



2023 NCMGMA ANNUAL CONFERENCE

May 17-19 | Charleston Marriott | Charleston, SC

Program Book

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Annual Conference
Information



Annual Conference Sponsors

**Neck Wallets | Keynote Presentation | Meet the Experts
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Tote Bags | Chapter Roundtable



Welcome Reception

AUXO Medical
Bernard Robinson & Company, LLP
Coronis Health
Curi
Fund Direct Advisors
HandCraft Services
NCHA Strategic Partners
North Carolina Medical Society
Sentinel
Southern First Bank
Strategic Solutions
TowneBank

Thursday Evening Reception

Apex Technology
CLA (CliftonLarsonAllen LLP)
ComTech
First Citizens Bank
HitsTech
SCS - An A/R Management Firm

Thursday Lunch

AmeriHealth Caritas North Carolina
Brooks Network Services, LLC
NC-PAL
Truist

Hotel Key Cards

Bernard Robinson & Company, LLP
Carolina Complete Health Network
First Citizens Bank
Fogg Media
TriMed EHR

WIFI

Fogg Media
Mako Medical
Medicus IT
Nuance Communications
One Digital
PEAKE Technology Partners

Thursday Breakfast

MagMutual
ONLINE Information Services, Inc.
Rockingham Revenue Services, LLC
United Healthcare of North Carolina

Refreshment Break with Exhibitors

Healthy Blue NC

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Latest Conference
Information

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2023 NCMGMA

ANNUAL CONFERENCE

May 17-19 | Charleston, SC | Marriott Charleston

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2023 Alliance Sponsors

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PARTNER LEVEL

AmeriHealth Caritas North Carolina
Apex Technology
AUXO Medical
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Southern First Bank
Spectrum Reach
Strategic Solutions
TowneBank
TriMed EHR
Truist
United Healthcare of North Carolina Inc.

ASSOCIATE LEVEL

Aledade Inc.
All's Well Columbia
Appalachian State University
Casey Creative LLC
Community Care of North Carolina
Conifer Health Solutions
Favorite Healthcare Staffing
ImageFIRST Healthcare Laundry Specialists

MedPro Group
Merchants' Credit Guide Company
Physicians Wear Medical Linen Service
ScanSTAT Technologies
Summit Credit Union
Total Medical Compliance
WebsterRogers LLP

Alliance Sponsor Profiles

Premier Level

Curis is changing the game with enhanced insurance solutions. We go beyond the typical offerings of most professional liability companies by saving our members real dollars. Our comprehensive, innovative coverage provides physicians greater flexibility and peace of mind allowing them to focus on practicing good medicine.

Executive Level

Bernard Robinson & Company, LLP (BRC) - BRC is recognized as a leading CPA and Advisory firm with top business personnel engaged in guiding middle market and private companies, not-for-profit organizations, industry specialties, small businesses, and government entities.

ComTech - HIPAA-verified IT Support, Cybersecurity, IT Risk Management and Phones/Telecom.

HandCraft Services offers the highest-quality medical linen and apparel products, along with highly efficient services. HandCraft Services and products can minimize your costs, enhance your facility's image and improve overall patient and staff satisfaction. With high-tech systems and technologies, HandCraft sets the pace for healthcare linen. From using copper-infused fabric that serves as anti-microbials, we stay on the leading edge of our field, so you can stay on the leading edge of yours.

MagMutual Insurance Company is the leading medical professional liability insurer in the southeast. We offer insurance solutions to physicians & hospitals, in addition to comprehensive Risk Management and Patient Safety Programs.

Sentinel is the Carolinas' premier, independent risk management and employee benefits consulting firm. We offer a broad scope of property, casualty, risk management, and employee benefits solutions for today's global marketplace.

Partner Level

AmeriHealth Caritas North Carolina (ACNC) is a Medicaid managed care plan that offers a standard plan benefit to more than 305,000 Medicaid beneficiaries across the state. With community-based associates in each of the six Medicaid regions, ACNC is actively seeking opportunities to work collaboratively with community health care providers to help North Carolinians get care and stay well.

Apex Technology provides Managed IT & Cyber Security Services.

AUXO Medical - Medical Equipment Sales and Servicing.

Brooks Network Services, LLC is an IT Project Management Group, MSP.

Carolina Complete Health Network, a subsidiary of the North Carolina Medical Society, works in partnership with Carolina Complete Health, is a provider-led health plan established to deliver Medicaid Managed Care in North Carolina.

Clifton Larson Allen (CLA) - At CLA, we're experienced in delivering integrated wealth advisory, outsourcing, audit, tax, and consulting services to help you succeed professionally and personally. With a virtual headquarters, our "team of teams" approach allows us to have professionals conveniently located in communities across the country.

By cultivating a team of experts and utilizing advanced technology, **Coronis Health** can maximize collections and increase revenue for physician groups of any size.

First Citizens Bank is a North Carolina state-chartered commercial bank headquartered in Raleigh, North Carolina. It is a wholly owned subsidiary of First Citizens BancShares, Inc. (NASDAQ: FCNCA/FCNCB), a Delaware financial holding company also headquartered in Raleigh, North Carolina.

Fogg Media is a values-based marketing agency dedicated to serving the unique needs of the healthcare industry.

Fund Direct Advisors - Retirement Plan Fiduciary Advisors & Consultants providing Investment Advisory and employee education to Practice Managers and the staff.

Healthy Blue NC is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina.

HitsTech - IT Fully Managed Services, Co-Managed Services, Cyber Security Solutions, Networking, Cloud Computing, Virtualization, Data Backup, and Disaster Recovery.

Mako Medical is a healthcare diagnostic laboratory specializing in helping you take control of your healthcare by offering accurate testing and quick results.

Alliance Sponsor Profiles

Partner Level

At **Medicus IT**, we are committed to helping healthcare organizations leverage technology to optimize patient care. We help our partners run their operations, grow their processes, and transform their practices by providing solutions beyond your traditional IT. As one of the nation's top healthcare IT providers, our teams serve more than 6,000 providers, with 40,000+ users in over 2,000+ locations. With a unique focus exclusively on healthcare, our transformation specialists have a clear understanding of industry drivers to help mitigate risk and prepare your organization to scale. Together, we drive healthcare forward.

The NC Medical Society - To provide leadership in medicine by uniting, serving, and representing physicians and their health care teams to enhance the health of North Carolinians.

NC-PAL is a free telephone consultation and education program to help health care providers address the behavioral health needs of pediatric and perinatal patients.

NCHA Strategic Partners is a wholly-owned subsidiary of the North Carolina Healthcare Association and is committed to being the first resource healthcare providers turn to for access to workable, cost-effective solutions. Our partners undergo a strategic vetting process to ensure they provide the right products and services needed to respond to the changing healthcare landscape. The endorsed companies have passed our highest standards for quality and service.

Nuance Communications - Nuance AI-powered solutions help unburden clinicians and care teams with new ways to capture clinical information, applying real-time intelligence at the point of care.

One Digital is a comprehensive provider of Work Force strategy solutions. Employee Benefits, 401K/Wealth, HR Consulting all integrated and tailored for the health practice employer

ONLINE Information Services, Inc. - ONLINE has been in the Collections business for almost 60 years and has over 25 years of Medical Collections experience. ONLINE is unique in the Collections Industry because we have proprietary capabilities, developed from years of experience working in three industries: Medical, Property Management and Utilities. As a result in providing point of application ID verification and risk assessment solutions, as well as Collections services to these types of clients, we leverage our internal databases to capture information on debtors which is not available to any other company. This improves our recovery rates x2 with an exchange hit. We have been in business since 1956 and are licensed in all 50 states.

PEAKE Technology Partners - Technology is often a liability for medical practices working to offer quality care and grow their organization. PEAKE's proven methodology for healthcare IT turns technology from a liability into an asset, creating a pathway for growing medical practices to achieve operational efficiency, expand their business, and care for more patients.

Rockingham Revenue Services, LLC - Credentialing and Billing for Medical practices.

SCS - An A/R Management Firm - SCS is a full-service A/R management firm that's been servicing the medical community since 1981.

Southern First Bank is a Relationship-first banking for individuals and businesses that you can rely on to manage your finances any time, any place.

Spectrum Reach is a one-stop shop providing: Premium Video reaching nearly 100% of our markets; Unmatched insights and audience attribution; and Local Expertise.

Strategic Solutions delivers high-touch, value-rich technology services and is laser focused on helping companies successfully drive their businesses.

TowneBank started in 1999, based on the idea of strong relationships, excellent service, and the most respected and experienced bankers in each market we serve. Building on the idea of serving others and enriching lives, we now provide a full range of banking and other financial services. Dedicated to a culture of caring, we value each employee and member by embracing their diverse talents, perspectives, and experiences.

TriMed EHR - Software suite includes: Electronic Health Records, Practice Management, Revenue Cycle Management, Patient Portal, Telemedicine, Digital Check-in, Mobile, and more.

Truist Bank Medical Specialty Banking for Physicians and their Practices.

United Healthcare of North Carolina Inc. Is dedicated to helping people live healthier lives and making the health system work better for everyone. We serve millions of people from their earliest years through their working lives and through retirement.

Alliance Sponsor Profiles

Associate Level

Aledade is the leading physician enablement company helping independent practices, health centers, and clinics deliver better care to patients and thrive in value-based care.

All's Well Columbia is a health care staffing firm: temp to hire, direct hire.

The **Appalachian State University Master of Health Administration** program is a hybrid online program designed to meet the needs of working professionals in North Carolina. Graduates will have the knowledge and ability to be strong leaders of health care organizations throughout North Carolina and the nation.

With **Casey Creative**, it's only the good stuff! Print, promo, apparel, signage, gifts, vehicle graphics, PPE, web design, digital marketing, social media management, and more.

Community Care of North Carolina (CCNC) partners with North Carolina practices, helping them to thrive and provide high-quality care. The result of our work together is better health outcomes and healthier communities across the state.

Conifer Health Solutions - Our Physician Revenue Cycle Management solutions balance completeness, correctness and promptness of payment with a drive to deliver an exceptional patient experience. At Conifer Health, we engineered our delivery model to support your revenue cycle from end-to-end or at any point in between, powered by proven methodologies, repeatable processes, flexible technologies and measurable performance.

Favorite Healthcare Staffing is a full-service healthcare staffing company that offers a comprehensive range of services to meet the needs of hospitals, health care providers, and job seekers alike. As a staffing agency, our mission is to provide qualified clinicians with rewarding healthcare jobs and hospital jobs while helping our clients find the best personnel for their teams.

ImageFIRST Healthcare Laundry Specialists is your partner for all your healthcare linen rental and laundry needs. We only service the medical industry, which gives us a unique understanding of your number one goal: quality patient care. Whether it's scrubs, patient gowns or bed and bath linen, we're prepared to meet and exceed your facility's needs with our fully-managed linen and rental laundry programs.

MedPro Group has protected healthcare professionals since 1899. With over 300,000 insureds, MedPro is the national leader in customized insurance solutions. Learn more at www.medpro.com.

Merchants' Credit Guide Company is solely focused on providing account receivable solutions that accelerate cash-flow and maximizing recovery while maintaining positive patient relations.

Physicians Wear Medical Linen Service - Full service medical linen service providing linens, lab coats, scrubs and mats to Surgery Centers and Medical Practices.

ScanSTAT Technologies provides everything from streamlined Release of Information services to faster, more accurate document filing, prior authorizations, chart abstraction, insurance verification, and more.

Summit Credit Union partners with companies to offer financial resources as a free additional employee benefit.

Total Medical Compliance offers OSHA, HIPAA, and infection control compliance services for medical practices.

WebsterRogers LLP is a leading South Carolina based accounting and consulting firm that provides a broad spectrum of assurance, tax and advisory services to our clients. We have a dedicated healthcare consulting team in the firm.



Administrator of the Year Award

Presented by Curi



Annually, NCMGMA and Curi recognize a healthcare administrator, affiliated with the NCMGMA, who exhibits exceptional leadership management and proficiency, and enhanced the delivery of healthcare in his/her practice and community through recent, noteworthy achievements.

Presented during Thursday's Dinner & Awards

6:45 PM - 8:30 PM | Charleston Marriott Crystal Ballroom

Antitrust Compliance

Antitrust Compliance / Legal Advice

I. ANTITRUST

The NCMGMA Board of Directors has adopted "General Rules of Antitrust Compliance" to assure that the Association is in compliance with federal and state antitrust regulations. They are as follows: The information presented at this program is provided solely for the purpose of informing of current issues important to the management of a practice. None of the information presented in this program is intended to encourage actions on the part of the participants that would be in violation of federal or state antitrust laws.

II. LEGAL ADVICE

Many presentations may touch on legal issues. NCMGMA reminds attendees that the program is not intended to provide legal advice and advises participants to obtain such advice from their own legal counsel who is more familiar with their particular situation.

CONSIDERING ACMPE?

Join us for **Breakfast and ACMPE** led by Michelle Wallace, FACMPE, NC ACMPE Forum Representative and Chair, on Friday at 8:30 AM in the Opal Ballroom.

Learn more at www.ncmgma.org/acmpe

NCMMA


The banner features a dark blue background with purple and pink abstract shapes. It includes the text "CONSIDERING ACMPE?" in large blue letters, followed by details about a breakfast and ACMPE event led by Michelle Wallace. It also includes the NCMMA logo and a link to learn more.

Schedule of Events

Wednesday, May 17th

- 10:00 AM - 2:00 PM **NCMGMA Leadership Council Meeting** *Blue Topaz*
- 1:00 PM - 6:30 PM **Attendee and Exhibitor Registration** *Crystal Promenade*
- 3:30 PM - 5:00 PM **Opening Session** *Topaz Room*
Listserv Live
- 4:45 PM - 5:00 PM **Exhibitor Meeting in the Exhibit Hall** *Crystal Ballroom*
- 5:00 PM - 6:30 PM **Welcome Reception with Exhibitors** *Crystal Ballroom*
Sponsored by AUXO Medical, Bernard Robinson & Company, Coronis Health, Curi, Fund Direct Advisors, HandCraft Services, NCHA Strategic Partners, North Carolina Medical Society, Sentinel, Southern First Bank, Strategic Solutions, TowneBank
- 6:30 PM - 9:00 PM **Evening Charleston Tours** *Meet Bulldog Tours at 200 E. Bay St.*
Taste of Charleston and Ghost and Graveyard Tours

Thursday, May 18th

- 7:00 AM - 4:00 PM **Registration Open** *Crystal Promenade*
- 7:30 AM - 8:30 AM **Breakfast Together: Attendees & Exhibitors** *Emerald Ballroom*
Sponsored by MagMutual, ONLINE Information Services, Rockingham Revenue Services, United Healthcare of North Carolina
- 8:00 AM - 9:30 AM **Welcome and General Session: Attendees & Exhibitors** *Emerald Ballroom*
Sponsored by Curi
The Power of Small: Creating Small Connections that Can Change Everything 
• Jen Hamilton, RN, BSN, CEN, RNC-OB
- 9:30 AM - 10:30 AM **Refreshment Break with Exhibitors** *Crystal Ballroom*
Sponsored by Healthy Blue NC
- 10:30 AM - 11:30 AM **Breakout Sessions**
Breakout 101 -- Tough Conversations are not Conflicts: A Model for Nice People to Deliver Tough Conversations
• Kerri Burchill, Ph.D., North Star Coaching *Emerald I & II*
Breakout 102 -- Data Dive: NCMGMA Medical Benefits & Salary Survey
• Tracey Martin, CPA, Bernard Robinson & Company *Emerald III*

Sponsored by:	Exhibit Hall Gift Card Giveaways Thursday, May 18th 10:00 AM 12:30 PM 3:00 PM Booth #s 207-209	Sponsored by:
		

Schedule of Events

Thursday, May 18th

11:30 AM - 1:00 PM	Community Service Project for NourishNC <i>Crystal Promenade</i>
11:30 AM - 1:00 PM	Networking Lunch with Exhibitors <i>Crystal Ballroom</i> <i>Sponsored by AmeriHealth Caritas NC, Brooks Network Services, NC-PAL, Truist</i>
1:00 PM - 2:00 PM	General Session <i>Emerald Ballroom I & II</i> Breaking Down Silos: Focusing on Cross Functional & Intentional Interactions - Stephanie Anderson & Don Harkey, People Centric
2:00 PM - 2:45 PM	Annual Business Meeting <i>Emerald Ballroom</i>
2:45 PM - 3:15 PM	Refreshment Break with Exhibitors <i>Crystal Ballroom</i> <i>Sponsored by Healthy Blue NC</i>
3:15 PM - 4:15 PM	General Session <i>Emerald Ballroom</i> Leading Out of the ASKhole™ Trap - Kerri Burchill, Ph.D., North Star Coaching
4:15 PM - 4:45 PM	Exhibitor Recognition and Prizes <i>Emerald Ballroom</i>
4:45 PM - 6:00 PM	Chapter Roundtable Discussion <i>Opal I</i> <i>Sponsored by MagMutual</i>
6:00 PM - 6:45 PM	Reception <i>Courtyard</i> <i>Sponsored by Apex Technology, CLA, ComTech, First Citizens Bank, HitsTech, SCS - An A/R Management Firm</i>
6:45 PM - 8:30 PM	Dinner & Awards <i>Crystal ABC</i> <i>Administrator of the Year Award presented by Curi</i>



Friday, May 19th

8:00 AM - 9:30 AM	Breakfast <i>Emerald Ballroom</i>
8:30 AM - 9:30 AM	ACMPE Presentation and Breakfast <i>Opal Ballroom</i> Certification and Fellowship: It's Within Your Reach! - Michelle Wallace, FACMPE, Gastroenterology Associates
9:30 AM - 10:30 AM	General Session <i>Emerald Ballroom</i> Hiring & Retaining Employees: Gaining the Competitive Advantage to Attract and Retain the Top Talent - Stephanie Anderson & Don Harkey, People Centric
10:45 AM - 12:00 PM	General Session <i>Emerald Ballroom</i> Advocacy & What's Next for Healthcare in NC - Thomas Kincheloe, NCMS
12:00 PM	Closing/Bingo Card Giveaway <i>Emerald Ballroom</i>

Speakers



Stephanie Anderson

Engagement Specialist, People Centric Consulting Group

Breaking Down Silos: Focusing on Cross Functional & Intentional Interactions

Thursday, May 18 | 1:00 PM - 2:00 PM

Hiring & Retaining Employees: Gaining the Competitive Advantage to Attract and Retain the Top Talent

Friday, May 19 | 9:30 AM - 10:30 AM

Stephanie Anderson is an experienced business strategist who helps organizations grow by creating and executing strategies that achieve their goals, engage their teams, and positively impact their communities. She has worked with organizations of all sizes from small start-ups to Fortune 100 companies in leadership and consultant roles, in addition to being a small business owner and social entrepreneur herself. Stephanie spent nearly ten years of her career in the nonprofit sector, working to create sustainable solutions to real-world problems, including launching over 200 female entrepreneurs into business in Ethiopia. Stephanie holds a Bachelor of Arts from Evangel University as well as a certificate in Women's Entrepreneurship from Cornell University.



Kerri Burchill, Ph.D.

Author, Coach, Facilitator and Leader, North Star Coaching

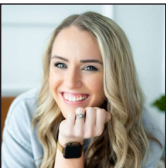
Tough Conversations are Not Conflicts: A Model for Nice People to Deliver Tough Conversations

Thursday, May 18 | 10:30 AM - 11:30 AM

Leading out of the ASKhole™ Trap

Thursday, May 18 | 3:15 PM - 4:15 PM

Kerri Burchill is a highly regarded author, coach, facilitator and leader, with over 25 years of engaging leaders. With an appreciative lens, Kerri supports leaders implement structures that drive desired behaviors and outcomes. Her wide breath of experience working in three countries and diverse industries offers insight into human behavior, out-of-the box stories that inspire, entertain, and develop leaders. Kerri relies on evidence-based insights throughout her keynote presentations, leadership development and facilitation experiences.



Jen Hamilton, RN, BSN, CEN, RNC-OB

The Power of Small: Creating Small Connections that Can Change Everything

Thursday, May 18 | 8:00 AM - 9:30 AM

Jen Hamilton is a labor & delivery nurse from North Carolina who accidentally found TikTok fame during the pandemic by sharing her real, authentic, hilarious thoughts on healthcare, motherhood, and life. She's been featured in news outlets like *Daily Mail*, the *New York Post*, and *Good Morning America*. Jen is passionate about making healthcare better for patients and healthcare workers and travels the country sharing her positivity and grit with fellow healthcare workers.

Speakers



Don Harkey

CEO and Founder, People Centric Consulting Group

Breaking Down Silos: Focusing on Cross Functional & Intentional Interactions

Thursday, May 18 | 1:00 PM - 2:00 PM

Hiring & Retaining Employees: Gaining the Competitive Advantage to Attract and Retain the Top Talent

Friday, May 19 | 9:30 AM - 10:30 AM

People Centric helps organizations and their leaders to become the best versions of themselves through systems that support the creation of a strong culture. Don holds a B.S. in Chemical Engineering from the University of Nebraska-Lincoln and spent 10 years working for Fortune 500 companies (Archer Daniels Midland and 3M) before taking a leap into the world of management consulting.



Thomas Kincheloe

Director, Legislative Affairs, NC Medical Society

Advocacy & What's Next for Healthcare in NC

Friday, May 19 | 10:45 AM - 12:00 PM

Thomas was born and raised in Rocky Mount, NC. He earned his BA in Political Science from the University of Georgia and spent the first 5 and a half years of his career in Washington, DC, as a staffer for Senator Richard Burr and Representative Greg Murphy, MD. After leaving Capitol Hill, he spent time at the American Academy of Orthopaedic Surgeons as a Government Affairs Associate.



Tracey Martin, CPA

Partner, Bernard Robinson & Company

Data Dive: NCMGMA Medical Benefits & Salary Survey

Thursday, May 18 | 10:30 AM - 11:30 AM

Tracey applies her knowledge and practical ideas to meet client needs from both a business and tax perspective. Tracey works primarily with medical practices, professional service groups and high net worth individuals. She also leads BRC's client accounting service line, focusing on providing outsourced accounting and CFO advisory services to clients. With over 30 years of experience, Tracey enjoys working with healthcare clients to address the ongoing challenges they face.



Michelle Wallace, FACMPE

NC ACMPE Forum Representative and NC Chair

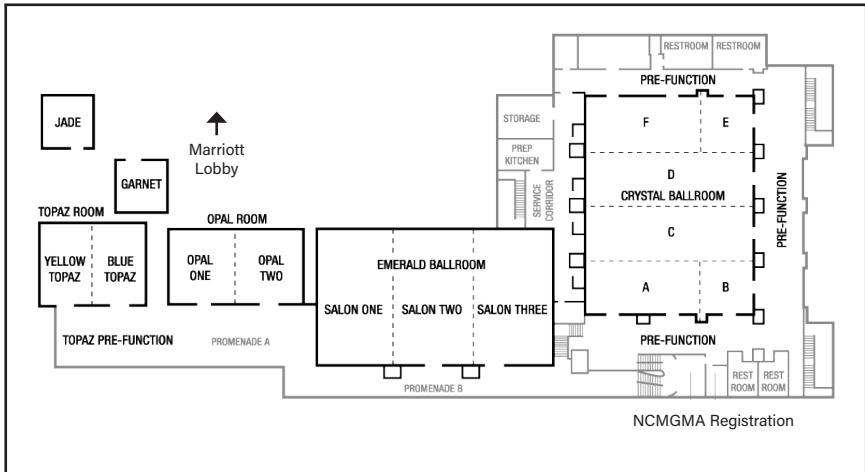
Certification and Fellowship: It's Within Your Reach!

Friday, May 19th | 8:30 AM - 9:30 AM

Michelle Wallace, FACMPE, has been managing independent primary care and specialty group practices for more than three decades. She was honored to be named the NCMGMA Administrator of the Year in 2016. She earned her CMPE in 2012 and became a Fellow in 2018. In 2017, she became the ACMPE Liaison for North Carolina. As the NC Liaison, Michelle mentors and supports members who are on their way to becoming board certified through the American College of Medical Practice Executives and those seeking Fellowship.

Meeting Rooms Layout

Charleston Marriott

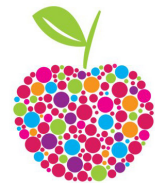


Community Service Project

Annual Conference Community Service Project Help Us Feed Hungry Children in New Hanover County!

Supporting NourishNC, a 5019 (c) 3 nonprofit whose mission is to provide healthy food to hungry children, empowering them to succeed in the classroom and in their community, NCMGMA will be packing 400 Snack Packs onsite during the 2023 Annual Conference. These Snack Packs are ready-to-go snack options that contain a juice box and three snacks for kids who need a little extra fuel for their after-school activities.

Join us at 11:30am on Thursday the 18th in Crystal Promenade! As participants walk out of the Breakout Sessions, we will be set up for everyone to make a Snack Pack for NourishNC and help feed children in New Hanover County.



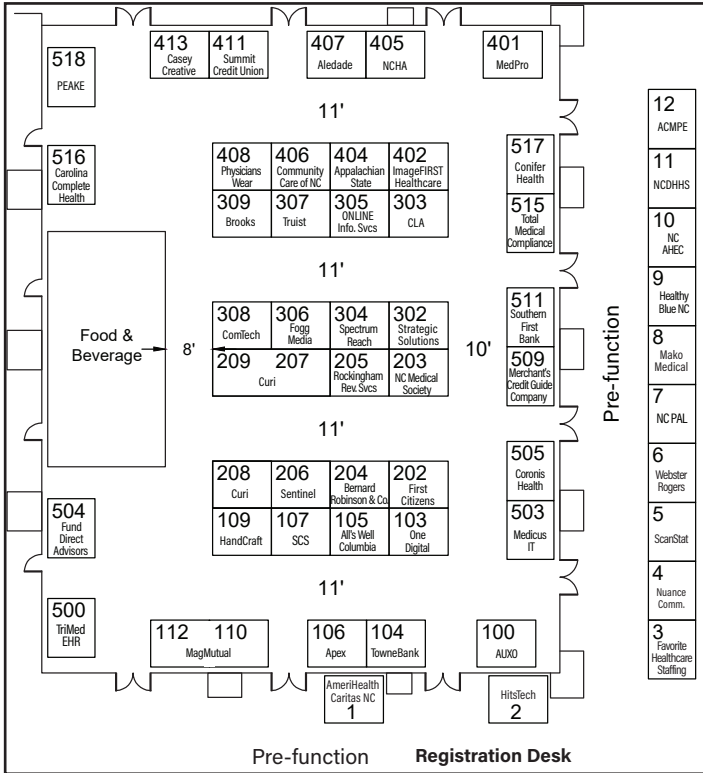
NOURISHNC
Feeding Children. Fueling the Future.

Learn More about NourishNC

<https://nourishnc.org/>

Exhibit Hall and Exhibitors

Exhibit Hall Layout



List of Exhibitors

Company	Booth #
ACMPE	12
Aledade Inc.	407
All's Well Columbia	105
AmeriHealth Caritas North Carolina	1
Apex Technology	106
Appalachian State University	404
AUXO Medical	100
Bernard Robinson & Company, LLP (BRC)	204
Brooks Network Services, LLC	309
Carolina Complete Health Network	516
Casey Creative LLC	413
Clifton Larson Allen (CLA)	303
Community Care of North Carolina	406

Exhibitors

Company	Booth #
ComTech	308
Conifer Health Solutions	517
Coronis Health	505
Curi	207-209
Favorite Healthcare Staffing	3
First Citizens Bank	202
Fogg Media	306
Fund Direct Advisors	504
HandCraft Services	109
Healthy Blue NC	9
HitsTech	2
ImageFIRST Healthcare Laundry Specialists	402
MagMutual Insurance Company	110, 112
Mako Medical	8
Medicus IT	503
MedPro Group	401
Merchant's Credit Guide Company	509
NC AHEC	10
NC DHHS	11
NCHA Strategic Partners	405
NC Medical Society	203
NC-PAL	7
Nuance Communications	4
One Digital	103
ONLINE Information Services, Inc.	305
PEAKE Technology Partners	518
Physicians Wear Medical Linen Service	408
Rockingham Revenue Services, LLC	205
ScanSTAT Technologies	5
SCS- An A/R Management Firm	107
Sentinel	206
Southern First Bank	511
Spectrum Reach	304
Strategic Solutions	302
Summit Credit Union	411
Total Medical Compliance	515
TowneBank	104
TriMed EHR	500
Truist Bank	307
WebsterRogers LLP	6

Make sure to complete your bingo card by visiting each exhibitor. All completed cards are put into a drawing for an Amazon Gift Card! You must be present to win.

ACMPE Continuing Education

Calculate your credit hours with the Calculation Worksheet below and submit your hours online with the following instructions:

- Go to www.mgma.com.
- Log in using your member ID # and password.
- After logging in, Select the "My Dashboard" button at the top
- On the left side of your screen, select "Claim Education Credit"
- Select "ACMPE Tracking"
- Select "Add ACMPE Continuing Education Hours"
- Follow the on-screen instructions. You will need the following:
 - Date Earned
 - Amount Earned (number of hours)
 - Session Type (select from list)
 - Session Source (select from list or "Other")
 - Session Name

ACMPE Tracking can be used to track and view your ACMPE continuing education, log your program requirements, and stay up to date on your ACMPE certification status. Please contact the ACMPE Certification team at acmpe@mgma.com or 877-275-6462 Ext. 1259 with any questions regarding your ACMPE tracking.

ACMPE Continuing Education Credit Calculation Worksheet

Wednesday, May 17th

Time	Session	Hours	Earned
3:30 PM - 5:00 PM	Opening Session <i>Listerv Live</i>	1.5	_____

Thursday, May 18th

Time	Session	Hours	Earned
8:30 AM - 9:30 AM	Welcome and General Session <i>The Power of Small</i>	1.0	_____
10:30 AM - 11:30 AM	Breakout Sessions <i>Tough Conversations are Not Conflicts</i> <i>Data Dive</i>	1.0	_____
1:00 PM - 2:00 PM	General Session <i>Breaking Down Silos</i>	1.0	_____
2:00 PM - 2:45 PM	Annual Business Meeting	.75	_____
3:15 PM - 4:15 PM	General Session <i>Leading out of the ASKhole™ Trap</i>	1.0	_____

Friday, May 19th

Time	Session	Hours	Earned
8:30 AM - 9:30 AM	ACMPE Presentation <i>Certification and Fellowship</i>	1.0	_____
9:30 AM - 10:30 AM	General Session <i>Hiring & Retaining Employees</i>	1.0	_____
10:45 AM - 12:00 PM	General Session <i>Advocacy & What's Next for Healthcare in NC</i>	1.25	_____
Maximum hours assigned		9.5	_____

Please submit hours online at www.mgma.com. Keep this worksheet for your records. DO NOT FAX OR MAIL.

NCMGMA Business Meeting Agenda

Thursday, May 18, 2023

2:00 PM - 2:45 PM

Charleston Marriott | Charleston SC

1. **Call to Order** - Chad Ghorley - President
2. **Welcome and Introductions** - Chad Ghorley - President
3. **Approval of the September Meeting Minutes** - Chad Ghorley - President
4. **Treasurer's Report** - Lisa Hooks, CMPE, MBA - Treasurer
5. **Committee Reports**
 - a. **ACMPE** - Michelle Wallace, FACMPE
 - b. **Advocacy** - Melissa White & Jacob Rodman, CMPE
 - c. **Affiliate Development** - Wes Stanley & Steve Cox
 - d. **BCBS** - Karen Lawrence, CPC, FACMPE
 - e. **Communications** - Stephen Fogg, MA
 - f. **Conference** - Todd Pittman, CMPE
 - g. **Education** - Sandra Jarrett, FACMPE
 - h. **Governance** - Amanda McKinney, MBA
 - i. **Membership** - Amber Popham, CIC, CRM & Amanda McKinney, MBA
 - j. **Payer/Medicaid/Medicare** - Doral Jacobsen, FACMPE, MBA
 - i. **Medicaid** - Joni Brantley
 - ii. **Medicare** - Kristen Spaduzzi, MSM
 - k. **Salary Survey Committee** - Frank Chitty, CMPE
 - l. **Student Outreach** - John Clement
6. **President's Message** - Chad Ghorley - President
7. **Other Business**
8. **Meeting Adjourned**



NCMGMA Business Meeting Minutes

Thursday, September 15, 2022

2:00 PM - 2:45 PM

Harrah's Cherokee Casino Resort

1. **Call to Order** – Matt Johnson, MA, MBA – President called the meeting to order at 2:01pm.
2. **Welcome and Introductions** – Matt Johnson, MA, MBA – President welcomed everyone to the Fall Conference and Annual Business Meeting in Cherokee.
3. **Charlie Furr** called for a motion to approve of the May Meeting minutes as presented. Motion was seconded and approved.
4. **Treasurer's Report** – Lisa Hooks, CMPE, MBA – Treasurer reported out NCMGMA's fiscal year information to date.
5. **Committee Reports**
 - a. **ACMPE** – Michelle Wallace, FACMPE, reported that there are now 3 pathways to apply for certification. The Fellowship also added another pathway. This will open up opportunities for more members to become certified. We are partnering with AHEC with their Practice Management Academy which sold out their first cohort and already waitlisted for the next two cohorts.
 - b. **Advocacy** – Chad Ghorley reported that Melissa & Jacob are working on tackling prior authorizations in the next few years. This will take a couple of years, collaborative groups to partner with and possibly funds. Also, Advocacy Days for 2023 is set for March 28th & 29th where we will meet, do some education, and focus in on meeting with our legislators.
 - c. **Affiliate Development** – Wes Stanley & Steve Cox reported this year we exceeded our Alliance Sponsorship commitments. During the Fall Conference, we are now distributing exhibitor prizes during the last general session on Thursday. Also, 2023 Alliance Sponsorship is open starting at this conference.
 - d. **BCBS** – Karen Lawrence, CPC, FACMPE, wasn't present, but in her absence, Melissa Klingberg presented the following: The committee has quarterly meetings with Blue Cross, and topics from our last meeting were:
 1. Reminders-
 - a. Effective July 26th, certain drugs now require an NDC. More information can be found on the BC website.
 - b. If you are a Healthy Blue + Medicare provider, a practice representative must complete the Model of Care training annually. More information can be found on the Blue Medicare provider website.

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2. BCBS has found some telehealth claims were paid in error. In reviewing claims data, they found services billed as telehealth even though they could not possibly have been performed that way (i.e. surgeries, anesthesia, etc.). Overpayment requests have already started going out for these affected claims.
 3. Blue e enhancements planned for later this year will include better Fee Schedule search options and the ability to download the entire fee schedule. The goal is for easier navigation and a better look/feel.
 4. Care Affiliate is the self-service tool for authorization requests for all commercial (including SHP) and FEP lines of business. BCBS is encouraging all practices to utilize Care Affiliate as it should reduce time spent on PA requests – only 3-4 minutes vs 15 by phone or 7-9 via fax. Effective Sept 12th, updates will occur that will introduce new technology and expand services for all providers (par and non-par). Just two of the new features are direct 2-way communication with the BCBSNC nurses and the ability to receive and download decision letters.
 5. Care Affiliate portal training is available on Blue e via an On-Demand video or via the Help button where you can find step-by-step guides. For any additional assistance or if facilitator-led training is needed for your facility, please contact the Provider Service Advisor for your county.
 6. Minutes from each meeting are shared to the list serve so be sure you are signed up for this. It's a great member benefit. The committee always welcomes new members, and anyone interested can reach out to Karen Lawrence at klawrence@carolinarehab.org.
- e. **Communications Task Force** – Stephen Fogg, MA, reported that the committee initially created an audit for the strategy for 2021, our 50th anniversary. Looking forward, Stephen will look at reconnecting with the board and leadership to redevelop additional initiatives.
- f. **Conference** – Todd Pittman, CMPE, reported that prior to the conference, we have 95 attendees registered for the conference. COVID is still affecting our membership attendance. 2023 conference locations are in Charleston in May and Greensboro in September.
- g. **Education** – Sandra Jarrett, FACMPE, shared there are two new committee members, DeEtte and Renee. Coming up the committee has rolled out a Customer Service Training virtual webinar which will be held on October 25 with two sessions (10am-12pm & 2pm – 4pm) led by Susan Childs, FACMPE. Our 2023 Master Class is set for February 23 & 24th with Mary Kelly presenting an encore Presentation.

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- h. **Governance** – Steve Parker reviewed that the committee is in charge of the awards given/presented throughout the year as well as the Davis Watson Scholarship Fund. During this meeting, we are hosting a 50/50 Raffle where tickets are \$5 at the registration desk.
 - i. **Membership** – Amber Popham, CIC, CRM, & Amanda McKinney, MBA, shared they are working on growing this committee, and recently added two new committee members. They're working to grab liaisons for each region to help reach out to membership. They are also continuing their new member webinars bi-yearly.
 - j. **Payer/Medicaid/Medicare** – Doral Jacobsen, FACMPE, MBA, reported that the committee is co-chaired between the three volunteers, Doral, Joni (Medicaid) and Kristen (Medicare) and meets regularly with payers to touch base and report back to the committee and back out to the membership. Joni reported that members are experiencing data lags, and the group is doing everything we can to facilitate educating members on what to do/who to contact. Deadline for tailored care plans has recently passed.
 - k. **Student Outreach** – John Clement reported that they have 51 student members and 11 attending the Fall Conference.. Also, they're currently working with the membership committee to identify those students who graduate to keep them as members.
 - i. **Survey Committee** – Frank Chitty, CMPE, wasn't present and Chad Ghorley updated the membership to let them know that the platform for 2022 has been updated with new data entry application to reduce time spent on data entry. The survey will open to data entry on September 19th and close November 23rd.
6. **President's Message** - Matt Johnson, MA, MBA, thanked all the NCMGMA leaders in the room for their time dedicated to the organization. He reported out board goals accomplished during this past year, and we are moving our terms and fiscal year to January-December. Another accomplishment included an "easy button" located, once logged into the website to easily find the listserv. Lastly, the board is interested in pursuing a new event, a trip to Europe, and they're interested in your opinion, so please be on the lookout for a survey.

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Other Business – Matt Johnson presented the slate for the new At-Large Member of the board of directors. Board seats are three-year terms which will now begin January 1, 2023, through December 31, 2025. There was a motion to approve Michelle Wallace, FACMPE, to join the NCMGMA Board of Directors. Motion was seconded and approved unanimously.

Matt Johnson also presented the slate of directors that was approved at the board meeting.

President

Chad Ghorley
Carolina Orthopaedic & Sports
Medicine Center, PA
Gastonia, NC

Treasurer

Lisa Hooks, MBA, CMPE
Mt. Olive Family
Medicine Center
Mt. Olive, NC

President-Elect

Charles Furr, MA
Carolina Asthma & Allergy
Center, PA
Charlotte, NC

Secretary

Emily Ainsley
Greenville Pathology P.A.
Greenville, NC

Lastly, Matt passed the gavel to Chad Ghorley for him to take the presidential role of the organization beginning January 1, 2023. Chad accepted and shared how great it is to work with Matt Johnson as well.

**There was a motion to adjourn the business meet at 2:47pm.
Motion was seconded and approved.**





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