

# TENNESSEE TRACKER

An HFMA Tennessee Chapter Bimonthly Newsletter



## FROM THE DESK OF THE PRESIDENT

Spring has sprung and we have had some fun events this spring! March Madness was a blast, the Mid South Institute was a success (after having to be delayed due to Omicron), and of course, the South Eastern Summit (SES) was nothing short of INCREDIBLE! This event would not be possible without many volunteers that stepped up in big ways, so thank you to the SES Planning Committee for your countless hours of dedicated planning! I would also like to thank Blue Turtle Creative and Event Logistics for their help in planning and coordinating SES...I can honestly say the event would not have been the success that it was without everyone involved!

I wanted to share a few highlights from SES. The event was held April 3-6, 2022, at the Renaissance Hotel in Downtown Nashville with roughly 850 registered for the conference. We had the opportunity to hear high quality speakers, such as Sen. Bill Frist, Paul Keckley, Capt. Al Fuentes, and many others. We also had the opportunity to connect with our peers during various networking events, including Monday night's Gala, which was dubbed by one long-time HFMA attendee as "the best HFMA event I have ever attended." It was amazing to have the chance to see, and catch up with, so many people...it was great "to be back", especially after a two-year hiatus from large in-person events!

If you missed SES 2022, you missed a great time, but don't worry! SES 2023 will be held in Atlanta, Feb 12-15, 2023, at the Loews Hotel, save the date now so you don't miss what is sure to be another great conference!

As I write this letter, I find myself at the end of my Presidential term, so this will be my last President's letter. I want to thank you for the opportunity to serve you and this amazing chapter! The past year has been a bit of a rollercoaster ride. When I was sworn in as President, things seemed to be heading in a positive direction and cases were down. That quickly changed as the Delta variant spread and we were forced to make difficult decisions, including canceling the 2021 Fall Institute. The chaos continued as the Omicron surge moved quickly across the globe, but thankfully calmed down before the SES event! Throughout all the difficult times, the HFMA TN Board never wavered. They remained steadfast and committed to providing education (virtual and/or in-person), networking opportunities, advancing members through certification, and strategic planning to ensure a vibrant and healthy chapter long into the future. I would like to take this opportunity to thank the HFMA TN Board for 2021-22:

**Chair-Buffy Loveday**  
**Certification Chair-Katie Reid**  
**Leadership Development Chair-Mark Cameron**  
**President-Elect-Katie Tarr**  
**Member Services Chair-Adam Blackwell**  
**VP West-Clint Jones**  
**Programs & Education Chair-Chad Preston**  
**VP Middle-Scott Mertie**  
**Communications/Website Chair-Katie Johnson**  
**VP East-Chase Wunder**  
**Scholarship/Community Engagement Chair-Merle Glasgow**  
**Secretary-Misty Brackett**  
**Sponsorship Chair-Michael Waite**  
**Treasurer-Kathryn Topper**  
**Parliamentarian-Neil Koonce**  
**CPE Coordinator-Lee Burney**  
**Founders Points Coordinator-Nancy Lawson**

Finally, I want to express my excitement for what is to come! Katie Tarr assumes the role of Chapter President, and Chase Wunder will begin his term as President-Elect, both effective as of June 1, 2022. I have had the opportunity to work closely with these two incredible leaders and volunteers for many years, and I know the chapter is in great hands. I am excited to witness Katie continue to advance the priorities of HFMA and our chapter in the year to come!

With much appreciation and gratitude for the opportunity to serve,

**Rodney Adams**  
**HFMA Tennessee Chapter President**  
**#Here4U**

# 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 -  
 Katie O'Connor Johnson  
 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

---

To Rodney

---

Member Spotlight

---

Volunteer

---

Sponsor Spotlight

---

Resources

---

New Members

---

Letter from the  
President-Elect

#HERE4U

# CHAPTER SPONSORS

## *Diamond*



RSM

## *Gold*



# CHAPTER SPONSORS

## Silver

CommerceHealthcare®

capio®

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™

PANACEA  
Software. Consulting. Education. Results.

REVCO  
SOLUTIONS

# CURRENT AND UPCOMING EVENTS

## CRCR Spring Training

7 Training Sessions  
 6 hours of CPE credits available  
 Tuesday, April 19th 12:00 p.m. CT  
 Every Tuesday for the next 7 weeks



After this program, you will be able to:

- Identify processes & techniques for both enhancing the patient experience & improving financial performance
- Explore the most effective ways to reduce denials & simplify collections
- Review regulations to assure compliance
- Outline effective ways to increase interdepartmental cooperation, heighten staff confidence & improve work satisfaction
- Create effective ways to measure revenue cycle staff proficiency, recognize staff knowledge & expertise, and decrease turnover

[Registration Here: CRCR Training Link](#)

**Register before May 23 to attend the last two training sessions and receive materials from all previous sessions!**



Boost your career with certification.



**Register**

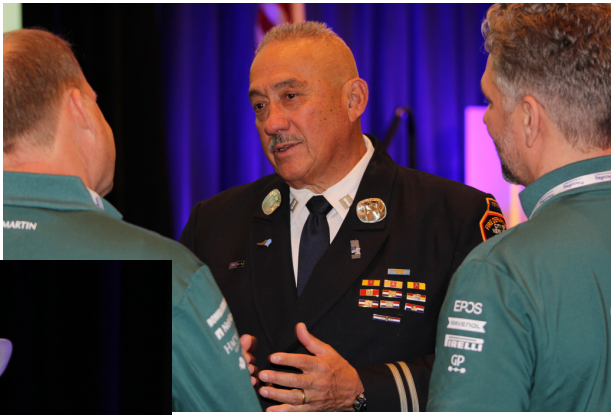
The Tennessee Chapter is a proud supporting organization of Health Law Week 2022, an event put on by the American Health Law association. In addition to virtual offerings such as "Addressing and Healing Structural Racism" focused on health inequities and improving health outcomes, we invite you to join us in person at City Winery in Nashville from 5-7 p.m. on Tuesday, June 7th!



**Register**

# SES 2022





***The 2022 South Eastern Summit was filled with great education, fun networking, and some much needed in-person time with HFMA Region 5 members! Keep a lookout for more information on the 2023 SES in Atlanta from February 12-15 at the Loews Hotel. See you there!***



# TO OUR PRESIDENT

Rodney, Thank You! The HFMA TN chapter/family benefitted greatly from your years of volunteer leadership by means of sound counsel, responsiveness, and attentiveness to mentoring and welcoming new volunteers and members. I believe your successful 2021-2022 President Year foreshadows how upcoming years and your 2022-2023 Chairmanship Year will feature your strategically placed input to facilitate solutions for the challenges and changes that inevitably arise.

***Adam Blackwell***  
***Member Services Chair***

Working with Rodney over the past year has been a great experience. He was always very humble and appreciative of any work I did for the chapter. He was always the first to send a kind note of thanks for assisting, even if it was just something simple. He would even send kind notes of support while my family was going through difficult times with my husband's health.

***Misty Brackett***  
***Secretary***

Thank you Rodney for your leadership and service to the chapter. You have always been a positive influence on all of us, especially during this most difficult time. You have always been available and understanding. Through your guidance, we have grown as a chapter and continue to evolve. We are fortunate to have you. Congratulations on a successful year.

***Chad Preston***  
***Programs/Education***  
***Chair***

Congratulations on a successful year as TNHfMA President, Rodney! Over many years, your dedication and service to our Chapter has led to many improvements and innovative strides. I sincerely appreciate your leadership, all you have worked to accomplish with the leadership team, and your continued commitment to our great Chapter!

***Mark Cameron***  
***Leadership Development***  
***Chair***

Rodney is the kind of leader people want to work with and is always encouraging people to be better. This is evident in the work he has done for our chapter over the years, culminating in his year as president. I'm thankful for his contribution and to proudly call him my friend. Cheers, buddy!

***Clint Jones***  
***Vice President (West)***

Rodney has been an amazing leader. He has led our chapter with accountability, honesty and compassion. He challenged us all to do more and be better while caring for each of us as individuals. Thank you for being you.

***Buffy (aka Sis)***  
***Chairperson***

Rodney is a people person. He goes out of his way to make everyone around him feel special and appreciated. He truly cares about the TN Chapter and its future and has done all he can to make it a great organization. I'm very thankful to have him as a friend.

***LeeAnn Burney***  
***CPE Coordinator***

I would like to thank Rodney for his commitment to TNHFMA and its members! Not only is Rodney a great example of a leader, but he also has a way of making everyone around him feel like a friend. He has had an extremely productive year as the TNHFMA president and simultaneously provided a laid-back atmosphere for everyone. It has been a pleasure to be on the board with him!

***Katie Reid***  
***Certification Chair***

I appreciated the freedom to innovate Rodney provided, but not without support. He was always quick to champion a new idea and encourage our leadership team and volunteers but was also the first to make himself available to help, be a sounding board, or provide input to ensure a good idea became a great idea to better serve our members. He also ensured we could achieve and implement the ideas and innovations proposed, all while remaining fiscally responsible.

***Katie Tarr***  
***President-Elect***

Rodney has been a great leader for our chapter and we appreciate his commitment over the years!

***Scott Mertie***  
***Vice President***  
***(Middle District)***

There have been a lot of people who have made an impact on my life; Rodney is one of them. Rodney's values, selflessness, and integrity have taught me a great deal and his leadership skills are one of a kind. It has been a pleasure to work with Rodney over the last few years.

***Kathryn Topper***  
***Treasurer***

Rodney has exemplified the true qualities of a leader during his presidency and tenure with HFMA. He truly cares about this organization and its members. He has bestowed so much knowledge both professionally and personally upon me over the years and I am fortunate enough to be able to call him a friend! Thank you Rodney for your continued commitment to everyone!

***Chase Wunder***  
***Vice President (East)***

***THANK  
YOU,  
RODNEY!***

# RETIRED MEMBER SPOTLIGHT

***An interview with former HFMA TN Chapter President, Mike Phillips.***

***When did you first get involved in HFMA, and what was your first role within HFMA?***

I first got involved in 1998. I was working at the Regional Medical Center in Memphis, and one of my co-workers was already an involved member of HFMA. She encouraged me to join, so of course I did. I was recruited to the sponsorship committee and was asked shortly thereafter to co-chair the committee.

***What has been the biggest benefit that your HFMA involvement brought you?***

The friendships that I've made will last for the rest of my lifetime and the support system in the Tennessee chapter is unlike anything else. They bring you in, encourage you to be on a committee, and help you from start to finish. The leaders here take HFMA seriously. They want our chapter to be the best it can be by providing top quality education. They help everyone shine through an "others-centered" approach. HFMA has opened doors that otherwise wouldn't have been opened for me. Being a provider, it gave me the opportunities to network with industry peers to discuss trends, changes, and shared ideas which in the healthcare arena was very beneficial to me.

## ***How has your HFMA experience changed through the years?***

It allowed me the time to continue to grow in confidence, knowledge, and skills. As I moved forward over the years within the chapter, it made me better prepared to help support and lead other members in our chapter.

## ***What advice would you give to someone who is young in their career and starting to get involved in HFMA?***

Get involved and stay involved. You'll be supported by a wonderful group of leaders who can help you along your HFMA journey. Make sure you get involved in the committees. You will have so many opportunities to network so you can share ideas and gain valuable knowledge. If you absorb everything you learn, it will help you do better in your current job. Make most of every opportunity you are given, and work hard.

## ***How has your HFMA experience changed through the years?***

When first I started, I was Manager of PFS at the Regional Medical Center in Memphis. I left there in 2010 to go work at Wellmont Health System, which is now Ballad Health. I stayed there for 3 years as Manager of PFS, and in 2013 I went to work at CBC. I did sales for them until I retired at the end of 2020. I am now retired doing whatever I want, when I want. Don't ask me what day it is, because I won't know.

## ***What was your happiest time in HFMA?***

My happiest day was in May of 2018 when I realized that I was now the Tennessee Chapter President of this great organization. I finally felt like I could give back to all those people who have helped me for so many years along the way. It was an honor to have had this opportunity and something I will always cherish.



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!

# SPONSOR SPOTLIGHT



## *An interview with HFMA TN Chapter sponsor, Enablecomp*

### ***What is EnableComp's mission in the healthcare space?***

EnableComp's mission is to remove the burden many providers face when processing complex claims. We deploy our specialized teams and proprietary technology to identify missed revenue-collection opportunities and produce substantial yield for more than 1,000 healthcare partners.

### ***Why is sponsoring the HFMA Tennessee Chapter important to EnableComp as we head into the 2022-2023 year?***

Sponsoring the HFMA Tennessee Chapter is important to EnableComp, as we understand the many challenges providers are experiencing now. As we head into the 2022-2023 year, these challenges are only going to become more complex and demanding. By sponsoring the HFMA Tennessee Chapter, we will gain a broader reach to these providers who are searching for solutions to ease the complexities of their day-to-day routines, as well as cast a broader net to accomplish our mission of allowing providers to focus on caring for their patients while we focus on collecting the reimbursements they deserve.

## ***Is there anything unique happening behind the scenes at EnableComp that our readers should know about?***

Yes! EnableComp utilizes a proprietary software, Enforcer360, that is driven through AI and predictive modeling. That means more time generating revenue and less time digging for answers. EnableComp's complex claims technology, Enforcer360, is the most efficient provider-based comprehensive workflow engine in the marketplace. With built-in reimbursement modeling, underpayment identification, and automated denials management features, our software provides the highest yield and best-in-class outcomes in less time. Every additional claim makes our AI "smarter" and enhances our data-driven RPA leading to a real bottom-line impact for providers! By offering robust analytics, automated workflows, and embedded federal/state/company reimbursement rules, Enforcer360 is the industry leader in simplifying complex claims challenges.

## ***What makes EnableComp a great fit for providers in the Tennessee market?***

EnableComp is a great fit for providers in the Tennessee market because the demands providers are facing today are becoming increasingly overwhelming. We partner with hospitals and health systems to manage Veterans Administration, Workers' Compensation, Motor Vehicle Accident/TPL, Out of State Medicaid and ERISA appeals, with related services covering day 1 outsourcing, A/R management, and zero balance recovery. Our team also offers solutions for commercial and government denials so our clients are assured to receive maximum and timely reimbursement of their complex claims while improving overall yield, cash acceleration, and decreasing the cost to collect.

# RESOURCES

***Regulatory &  
Accounting  
Resources***

***HFMA  
News***

***Physician  
Practice  
Resources***

***HFMA  
Coronavirus  
Resources***

***HFMA  
Podcasts***

***HFMA  
Blog***

***Tennessee  
Hospital  
Association***

***Nashville  
Healthcare  
Council***



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

**Kelly Allen**

**Kevin Godsey**

**Mahisha Patel**

**Brittany Muldrew**

**Tessa Calliste**

**John Malone**

**Ann Dang**

**Kevin Anderson**

**Kelondra Sabb**

**Brienne Reynolds**

**Antaezha Hardy**

**Adrieann Flanagan**

**Brihanna Carey**

**Devon Johnson**

**Janet Cotter**

**Kathryn Taylor**

**SriLakshmi Koganti**

**Courtney Reimers**

**JoAnne Higman**

**Wanda Kajpust**

**Jeffrey Roche**

**Sai Ashritha**

**Allamaraju**

**Cady Shuford**

**Ellen McDowell**

**Kisty Douglass**

**Randy Davis**

**Sandra Yanez**

**Ciara Barnes**

**Carla Perez**

**Matthew Hamilton**

**Vanessa Sweeney**

**Krystal Agyemang**

**Jessica Compton**

**Amber McClellan**

**Natallie Duckett**

**Alyssa Werner**

**Kristin Iser**

**Kim Turnerhill**

# FROM THE DESK OF THE (ALMOST) PRESIDENT

## A bit about me:

I have worked in healthcare for over a decade. I began my career at OhioHealth in Finance where I was a member of the Central Ohio chapter of HFMA. We moved to Tennessee in 2013 and I began volunteering with the Tennessee chapter and working at LBMC where I am now a Shareholder and help healthcare entities across the country determine compliant and competitive compensation for providers.

I grew up on a farm in the middle of nowhere Ohio driving tractors, riding horses and bailing hay, but am now a city girl, live in the 12 South neighborhood of Nashville, and tend to stay within a 1 mile walk or 10-minute drive of my house.

I was home educated from 1st grade until college. If I had dime for every time someone said “really? you’re so normal” I’d be a very wealthy woman.

Husband Eric, Son Ian, turning 2 on May 19th, and Katie last year celebrating his 1st birthday in 2021.



Incoming President Katie Tarr (Left), Vice President Misty Brackett, Secretary Justin Thepthongsay and President Elect Chase Wunder (Right) with HFMA TN member Marcus Whitney (Center), Founding Partner of Jumpstart Health Investors, who was elected to the Association Board of Directors 2022-2023. Way to represent Tennessee Marcus! Thank you in advance for your service to HFMA's 63 chapters across the country.

I could not be more excited to step into my term as President of our incredible Tennessee chapter of HFMA! I am very grateful to all of the president's who have come before me that I have had the pleasure of serving under and learning from, and in particular Rodney Adams.

## #HERE4YOU

Rodney has ensured our chapter has been here for our members, providers, and partners through the pandemic this past year. His year as president was capped off with our recent, phenomenal, in person South Eastern Summit, highlighted in this newsletter, which could not have happened with the leadership of Rodney, past presidents Buffy Loveday and Guice Smith, as well as Jennifer LeMieux.

Rodney and our team of board members, committee members, and volunteers did a great job last year. I am pleased many of those individuals have reupped and will be serving again with me in the coming year. To those who are rolling off the board or taking a break from service, thank you for your contributions! To those who are remaining on the board or stepping in to volunteer, thank you for stepping up. You will gain so much from your service including deep personal relationships, the opportunity to strengthen your leadership skills, and the ability to act as an ambassador for the organization and give back and pay it forward as you welcome others into, or back to, the HFMA family.

## #GIVELIGHT

I could not be more excited for the coming year ahead as we seek to #GiveLight. This theme comes from human rights activist and community organizer Ella Baker's quote "give light and people will find a way". Ella Baker was known for being behind the scenes managing day to day activities and uplifting and empowering others to fight injustice. She focused on ordinary people and helping them get their messages out.

Our chapter is at the epicenter of healthcare in our country. We are surrounded by passionate members from clinicians at the bedside to executives in corporate offices dedicated to improving the health of the communities they serve. We exist as an association to "give light" to their activities and best practices to ensure healthcare entities can increase access, improve outcomes, and reduce health disparities while remaining financially stable.

May we as an association empower others and develop people into leaders building upon their own potentials and passions, to "find a way".

This next year we will be focused on a few initiatives to welcome individuals from all areas, at all levels, and in all stages of their careers. We plan to:

### 1. FOCUS ON DEI

It is my personal mission to ensure our chapter is a welcoming and open environment to all and increase the diversity of race and ethnicity, gender, generations, background, and thought represented at our events, among our volunteers, and in our leadership.

### 2. RETHINK OUR OFFERINGS AND THEIR DELIVERY

We want to make our education and events accessible and relevant to all of our members, from those on the front lines in patient access, to clinicians, and CFOs. We want to particularly meet the needs of those new to healthcare or in entry level positions seeking to grow their career and knowledge.

### 3. IMPLEMENT A STUDENT INITIATIVE

We will seek to engage undergraduate and graduate students across the state interested in working in healthcare. We will provide opportunities for them to be mentored by the healthcare leaders in our organization, exercise leadership skills by helping plan and lead events, and learn about the healthcare finance through our educational offerings.

Please reach out to me at [katie.tarr@lbmc](mailto:katie.tarr@lbmc) and let me know if you are passionate about any of these initiatives and I will get you connected with those heading them up.

I look forward to serving with you to drive these initiatives forward in the coming year.

Finally, mark your calendars to join us in person in Chattanooga September 21st to the 23rd for our Fall Institute! More to come soon.



Kate H. Tarr  
HFMA TN Chapter President 2022-2023

**#GIVELIGHT**  
Committed to empowering our members,  
providers and partners to  
find a way forward