



MGMA
COLORADO

April 2019
Issue 16-050

Colorado Connection

The Official Newsletter of Colorado MGMA

Upcoming Events

Lunch & Learn

April 24, 12:00-1:00pm

....

Emerging Professionals Networking Event

April 24, 5:30-7:30pm

....

2019 Payer Day

Wednesday, May 15
CU Denver South



Effective Communication With Physicians & Employees

Tuesday, May 14
11:00am-12:00pm

Speaker: Stephen Dickens

2019 COLORADO
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September 12-13, 2019
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From the President

Brenda Hulbert, MBA, RNBC, FAACVPR, AACC, FACMPE
President, CMGMA

It is that special time of year when our thoughts turn to spring and all the beauty and new life that it brings. When was the last time you thought about planting a vegetable garden? Being an Iowa farm girl by heart, I can't stop thinking about planting and more importantly, preparing for one. Audrey Hepburn once said, "to plant a garden is to believe in tomorrow." When I think about my garden the first thing, I must think about is what do I want my result to be. Growing a garden today is all about quality. You can now choose the exact varieties you are wanting to grow and eat. You now have multitudes of resources you need for education and knowledge, and the most important ingredient for your successful garden will be patience and nurturing. It will soon be my job to be sure each plant or seed becomes the best vegetable they can possibly be. So how do I begin? Even though I have a raised bed and take very good care of it each year, it is important to perform an annual assessment. This assessment helps me determine how "competent" my soil is and what nutrients or minerals I need to provide for it to be successful. Everything that happens to the plants this year is dependent on how well I build this foundation.

You are now thinking your CMGMA President has lost her mind. Hopefully not. Think about how this is the same process you use when mentoring someone and how you think about

success. Each of you now can plant that garden and create that perfect soil by becoming an active mentor with CMGMA and Metropolitan State University of Denver (MSU). Your CMGMA Board and Metropolitan State University of Denver have started a student mentorship program that can help your organizations as well as assist "growing that young seed." Beginning in the Fall of 2019, MSU will be offering a course for students in their Health Care Management program, to complete the first part of the CMPE credential and have its Bachelor of Science students be CMPE "Board Eligible" upon graduation. Their Master of Health Administration students could graduate with their CMPE as well. There are however students who currently need placement and we are asking for your help. If you have a management level project and you are interested in learning more, please contact Dr Jeff Helton at jhelton2@msudenver.edu or call him at 303-615-0559. Let's help get these leaders of tomorrow the right soil to grow and prosper in.

Also, a new active addition to our website is the CMGMA Career Center. Here you can post management level positions available and look for possibly your "Next Step" as well. Every time someone posts a new position you will be notified of the post. Both projects are progressive steps we are taking forward for our members. Please take advantage and have a great spring. Best of luck with your gardens.

CMGMA

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From the President Elect

**Bonny L. Brill, CMPE, CMRS**
President Elect

CMGMA President Brenda Hulbert shared news about our exciting new mentorship program with Metropolitan State. As your president elect, I would like to expand on another accomplishment. CMGMA recently launched our Emerging Professionals group. Emerging Professionals are those who are new to healthcare management. It is our goal to empower them to become influential leaders in our healthcare community through relationship building and education. It has been my pleasure to work alongside their amazing planning committee, and to get to know them and other next generation healthcare influencers who attend their events. There's more. MGMA recognized the success we've had attracting younger members, and formed a working group to develop and promote programs like ours across the United States.

According to 2015 and 2018 Deloitte surveys on millennials, 63% think they are behind in developing leadership skills. Employers are not able to guide them adequately (or as quickly) as they want. This is a perfect opportunity for CMGMA to make a difference because a professional association such as CMGMA provides a unique setting – bodies of knowledge, education, and peer networking – that may not be available in their workplace. This talented group tells us they need educational programs, help with leadership skills, connecting with peers, and volunteer opportunities. They want the chance to develop relationships with seasoned professionals outside of their workplace. Think about it—CMGMA offers all of this and for a nominal charge.



Aren't most of us seeking the same from the organizations we belong to? Why then, segregate the groups? At MGMA's 2019 State Leaders Conference, a new practice manager from Minnesota confided, "Do you have any idea how uncomfortable I am surrounded by all of you? It's like a room full of my parents, but don't take it the wrong way." I didn't. What he said reinforced how important CMGMA Emerging Professionals is. It provides a comfortable setting to connect people of similar experience, it bolsters confidence, and ultimately encourages CMGMA membership and ACMPE certification.

The highlight of my involvement with our Emerging Professionals has been experiencing how genuinely determined they are to advance our profession and affect the future of healthcare. CMGMA Emerging Professionals are highly motivated individuals, energized, and SMART. They inspire and motivate me to want to help make a difference in their careers. I have learned from them, and they have helped me hone my own leadership and mentoring skills.

Note to self: Be on the lookout for people new to healthcare management, introduce them to CMGMA, and invite them to attend an upcoming evening with CMGMA Emerging Professionals. Events are free for members and a guest, and \$10 for nonmembers.



Lunch & Learn

April 24 from 12:00-1:00pm

Eide Bailly | DTC | 7001 E Belleview Ave, Ste 700

What Metrics Matter - What to measure for a successful practice

Because practices receive a vast amount of data regarding practice performance, it is often challenging to sort through and interpret the data and take appropriate and timely actions. This discussion will focus on how to effectively utilize a select group of metrics that cover the key aspects of practice performance and are easy to report on, as well as how to interpret the metrics and what actions to take.



About our Speaker:

Bob Reece is the EVP and Head of US Operations for Reventics, Inc. Prior to Reventics acquisition of Beacon Medical Services in 2016, Bob was CEO of Beacon for two years and was COO for eight years before that. Bob has over 25 years of experience with software, transaction processing and electronic payments businesses and extensive knowledge of the health care, retail and banking industries. Bob worked previously at ProCard, Inc., a leading provider of web-based commercial credit card management solutions for major banks and their corporate clients. While there, he led efforts to establish a joint venture with a major health insurance company to facilitate point-of-service payment for patient services by accessing real-time insurance plan and fee schedule information. While working for JPMorgan Chase in the mid-1990's, Bob led an initiative to build one of the first electronic health care claims and payments EDI networks; the success of this initiative resulted in the creation of a subsidiary company.

Lunch and Learns are FREE for members, \$25 for non-members.

(no-show registrants may be prohibited from registering for future events. Please cancel your registration if you cannot attend.)

Lunch will be provided by



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- Web Content Filtration



2019 COLORADO PAYER DAY

MAY 15 | 8AM-2PM
CU DENVER SOUTH

Join your colleagues from Colorado MGMA and Pikes Peak PAHCOM for our annual Colorado Payer Day. Hear what's new from our insurance carriers and have your questions answered! Get the inside track to the latest information vital to your practice including details about value-based healthcare, new market plans, preauthorization tools, etc.

Keynote Speaker James Hammond, Hertel Report will provide key points in partnering with the payers and invaluable information to assist medical managers in managing today's ever-changing practice. We will also hear an important Legislative Update from the Governor's Office.

Top 12 Reasons to attend:

AETNA will be explaining ... How will the AETNA merger with CVS rollout (changes in contracting, new networks, on-site clinics, etc.) What will provider practices need to know?

ANTHEM'S, Janet Pogar, VP Regional Network, will be presenting on how important it is now more than ever for payers and providers to work together to reduce healthcare costs! Anthem will also be showcasing their new tool "Your Network At A Glance"

BRIGHT HEALTH, representatives present to assist and answer questions.

CIGNA will explain the "individual plan market" as there appears to be some plans such as "Local Plus" giving practices some challenges. What should provider practices know?

COLORADO ACCESS will review services offered on the Front Range. There is a BIG push in their organization with Behavior Health. What should provider practices know?

FRIDAY HEALTH will identify their employer groups and areas of service for Colorado, i.e., any new products or processes provider practices need to know.

HUMANA'S Brenda Belmudez, Director of Central West Stars Quality, will explain their "STARS Program" – Value-Based Payment Model for Medicare Advantage Plans.

KAISER will inform practices about the transition phases it has been facing and how they are developing a "renewed KPCO organization." What provider practices need to know.

MEDICARE/NOVITAS', Janet Hunter, Education Specialist, will inform practice managers and billing/coding specialists of the details surrounding the E/M changes for 2019. What provider practices need to know.

MEDICAID representatives will present an explanation of the "[Accountable and Collaborative/RAE](#)" Important for provider practices to know!

ROCKY MOUNTAIN HEALTH PLANS (RMHP) will provide the current status of RMHP in the state. Especially touch on the eastern slope and what providers need to prepare for in the coming months.

UNITED HEALTHCARE will present a new innovation in leading the industry into a true "Integrated Health Record".

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CMGMA INTERNSHIP PROGRAM

CMGMA is embarking on an exciting new partnership with Metropolitan State University of Denver Department of Health Professions. We encourage our members to take advantage of mentoring a student intern and providing an opportunity for your practice to be a host organization.

Internship Semester Dates:

- May 13, 2019- July 15, 2019
- August 12, 2019- November 25, 2019

Pay is optional for interns. Paid internships tend to receive a higher caliber of student. (Pay rates usually are \$15/hour if paid) Required background checks, drug screens and immunizations will be provided by the University.

Interested in hosting an intern? Contact Kristina for more details:
Kristina@m3solutionsllc.com



Undergraduate Internship Requirements:

- 150 hours on the clock at the host organization. Telecommuting hours may be arranged at the host organization's discretion;
- The student is expected to get exposure to all areas of managing the organization and have a major management level project (a contract analysis, writing policies or procedures, process analysis, for example) that they give to you and present to faculty;
- The supervisor at the internship ("preceptor") submits a grade using an online survey for the project deliverable; and
- The student and preceptor work out a "job description" and set goals for the internship before the internship begins.

Graduate Internship Requirements:

- All of the above, and an additional 150 hours on the clock for a total of 300 hours.
- Higher difficulty project deliverable.

Emerging Professionals Networking Event



April 24, 5:30-7:30

FREE for CMGMA members and a guest!

Join us on **April 24** for our Emerging Professionals group. The evening will include education, drinks, appetizers and peer networking.

Agenda:

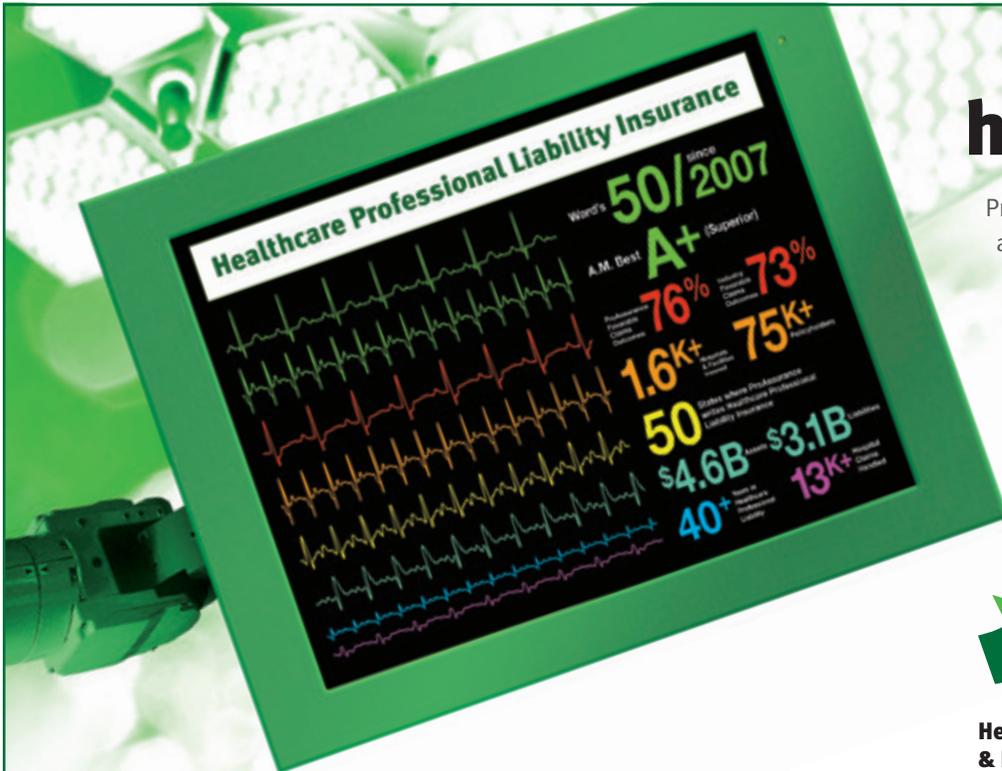
- 5:30-6:30PM: Networking
- 6:30-7PM: **Digital Marketing** - Comcast
- 7-7:30PM: **There's an App for That - Benefits and Risks of Using Mobile Apps for Healthcare** - Kimberly Woods, The Doctors Company

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Colorado Medical Group Management Association Agenda

The Amazing Race... of Medical Practice Management

September 12-13, 2019

Wednesday September 11

6:00-8:00pm Networking Event

Thursday September 12

6:30-7:30am Breakfast in Atrium (registered hotel guests only)

7:00am Registration and Exhibits Open

8:00-8:15am Opening Remarks

8:15-9:15am General Session:
It Takes 4 To Tango...These People Are Not Difficult, They Are Just Different! – Candy Whirley

9:15-10:00am Break in Exhibit Hall

10:00-11:00am General Session:
Change Management – Scott Foster

11:00am-12:00pm General Session:
HR Law Update

12:15-1:15pm Lunch and CMGMA Update

1:15-2:15pm Breakout Session A:
Emotional Intelligence: Get off the Roller Coaster! – Candy Whirley

Breakout Session B:
Washington Update Roundtable – Jennifer Souders, FACMPE & Eric Speer, FACMPE

2:15-3:15pm Breakout Session A:
SWOT Analytics – Cameron Cox

Breakout Session B:
ACMPE Update – Gena Weir, FACMPE & Rebekah Phillips, FACMPE

3:15-4:00 pm Break in Exhibit Hall

4:00-5:00 pm General Session:
The Next Frontier of Healthcare – Cameron Cox, FACMPE

5:00pm Adjourn

Friday September 13

6:30-7:30am Breakfast in Atrium (Registered Hotel Guests only)

7:00-8:00am Exhibit Hall Open

8:00-9:00am General Session:
Artificial Intelligence (AI) & Machine Learning: Challenges & Opportunities for Healthcare – Dr. Kent Bottles

9:00-10:00am Breakout Session A:
Developing Your Contracting Value Proposition Proposal – Pamela Ballou-Nelson, FACMPE

Breakout Session B:
Building an Exceptional Online Strategy to Fuel Business Growth – Derrick Kuhn

10:00 to 11:00am Break and Prizes in Exhibit Hall

11:00am-12:15pm General Session:
Leading During Times of Uncertainty; How to Engage Physicians in Payment Reform, Quality, and Change
– Dr. Kent Bottles

12:15pm Adjourn



Conference Information

Conference Facility

Embassy Suites Hotel, Spa & Conference Center
4705 Clydesdale Pkwy., Loveland, CO 80538

Room Rate: \$149

[Click here](#) to reserve your suite now or call 800-EMBASSY and reference the CMGMA block



Conference Registration

Early Bird Special!

Register by July 25 to take advantage of our Early Bird Special and receive \$100 off of your registration fee!

CMGMA Members – \$250 (\$350 after 7/25) / Non-Members – \$350 (\$450 after 7/25)

Join CMGMA for \$99 and save! Activate your membership today to start receiving member benefits immediately

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Registering 5 or more attendees? Contact our office for organizational discount: kristina@m3solutionsllc.com

Register online at www.cmgma.com

Refund Policy

Cancellations received prior to August 17 are subject to a \$50 processing fee. Cancellations after August 17 cannot be refunded. Substitutions from within the same group are acceptable. Please submit requests for cancellation or substitution in writing via email to: kristina@m3solutionsllc.com

Continuing Education Credit

This two-day program is eligible for 8 ACMPE Credit Hours





Emerging Professionals Networking Event

July 31, 5:30-8pm @ The Catalyst

Free for CMGMA members and a guest!

Click [here](#) for more information.

CMGMA Career Center

Did you know that your CMGMA memberships includes FREE access and UNLIMITED postings to our job board? Find the perfect candidate to join your team by reaching over 500 healthcare professionals using the CMGMA Career Center.

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UPCOMING WEBINAR



Register today at www.cmgma.com

Effective Communication With Physicians & Employees

Tuesday, May 14th from 11:00am-12:00pm

ABOUT THE WEBINAR:

One of the most important and often most difficult parts of a manager's job is to be able to effectively communicate with the physicians and employees with whom they work. The manager serves physicians that are performing many roles in our organizations - doctor, owner, manager, and employee. This session will teach the best ways to prepare reports, hold formal meetings and have discussions in a variety of settings. Employees present a different set of challenges and the program discusses how to deal with problem employees and difficult situations such as conflicts and termination.

ABOUT THE SPEAKER:

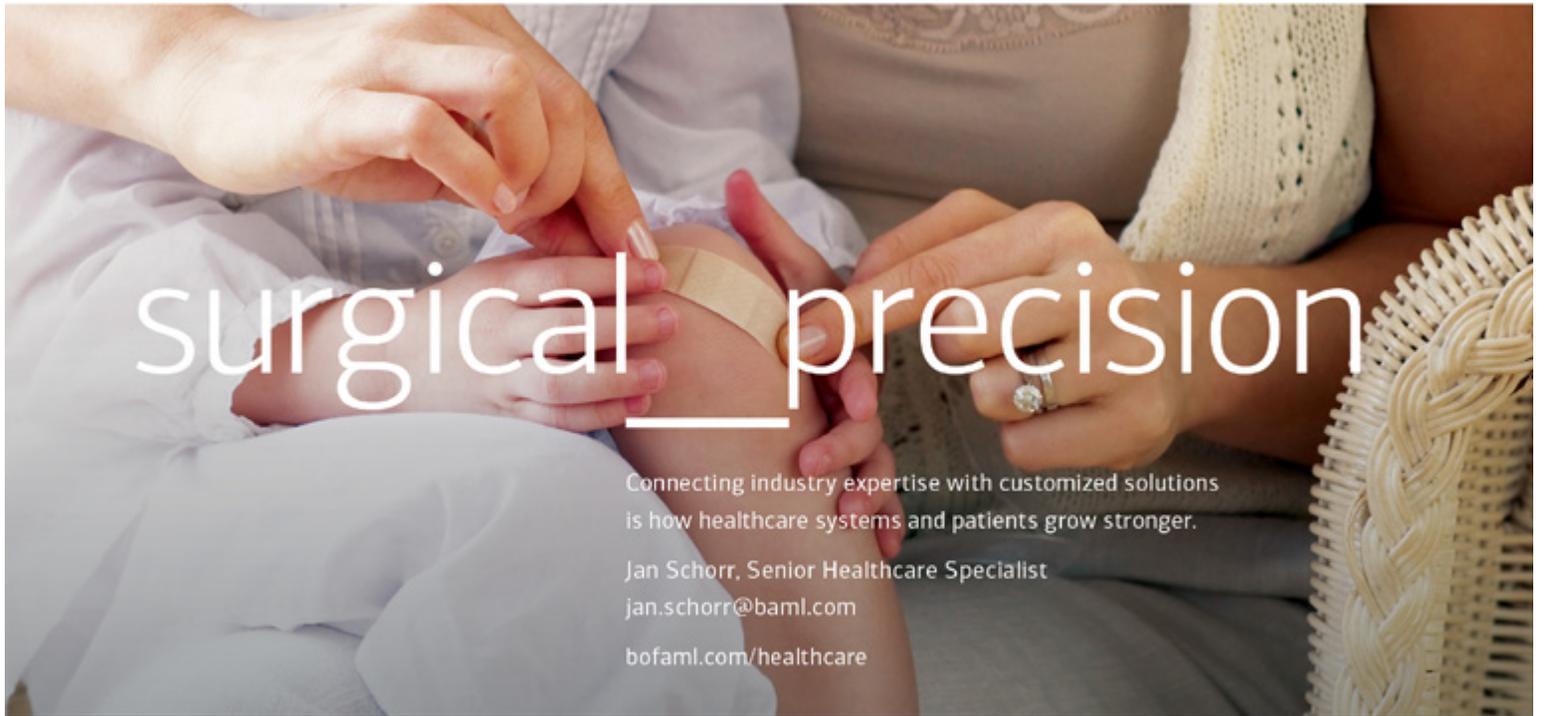


Stephen A. Dickens is an attorney and Vice President of Medical Practice Services at SVMIC. In this role, he advises physicians and their staff on organizational issues including governance, operations, strategic planning, leadership, patient experience and human resources. He is a published author and frequent speaker at state and national conferences on these topics. Mr. Dickens has spent the last 26 years working with physicians in various roles including 15 years in medical practice, hospital and home care executive positions before joining SVMIC in 2008. He is a Past Chair of the Medical Group Management Association having served as the first solo chair of MGMA-ACMPE.

He is a Past President of the MGMA Financial Management Society, Tennessee MGMA and Tennessee Association for Home Care. He is a Board Certified Medical Practice Executive and a Fellow in the American College of Medical Practice Executives. In addition, he has previously earned Fellowship in the American College of Healthcare Executives and certification as a Home and Hospice Care Executive by the National Association for Home Care.

He is the 2015 recipient of the Martha Johnson Distinguished Service Award from the Tennessee Medical Group Management Association honoring his contributions to the organization and the medical practice profession.

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Save the Date | TopGolf Networking Social | July 25

CMGMA is holding our annual TopGolf networking social July 25 at 5:30pm in Centennial. This will take the place of our annual Golf Tournament, and will be a great opportunity to try out your golf skills, relax and enjoy a great night of food, drinks and fun with your peers.

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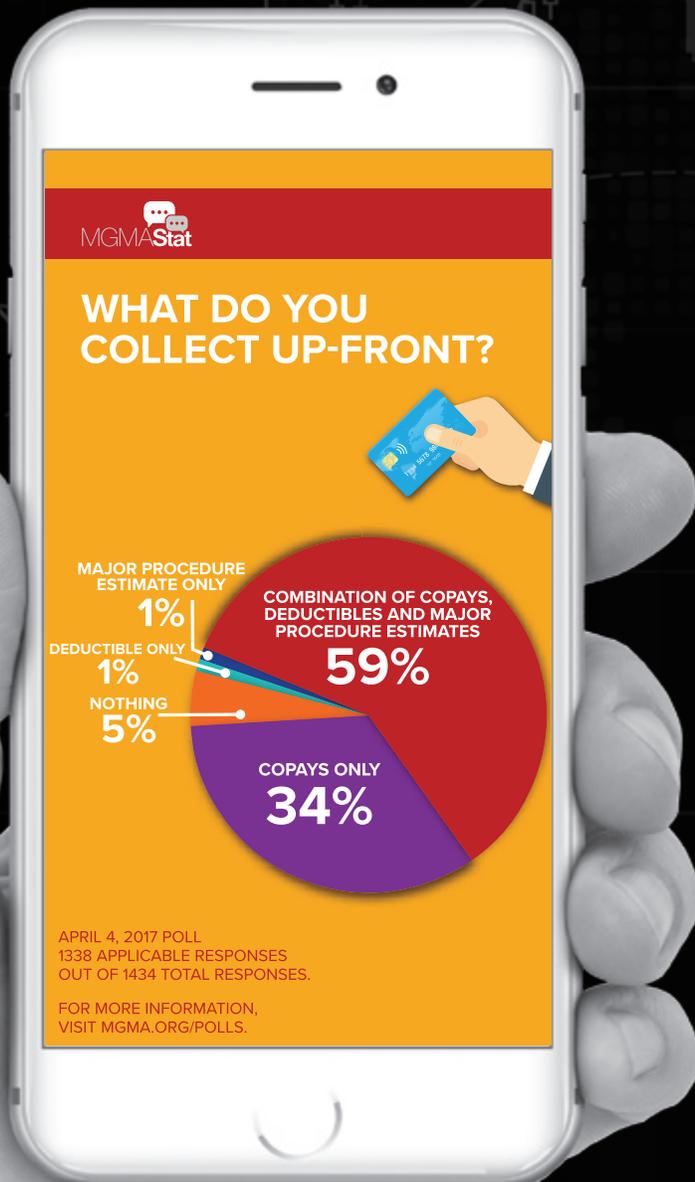


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Curious to see if other healthcare professionals are experiencing the same issues you face? Get answers to your most pressing questions. When you sign up for MGMA Stat, you will benefit from industry polls and data-rich articles on a weekly basis via text message.



How does it work?

- Every Tuesday, participants receive a polling question on a specific healthcare topic via text message
- Within 18 hours, participants respond to the question
- Poll results and related content with actionable tips are delivered via text message within 48 hours

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- Get credible insight on the most important topics around the business of healthcare
- Receive timely data and resources to help with practice management challenges
- Benchmark your performance relative to your peers

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