

# TENNESSEE TRACKER

An HFMA Tennessee Chapter Bimonthly Newsletter



## FROM THE DESK OF THE PRESIDENT

My how a few weeks can change things...

Over the late spring and early summer, it seemed that everyone was feeling better about the pandemic. Cases were down, in-person events were becoming commonplace again, and it felt as though things were returning to “normal” (whatever normal means these days).

But as I write this letter, we are in the midst of another COVID surge and many hospitals are seeing about as many patients as they saw in previous spikes, some even more. I was talking to one of my staff members recently and they described their feelings like this: “It is like we saw the light at the end of the tunnel, and it was getting bigger...but then there was another rockslide and now we have had to grab our picks and shovels again. We are chipping away but we have no idea how far we have to go.” I thought their analogy was a perfect way to describe the way that many of us who work in healthcare feel. Whether you are a provider, a payer, or a business partner, I know you can relate.

As you know, we recently made the decision to cancel our Fall Institute that was scheduled for September 22-24 in Chattanooga. While it was a difficult decision, we certainly believe it was the right one.

Amid the uncertainty and the new surge, I am reminded of a quote by Gregory S. Williams: “On the other side of a storm is the strength that comes from having navigated through it. Raise your sail and begin.”

Now is not the time to drop our sails. It is the time for us to raise our sails even higher and wider! Our team has already begun working on virtual education opportunities and we will soon be publishing more information about these events. We are continuing to plan for an IN PERSON South Eastern Summit (SES) and look forward to seeing you in Nashville in April '22! We are looking at ways to offer certification training and are evaluating the COVID situation to determine when we may be able to schedule a networking event. As you can tell, the Board and our Committees are hard at work for you, our members!

#Here4U

I want to say thank you to all of our providers. Whether you are clinical or work to support the clinicians caring for patients, please know the work you do matters and is valuable—thank you! I want to thank our business partner and payer members as well. The work you do truly matters. Without you, the healthcare industry would grind to a halt and the lives of our providers would be exponentially more complex—thank you!

Given the current landscape, I will leave you with this quote from Margaret Thatcher: “You may have to fight a battle more than once to win it.”

HFMA TN Chapter is #Here4U for today’s battle, tomorrow’s battle, and every battle to come. Stay well and take care!

**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**  
**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**

---

**Resources**

---

**Member Spotlight**

---

**New Members**

---

**#HERE4U**

# CHAPTER SPONSORS

## *Diamond*



Front-End Revenue Cycle Intelligence



## RSM

## *Gold*



FIFTH THIRD BANK



# CHAPTER SPONSORS

## *Silver*

**CommerceHealthcare**

**capiو**

 **enablecomp**  
complex claims revenue solutions

**FRANKLIN**  
Collection Service Inc.

 **kemberton**  
complex coverage :: personalized advocacy

 **Kraft Healthcare  
Consulting LLC**  
An Affiliate of KraftCPAs PLLC

**LBMC**  
HEALTHCARE

 **MSCB**

 **Olive**



**TrueAccord**

 **WAKEFIELD**  
& ASSOCIATES

## *Bronze*

**cloudmed**™

 **HRG**  
HEALTHCARE RESOURCE GROUP, INC.

 **InstaMed**®  
a J.P.Morgan company

 **MILLENNIA**

 **Oi**™

 **REVCO**™  
SOLUTIONS

# UPCOMING EVENTS



## ***RSM Virtual Health Care Day***

- **Thursday, Sept. 30, from 9 AM to 5 PM CT**
- **CPE is available - up to 7.5 hours**
- **Complimentary**

**The agenda is comprised of both live and on-demand sessions that are focused on helping health care industry leaders navigate what's next in these uncertain times to achieve financial sustainability and growth for your organization.**

***Click to Register!***

### ***HFMA 2021 Annual Conference Updates:***

1. HFMA is requiring vaccination for everyone participating in the conference on site in Minneapolis.
2. The early bird deadline has been extended to October 8th.
3. There is penalty-free registration, cancellation, and substitution to virtual registration through October 8th.

Visit [hfma.org](http://hfma.org) for more details

#HERE4U

# *SEE* **SOUTH EASTERN SUMMIT NASHVILLE BOUND**

**SKIPPED A  
YEAR BUT  
NOT A BEAT**

**#SES2022**

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



**hfma**<sup>TM</sup>

tennessee chapter

TNHFMA.ORG



# **SES IS BACK AND SPONSORSHIPS ARE OPENING!**

Sponsorship opens to Tennessee Chapter Sponsors:

***September 15th***

Sponsorship opens to SES 2020 Sponsors:

***September 27th***

Sponsorship opens to all:

***October 11th***

**For more information or to schedule a brief call to discuss how you can be best represented at #SES2022, email [beth@blueturtlecreative.com](mailto:beth@blueturtlecreative.com) or [mallie@blueturtlecreative.com!](mailto:mallie@blueturtlecreative.com)**



**An HFMA TN  
Chapter interview  
with CHI  
Memorial's TN/GA  
Market Director  
for Revenue, Lesa  
Klepper.**

# PROVIDER SPOTLIGHT

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

I am probably one of the more "seasoned" members of the chapter. I originally joined HFMA back in the mid-'80s and have found it to be one of my most fulfilling endeavors. I was in a small rural hospital and tasked with trying to learn the complexities of healthcare finance with no guidebook. HFMA provided education that was not offered elsewhere along with the ability to network with a large volume of other similar-sized providers who were happy to assist a "newbie" with many more questions than answers. Since then, the number of independent providers has significantly decreased but the complexity of the business has exploded. While many of us now work in large corporate environments, HFMA can still provide tremendous benefit by meeting those real-time educational needs for both state and federal level challenges.

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

The pandemic certainly has turned healthcare on its ear. Most of our facilities are stretched to the max trying to care for those in our community with numbers increasing again. I fear that rhetoric continues to overshadow truth and as a result, the situation will continue to worsen especially as we go into flu season. Short-term, it's taking up beds and preventing many of the "elective" services that we depend on for financial vitality. Long-term, I fear that the delay in patients seeking care during this surge will result in patients with multiple issues to deal with.

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

For many of us that have a June 30 year-end, this is the beginning of a new year. Traditionally we have all looked back and done comparisons but, with the craziness of 2020 both in spring and summer, that makes it very difficult. Revenues were way off along with many elective services being postponed or canceled. As far as strategies, just ensuring that we stay abreast with the various new guidelines coming down the pipe: surprise billing, pricing transparency, and the COVID billing.

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

I think there are (and have always been) some service lines that do very well with Telehealth. I remember in the early '90s this service being offered but it really wasn't accepted mainstream by the major payers. The pandemic has pushed the industry into a greater acceptance of this along with much of the work at home initiatives.

***Lisa served as HFMA TN Chapter President in 1995. She was also a member of the National Board of Examiners, ANI Host Chapter Committee Chair, Institute Chairs, HFMA Exchange program to the UK, People to People HFMA Exchange with China, Russia, South Africa and Brazil.***

***Will you continue with a remote workforce or a blended model going forward?***

Speaking of remote workforce, I think it will remain but we must be more creative in alluring employees to work onsite. Traditionally, it has always been difficult to maintain staff in entry-level positions particularly Patient Access. We continue to see those staff members jumping to "work from home" positions and must think outside the box to place appropriate value on positions that will always be required as customer-facing.

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

I feel incredibly fortunate to have found a career that is much more than a job. While I definitely stumbled into healthcare out of college, it has truly been an enjoyable and never boring journey so far. I look forward to the next challenge as I'm sure it's lurking just around the bend.

LEND A HAND AND



# VOLUNTEER WITH HFMA TN CHAPTER!

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*Get involved with your HFMA Chapter  
today!*

**ARE YOU  
INTERESTED?**

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



***"Revco Solutions' vision is to evoke change and create a culture in our organization and the local community."***

# SPONSOR SPOTLIGHT

## ***Who is Revco Solutions?***

Revco Solutions brings over a century of collection experience to the healthcare industry. With the acquisition of Professional Recovery Consultants (PRC) and Credit Bureau Collection Services (CBCS) in 2019, under the ownership of Revco Management, LLC, our two organizations integrated their strengths to rebrand in 2020 as Revco Solutions, Inc. Our combined organizations receive multi-billions of dollars in placements annually. Our history of success in healthcare recoveries relies on leveraging multiple resources, aligned toward a singular goal of consistently delivering best-in-class performance and customer services while deploying the security measures to protect sensitive data, maintain regulatory compliance, and enhance the goodwill our customers have cultivated in their communities.

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

Revco Solutions maintains long-standing client relationships within the healthcare industry, with loyalties earned through exceptional performance and service. These relationships continue to grow because of the single ingredient that has been the foundation of our success – our people. The efficacy of our technologies, our performance, our compliance, our security – all of the elements that put us on the cutting-edge of our industry – hinge upon the experience, professionalism, and loyalty of our employees. Revco Solutions is proud to have just been awarded "Best Places to Work in Collections" for 2021, in the Large Company category, by insideARM.

***What are some of the strategic goals Revco has for 2021 and into the future?***

Revco Solutions' strategic goal, for 2021 and beyond, is to become the premier provider of accounts receivable management services. We are committed to innovating our service offerings through the implementation of emerging technologies, such as live chat, text and email communications, QR code mobile payment options, call center gamification, as well as a continued investment in the best data resources available to our industry. We are also strategically expanding our footprint, both geographically and in our services offered, through acquisition growth. We've recently added to the Revco Solutions family with the acquisition of EOS (Early Out Services)/GSB (General Service Bureau), located in Omaha, Nebraska to perform early out, insurance follow-up, and bad debt collections, expanding our presence into the heartland of America. We've additionally acquired a Denials Management Company, ARMC, out of Oradell, NJ, greatly expanding our service offerings to the healthcare industry.

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

We are excited by a variety of initiatives we've taken to enrich our corporate culture and then export the positivity we cultivate out to our communities. Year after year, Revco Solutions proudly sponsors many national and local charities, through an employee-led committee called Go Beyond, which is based on a Coco-Cola Bottling Company model, where our company donates to worthwhile charities. Revco Solutions' vision is to evoke change and create a culture in our organization and the local community.

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

Revco Solutions is excited to be supporting the HFMA TN chapter and all they do for the healthcare community. Revco Solutions appreciates the resources the TN chapter provides to their members through education, networking opportunities, educational institutes, and collaboration to promote both professional and personal growth. We view this partnership as a way to promote our marketing and sales goals, as well as assisting us in aligning our services in the direction the healthcare industry is going.

# RESOURCES

***Regulatory &  
Accounting  
Resources***

***HFMA  
News***

***Physician  
Practice  
Resources***

***HFMA  
Coronavirus  
Resources***

***HFMA  
Podcasts***

***HFMA  
Blog***

***Tennessee  
Hospital  
Association***

***Nashville  
Healthcare  
Council***

# MEMBER SPOTLIGHT

**We are spotlighting members for their accomplishments over the past several months. Complete the annual HFMA TN survey for a chance to be in the spotlight! The HFMA TN leadership group is proud of our members and can't wait to see what you do next.**

**"My husband and I welcomed our first child on 8/30/20. Our son, Eli Seth Chambers, is now a happy healthy 3 week old!"**

**Page Chambers,  
Vanderbilt  
University Medical  
Center**

**"Effective Oct 19, 2020, I am the Vice President, Physician Revenue Cycle for Ensemble Health Partners.**

**Jennifer Walen,  
Ensemble Health**

**"SMART opened a new line of business, Revenue cycle! This line of business focuses on helping clients with their back office functioning, billing, contracts, and training. Myself and team have been spearheading this new line!"**

**Jessica Harris,  
SMART Healthcare  
Compliance  
Resources**

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

**Whitney Stone**  
**Nancy Lawson**  
**Jessica Whitten**  
**Nathan Hale**  
**Tracie Martin**  
**Byung Kang**  
**Rachel DeLone**  
**Austin Edwards**  
**William Boggess**  
**Ashley Horne**  
**Adina Bonds**  
**Robin Smith**  
**Jana Jennings**  
**Paul Fridenstine**  
**Mike Lane**  
**Susan Grzybowski**  
**Jennifer Adams**  
**Michael Varnell**  
**Parr Thomson**  
**Eric Chueh**  
**Damien Todd**  
**Marcus Green**  
**Julie Graham**  
**George Kitsios**  
**Carlie Cantrell**

**Patrick Scaglione**  
**Tyler Morris**  
**Alyson Belz**  
**Cindy Frank**  
**Brad Bicknell**  
**Camryn DeFilippo**  
**Bryian Clay**  
**Alison Jacowitz**  
**Andre Middlebrooks**  
**Jordan Drinks**  
**David Hanke**  
**Matt Crawley**  
**Rachel Suffin**  
**Lindsey McIntyre**  
**Martin Tall**  
**Will Marletta**  
**Tyler Mintz**  
**Taylor Binkley**  
**Terri Arbucci**  
**Margaret J Brown**  
**Robert Norton**  
**Matt Mulvey**  
**Devon Bortz**  
**Amanda Webb**  
**Kristopher Brummitt**  
**McKenzie Paduch**

**Eric Mayse**  
**Samuel Barnes**  
**Terry Perry**  
**Julie Klotz**  
**Karen Polk**  
**Gabriella Gather**  
**Gunter Wessels**  
**Sheila Thomas**  
**Annette Larkin**  
**Vikram Tiwari**  
**Jim Drew**  
**Teresa Dail**  
**Marsha J Kedigh**  
**Sarah Dillard**  
**Donna Kilpatrick**  
**Jason Elder**  
**Stephanie Presnell**  
**Amanda Aven**  
**Christopher Tatum**  
**Jodi Fawcett**  
**Lee Ann Buck**  
**Mary Jo Hammer**  
**Ryan Higgins**  
**Sandra Baun**  
**Vicki Williams**