

COMMUNIQUE

Aug/Sept 2022



Hello MGMA Family! I hope everyone is enjoying the summer and getting some time off to enjoy with family and loved ones. We all need some fun from time to time to recharge our internal batteries to allow us to be the best leader we can be.

My name is Travis Messer and I work for Lake Regional Health System at the Lake of the Ozarks. Upon starting my career in medical practice management I had a mentor who encouraged me to become involved in MGMA. Since then I've been a member of MGMA at the national and state level for the past 14 years. I've been lucky enough to be on the board of directors for MGMA Missouri for the past 3 years and this year it is my pleasure to serve as your president of MGMA Missouri.

I'd like to introduce the board of directors that I'm humbled to lead. Past President Daun Hills, CoxHealth, President Elect Greg Thompson, St. Louis Rheumatology, Treasurer Laurie Atwood, Barry Pointe Family Care and Secretary Stefanie Hohensee, Mercy. The board of directors held our annual strategic planning meeting on August 5th to chart the path and set our goals for the upcoming year. It was a fantastic meeting with great discussion and truly sets us up to have a great year of education and networking for all members of Missouri MGMA.

Greg and his conference planning committee are hard at work planning the 2023 annual conference in St. Louis May 10 – 12. I cannot wait to see what they have planned for us in respect to education and entertainment.

The board of directors is here to serve and be a resource to you. If you have any questions about Missouri MGMA or just need a peer to talk to please feel free to reach out to me or any other board member with any questions or suggestions you may have.

Travis Messer, MHA
President, Missouri MGMA
tmesser@lakeregional.com



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MGMA
MISSOURI

May 10-12, 2023
Doubletree Hilton Hotel
St. Louis - Chesterfield



MO MGMA 2023 Conference

SAVE
THE DATE

SWING FOR *the* FENCES

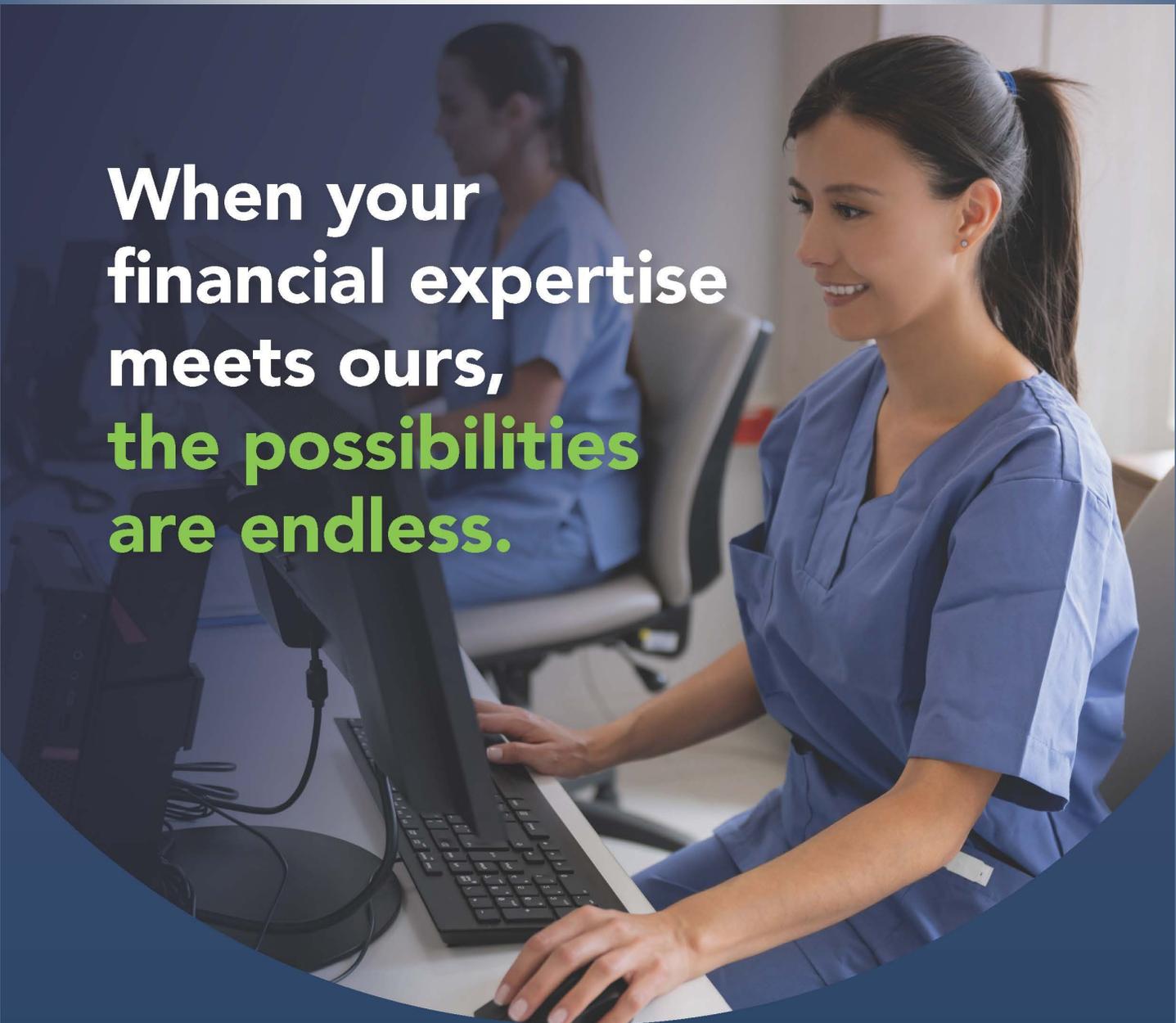
Achieving Excellence in Healthcare Management

I am so excited to unveil our theme for the 2023 Spring Conference! My name is Greg Thompson, and I am this year's conference chair as well as the President-Elect for Missouri MGMA. I have been a member of MO MGMA since 2016 and a board member since 2020. I am looking forward to bringing a wonderful conference to the membership in the Spring. We decided to change it up a little and bring the conference to the St. Louis area since we have never done that before. Chesterfield is a wonderful suburb of the St. Louis Metropolitan area and has every amenity you can think of right down the road from the hotel. There's an abundance of shopping with the outlet malls and department stores in the valley and there is even a TopGolf to enjoy. I think that we will have a wonderful conference full of relevant and interesting topics in a setting that allows some time to unwind after a full day of learning and growing professionally.

I would like to introduce the members of this year's conference planning committee. We met August 6th at the conference hotel to sketch the framework for the conference. The current Board of Directors serve on the committee as well as two other members. This year we have our new ACMPE forum rep, Kathie Huttegger, FACMPE serving on the committee as a wealth of institutional knowledge regarding MGMA. We also have Barbara Faupel, FACMPE who is the practice manager of Allergy Consultants in St. Louis and a Past-President of Greater St. Louis MGMA. I worked as the President-Elect under Barbara and she will help us brainstorm on what we can highlight locally. My team will work hard to bring you the best conference experience yet!

I really look forward to welcoming you to my hometown and hope to see as many of you as possible at the conference May 10-12, 2023 in Chesterfield, MO.

Greg Thompson, MBA
President-Elect and Conference Chair
greg@stlrheum.com

A woman in blue scrubs is smiling while working at a computer. Another person in scrubs is visible in the background, also working at a computer. The scene is set in a clinical or office environment.

**When your
financial expertise
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the possibilities
are endless.**

In this uncertain time, your practice's bottom line may be at risk. Together, we can look toward the new world of healthcare and focus on supporting your financial health. Allscripts experts are ready to collaborate with your staff to get your practice performing at new levels. Together, we can boost revenue, streamline operations and deliver key financial breakthroughs—helping your practice change what's possible.

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ACMPE Corner

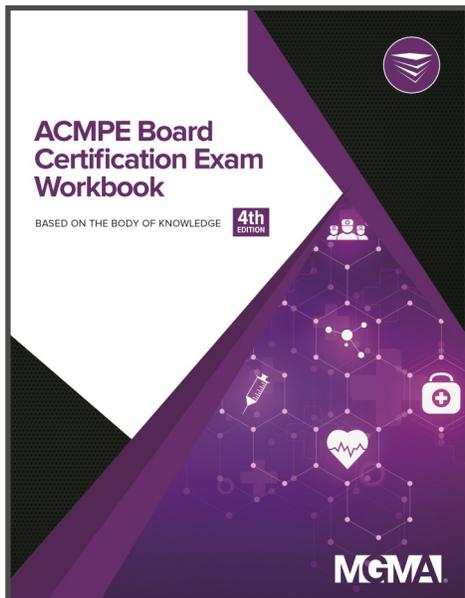
The new ACMPE pathway structure has generated a lot of interest and we are excited to hear about all of those advancing to certification or fellowship. Many participated in our online study group and learned tips and details about preparing for the exam.

We recognize that everyone has time constraints and disparate learning styles so we want to tailor our assistance to meet your needs more effectively. I can meet with you individually by Zoom or phone (or email) to answer your questions and prepare you for success as you work to advance towards certification or fellowship.



Kathie Huttegger, FACMPE
kthutts@frontier.com

Testing is going to be available starting this week and we will make that information available to you on the MO MGMA website.



In the meantime, the study guide is known to be a tremendous help to those preparing for the exam. You are encouraged to use this resource to help you prepare. [Click here](#) to order a copy or learn more.

Of course, as with most learning tools, the benefit of having someone available to answer your questions and walk through the process with you is priceless!

Contact me today and let me know how I can help you demonstrate your knowledge about your profession!

Kathie Huttegger, FACMPE
ACMPE Forum Representative
kthutts@frontier.com
(636) 399-5556

ACMPE Corner



ACMPE CERTIFICATE

You will receive verified documents through MGMA's certifying body proving completion and understanding of topic or skill-specific seminars or online courses.

Upon completion of the resource and evaluation, certificate recipients showcase the completion of learning specific knowledge areas or skills that can supplement resumes or be shared with employers. No membership, education, or experience required to complete an ACMPE Certificate.

DOMAIN CERTIFICATE PROGRAMS:

PRINCIPLES OF PRACTICE MANAGEMENT CERTIFICATE (PPMC)
Learning experience that provides an overview of the core principles of medical practice management.

FINANCIAL MANAGEMENT CERTIFICATE (FMC)
In-depth learning experience that provides healthcare leaders with a mastery of financial management concepts including Payer Contracting, Revenue Cycle Management, Accounts Payable, Payroll and Cash Flow Management, and Financial Reporting and Budgeting.

HUMAN RESOURCES MANAGEMENT CERTIFICATE (HRMC)
In-depth learning experience that provides healthcare leaders with a mastery of human resources management concepts, including: staffing plans, recruitment, and compensation/benefits; employee engagement and talent management; and labor relations and employment law.

OPERATIONS MANAGEMENT CERTIFICATE (OMC)
In-depth online learning experience that provides healthcare leaders with a mastery of operations management concepts including General Practice Operations; Project Management and Strategic Planning; Healthcare Data Analytics; Supply Chain; Asset and Facility Management; and Communications, Marketing and Community Relations.

TOPICAL CERTIFICATES:

Best Practices for Optimizing a Successful Telehealth Program
.....

Payer Contracting
.....

Accounts Payable, Payroll and Cash Flow Management
.....

Financial Reporting and Budgeting
.....

Revenue Cycle Management
.....

Project Management and Strategic Planning
.....

Healthcare Data Analytics

Health Information Management

✓ **Big company resources**

✓ **Small company service**

Providing **Best In Class Services**
for Health Systems and Hospitals:

Release of Information

Inbound Document Management

Insurance Verification

Prior Authorizations

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CAREER CENTER

Career postings are published on the MO MGMA website at no charge. Please email the placement notice in MS Word or in an email to [Rebekah Francis](mailto:Rebekah.Francis@mgma.org). The position will remain on the site for three months or until it has been filled.

Please include the following information:

- Position Title
- Location
- Position Description
- Required Qualifications
- How to Apply

7 Reasons Why Personality Matters in Patient Care

By Nate Regier, Ph.D.

Did you know that one patient represents about [\\$200,000 in lifetime income](#) for a typical practice? Because medical care is more and more customer driven, the patient experience is one of the most important factors in attracting and keeping patients, and to your survival as a healthcare organization.



Every component of the patient journey matters, including patient outreach, pre-visit interactions with providers and staff, and post-visit follow-up. Your ability to deliver the best possible experience at every touch point determines whether or not patients show up for their visits, and whether they keep coming back.

[Leading hospitals are growing profitability not by cutting costs, but by excelling in the patient experience.](#)

Personality has a huge impact on the patient experience.

Personality is all these things:

- **Perceptual filters:** How you take in and process the world around you.
- **Communication preferences:** How you like to exchange with others.
- **Environmental preferences:** How you prefer to interact with the world around you.
- **Motivational Needs:** How you are motivated and what fills your tank.
- **Character Strengths:** Your natural capabilities, those things you love to do and come more easily.
- **Distress behaviors:** How we go about getting negative attention when our motivational needs aren't met positively.
- **Emotional triggers:** Emotional issues that are more difficult for us to deal with authentically. Those things we would prefer to avoid or make disappear. They keep us up at night.

Why personality matters in patient care:

1. Patients “hear” you more clearly when the message is delivered through their favorite perceptual filter. How you say something is often more important than what you say. Matching your patient’s perceptual filter is the best way to establish rapport and trust. There are six different perceptions, detectable through words and non-verbals. Lack of empathy, “feeling heard,” is one of the biggest patient complaints.
2. Patients stay engaged when you use their favorite communication style. Miscommunication invites mistrust and disengagement.
3. Meeting patients “where they are at” means attending to their favorite environmental preference. Are you creating a touch points where patients feel comfortable? Don't discount impact of non-clinical interactions; [96% of patient complaints are related to customer service.](#)

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4. Patients will participate more actively in their care when they can use their character strengths. How are you leveraging your patients' natural gifts for their benefit?
5. Patients are more satisfied and involved when interactions fill their tank. Motivational needs are huge drivers of satisfaction, engagement and loyalty.
6. When patients don't get their personality-based motivational needs met positively, they will get those same needs met negatively in distress. They become resistant, disengaged, avoidant, suspicious, controlling, and blaming. They are more likely to spread bad publicity and sue. One 370-bed hospital system was [forfeiting \\$700k in new patient revenue because of negative word-of-mouth and migration of dissatisfied patients.](#)
7. An emotional connection is the heart of loyalty. Tending to a patient's emotional triggers builds that connection.

What do you have to gain by increasing your personality-based patient care intelligence? Increased revenue with more booked and kept appointments, reduced migration, better payment rates, higher staff, provider and patient satisfaction, greater loyalty, less distractions from great clinical care, and lifetime relationships with satisfied patients.

If your model isn't helping you do these things, maybe it's time for an upgrade. You can do all of this with the [Process Communication Model](#). We'll teach you how.



Have you changed positions, earned a credential or moved office locations? Take a couple of minutes and update your member profile!

McMA
MISSOURI

LEGISLATIVE NEWS



Please join us in welcoming Ashley Sipes, MBA, PMP, CPHQ as our Legislative Liaison.

Ashley has served as the Executive Director of Quality for Mercy in Springfield for the last five years. She's a native to St. Louis but spent most of her formative years in Illinois. She's been in healthcare for over seventeen years working as a medical assistant, in healthcare IT, consulting, and most recently in population health. In her current role, she partners with operations, providers, contracting, informatics, and population health to improve health and reduce costs. Ashley is passionate about driving change through triple aim principles. She earned a bachelor's degree in business administration and management from University of Illinois - Springfield as well as her master's in business administration. Ashley is a certified project manager (PMP) and holds a CPHQ certification from NAHQ. She and her husband have two young boys that keep her on her toes.

MVPs are undergoing some review with two main goals in mind: 1) improve alignment with metrics that are meaningful to each specialty and 2) reduce the reporting burden medical groups face by transitioning to digital methods. I'm excited to see how this work progresses!

COVID-19 PHE Waiver

Must renew for 90 days at a time – currently set to expire on October 13th

HHS has assured us they will give 60 days' notice before it expires

Provides benefits for telehealth such as limited geographic restrictions, licensure requirements, audio-only options, behavioral health services as well as relief for FQHCs and RHCs, and COVID-19 testing

To view waiver details, click here: [COVID-19 Blanket Waiver](#)

Telehealth

CMS will keep category 3 services on the telehealth list through CY 2023

Proposed update keeps category 3 services that are temporarily included, in play, 151 days after the PHE expiration (in line with the Consolidated Appropriations Act, 2022)

To view current telehealth codes, click here: [CMS Telehealth Services](#)

The final rule generally gets released in November. Visit [CMS 2023 Proposed Rule](#) for more details.

LEGISLATIVE NEWS



State Policy Updates

Michael talked about the legislative session that closed on May 13th of this year as part of our last update. The governor reviewed the 69 TAFP (Truly Agreed To and Finally Passed) bills, four were vetoed. Thanks to the [Missouri Health Foundation](#) for providing a great synopsis and links to [bill status updates](#).

HB 2116: provisions on visitation rights – passed June 30th

HB 2162: opioid addiction and treatment recovery fund – passed June 30th

HB 2149: provisions to professional licensing – passed June 30th

Lastly, the U.S. Supreme Court overturned Roe v. Wade in June. Missouri's Attorney General signed the "trigger ban" into effect, based on the 2019 HB 126, which essentially prohibits almost all abortions in the state. The trigger law makes it a class B felony to induce an abortion carrying a sentence of five to fifteen years. Providers can also have their medical licenses suspended or revoked. The only exceptions are for medical emergencies. See statute [Title XII, Section 188.017](#) for specifics.

I hope this information is valuable. If you have any questions or thoughts on future topics, please don't hesitate to reach out. In the meantime, stay cool!

Many thanks,

Ashley Sipes

MO MGMA Legislative Liaison

Ashley.sipes@mercy.net

MGMA[®]

GREATER KANSAS CITY

**Attendees:
Registration Is Open**

*Come and Join Us!
You'll be glad you did!*

Wednesday, October 19, 2022
Times: 7:00am – 5:00pm

Breakfast, Luncheon, Snacks Included
Holiday Inn & Suites - Overland Park West
8787 Reeder Street, Overland Park, Kansas

Registration is open now.

Attendee brochure has all you need, now posted at:
<https://gkcmgma.org/2022-On-the-Move-Conference>



Co-Sponsors:



Be there!

TRACK I – GK/C/METRO
8:15am – 9:45am

"Company Culture, Positivity, Leadership & Management Lessons"



THOMAS DOUGLAS
KEYNOTE, PRES & CEO, IMASK

During this candid, open-hearted discussion, he'll share his formula for always putting people first in every business decision and process, demonstrating how doing so unlocks innovation, dedication, and passion in your best employees and creates a win-win environment for your business and people alike. Be prepared for questions and conversation.

TRACK II – AAPC/KC
8:15am – 9:45am

"2023 Evaluation & Management Guidelines Moving On, Don't Be Left Behind"



ANGELA JORDAN
CPC, CPMS, COBSC

Angela knows that challengers we (coders and providers) face as she has audited many specialties under the new guidelines. Learners will leave the session with a thorough understanding of the critical changes to the decision-making process and how providers can improve their notes, starting now for the smoothest transition.

MORNING CREW

TRACK I – GK/C/METRO
9:45am – 10:30am

"Work Life Balance"



ROSEANNE CORLEY
LPCL, LCP, CPC

Roseanne will identify cost of consistent partial attention, create mindful alignment of values and behaviors, practice implementing a purposeful pause to shift from reaction to intention, establish your unique recipe for flow to enhance peak productivity, and set and maintain clear boundaries.

TRACK II – AAPC/KC
9:45am – 10:30am

"Welcome to the Dark Side: A Day in the SIU"



BARBIE HAYS
CPC, CRAC, CPCC, CPFC, CPMA, CEMC, CPC-HCD-10 TRAINER

Barbie will detail the major aspects of the SIU "audit" and how to handle requests for information about the practice. This should be taken seriously, taken to the top of your organization, and know how it relates to medical practices.

TRACK I – GK/C/METRO
1:00pm – 2:30pm

"Dealing with Today's Work Place Stressors"



PANEL & ROUNDTABLE LEADERSHIP PANEL

The leadership panel will discuss and ask for audience participation on 5 or more stressors that most healthcare workers are dealing with on a daily basis during the pandemic: Staffing insufficiencies, provider early retirement, applicant demands that upset existing staff, decreased revenue due to less patients and mandatory COVID-vaccination requirements and burnout.

TRACK II – AAPC/KC
1:00pm – 2:30pm

"Be More Than Your Job Description: Lead Without a Title"



TRACY BIRD
FACMPE, CPC, CPMA, CEMC, CPC-I

We all have opportunities to influence others, therefore, we are all called to lead. This session will explore ten leadership qualities that will enable you to create value for those around you.

AFTERNOON TEAM

TRACK I – GK/C/METRO
3:00pm – 4:30pm

"Importance of Mental & Physical Health"



JULIE DAVIS
PHD, PSYCHOLOGIST

This session will challenge you to take a deep dive into your individual psychological/mental state. In this lecture we will take a deeper dive into how the stress and isolation of a pandemic such as COVID-19 can change in us and how we can flip those changes from a seemingly negative "thing" to a positive.

TRACK II – AAPC
3:00pm – 4:30pm

"What's New for 2023!"



SHERRY WRIGHT-FONTENOT
CPC, CPCC, CPMA, CEMA, CEDC

Sherry will provide a general update on what is known for the world of documentation and billing for CY2023.

We'll discuss:
1. Documentation Updates
2. Resource Lists
3. General Prep for Changes

Harnessing the Top 5 Drivers of Change in Healthcare

Maintaining a successful practice amid the constant evolution across every facet of healthcare delivery poses daily challenges. And as the COVID-19 pandemic is changing how care is delivered, these challenges require diligent attention to ensure your patients receive the best care possible while your bottom line remains healthy.

To help overcome these challenges, Allscripts experts devised a list of the top 5 drivers of change in healthcare that, if addressed properly, can help position your organization for ongoing clinical and financial success.

Digital transformation

As every healthcare organization across the globe can attest, the COVID-19 pandemic has changed nearly every aspect of how clinicians deliver care. One key practice that has become standard over the last two years is telehealth. With the virus so transmissible, patients now demand receiving care through patient portals accessed through their smart phones or other devices. Specifically, our experts recommend adopting an easy-to-use, always-on, mobile health-IT strategy that includes robust patient engagement technology as well as the power of the full patient record—at the point of care. These types of solutions can help improve better decision-making and aid in removing the complexities of healthcare IT.

Cost-reduction strategies

Further, as the global pandemic continues transforming the healthcare landscape, organizations of all sizes and specialties need to find effective ways to reduce overall costs while upholding the care quality patients expect and need.

One way you can help manage your organizational costs is by switching to cloud-enabled solutions. In doing so, you will greatly save money while not overextending your staff. Subscription-based Software-as-a-Service (SaaS) solutions can also help your organization realize better cost effectiveness. To that end, mobile patient experiences (triage, surveys, virtual visits) will help save your organization money by cutting down on bottlenecks and reducing the need for onsite clinicians.

Need for meaningful patient–provider interactions

With the widespread shift to delivering value-based care, the number of patients seen per day, or per month, is not as important. This shift helps maintain regulatory compliance, while enabling better patient and provider experiences. It is increasingly becoming more critical for organizations to consider adopting strategies that can boost patient wellness, and not only treat symptoms.

Taking a human-centered approach will help improve patients' wellness as well as boost providers' experiences. Organizations should use health IT that enables physicians and nurses to identify at-risk patients and manage their health while increasing their organizations' reimbursements—all through value-based care contracts. Along with detailed machine learning, this will help clinicians with the retrieval and review processes for critical patient data, all leading to more patient-centric care.

Transparency, interoperability and information blocking

As evidenced with each new mandate we've seen over the last two years, regulations across the healthcare landscape are continually changing and evolving. Healthcare organizations need interoperable and intelligent health IT solutions that can efficiently deliver important data without needing the requesting clinician to interact with external data sources or other interoperability engines.

Clinicians can perform better and deliver better care when they have near real-time patient information at their fingertips. With it, they can focus on the patient visit and not searching for hidden or blocked patient and population data.

Patients as consumers within the business of healthcare

It's time to expand the reach of your organization. And according to our experts, it's because patients are now empowered consumers. For instance, the Urgent Care market has grown considerably over the past three years, and the market is starting to see more non-traditional businesses enter the healthcare space. As a healthcare industry, there is a significant need to focus on costs and the rise in patients (as consumers) seeking quicker and more cost-effective modalities of care.

The best advice our experts have is to develop a future-looking health-IT strategy with your vendor. By doing this, you'll likely notice a pivot. All vendors are rethinking their own strategies about how they can stay agile while driving positive clinical and business outcomes in growth markets.

Act now and stay vigilant

These key drivers of change are to serve as guidance as your organization navigates its clinical and financial future. The keys to success will keep changing and transforming, creating new challenges along the way—and new opportunities. By staying active in the healthcare community, organizations will stay connected to the trends that propel clinical progress as well as to every patient they see—in the office or virtually.

Article provided by [Allscripts](#).

NEW MEMBER WELCOME

Organizational Members

Citizens Memorial Hospital

Michelle Boehne

CoxHealth

Becca Diaz
Alicia Keller
Amanda Spickard

Mercy

Grant Beck
Allie Costello
Jamie Fair
Olatokumbo Meghoma
Elizabeth Pruett
Allison Rhodes
Andrew Runge
Shannon Wallace
Kerri Williams

Business Partner Member

Mike Mendez
AccurIT Systems | HealthIT
mmendez@accuritsys.com

MGMA STATE
AFFILIATE
MEMBER
WEBINAR

MGMA WASHINGTON UPDATE

TUESDAY, SEPTEMBER 13TH
1:00 PM ET / 12:00 PM CT /
11:00 AM MT / 10:00 AM PT



Claire Ernst, JD



Swapna Pachauri, MPH

