER WELCOME



Active Members

Brenda Fuller
Compass Health Network
Springfield

Toni O'Rourke
Katy Trail Community Health
Osage Beach

Student Member

Greta Valastyan
University of MO School of Health Professions
Columbia

Business Partner Members

Andrew Hodges
Sharecare, Inc.

Andrew.Hodges@sharecare.com

Michelle Norris
Humana

mnorris6@humana.com

Christina Urberger
Interior Landscapes

curberger@interiorlandscapes.com

MEMBERSHIP REPORT

Active	264
Business Partner	39
Associate	3
Faculty/Student	4
Life	<u>31</u>
TOTAL	341