

MISSION STATEMENT

Our mission is to provide an educational forum for the exchange of ideas among healthcare professionals engaged in medical practice management.

2016 Year in Review

2017 OFFICERS

President – Connie Leffler connie.leffler@clarkmemorial.org

President Elect – Frances Burton fburton@mw.twc.com

Treasurer – Tisha Robison trobison@louisvillebones.com

Secretary – Teresa May teresa.may@clarkmemorial.org

Immediate Past President – Teresa May teresa.may@clarkmemorial.org

Program Committee Co-Chairs

Terri Christian – teresechristian@kentuckyonehealth.org

Tess Wheeler - twheeler@allwomenobgyn.com

Managed Care Committee Co-Chairs

Stephanie Woods – stephanie.woods@glms.org

Mark Prussian – mprussian@eyecareinstitute.com

Membership Committee Chair

Todd Sorrell tsorrell@huhinsurance.com

Sherry Baker sbaker02@att.net

Communication Committee Chair

Patti Sacra - patti.sacra@ulp.org

Sponsorship Committee Chair – Cheri McGuire - cheri.mcguire@glms.org

Administrative Assistant – Lara Huff - laurahuff@bellsouth.net

President Letter 2016

Dear Louisville Chapter KMGMA Members,

What a Great Year we have had! We have had great speakers that have kept us up to date on the current issues of Healthcare and informed us on the ever-increasing number of acronyms along with the implementation of Quality Initiatives. I would also like to thank our Louisville Chapter Board, Leadership Committee, Administrative Assistant, and Business Partners without all of you we could not be successful.

As I think back over the past years, it has taken Team Work for Louisville Chapter KMGMA to be where we are today. As we listen to our members as to what their needs are, continued education is a high priority. Many of you like me have been in Practice Management for many years; some of you are just starting your career. I think that all of us recognize that we continue to learn new things, with the changes in Healthcare we have to be willing to adapt to change. In you have not started your journey through MGMA/ ACMPE Board Certification and Fellowship; I encourage you to start this year. This is a great opportunity for you to increase your knowledge and education.

Who would have thought years ago that we would be monitoring legislative issues on Healthcare so closely? In an effort to control cost and increase revenue it takes our whole team, it has always been my goal as a manager to keep my team informed on the ever-changing issues in healthcare. I believe that if you communicate the issues with your team and ask for their suggestions it only makes your team more valuable. The same goes with Louisville Chapter KMGMA, I always welcome your comments and suggestions. If you are not involved in the chapter, I recommend that you become more involved. Over the past years, I have developed friendships and networking opportunities that never would have been there if I have not gotten involved and been willing to serve.

Thank you for allowing me to serve as your President.

Connie L. Leffler, CMA, CMM, FACMPE

Annual Synopsis of LCKMGMA Meetings 2016-2017

As we begin our new year we will continue our efforts to incorporate the MGMA Body of Knowledge into our monthly meetings. The Body of Knowledge serves as a repository of industry knowledge, a guide to practice management, an assessment of competency and a learning tool.

Domains:

- **Operations Management** - Operations management consists of developing and implementing an effective business plan and managing daily operations
- **Financial Management** - Financial management involves the development and maintenance of financial systems to ensure a profitable practice. Skills in accounting, budgeting, revenue cycle management and financial analysis support effective financial management.
- **Human Resource Management** - Human resource management requires demonstrating effective staffing strategy, recruitment and retention, training, a performance evaluation process, a personal commitment to enhancing your knowledge base, and compliance with employment law.
- **Risk and Compliance Management** - Risk and compliance management involves maintaining a program to provide an overall safe environment, prevent or minimize adverse events, and comply with federal and state laws and regulations.
- **Organizational Governance** - Organizational governance consists of developing long-term strategies and the strategic direction of an organization. Organizational governance involves the ability to facilitate the corporate legal structure, define policy and define the organization's culture.
- **Patient Centered Care** - Patient-centered care means ensuring that patients receive the best possible care, keeping the organization focused on patient safety and striving for efficient operations.

2015-2016 included the following topics:

November – Customer Service and the Patient Experience

December – No Meeting

January – Budgeting & planning for Large Purchases

February – Patient Centered Care

March – No Meeting

April – 6 Steps to a Thriving Practice

May – No Meeting

June – Medicare Initiatives Now and in the Future

July – A Closer Look at MACRA

August – Annual Planning Meeting

September – No Meeting

October – Kentucky Health Collaborative

2016-2017

Our new year will include educational content listed below (subject to change upon availability). At the 2016 planning meeting in August these topics were chosen by members and associate members for the upcoming year.

Nov – How to Become a Leader of Influence

Dec – No Meeting

Jan – HIPAA – Any changes in legal pertaining to Social Media

Feb – Insurance Updates, Regionally, Locally, how to communicate with DOI

Mar – No Meeting

Apr – Internal Audits – How to get started

May – Motivational Speaker

Jun – Practicing in the Age of Electronic Communication

Jul – HR Discipline

Aug – Planning Meeting

Sep – No Meeting

Oct – Marketing your Practice – Branding

Welcome New Members 2016

Active Members

Terri Prater	Louisville Lung Care PLLC
Michelle Bowling	Chmiel, Murphy & Secor, PSC
Julie Coffey	Fertility & Endocrinology Associates PSC
Jill Lowry	Baptist Health Medical Group
Jessica Rayome	Louisville Dermatology Clinic

Associate Members

Ted Lechner	Bluebird Homecare of Kentucky
Lauren Murphy	Louisville Pharmacy
Nick Volz	Chase
Chris Taft	iHealth Innovations

2016 Managed Care Committee News

The focus of the Louisville Chapter Managed Care Committee is to educate members on third party payer legislation changes, trends, coding, claims filing, pre-certification mandates and other relevant issues. The committee has representatives that sit on the Greater Louisville Medical Society (IIRC) Insurance Issues Resolution Committees that meet with the payers regularly to discuss insurance hassles and current initiatives.

Last year, the Managed Care Committee developed two new initiatives; a Learning Collaborative Resource Directory of managers that are willing to mentor their peers in their particular areas of strength and experience and monthly Managed Care Discussion Forums providing the opportunity to discuss issues or trends affecting medical practices in a small group setting of only practice managers or other practice staff. In 2016, these discussion forums covered some of the following topics as requested by members; Managing an Increased Medicaid Population, Budgeting and Financial Planning, Marketing Your Practice and Tips for Using Social Media, Billing and Payer Issues, Clinical Trials and Drug Studies and CMS Quality Payment Programs.

The Managed Care Committee strives to be a valuable resource to you and as this year comes to a close, we want to thank each of you for your hard work and dedication to your patients and your providers. Additionally, a very special thanks to the following professionals for their dedication and commitment as they represent medical group managers on GLMS Insurance Issues Resolution Committees (IIRCs).

- **Connie Leffler, *Clark Physician Group Just for Women Health Solutions* - Anthem IIRC**
- **Terri Christian, *Kentucky One Health Endocrine & Diabetes Assoc.* - CGS Medicare IIRC**
- **Mark Prussian, *The Eye Care Institute* – Humana IIRC**
- **Patti Sacra, *ULP/Pediatric Surgery* – Passport Health Plan IIRC**
- **Tess Wheeler, *All Women OB/GYN* – United Healthcare IIRC**

All active members are welcome to be part of the Managed Care Committee. If you are interested in serving on this committee or have other questions or concerns related to the Managed Care Committee, please email Stephanie.woods@glms.org.

2017 LCKMGMA Managed Care Committee Chairs:
Mark Prussian, MBA, FACHE, COE, *The Eye Care Institute*
Stephanie Woods, *GLMS Practice Resource Specialist*

Submitted by Patti Sacra
Communication Committee Chair