

FALL 2023

# TN TRACKER

AN HFMA TN CHAPTER QUARTERLY NEWSLETTER



[HTTPS://WWW.HFMA.ORG/CHAPTERS/REGION-5/TENNESSEE/](https://www.hfma.org/chapters/region-5/tennessee/)

# CHAPTER LEADERSHIP

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President: Chase Wunder

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Secretary: Misty McMichael

Treasurer: Michael Cox

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- Leadership Development: Rodney Adams
- Programs and ED: Chad Preston
- CPE: Katie Reid

Vice President: Kathryn Topper

- Sponsorship: Michael Waite
- Communications/Website: Katie Johnson
- Certification: Scott Mertie

Vice President: Adam Blackwell

- Member Services: Matt Wolf
- Scholarship/Community Engagement: Amanda Newell
- DEI: Courtney Hawkins

Parliamentarian: Mark Cameron

Founders Points Coordinator: Marcus Greene

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# LETTER FROM THE PRESIDENT

With folks returning to school and Labor Day behind us, we are rapidly approaching the most beautiful time in Tennessee, Fall! Fall is not only about the magic of nature, it also signifies growth, change, and a fresh start, something we are all too familiar with in the Healthcare industry.

As I mentioned in my June letter, this year we are focusing on three major goals: continued education, community service, and campus connections. The TN Board is working diligently behind the scenes to turn our vision into a reality. We have connected with both Erlanger Health and UT Medical Center on plans for onsite service projects to give back to the local community during our Spring Road Shows. Late October, Dr. Sharp and Courtney Hawkins will be attending our first ever University Job Fair to extend our outreach and better engage students. Furthermore, our Leadership Development team has compiled a vast group of esteemed individuals to participate in monthly calls for our mentorship program.

The TN Chapter has a jam-packed schedule this Fall, and we encourage you to participate in any of these wonderful events!

- September 27-29, we will be hosting our Annual Fall Conference at the Hilton in Downtown Knoxville.
- October 3rd, we begin our virtual CSBI Certification Training classes open to all HFMA members (CPE Credits offered!).
- Saturday November 4th, we are hosting a joint event with Nashville MGMA, and ACHMT, for a Vanderbilt vs Auburn Tailgate.
- January 21-22, our Region 5 Women's event will be held in Chattanooga.

We hope to see you at one or all upcoming events and registration can be found on our website under Tennessee Events.

In conclusion, I would like to express my gratitude on behalf of the chapter for your ongoing support and engagement with the TN Chapter. Your contributions and active involvement continue to have a positive impact on our Chapter's vision! I implore each of you to get or stay involved by sharing your wisdom and raising any questions or concerns to improve the member experience and better our industry.

Onward!

# CHAPTER SPONSORS

## PROVIDER SPONSORS



## DIAMOND SPONSORS



## EDUCATION SPONSORS



## SILVER SPONSORS



## BRONZE SPONSORS



## HFMA BANK SPONSOR



# PROVIDER SPOTLIGHT



VP, FINANCIAL POLICY  
TENNESSEE HOSPITAL  
ASSOCIATION

## What is currently top of mind for THA and your constituents?

One of the biggest things we are working on is making sure Tennessee leaders know the struggles that hospitals are facing with low reimbursement, higher costs, and workforce challenges. Financial viability and TennCare reimbursement are important as we work on new payments for hospitals. Keeping our members informed on what is happening at the federal level with site neutral payments, Medicaid DSH, proposed pricing transparency changes, updates and changes to the No Surprises Act and Independent Dispute Resolution process, along with providing input on several CMS proposed rules including managed care, home health, IPPS, and OPPS.

## What is THA's mission and what are some of the values your organization brings to the healthcare community?

The mission of THA is to lead its members in advocacy for and support of community-based hospitals and health systems. We assist them in delivering accessible, cost-effective, quality health services. We support our members through activities and programs that advance the quality of healthcare. We are socially responsible and invest our time and resources in activities that bring measurable value to the members we serve. We are passionate about the healthcare industry and desire to promote the very best industry-wide practices in a fair and honest manner. We are responsive to the needs of our members and do everything we can to ensure their success.

# PROVIDER SPOTLIGHT CONTINUED



VP, FINANCIAL POLICY  
TENNESSEE HOSPITAL  
ASSOCIATION

## What makes THA unique?

We represent over 150 hospitals and health systems, ranging from large academic institutions to small and rural Critical Access Hospitals. We provide pretty much a “full service” to our members, including advocacy efforts with payers and state/federal legislators and agencies, education, patient safety and quality initiatives, data programs, rural hospital assistance, and financial modeling. THA also provides a neutral forum for members to discuss issues that could divide the hospital industry in Tennessee. With THA being in Tennessee, we are even different from other state hospital associations because of our connection to the healthcare capitol with so many healthcare companies headquartered in our state.

## Provide some insight into some of the great things THA is doing that would interest our healthcare finance audience.

THA is responsible for passing the annual Hospital Assessment that helps provide over \$2 billion in TennCare spending, which includes hospital supplemental pool payments and GME. THA has advocated for over \$600 million in NEW payments to hospitals in the last two years and is currently working with TennCare to distribute another large payment of almost \$700 million to Tennessee hospitals in SFY2024. THA continues to work with members on payer issues and has been successful in getting payers to adjust or revoke policies that are harmful to hospitals, such as Amerigroup’s policy that previously did not allow physician advisors to participate on peer-to-peer calls and UHC’s policy that would have impacted non-screening GI procedures. THA has also assisted in a national advocacy effort that resulted in UHC and Cigna reducing prior authorization requirements by roughly 20%.

## What are some of the strategic goals THA has for 2024 and into the future?

We ensure we maintain strong relationships with our Tennessee Leaders, such as the Governor and state legislators as well as our federal delegation. One big finance goal for THA is working with our members and TennCare to develop new, recurring supplemental pool payments to help bolster the care Tennessee hospitals provide to their communities.

# ENTERPRISE SPOTLIGHT



- **What is Wakefield's mission and what are some of the values your organization brings to the healthcare community?**
  - Wakefield's mission is to grant our clients the peace of mind they deserve by alleviating the complexities of revenue cycle management and ensuring every last dollar is captured.
  - Our most important value is teamwork, within our own company and especially with our clients. We are not a faceless software program - we are a service-based company provided by people. And the strength of that service goes hand-in-hand with the strength of our culture. We recognize there are humans on the other side of the screen and we value each person who is working together towards the bigger picture.
- **What makes Wakefield unique?**
  - Wakefield's "people first" culture makes us unique. In an industry where there is so much turnover, we retain the most talented people, who in turn provide consistent results for our clients.
  - Thanks to our many specialized subject matter experts, Wakefield can offer our clients unrivaled expertise in several specialties most revenue cycle companies cannot such as lost revenue recovery and complex claims resolution with specialized attorney intervention.
- **Provide some insight into some of the great things Wakefield is doing that would interest our healthcare finance audience.**
  - Wakefield recently entered into a strategic development agreement with Keystone Medical Billing Services. Under this agreement, the two companies will combine their resources, knowledge, and technology platforms to create a robust system that uses advanced algorithms and artificial intelligence to automate the identification and prioritization of surprise billing claims, ultimately reducing administrative complications. In the coming months, we hope to provide our clients with some much-needed relief of surprise billing issues with this groundbreaking AI-driven solution.
- **Why did Wakefield decide to become an enterprise member and how has this helped your organization?**
  - We decided to become an enterprise member because we believe HFMA is the gateway to identifying opportunities to grow and collectively better serve the healthcare market. Most of Wakefield's employees rely on the education provided by HFMA and participate in various events across the country. We also value the CRCR certification process which many of our members have completed or are in the process of completing. HFMA plays a critical role in our continued success.

# TENNESSEE MEMBERSHIP



- **3,028 members**
- **306 members with CRCR Certifications**
- **Our members represent the entire continuum of care and include great partners from education, consulting, legal, and accounting backgrounds**
- **Over 13,000 years of combined healthcare experience**
- **Members benefit from regular education and networking events across East, West, and Middle Tennessee!**



# RESOURCES

*REGULATORY & ACCOUNTING  
RESOURCES*

*HFMA NEWS*

*PHYSICIAN PRACTICE  
RESOURCES*

*HFMA BLOG*

*HFMA PODCASTS*

*NASHVILLE HEALTHCARE  
COUNCIL*

*TENNESSEE HOSPITAL  
ASSOCIATION*