# TENNESSEE TRACKER

An HFMA Tennessee Chapter Monthly Newsletter



# FROM THE DESK OF THE PRESIDENT

This is my first Tracker as President, and I want to kick off my term by expressing my gratitude.

#### To our Chapter Members,

Our chapter exists to serve our members. We are committed to delivering quality education, networking opportunities and certification support—with some opportunities to have FUN along the way!

#### To our Chapter Sponsors,

Without your financial support, none of this would be possible. You are mission critical to our success, and I know I speak on behalf of the entire chapter when I say your unwavering commitment does not go unnoticed.

If you are interested in learning more about our sponsorship opportunities, visit TNHFMA.org and click contact us to get started.

#### To our Outgoing and Incoming Board of Directors,

You have made such a significant investment of one of your most valuable resources – time. I would like to recognize all board members for their dedication.

#### To our Spring Institute Planning Committee,

We had an amazing event at Nashville's Virgin Hotel with more than 150 in person. I personally enjoyed catching up with colleagues that I had not seen in over a year.

#### Be sure to mark your calendars for our upcoming events:

- 2021 Fall Institute | The Chattanoogan | September 22-24
- 2022 South Eastern Summit | The Renaissance, Nashville | April 3-6

I hope everyone has a safe summer.

We all work hard as healthcare finance professionals, so please make sure to find time for yourself.

#### Rodney Adams

HFMA Tennessee Chapter President

# CHAPTER LEADERSHIP

## **Officers**

Chairman - Buffy Loveday
President - Rodney Adams
President-Elect - Katie Tarr
Secretary - Misty Brackett
Treasurer - Kathryn Topper

## West District

Vice President - Clint Jones
Leadership Development - Mark Cameron
Programs/Education - Chad Preston
Scholarship/Community Engagement - Merle
Glasgow

### Middle District

Vice President - Scott Mertie
Certifications - Katie Reid
Member Services - Adam Blackwell

#### East District

Vice President - Chase Wunder Communications/Website - Sarah Adell Sponsorship - Michael Waite

Parliamentarian - Neil Koonce CPE Coordinator - Lee Ann Burney Founders Points Coordinator - Nancy Lawson

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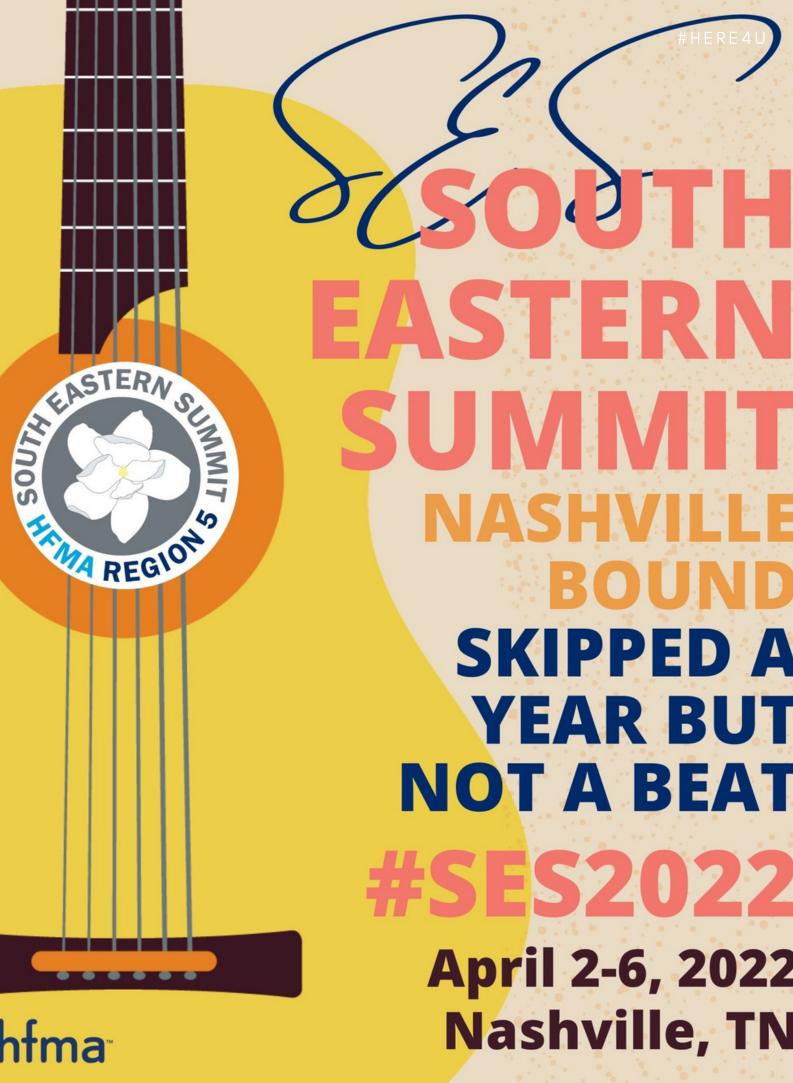
**New Members** 

#HERE4U

# UPCOMING EVENTS



Register Today



tennessee chapter

TNHFMA.ORG



# PROVIDER SPOTLIGHT

An HFMA TN
Chapter
interview with
Associated Oral
& Implant
Surgeons' COO,
David Tackling.

# Please share a little about you and maybe something that might surprise us?

In addition to overseeing the operations for Associated Oral and Implant Surgeons, I am Vice President and CFO for Phoenix Management Group and Managing Director for Summit Healthcare Advisors.

# What are some of the challenges you see for your organization both short-term and long-term?

One of the biggest challenges facing our organization is the need to stay fully engaged with our payers as inflation and the general cost of doing business has outpaced PPO network reimbursements. In addition, like many of our provider peers, we experienced a 4-5 month delay in claims processing during the pandemic. We continue to develop strategies around improving the pre-authorization process, presenting more accurate in and out of network estimates for patients and strengthening our relationship with our payers to keep our A/R as efficient as possible.

# Are there any strategies that you will have for the 2nd half of the year compared to the beginning of 2021?

We continue to focus most of our strategies around improving our revenue cycle functions, and being more proactive with following up on accounts with the responsible party. Our approach focuses on improving our reporting, expediting our claims and enhancing our payer communications. We feel these strategies will allow us to manage the A/R more effectively.

# Do you foresee Telehealth maintaining its presence long-term or diminishing as the year progresses?

Although the technology has been around for many years, telehealth's rapid utilization in the past year was due to circumstance instead of strategic design. I would not be surprised if we see underperforming telehealth usage as patients return to an office care setting. However, recent and ongoing policy and reimbursement changes will help support telehealth growth into the future as it's on service line. I believe telehealth is here to stay and I think it's a great resource for brick and mortars to expand access to care outside their geographical footprint.

# Is there anything else you would like our audience to know?

As an industry, we should all take a moment and pat ourselves on the back for overcoming the many unforeseen challenges over the past year. I think flexibility has been key and those that have remained the most flexible have done the best through it all. We have a lot of unique professionals in the industry and HFMA and the TN Chapter provide a great forum to network with colleagues. I am looking forward to getting to know many in the TN Chapter and welcome the opportunity to connect!



LEND A HAND AND

# VOLUNTEER WITH HFMA TN CHAPTER!

Get involved with your HFMA Chapter today!

# ARE YOU INTERESTED?

Click <u>here</u> to begin your journey with us!



# SPONSOR SPOTLIGHT

"Overall, we want to help our clients succeed. If they are successful, we are successful."
Scott Mertie, President

## Who is Kraft Healthcare Consulting?

Kraft Healthcare Consulting (KHC) is an affiliate of KraftCPAs. It was founded by Scott Mertie in 2019 when he merged his healthcare practice in with Kraft. KHC provides reimbursement and compliance advisory services to clients across the country. Many of these clients are also audit and/or tax clients of the Firm.

## What are some of the strategic goals Kraft Healthcare Consulting has for 2021 and into the future?

Overall, we want to help our clients succeed. If they are successful, we are successful. We currently service hospital clients in approximately 40 states and several US territories. We hope to be in all 50 states at some point....

## Who is Kraft Healthcare Consulting?

We see ourselves as an extension of our clients, part of their team, and want to support their current operations and future goals. Our employees have backgrounds in many different areas of healthcare finance and revenue cycle and we utilize each of our two team members, as well as other KraftCPAs departments, to offer services that can encompass most aspects of financial and operational functions that providers might need. We see ourselves as experts in the field and offer trainings (cost reporting/coding/etc.) to share our knowledge with others.

## Provide some insight to some of the great things Kraft Healthcare Consulting is doing that would interest our healthcare finance audience?

This would definitely be our cost reporting bootcamp that Katie Reid and Scott Mertie have developed in conjunction with the American Institute of Healthcare Compliance. This 2-day bootcamp covers the basics and intricacies of the Medicare cost report. Experienced professionals that complete the bootcamp are eligible to take the exam to be a Certified Cost Reporting Specialist (CCRS) – the only certification of its kind.

# There are so many organizations and opportunities to support them. Can you share why you chose to support the HFMA TN Chapter?

HFMA is a great educational and networking organization. We have been part of HFMA for several decades and have been able to be a resource for provider members. We have had a number of KHC employees with board/committee roles over the years and have developed life-long professional relationships.

# CHAPTER SPONSORS

#### **Diamond**





#### Gold







#### Silver













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# RESOURCES

Regulatory & Accounting Resources

HFMA News

Physician Practice Resources HFMA Coronavirus Resources

HFMA
Podcasts

HFMA
Blog

Tennessee Hospital Association Nashville Healthcare Council

# A special welcome to our new HFMA TN Chapter members!

Jessica Neeley Resha Wafer **Marilyn Jones Angie Machok Heather Kalapodis** Craig Mathison **Christina Rinaer** Oreoluwa Archie Ana Masis **Jordan Niceley Paul Anderson** Keasha Johnson Terri Goins **Scott Gustaff** Whitney McKinney **David Oliphant** Joanna Shore Dena Heyman Mariellen Morgano Erin O'Toole Le'Shaunte O'Bard Karen Fischer Steven Greco **Dave Pullen** Michael Bergert Michael Bruce Cory Sensabauah Sully Sullivan Mark Trotter **Morgan Williams Doug Taylor** Melissa Leonhard Shima Kourtessis Zee Nanji **Alison Bailey** David Jack

Chris Bernard Ryan Heede Alison Jones **David Edwards** Emma Hawes **Elliott Waters** Kirstie Wheeler Sydney Cookshaw Jonathan Woo **Durand Dunsmore** John Dolzadelli Nicholas Kallin **Domingo Santiago** Katherine Travis Dana Spiel **Nicole Shipley** Shelly Roland Travis Larrison Aaron Gendreau-Visco Teresa Gore Megan Osborne Laura Bolduc Ryan Durante Macey Nosbisch Lucas Offutt Harold Parham Rachel Platt **Alex Glatter** Doug Lim David Cooper **Carnell Elliott** Jen Lyons Vivian Tran Fran Hernandez Jodyne Ly

Alisha Wilson-McCree

Kerby Vincent

Clarissa Bors Jennifer Twardosz **Nabat Yusuf Nicole Pennetta Anna Vanderpoel** Chris Hillihan Shanika McDaniel Michelle Darby Alicia Kirkland **Amy Davalos Kyle Prost** Susanne Taylor Tasha McKnight Lisa Murphy Tim Herrman Chris Hudson Joe Singer **Kendra Smith** Kerrie Kikendall **Nekimba Bryant** Patricia Graham Jennifer Keys Matthew Vetera **Debi A Waller David Figueredo** Kristen Thomas LaQuita Kearney Tami Knobbe Kelsey Melin **Lina Winters** Andolini Casa **Brett Scott** Nikki Reed Trent Jackson **Abel Yosef Dewayne Rader Tracy Short** 

Nyco Bolton Greg Born Doug Nowotenski Sherrise Parker Tiffany Polk Daryl Thomason Jacklyn Claire Risinger Jeffrey Hoover Karena Bailey **Aaron Green** Jordan Lister **Courtney Ukens Harrison Gormley-Pollack** Louis Gaanier Rick Marfori Edmund McFadden Kristing Poteete **Amy Mears** Jenny Dillingham Will Allen Stratton Douthat, II Jacob Amundsen Kevin Marina Michael O'Brien Rachel McKenzie Rick Trager Rich Baldwin Derrell Spivey Jennifer Shrader Yvette Young Stephanie Metcalf Folake Akerele KT Gipson Forrest Gardner **Angela Sanders** Matt wolfe

Elida Kalugendo