

TENNESSEE TRACKER

HFMA TN CHAPTER MONTHLY NEWSLETTER



A Letter from our President

Hello fellow HFMA Tennessee Chapter members.

March is here. We see glimpses of spring. It is one of my favorite times of the year. So much new and the world seems to come to life. With all the social distancing it seems we have lost so much intimacy in our relationships. If you know me at all then you know I am a hugger. It is just something that is a term of endearment for me, but now it just does not seem socially acceptable. I hope I never get to a point where I don't want to be close to other human beings. That said, we currently must take precautions for ourselves and respect others. So how do we keep our relationships close and meaningful? I still say it is to be intentional. When is the last time you received a handwritten card or note from someone, a phone call to simply say hey I was thinking of you or how are you - and they really mean it? Relationships take effort, time, and a willingness to be intentional. That was the case before social distancing, so it is the case now for sure! So, I challenge you to reach out to someone that may just need to know they are on your mind.

There are several scheduled events from HFMA Association that have dates in flux. The LTC (Leadership Training Conference) has now been moved to LTC Lite and will be a minimal offering of Leadership Training presented on April 26. Also, registration for the full LTC July 25-27 will be open late March/early April.

The Annual conference has a virtual preview on June 29th and the actual event will take place November 8-10 in Minneapolis and virtual.

Enterprise members, get involved! It is a great time to be part of the HFMA TN Chapter. So many opportunities to meet great peers and learn wonderful skills that translate to your professional career. Please reach out if you would like to volunteer with us.

Our Spring Institute, May 19-21st in Nashville, TN, will be hosted at The Virgin Hotel Nashville. This will be an IN PERSON event! I am looking forward to seeing many of you. We will still have all the necessary precautions to keep everyone safe and will practice social distancing as the event is limited to 100 attendees! Plan on joining us. Check out the interview later in the newsletter with the Institute Chair, Justin Thepthongsay, for all the fun details.

Thank you again for your confidence and trust in me to serve with this wonderful organization. I will not let you down.

**#BelieveTogether,
Buffy Loveday
HFMA Tennessee Chapter President**

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Our Leadership

Officers

Chairman - Tina Minnick
President - Buffy Loveday
President-Elect - Rodney Adams
Secretary - Kathryn Topper
Treasurer - Chase Wunder

West District

Vice President - Pam Jones
Leadership Development - Carmen Voelz
Programs/Education - Christine Crowley
Scholarship- Merle Glasgow

Middle District

Vice President - Steven Bauer
Certifications - Scott Mertie
Member Services - Adam Blackwell
Projects/Yergers - Stephanie Akin

East District

Vice President - Katie Tarr
Communications - Clint Jones
Sponsorship - Michael Waite
Website - Brad Arnold

Parliamentarian - Martha Calfee
CPE Awards - Lee Ann Burney
Founders Points - Brad Adams

MERLE GLASGOW

CHAIR, SCHOLARSHIP COMMITTEE

PRINCIPAL, PYA



Merle Glasgow is a Principal with PYA, a professional services firm that was recently named to the Top Ten largest privately held healthcare consulting companies in the U.S., and serves clients from all 50 states. He has more than two decades of executive management and operational leadership experience. His expertise in many areas of strategy and development has allowed him to successfully manage top-line growth strategies across multiple industries.

What does
HFMA TN
Chapter
mean to
you?

A family of bonds built over decades as well as new members being welcomed to the table with fresh ideas.

I have been blessed with a wonderful wife for the past 34 years and two beautiful daughters.

What is
something
we should
know about
you?

What are
your
hobbies?

Outside activities including golf, jogging, and hiking.

#BelieveTogether

Hindsight is 2020

The Challenge of Change



Spring Institute

May 19-21, 2021

The Virgin Hotel

Nashville, TN

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[REGISTER](#)

[UPCOMING
EVENTS](#)



LISTEN TO YOUR HEART

(and Your Patients)

Tuesday, March 23 | 11:00 a.m. CT



Janet Broz

VP of Business Development

Penn Credit Corporation

[REGISTER](#)

Hindsight is 2020

The Challenge of Change

C O V I D

Spring Institute

May 19-21, 2021

The Virgin Hotel

Nashville, TN

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SESSION HIGHLIGHTS INCLUDE:

- Revenue Cycle Panel
- CFO Panel
- Tribute to Healthcare Heroes
- An HFMA Update
- Charity opportunities
- Networking events
- And so much more!

**REGISTER
HERE!**

A SPECIAL THANK YOU TO OUR PARTNERS WHO HAVE COMMITTED TO SPONSOR THE 2021 SPRING INSTITUTE

AccuReg	Olive AI
CarePayment	ONQ
CBCollects	Oracle
Cloudmed	Penn Credit
EnableComp	pfc
Fifth Third Bank	PYA
Government Data Services	Wakefield and Associates
MSCB	(as of 3/17/21)

SPRING INSTITUTE NETWORKING OPPORTUNITIES

Wednesday, May 19

Opening Reception

Thursday, May 20

New Member Breakfast Q&A

HFMA Update & Officer Installation Luncheon

The Challenge of Change Silent Auction and Marketplace benefitting

Faith Family Medical Center & HFMA TN Chapter Outreach Fund

Corn Hole Tournament and more!

**REGISTER
HERE!**



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



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

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TNHFMA.ORG



An HFMA Tennessee Chapter interview with Community Health Systems' Justin Thepthongsay.

Tell us a little about you and maybe something that might surprise us?

I was born in Laos and immigrated (as a refugee) to Nashville, TN at the age of 12 with my family. Speaking both Lao and English, I am a proud naturalized US citizen. I'm happily married to my wife, of 10 years, Tonya. We have a dog - one year-old cavapoo named Felix. I enjoy spending time with family and friends, outdoor grilling, watching sports (primarily college football and UFC fighting), and serving the community.

As a Director of Finance for CHS what do you see as some of the challenges your organization will face in 2021?

Over the past year, we have all been faced with challenges that no one anticipated. Through our collaborative efforts, we strive to maintain a healthy and safe environment for all our team members, patients, and visitors. Like all healthcare organizations, the business goal is to expand our market share, grow our services, and effectively manage operating costs. If we have learned anything over the past year, predicting the future is not possible - but learning through the past is. We will continue to use what we have learned to make improvements for the future.

I understand you to be the Chair of the Spring Institute happening in May. What are some of the highlights you wish to share?

First, I would like to thank the HFMA TN Chapter and my teammates for entrusting me with this responsibility. It is a team sport and an enjoyable experience – without them this event would not be a reality. Having one of the first in-person events since the start of COVID-19 brings a lot of added spotlight to the event. The theme of the Spring Institute is Hindsight is 2020 – the Challenge of Change. The three-day, in-person event will be held at the Virgin Hotels in Nashville, TN on May 19-21, 2021, featuring 16+ CPE credits. Our docket of exciting and diverse guest speakers, is the main highlight of our Spring Institute. Ranging from providers to revenue cycle and CFO panels, there will be something for everyone to appreciate. In addition, we will also have some great sponsors, marketplace exhibitors, networking opportunities, a corn-hole tournament, and a silent auction benefiting the HFMA TN chapter scholarship general fund and Nashville's Family Faith Medical Center. Please join us and register [here](#) today - We hope to see you there!


"...predicting the future is not possible – but learning through the past is."

This appears to be an in person event, how exciting. Can you tell us why we should feel comfortable with being in person?

We understand that in-person events in the midst of COVID-19 have been non-existent, which makes this event even more exciting! We are partnering with the Virgin Hotels to ensure that safety is our first priority. From temperature checks and masks to hand sanitizing stations and socially distanced seating, safety protocols will be in-place throughout the entire event.

As a volunteer with HFMA TN Chapter, what are some of the benefits you receive?

I have been an active member with HFMA TN Chapter since Fall 2019. Since then, some of the benefits I've gained are professional friendships, healthcare financial management skills, mentorship, team building, and growth opportunities. I believe in the HFMA TN Chapter's vision and mission. I have grown exponentially since joining and encourage other professionals to join today. Don't hesitate to get involved from the start – no matter what your level, tenure, or type of healthcare-related industry you are in – there will be a perfect spot for you!



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VOLUNTEERS NEEDED!



WE WANT YOU!

The 2020-2021 leadership team needs your time and talents. We are recruiting now for committee members to support key areas within the chapter.

Interested in joining us?

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

WWW.TNHFMA.ORG



An HFMA Tennessee Chapter interview with one of our sponsors, Penn Credit.

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

Penn Credit is a leading provider of receivables management and revenue cycle outsourcing solutions with nearly 35 years' experience. We attribute much of our success to superior customer service through our Client Success Program. This program involves a specialized team of key long tenured management employees who have considerable expertise in listening to our client's needs, requests and inquiries and translating them into action. This team's core mission is to make our client's jobs easier by responding quickly, efficiently, and effectively. This is one of the main reasons we have numerous clients who have remained with us since our inception. Another unique attribute is Penn Billing Services, our Extended Business Office (EBO) which provides first party outsourcing functions to a range of healthcare providers. We are also unique in that our recovery system, FUSION, is proprietary and allows for superior customization of all data exchange and reporting for our clients. Consistent with our client's needs to secure and protect PII and PHI, Penn Credit is audited to a range of recognized standards including PCI- DSS Level 1, FISMA/NIST 800-53, SSAE18 SOC1 and SOC 2 Type II.

It is a new year and almost the end of Q1. So many had hoped that 2020 and the aftermath would just disappear. It hasn't. Can you share some of the ways that the pandemic is still affecting you and your business at Penn Credit?

In terms of operations and ability to perform to our client's requirements, Penn Credit has been relatively unaffected by the COVID-19 pandemic. Like many other businesses, we were initially challenged in adapting to a partial work from home environment, however, we were able to address any issues we encountered in rather short order. What occurred, in many ways, was an opportunity too for us to learn about our strengths and areas to improve, we have since been able to translate that knowledge into assets we can rely upon.


" What occurred, in many ways, was an opportunity for us to learn our strengths..."

What are some of the strategic goals Penn Credit has for 2021? Did these change due to 2020's occurrences and how?

Penn Credit's strategic goals have not been impacted to any great degree due to 2020. Our 2020-25 Plan remains focused on sustained growth and preparing the next generation of leaders. Data security, compliance, client relations as well as sales and marketing arena all key components of this plan. We are fortunate in that we have not let the challenges of COVID-19 deter us and have been pleased with our ability to make whatever adjustments necessary to continue to perform at a high level.

There are so many organizations and opportunities to support them. Can you tell me why you choose to continue to support HFMA TN?

Penn Credit Supports TN HFMA because it plays a key role in bringing professionals together in a variety of forums to discuss key issues, problems, and potential solutions impacting the healthcare industry. It also conducts onsite and virtual conferences, programs, and training dedicated to fostering new insights/ideas and promoting the ongoing professional growth and development of its members. We feel Penn Credit plays an important part of the healthcare industry and remain committed to doing everything possible to contribute to TN HFMA and its objectives.



2020 - 2021
TN HFMA Chapter

**SPONSORSHIP
AVAILABLE!**

Click [HERE](#) for more details

2020-2021 HFMA TN Chapter Sponsors

Diamond: AccuReg

Gold: CarePayment

Silver: LBMC, MSCB, Olive AI, PYA, Fifth Third Bank, EnableComp, Wakefield and Associates

Bronze: Oracle, Penn Credit, Softek

Honorary: Bill Matheney



RESOURCES

Regulatory &
Accounting
Resources

HFMA
News

HFMA
Podcasts

HFMA
Blog

Physician
Practice
Resources

HFMA
Coronavirus
Resources

Tennessee
Hospital
Association

Nashville
Healthcare
Council

A special welcome to our new HFMA TN Chapter members!

Johnny Cole

Hayden Williams

Kari Lucas

Rita Dillenbeck

Christine Murray

Jaycie Finch

Maria Elena Gutierrez-Leon

Robert Hennes

Antoinette Searcy

Lisa Bragg

Yolanda Proctor

Marti Strand

Troy Drulman

Evan Miles

Bernadette Sambrano-Pratti

Jennifer Eaton

Holly Etter

Dennis Santiago

Robert Baillie

Will Clayton

Zane Dye

Karen Causie

Lisa Navarro

Michelle Weatherspoon

Adrienne Hudspeth

Kim Minton

Daniel Stroud

Carol Gilbert

Deborah Waller

Gregory Burns

Elizabeth Mobley

Interested in becoming an HFMA member? Join [HERE](#)