

# Tarheel News



## Message from Communications

We're thrilled to bring a fresh new look to our newsletter and hope you enjoy the updated style!



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# 68

New members  
in the last quarter

# 50,000+

Impressions on LinkedIn  
in the last quarter

# 2,000+

followers on LinkedIn

Interested in Volunteering  
with NCHFMA?

Grow professionally, expand  
your network, and make a  
positive impact in shaping  
the future of healthcare.

[Fill out our form](#)

# 57,000+

lbs donated to the  
NC Food Bank

# 250+

Attendees at the  
Summer Conference

# 9

Upcoming in-person  
& online events

[Visit our website](#)

# Message from President-Elect



Elaine B. Peeler, President-Elect, NCHFMA  
Manager, Acute Revenue Cycle Quality Assurance

Well, another successful Summer Meeting is in the books, with our **best attendance since 2017!**

We're excited about all the educational opportunities the chapter has planned for the rest of the 2024–2025–chapter year:

October 29 - Healthcare Finance Bootcamp, Durham, NC  
December 11 - Healthcare Finance Event, Wilmington, NC  
January 22 - Medicare Workshop, Winston-Salem, NC  
★ February 12-14 - Annual Meeting, Pinehurst, NC  
April 10 - Healthcare Finance Event, Hickory, NC  
May 15 - Physician Practice Summit, Burlington, NC

It's the incredible volunteerism that drives the thought, planning, and execution behind these events through our Content Advisory Group, committees (Healthcare Operations, Healthcare Finance & Compliance), and councils (Programs, Education, & Certification).

These groups not only generate great ideas but also foster networking and friendships. **Whether you can just listen and share ideas, spare an hour to moderate a webinar, or even co-lead or lead a group, there's a place for everyone.**

*Will you join us in Pinehurst?*

*- Elaine*

# Hurricane Helene Relief



Our hearts and thoughts are with all those affected by #HurricaneHelene, both in Western North Carolina and the surrounding areas.

The devastation left behind is unimaginable, with countless families displaced and communities left to rebuild. As Carolinians, we believe in standing together during these difficult times. That's why #NCHFMA is starting a fund to directly support MANNA Foodbank, and contributing \$1,000 immediately to begin the efforts.

We're also asking our members and partners to join us in supporting these efforts. No amount is too small — every dollar can make a difference in bringing food and comfort to those in need.

Let's come together to show the strength of our community in the face of adversity.

Click the Donate Now button to join NCHFMA to support our fellow Carolinians!

[Donate Now](#)

# 2024-2025 NC HFMA Chapter Leadership

## Officers



Jason Nelms - President



Elaine Peeler - President-Elect



Wendi Cardwell - Vice President



Ashley Sanders - Secretary/Treasurer

## Board of Directors/Council Chairs



Allison White - Chapter Services



Kyle Fredette - Education



Phil Rooney - Membership



Elkin Pinamonti - Programs



John Lloyd - Compliance & Certification

## Committee Chairs



Tom Henderson - Partnership



Clint Stewart - Healthcare Finance



Kevin Leder - NASBA



Olivia Britt - Communications



Charity Brown - Communications

## Other



Christine Sibley - Immediate Past President



Kim Coker - Chapter Bookkeeper



Jill Griffith-Godwin - Region IV Executive



# Welcome to our 68 newest members!

Cherie Webber

William Tomko

Ashley Chambers

Christina Anderson

Jalyn Witherspoon

Jennifer Vang

Kathy Walker

Kristen Dorsey-Leake

Aimee Hendrickson

Karissa Maciolek

Caroline Rabb

Nathan Graham

Molly Kraemer

GaBria Jacobs

Bryant Reid

Erica Morgan

Keirstin Pinela

Brenda Morris

Mary Mcneill-Sanders

Marie Callahan

Olivia Walters

Nakisha Woodley

Shanieya Flowers

Byron Davis

Austin Swingle

Shaketra Coward

Patrick Boynton

Tara Ivey

Lyndsey McGoangle

Allan Potter

Michael Sunday

Natalie Griffith

Chris Dwiggins

Darcy Campbell-Kitchen

Nicole Hunnicutt

Phillip Maxwell

Amy Arnold

Matthew Sparks

Tiffany Stilwell

Michelle Teasley

Jasdeep Dalawari

Pranali Trivedi

Zach Harris

Madison Calzado

Marietta Smith

Stephanie Carter

Chiara Olson

April Sturdivant

Andrew Jackson

Kendall Catterton-Henly

Danetta Connor

Conne Bridenbaugh

Jeremy Szydelko

Deborah Anthony

Amy Hodson

Caroline Polacek

Jack Pronier

William Sparks

Carrie Miles

Candice Helme

Diane Baker

Carnita Mickle

Meghan Smith

Megan Cassada

Linda Halasz

Jessica Regn

Alyssa Dyer

Elizabeth Velasquez

[Questions about Membership?](#)



# Summer 2024 Conference Highlights



Policy & people  
Healthcare & the  
2024 elections

NOFMA Summer Meeting  
August 21, 2024

David Tyson | director, policy & regulatory affairs  
Morgan Cahoun, PhD | policy analyst

N NOVANT HEALTH



Looking for the Summer  
Conference Presentations?

Revenue Integrity Solutions  
 Underpayment Review and Recovery  
 Denial Recovery and Prevention  
 Transfer DRG

Complex Claims Solutions  
 Motor Vehicle Accidents  
 Workers' Compensation  
 Veterans Affairs

PEER REVIEWED

Revecore

Recover More™



# Quarterly Member Spotlight

Nicole Hester



## Who is Nicole Hester?

Healthcare Division Leader at TEKsystems, and a proud NCHFMA member since 2021! Nicole first joined us after attending the Spring Conference at Pinehurst, and she's been making waves ever since – both in her career and within our chapter.

## Role and Passion?

For four years, Nicole has been leading her organization's revenue cycle division, and what she loves most? The people and the culture of connection at TEKsystems! She's all about teamwork, collaboration, and giving everyone a voice. It's clear that building relationships is at the heart of everything she does.

## Tackling Industry Challenges?

Nicole's current focus? Navigating the fine line between embracing new technology and maintaining that special human touch. It's a balancing act, but if anyone can do it, it's Nicole!

## Mentorship Advice?

When asked about mentorship, Nicole's advice comes from a mentor who helped her embrace her authentic self. Her key takeaway? "Speak your mind, be confident in your value, and always be your true self—even when imposter syndrome kicks in."

## Wisdom for Future Leaders?

Nicole encourages self-investment and seeking mentorship from both inside and outside of your organization. She firmly believes that taking ownership of your development is the key to success.

# Quarterly Member Spotlight

Nicole Hester



## What does Nicole do for fun?

A former rhythmic gymnast (yes, with hoops, ribbons, and more), she also snowboards 🏂, plays guitar 🎸, and is a karaoke queen 🎤! Oh, and here's a surprise – she and her husband tied the knot in the stunning Yosemite National Park! 🌲💍

## Nicole's Personal Life?

Now juggling her career with being a mom to her 10-month-old daughter, Nicole has mastered the art of prioritization. Whether it's lifting weights 🏋️, doing yoga 🧘, or simply unplugging after work to be fully present with her family, Nicole is a true advocate for balance and self-care.

## Nicole's NCHFMA Impact?

When it comes to NCHFMA, Nicole treasures the connections and friendships she's made within our community. The relationships built here are ones she wouldn't have found elsewhere, and she's excited to get even more involved!

We're so lucky to have Nicole as part of our NCHFMA family, and we can't wait to see her continue to shine ✨





# Quarterly Member Spotlight

Katie Fail



## Who is Katie Fail?

Katie, who has been making an impact in both her career and our NCHFMA community, an experienced Manager in Growth Advisory Services at Grant Thornton Advisors LLC, joined NCHFMA just last year and hasn't looked back since.

## What Inspires Katie?

Katie was inspired by a partner at her firm who fostered a strong sense of community and inclusivity. She strives to emulate his approach by creating meaningful connections within her team. For Katie, it's the small personal touches that create a supportive and collaborative work environment.

## Tackling Industry Challenges?

In her role, Katie faces the ever-growing challenges of rising costs and seamless technology integration within healthcare. Her clients grapple with these issues daily, and she's constantly working to help them navigate these tough waters.

## Her NCHFMA Journey?

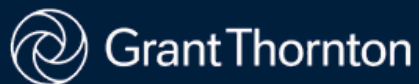
Katie initially joined with a desire to learn more about healthcare, but it wasn't until she attended the NCHFMA Summer Conference in Myrtle Beach that she felt the real magic of the organization. Now, she's actively volunteering, contributing her time and talents to the chapter, and she's excited about being more involved.

## Wisdom for Future Leaders?

Network, network, network! Building a strong support system and staying connected within the industry opens doors to valuable opportunities and insights. It's a strategy she believes in wholeheartedly and encourages others to embrace.

# Quarterly Member Spotlight

Katie Fail



## Mentorship Advice?

Her mentors taught her the importance of lifelong learning—a lesson that drives her to stay curious and continuously improve her skills. This mindset is something she holds close as she continues to grow both personally and professionally.

## Katie's Personal Life?

If you attended the last Summer Conference, you might have caught Katie showing off her newfound hula hooping skills! Beyond the hoop, Katie is a sourdough-bread-baking 🥖 enthusiast and has taken up HYROX training to stay active and energized. Talk about a powerhouse combo of talent and dedication!

## Her NCHFMA Impact?

She's actively volunteering, contributing her time and talents to the chapter, and she's excited about being more involved. has gained access to vital research and KPIs that have directly benefited her work. She's also pursuing a certification through the chapter, deepening her expertise and adding even more value to her team 🙌

Katie, we're thrilled to have you as part of the NCHFMA family! Keep shining and inspiring us all with your dedication, fun spirit, and drive to make a difference.



“The connections, the fun, and the strong sense of community made me want to dive in deeper!” - Katie Fail.

# Upcoming NCHFMA Events

## In-person Events



### Revenue Cycle Bootcamp

October 29, 2024  
8AM - 4:30PM  
📍 Duke Health

[Register Here](#)



### Networking Event

October 29, 2024  
4:30PM - 7PM  
📍 The Glass Jug RTP

[5410 NC HWY 55 Suite V  
Durham, NC 27713](#)

## Online Events



### Region 4 HFMA Webinar: The Revenue Cycle Headwinds of 2024

October 23, 2024  
1PM - 2PM (Your local time)

[Register Here](#)



### Region 4 HFMA Webinar: 3 Ways to Expand Access to Care While Increasing Cashflow

November 14, 2024,  
12PM - 1PM (Your local time)

[Register Here](#)



# Upcoming NCHFMA Events

Save the Date



**NCHFMA Annual Conference**  
**Pinehurst Resort | Feb 12-14th, 2025**



# 2024 Chapter Awards & Scholarships

## Important Reminders

### Awards

Are you ready to celebrate excellence in our community?

We invite you to nominate deserving individuals for the following NCHFMA awards, which honor outstanding contributions to healthcare and our Chapter.

NCHFMA Enterprise Innovation Award

North Carolina Memorial Award

John H Ketner Award

Your nominations help us recognize the remarkable efforts of our peers, so don't miss the chance to shine a light on their achievements!

**Submit your nominations by January 1, 2025** to Steve Duncan at [sduncansr@centurylink.net](mailto:sduncansr@centurylink.net) or 910-690-9429.

### Student Scholarships

The Bill Moffitt Scholarship deadline is approaching!

**Apply by October 31** for a chance to receive one of two \$2,000 scholarships, along with fee waivers for the NCHFMA Annual Meeting and travel reimbursement.

Don't miss this opportunity to support your studies in healthcare financial management

[Apply now!](#)

[Learn more about NCHFMA Awards/Scholarships](#)

# Hiring the Right TPL Vendor: What to Consider

Educational Article

by Cassie Henson, Executive Vice President of Third Party Liability,  
Elevate Patient Financial Solutions®



The summer season has officially begun. More people are on the road, boating and riding all-terrain vehicles, and with this increase in outdoor activity, accidents and injuries occur. During the summer months, motor vehicle deaths are at their highest, according to the National Safety Council.<sup>1</sup>

As health systems and healthcare providers see an influx of third-party liability (TPL) claims that are difficult to identify and time-consuming to navigate, most do not have access to a team of in-house staff with the specialized expertise and technology needed to resolve TPL claims. Additionally, according to the Healthcare Financial Management Association and Eliciting Insights latest report, hospital leadership surveyed consider these complex claims a top **pain point** in the revenue cycle.<sup>2</sup>

Consider the following when outsourcing to a best-in-class TPL vendor:

## Market-leading TPL Expertise

The best TPL teams support clients and their patients to ensure all available payers who could be responsible are identified and timely billed, while maintaining compliance with local and federal regulations. This service helps reduce a healthcare provider's A/R days and increase the collectability on this set of accounts that may often go unpaid, especially for self-pay patients. In turn, this allows patients to satisfy their medical bills. Trained experts skilled at educating patients are needed because patients often do not understand the accident claims process. They may not know what coverage they have available, and too often have been seriously injured or grieving a lost loved one.

## Having the Right Process

TPL is often a complicated discovery process of putting together a puzzle and ensuring all the pieces fit. There is no one set model to follow. There are multiple questions to ask and analyze to ensure accounts are progressing as they should while navigating the diverse statutes and case laws that apply. Showing compassion and concern and pushing through the difficulty of questioning insurance adjusters and attorneys who are not always happy to share information is key. Taking the time to listen and ensure each account is not just another number but involves a person who needs help resolving their claim and accounts is also important. This ensures hospitals are reimbursed for services and patients do not face medical debt.

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## Using AI-powered Technology

There are many exciting innovations in TPL and one of these is the use of artificial intelligence. One of the greatest challenges for TPL is patient cooperation. Having a strong discovery process including data mining, more patient-friendly contact with automated online platforms, as well as predictive modeling to assess the viability of accounts is essential. This enables claims involving a third-party payer to be quickly identified to minimize missed opportunities, maximize reimbursement, and automate decision-making processes for faster recovery.

Hiring the right TPL vendor that has the expert staff of attorneys and healthcare RCM professionals and innovative technology to identify and collect on all potential payer sources in compliance with governmental regulations is critical. You will want a vendor that coordinates with the provider's billing office and includes electronic billing and electronic settlement management to expedite claim resolution.

Since many patients who are involved in an auto accident or other TPL-related event are not aware that financial help is available, a trusted partner is able to help patients find a source of payment to alleviate the burden of medical bills and improve their patient experience.

## Resources

1. <https://injuryfacts.nsc.org/motor-vehicle/overview/crashes-by-month/>
2. <https://www.beckershospitalreview.com/finance/theres-no-denying-rcm-teams-top-challenges.html>

[Learn more about Cassie](#)

# The Art of Partnership: Navigating the Client-Vendor Dance

Educational Article

by Olivia Britt, Vice President of Client Success, Savista



In the world of business, partnerships are like a well-choreographed dance. When done right, both parties glide effortlessly across the floor, each movement in sync, creating something beautiful. But if one partner steps on the other's toes, it can quickly turn into a tango of frustration.

**So, how do we ensure that our client-vendor relationships are more of a graceful waltz than a clumsy cha-cha?** It all comes down to understanding the rhythm of partnership, knowing your role, and embracing a few key principles that keep the dance smooth and enjoyable for everyone involved.

## 1. Don't Be the Lead That Trips: Avoiding Micromanagement

A great partner knows when to lead and when to follow. If you're constantly stepping in to correct your partner's every move, you're not leading—you're micromanaging. No one likes to be under constant surveillance, and this is especially true in a client-vendor relationship.

For vendors, the key is to anticipate needs, communicate effectively, and deliver on promises without needing to be hand-held through every step. For clients, it's about trusting your partner to perform their role, while providing the guidance and feedback they need to succeed. When both sides respect each other's expertise, the partnership thrives.

## 2. The Rhythm of Success: Meeting Cadence

Every successful dance routine has a rhythm, a predictable beat that keeps everyone in sync. In a partnership, this rhythm is your meeting cadence. Regular check-ins—whether weekly, bi-weekly, or monthly—help keep the lines of communication open, ensuring that both sides are aligned on goals, expectations, and any challenges that may arise.

But **beware**: too many meetings can feel like over-practicing a routine, leading to burnout and frustration. The key is to find a balance that keeps everyone informed without overloading calendars. Make sure each meeting has a clear purpose, whether it's a status update, problem-solving session, or strategic planning discussion. And don't forget to celebrate successes along the way—nothing keeps the momentum going like a little recognition for a job well done.



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## 3. Practice Makes Perfect: Continuous Improvement

Even the best dancers practice to perfect their moves, and the same goes for partnerships. Continuously evaluating what's working—and what's not—is essential to maintaining a strong client-vendor relationship. Regularly review your processes, communication, and outcomes, and be open to making adjustments as needed.

Feedback should be a two-way street. Clients should feel comfortable sharing what they need from their vendors, and vendors should be encouraged to suggest improvements or innovations. This collaborative approach ensures that both parties are invested in the success of the partnership, rather than simply going through the motions.

## 4. The Finale: Delivering Value

At the end of the day, the success of any partnership comes down to one thing: **delivering value**. Clients engage vendors because they need a partner who can help them achieve their goals, solve their problems, and bring expertise to the table. Vendors, in turn, succeed when they can deliver that value consistently and reliably, without causing additional stress or workload for the client.

Remember, no one wants to dance with a partner who's dragging them down. Focus on being a proactive, reliable, and solution-oriented partner, and you'll find that your client-vendor relationships will be not just successful, but truly enjoyable.

## Final Thoughts

Partnerships are about finding the right balance—between guidance and trust, communication and action, leadership and collaboration. When both clients and vendors commit to being the best partners they can be, the dance of business becomes a celebration of success.

So next time you step onto the floor, remember: it's not just about following the steps—it's about moving in harmony, working together, and creating something greater than the sum of its parts. And with that, may all your client-vendor partnerships be as smooth as a perfectly executed foxtrot!

[Connect with Olivia on LinkedIn](#)

# NCHFMA Business Partners

## Platinum



As always, we extend our sincerest gratitude to our business partners for their continued investment in our Chapter!

For further information or questions regarding partnerships, please contact **Tom Henderson**, Partnership Committee Chair

Phone: 336-858-0088  
Email: [partnerships@nchfma.org](mailto:partnerships@nchfma.org)

## Provider



## Gold



## Silver



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Phone: 336-858-0088  
Email: [partnerships@nchfma.org](mailto:partnerships@nchfma.org)

## Bronze



**holliscobb**



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Engage with us by tagging us or using the hashtag #NCHFMA.



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