

TENNESSEE TRACKER

An HFMA Tennessee Chapter Bimonthly Newsletter



FROM THE DESK OF THE PRESIDENT

It's hard to believe, but Christmas is quickly approaching, and Thanksgiving is all but here! It seems like just days ago that our chapter year began; these last six months have flown by.

I was happy to represent the Tennessee chapter recently in Minneapolis at the HFMA Annual Meeting. While attendance was down, likely due to COVID restrictions along with the opportunity to join many sessions virtually, the enthusiasm for offering quality education and networking opportunities remains as strong as ever! I was encouraged by the event and HFMA's commitment to continue offering in-person opportunities to meet, learn, network, and have a little fun along the way!

Speaking of quality in-person events, I'm sure you have seen the SouthEastern Summit (SES) will be held in Nashville April 3-6, 2022 and will be hosted by our chapter. There will be plenty of chances to learn, network, and have fun at this event. Registration will be opening soon, and we will have provider scholarships available for those who need them, so be looking for more information on our social media pages, email blasts, and in our newsletters.

Finally, in the spirit of Thanksgiving, we have many things for which to be thankful. I am sure you can think of many things like family, your pet(s), your coworkers, your health, your faith, your home, and the list could go on and on. I know I am certainly thankful for all these things and there is no time like Thanksgiving to be mindful of, and thankful for, our many blessings.

I would also like to express my thankfulness for HFMA. I was reminded at the Annual Conference, that although the last two years have been incredibly challenging times to work in healthcare, there are positives that we can glean from this season in our lives and careers. We learned to communicate and work differently and there were many successes on these fronts; however, there were also some lessons learned. I am also thankful that in-person events are coming back. Zoom calls and meetings are fine, but there is just something about connecting face-to-face with someone that creates a faster and tighter bond, a camaraderie of sorts that is difficult to achieve on a screen call. I am thankful that I was able to reconnect with many people that I hadn't seen since before the pandemic and that we were able to pick up where we left off. Finally, I am thankful for the opportunity to represent and participate in the leadership of our amazing chapter!

May your blessings be multiplied over the coming year, and may WE join together to solve problems and move healthcare forward in ways that create better outcomes, more (meaningful) transparency, and more stability for our organizations!

Happy Thanksgiving and Happy Holidays!

Rodney Adams
HFMA Tennessee Chapter President

CHAPTER LEADERSHIP

Officers

Chairperson - 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 -

Katie O'Connor Johnson

Sponsorship - Michael Waite

Parliamentarian - Neil Koonce

CPE Coordinator - Lee Ann Burney

Founders Points Coordinator - Nancy Lawson

TABLE OF CONTENTS

Letter from the
President

Chapter Leadership

Chapter Sponsors

Upcoming Events

South Eastern Summit

Provider Spotlight

Volunteer

Sponsor Spotlight

Give Thanks

Resources

New Members

#HERE4U

CHAPTER SPONSORS

Diamond



Gold



CHAPTER SPONSORS

Silver

CommerceHealthcare®

capio®

 enablecomp
complex claims revenue solutions

FRANKLIN
Collection Service Inc.

 kemberton
complex coverage :: personalized advocacy

 Kraft Healthcare Consulting LLC
An Affiliate of KraftCPAs PLLC

LBMCMC
HEALTHCARE

 MSCB

Olive

 TrueAccord

WAKEFIELD
& ASSOCIATES

Bronze

cloudmed™

 HRG
HEALTHCARE RESOURCE GROUP, INC.

InstaMed®
a J.P.Morgan company

 MILLENNIA

Oi™

 PANACEA
Software. Consulting. Education. Results.

 REVCO
SOLUTIONS

UPCOMING EVENTS

hfma[®]
georgia chapter

hfma[®]
region 5

HFMA REGION 5,
GEORGIA CHAPTER

SURPRISE BILLING WEBINAR

—
LINDA CORLEY
XTEND HEALTHCARE

DECEMBER 1, 2021
12:00 ET

***Registration
link coming
soon!***

HFMA REGION 5 WEBINAR SERIES

HFMA REGION 5 WILL BE PRESENTING A
WEBINAR EACH MONTH LEADING UP TO THE
2022 SOUTH EASTERN SUMMIT, HAPPENING
APRIL 3-6 AT THE RENAISSANCE HOTEL IN
NASHVILLE, TENNESSEE.

—
DECEMBER - GEORGIA
DECEMBER - FLORIDA
JANUARY - TENNESSEE
FEBRUARY - ALABAMA
MARCH - SOUTH CAROLINA

hfma[®]
region 5

#HERE4U



SOUTH EASTERN SUMMIT NASHVILLE BOUND SKIPPED A YEAR BUT NOT A BEAT

#SES2022

**April 2-6, 2022
Nashville, TN**

hfma™

tennessee chapter

TNHFMA.ORG



COMMITTED SPONSORS

Special thanks to those who have committed to making the 2022 South Eastern Summit a success.

Don't see your company name? Secure your sponsorship today by visiting tnhfma.org/ses2022

 April 3-6, 2022

 NASHVILLE, TENNESSEE

LESS THAN 25 SPACES REMAIN

Register now at :

tnhfma.org/ses2022

THE SPONSOR LINEUP

AccessOne
 AccuReg
 Argos Health, Inc.
 Brault Practice Solutions
 Capiro
 CarePayment
 Change Healthcare
 Cloudmed
 CommerceHealthcare
 EnableComp
 Enjoin
 Firm Revenue Cycle Management
 Services, Inc.
 Flywire
 HARRIS & HARRIS LTD.
 Hollis Cobb Associates
 Invicta Health Solutions
 iRCODER.COM
 Kemberton
 Meduit
 Nemadji

ONQ
 Organizational Intelligence
 Parallon
 PELITAS
 PFC | USA
 PROMEDICAL
 Revco Solutions
 Revecore
 RSM US LLP
 SHERLOQ Solutions
 Sixth Sense
 Intelligence, LLC
 Softek Solutions, Inc.
 State Collection
 Service, Inc.
 Stratasan
 Streamline Health
 The SSI Group
 TruBridge
 United Collection
 Bureau, Inc. (UCB)
 VisiQuate
 Wakefield & Associates

The HFMA Region 5 South Eastern Summit relies upon the support of these generous companies to ensure great education, networking and leadership. #ses2022



PROVIDER SPOTLIGHT

***An HFMA TN
Chapter interview
with Erlanger
Health System's
Senior Director of
Revenue Cycle, Misty
Brackett.***

How did you become such an active member in the HFMA TN Chapter?

I love being involved in organizations and making a difference where I can. I was not as active a few years ago until I met Buffy Loveday. She welcomed me in and got me plugged in, which has been very beneficial to me both personally and professionally.

What are some of the benefits you receive from HFMA specific to the Tennessee Chapter?

First and foremost, I have a wide network of people I can reach out to with questions across the state. Since we are all in the same state, we all experience the same issues. Having relationships with other Tennessee providers helps to not recreate the wheel. We can bounce ideas off each other and come to quicker resolutions. I have also met people that I feel will be lifelong friends!

As Senior Director of Revenue Cycle at Erlanger, what is something about your job that people might be surprised to hear?

My responsibilities that differ from what people might expect of a Senior Director of Revenue Cycle include PCI Compliance and overseeing merchant processors.

What do you see as the immediate needs for Erlanger within Revenue Cycle between now and the end of the year?

We are in the same boat as everyone else, staffing is hard to find. We are running short in all our areas; our most desperate need right now is in registration. Every shift, we run between 1 to 2 full time employees short.

With 2022 right around the corner, what are some goals that Erlanger has in mind for the new year?

Our goals mirror everyone else's in the Tennessee market: reduce denials and AR days, increase POS collections, and increase cash coming in from our payers. Erlanger has a goal to be in the top 10% when looking at Epic's pulse report.

Are there any unique initiatives that you've been involved with at Erlanger (in the past or upcoming) that you want to brag about?

Yes, in our denial reduction initiative we found a lot of claims being denied for no pre-cert on our surgeries even though a pre-cert was obtained on what was scheduled. As we dug into the issue, we found that we had an issue with doctors scheduling one thing and then when their documentation was coded it was not exactly what was scheduled. To remedy this, I worked with Epic to build a queue that captured any code that was different than what was scheduled or if the provider knew the procedure changed, they update their logs allowing the case to fall into the same queue. To make this successful we have our HIM department coding same day or the next, this allows our pre-cert team to update the pre-cert based on the payers guidelines.

Misty serves as the Secretary for the HFMA Tennessee Chapter.***Has Erlanger ever partnered with any charitable organizations in Chattanooga or elsewhere?***

We do partner with the United Way; however, we are all very focused on building up our Children's Hospital and practices through the Believe program.

In the spirit of Thanksgiving, what are you grateful for this season?

It may sound cliché, but I am most thankful for my family, most of my immediate family has passed on, leaving me to cherish what I have left.



LEND A HAND AND

VOLUNTEER WITH HFMA TN CHAPTER!

*Get involved with your HFMA Chapter
today!*

**ARE YOU
INTERESTED?**

Click [here](#) to begin your
journey with us!



"Our strategic goals of growth and innovation will always go hand-in-hand with our commitment to providing the best possible service and support to our Clients."

SPONSOR SPOTLIGHT

Who is PELITAS?

PELITAS provides technology solutions to help hospitals, physician practices, and specialty groups improve the patient experience, maximize revenue, and eliminate inefficiencies. Its Integrated Patient Access Solution (iPAS®) is designed to financially clear patients at the first point of contact by improving the accuracy of registrations, increasing point-of-service payments, and reducing denials. Virtual Intake Management, part of iPAS, helps organizations financially clear more than 75% of patients before service and provides safe and convenient self-service options.

Tell us a little bit of what makes PELITAS unique for our healthcare and finance audience.

PELITAS has the only fully proprietary patient access technology platform that was not developed through acquisitions. This means comprehensive workflows and outstanding service and support. In addition to having HFMA Peer Reviewed status since 2018, PELITAS was named Best in KLAS for Patient Access in 2019 and 2020 and is currently ranked #1.

PELITAS has been named to Modern Healthcare's Best Places to Work in Healthcare for the last two years and was ranked 12th in the supplier category in 2021. PELITAS is also a Great Place To Work® certified company and part of Fortune's list of the best small and medium workplaces.

What are some of the strategic goals PELITAS has for 2022 and into the future?

We will be launching version 10 of iPAS early 2022. V10 takes everything that is great about the established solution and updates it to a SaaS platform using the most current technologies available. This will mean more and easier integrations, expanded configurations, updated workflows, a better user experience, platform integrated alerting and more.

Our strategic goals of growth and innovation will always go hand-in-hand with our commitment to providing the best possible service and support to our Clients. We provide each Client with a single point-of-contact, speedy issue resolution, and a voice in developing our solution roadmap.

Provide some insight to some of the great things PELITAS is doing that would interest our healthcare finance audience?

In November, we had our inaugural Client Advisory Board meeting with the theme Cultivating Patient Loyalty through Digital Transformation. Our Client members are senior leaders in patient access, revenue cycle management, and finance. The mission of the PELITAS CAB is to learn more about our Clients' top business issues, share our executive vision and solution roadmap, gather feedback and map our strategy to the evolving needs of our Clients.

In 2020 we developed and launched Virtual Intake Management® in response to the pandemic. VIM helps organizations financially clear more than 75% of patients before service and provides safe and convenient self service options available on the patient's own mobile device. With VIM there are no passwords to remember, no portals to bookmark, and can be fully integrated into our Clients' existing systems.

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 resource for providers and suppliers alike. The Tennessee chapter in particular provides ample opportunity for education, networking, and collaboration. We have many Clients in the great state of Tennessee so we want to do all we can to support the organizations that support them. It also doesn't hurt that Tennessee is our CEO Steven Huddleston's home state.

HFMA TENNESSEE CHAPTER GIVES THANKS

If I must pick one thing this year to be thankful for it would definitely be relationships. Those with my family, friends and my Savior. Relationships can be difficult but without them who or where would we be! May this Thanksgiving season bring you health and happiness.

Buffy Loveday
Chairperson

Friends and family that surround us with love when life is especially difficult.

Lee Ann Burney
CPE Coordinator

Every Thanksgiving I give personal thanks for God, Family, and Country. While most important aspects of life are covered by those categories, this year I am particularly thankful for the health, safety, development, and employment in our family unit. I believe Medical Doctors, Nurses, scientists, and some public servants deserve an outpouring of thanks this Thanksgiving.

Adam Blackwell
Membership Services

For me this Thanksgiving, I am most thankful for my family, friends and health

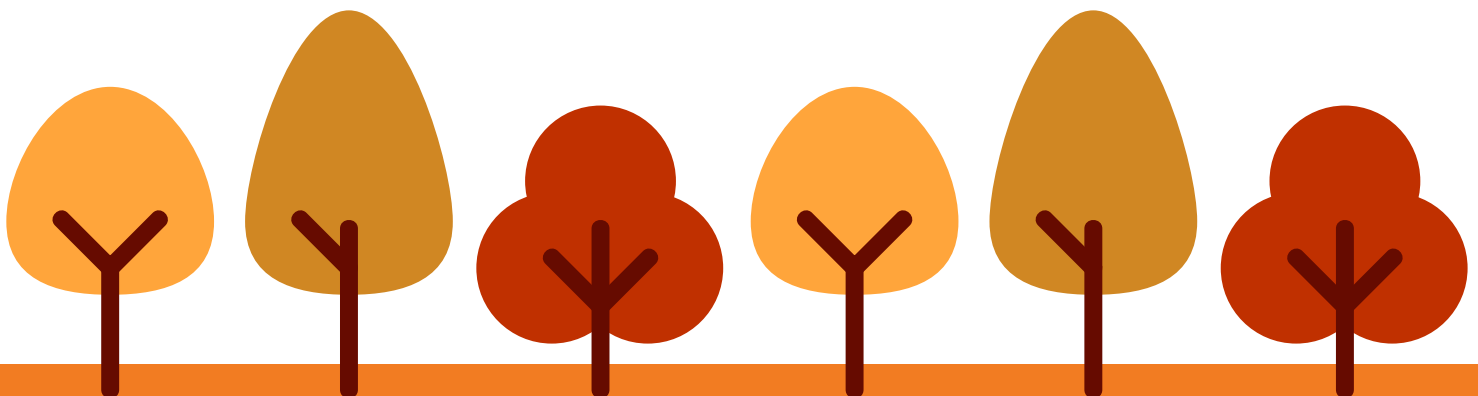
Kathryn Topper
Treasurer

I am thankful for my friends and family, my HFMA family and life slowly getting back to normal.

Chad Preston
Programs & Education

I am thankful for the meaningful personal friendships that have blossomed over the years with my fellow HFMA members, providers, and competitors! To me it's important we spend this time of the year reflecting on the simple things we take for granted, focus on how we can be selfless to help others in need, and most importantly follow through on those acts of service!

Chase Wunder
Vice President, East



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!***

Justin McDonald

Alicia Auman

Jelena Vidovic

Amanda Campbell

Marcus West

Barrett Blank

Rebecca Byrd

Zachary Smith

Sara Hoshaw

Sarah Hughes

Randall Morgan

Jodi Burton

Jessica Canger

Christy Dorris

Laura Holland

Anne Marie Hooper

Kevin Locke

Tisha McGee

Angela Phan

Will Smith

Tara Aaron-Stelluto

Jeremy Lee

Valerie Mabry

Michelle Vaughn

Landon Johnson

Kevin Whitlock

Darek Sargent

Dorcas Awotula

Amber Cantrell

Samuel Barnes

Karen Ramsey

Brent Bettie

Laura Bishop

Natalie LaForge

Jeremy Long

Sheena Morant

Cierra Tyler

Sylvia Culbert

Giliane Poole

Angela Vaden

Jamie Wykle

Laura Liles