

MGMA
NORTH CAROLINA

Fall Conference

September 13-15

**Grandover Resort & Spa
Greensboro, NC**



Program Book

Fall Conference Sponsors

**Neck Wallets | Wednesday Dinner & Social
Friday General Session | Gift Card Giveaways**



Tote Bags | Chapter Roundtable



MAGMUTUAL®

Welcome Reception

Spectrum Reach

Thursday Breakfast

Bernard Robinson & Company, LLP
CLA (CliftonLarsonAllen LLP)
Fund Direct Advisors
Healthy Blue NC
NC-PAL
OneDigital
ONLINE Information Services, Inc.

Thursday Lunch

AmeriHealth Caritas North Carolina
Rockingham Revenue Services, LLC
Southern First Bank
Strategic Solutions
Truist Bank

Thursday Networking Reception

All's Well Healthcare Staffing
ComTech
First Citizens Bank
HandCraft Services
North Carolina Medical Society

Community Service Project

Medicus IT

Practice of the Year Award



First Citizens Bank

Hotel Key Cards

First Citizens Bank
Coronis Health

WIFI

Brooks Network Services, LLC
Carolina Complete Health Network
Curi
HitsTech
MagMutual
Mako Medical
Medicus IT
PEAKE Technology Partners

Refreshment Break with Exhibitors

Apex Technology
Auxo Medical
Community Care of North Carolina
Fogg Media
NCHA
Nuance Communications
Sentinel
TowneBank
TriMed EHR
United Healthcare of North Carolina Inc.

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Latest Conference
Information

Get all the latest Conference information at:

<https://www.ncmgm.org/ncmgma-fall-conference>




Network: Grandover Resort Password: NCMGMA23

Users will need to agree to terms and then will be directed to the Grandover home page.

Thank you to our Wi-Fi Sponsors

Brooks Network Services, LLC	MagMutual
Carolina Complete Health Network	Mako Medical
Curi	Medicus IT
HitsTech	PEAKE Technology Partners

2023 Alliance Sponsors

PREMIER LEVEL



EXECUTIVE LEVEL



PARTNER LEVEL

All's Well Healthcare Staffing
AmeriHealth Caritas North Carolina
Apex Technology
AUXO Medical
Brooks Network Services, LLC
Carolina Complete Health Network
CLA (CliftonLarsonAllen LLP)
Community Care of North Carolina
Coronis Health
First Citizens Bank
Fogg Media
Fund Direct Advisors
Healthy Blue NC
HitsTech
Mako Medical
Medicus IT

NC Medical Society
NC-PAL
NCHA Strategic Partners
Nuance Communications
One Digital
ONLINE Information Services, Inc.
PEAKE Technology Partners
Rockingham Revenue Services, LLC
SCS - An A/R Management Firm
Southern First Bank
Spectrum Reach
Strategic Solutions
TowneBank
TriMed EHR
Truist Bank
United Healthcare of North Carolina Inc.

ASSOCIATE LEVEL

Aledade Inc.
Appalachian State University
Casey Creative LLC
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

Curi 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.

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

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

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, and is a provider-led health plan established to deliver Medicaid Managed Care in North Carolina.

CLA (CliftonLarsonAllen LLC) - 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.

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.

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 and 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.

Alliance Sponsor Profiles

Partner Level

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

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.

The NC Medical Society provides 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' 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, and HR Consulting, all integrated and tailored for the health practice employer.

ONLINE Information Services, Inc. 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 bank 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.

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.

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.



Practice of the Year Award

Presented by



NCMGMA is proud to partner with First Citizens Bank to present the 11th Annual Practice of the Year Award, to be presented during the Fall Conference Thursday Dinner & Awards.

This award recognizes a medical group practice that has made a significant contribution to their community, patients and/or staff through volunteer work, indigent clinics, fund-raisers, staff wellness programs, community clean-ups, community screenings and education (internal & external), etc.

Presented during Thursday's Dinner & Awards

6:45 PM - 9:00 PM | Grandville Ballroom

Friendly Reminder

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.

JOIN US FOR BREAKFAST AND PRESENTATION
ACMPE CERTIFICATION AND FELLOWSHIP: MAKE THIS THE YEAR!

CONSIDERING ACMPE?

Join us for **Breakfast and ACMPE** led by
Michelle Wallace, FACMPE, NC ACMPE
Forum Representative and Chair.

BREAKFAST & PRESENTATION
FRIDAY, SEPTEMBER 15, 2023
8:30 AM - 9:30 AM

GRANDVILLE A/D

MGMA
NORTH CAROLINA

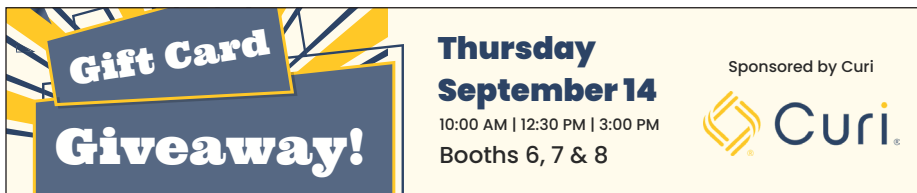
Schedule of Events

Wednesday, September 13th

- 10:00 AM - 2:00 PM NCMGMA Leadership Council Planning Meeting *Nottingham*
- 1:00 PM - 6:30 PM Attendee & Exhibitor Registration Open *Grandville Foyer A*
- 2:00 PM - 4:00 PM Pre-Conference Session *Whitehall*
Pivoting Operations to the New Normal: Patient Collections in 2023 and Beyond
- Elizabeth Woodcock, DrPh, MBA, FACMPE, CPC, Woodcock & Associates
- 3:30 PM - 5:00 PM Opening Session *Grandville A/D*
Listserv Live
- Todd R Pittman, CEO, Digestive Health Specialists
- 4:45 PM Exhibitor Meeting (in Exhibit Hall) *Grandville B/C*
- 5:00 PM - 6:30 PM Welcome Reception with Exhibitors *Grandville B/C*
Sponsored by Spectrum Reach
- 6:30 PM - 9:30 PM Fall Conference Dinner & Social *Grandville Lawn*
Sponsored by Curi

Thursday, September 14th


- 7:00 AM - 4:00 PM Registration Open *Grandville Foyer A*
- 7:30 AM - 8:30 AM Breakfast Together: Attendees and Exhibitors *Grandville A/D*
Sponsored by Bernard Robinson & Company, LLP, CLA (CliftonLarsonAllen LLP), Fund Direct Advisors, Healthy Blue NC, NC-PAL, OneDigital, ONLINE Information Services, Inc.
- 8:00 AM - 9:30 AM Welcome & General Session *Grandville A/D*
The 5 Languages of Appreciation in the Workplace
- Gary Chapman, Ph.D.
- 9:30 AM - 10:15 AM Refreshment Break with Exhibitors *Grandville B/C*
Sponsored by Apex Technology, Auxo Medical, Community Care of North Carolina, Fogg Media, NCHA, Nuance Communications, Sentinel, TowneBank, TriMed EHR, United Healthcare of North Carolina Inc.
- 10:15 AM - 11:15 AM General Session *Grandville A/D*
Patient Access: How to Erect a Successful 'Air Traffic Control Center' for your Practice
- Elizabeth Woodcock, DrPh, MBA, FACMPE, CPC, Woodcock & Associates
- 11:15 AM - 11:30 PM Community Service Project Introduction *Grandville Foyer A*
- Mallory Goodman, Backpack Beginnings
- 11:30 AM - 1:00 PM Community Service Project *Grandville Prefunction*
Sponsored by Medicus IT



Gift Card Giveaway!

Thursday September 14
10:00 AM | 12:30 PM | 3:00 PM
Booths 6, 7 & 8

Sponsored by Curi



Schedule of Events

Thursday, September 14th

- 11:30 AM - 1:00 PM** **Networking Lunch with Exhibitors** *Grandville B/C*
Sponsored by AmeriHealth Caritas North Carolina, Rockingham Revenue Services, LLC, Southern First Bank, Strategic Solutions, Truist Bank
- 1:00 PM - 2:00 PM** **General Session** *Grandville A/D*
Re-Imagining Strategy: Establishing a Foundation for Excellence in Healthcare
- Joe Quitoni, Unify|Align
- 2:00 PM - 2:45 PM** **NCMGMA Annual Business Meeting** *Grandville A/D*
- 2:45 PM - 3:15 PM** **Refreshment Break with Exhibitors** *Grandville B/C*
- 3:15 PM - 4:15 PM** **General Session** *Grandville A/D*
Re-Imagining Strategy: Turning Patient Interactions into Elevated Experiences
- Joe Quitoni, Unify|Align
- 4:15 PM - 4:45 PM** **Exhibitor Recognition & Prizes** *Grandville A/D*
- 4:50 PM - 6:00 PM** **Chapter Roundtable Discussion** *Provincial*
Sponsored by MagMutual
- 6:00 PM - 6:45 PM** **Networking Reception** *Grandville Lawn*
Sponsored by All's Well Healthcare Staffing, ComTech, First Citizens Bank, HandCraft Services, North Carolina Medical Society
- 6:45 PM - 9:00 PM** **Dinner & Awards** *Grandville Ballroom*
Practice of the Year Award presented by First Citizens Bank



Friday, September 15th

- 7:30 AM - 12:00 PM** **Registration Open** *Grandville Foyer A*
- 8:00 AM - 9:30 AM** **Breakfast** *Grandville A/D*
- 8:30 AM - 9:30 AM** **ACMPE Breakfast & Presentation** *Grandville A/D*
ACMPE Certification and Fellowship: Make This the Year!
- Michelle Wallace, FACMPE, Gastroenterology Associates
- 9:30 AM - 10:30 AM** **General Session** *Grandville A/D*
The AI Advantage: Reshaping Healthcare Practices for a New Era
- Prosper Beyond Interns: Cayden Jacobsen, Richa Puranik, and Paige Roberts
- 10:30 AM - 12:00 PM** **General Session** *Grandville A/D*
Sponsored by Curi
Risk and Reward: Protecting your Practice from the Risks of Today and Tomorrow
- Curi Advisory: Tracey Cumberland, Steve DeBiasi, Steve Hendrick and Donna Nicholson
- 12:00 PM** **Closing Remarks and Bingo Card Giveaway** *Grandville A/D*



Speakers

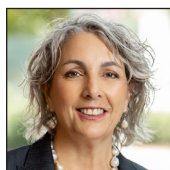


Dr. Gary Chapman
Author, Speaker, and Counselor

The 5 Languages of Appreciation in the Workplace

Thursday, September 14th | 8:30 AM - 9:30 AM

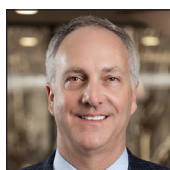
The 5 Love Languages® is one of Chapman's most popular titles, topping various best-seller charts for years, selling over thirteen million copies and has been on the New York Times best-sellers list since 2007. Chapman has been directly involved in real-life family counseling since the beginning of his ministry years, and his nationally-syndicated radio programs air nationally on Moody Radio Network and over 400 affiliate stations.



Tracey Cumberland
Project Director, Practice Consulting Team, Curi Advisory
Risk and Reward: Protecting your Practice from the Risks of Today and Tomorrow

Friday, September 15th | 10:30 AM - 12:00 PM

Tracey and her team are focused on offering data-driven consulting services that help practice leaders protect, optimize, and grow their businesses. Prior to Curi, Tracey served as the Area Practice Manager for HCA Healthcare's three Northern Virginia hospitals and as Director of Operations for OrthoVirginia's Northern Virginia locations. At both, she was responsible for the oversight, leadership, and general management of the physician offices' administrative and clinical functions, including HR management.



Steve DeBiasi, FACMPE, FACHE
Chief Executive Officer, Curi Advisory

Risk and Reward: Protecting your Practice from the Risks of Today and Tomorrow

Friday, September 15th | 10:30 AM - 12:00 PM

Steve DeBiasi joined the firm in 2022. Before Curi, Steve served as co-Chief Executive Officer of EmergeOrtho, one of the nation's largest physician-owned orthopedic practices, and as CEO of EmergeOrtho's Triad and Wilmington regions. Steve is a Fellow of the American College of Healthcare Executives and is a Certified Medical Practice Executive in the American College of Medical Practice Executives.



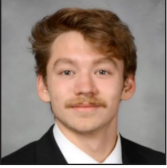
Steve Hendrick
Partner, Curi Advisory

Risk and Reward: Protecting your Practice from the Risks of Today and Tomorrow

Friday, September 15th | 10:30 AM - 12:00 PM

Prior to Curi, Steve founded Arrowlytics in 2014 to commercialize the practice analytics platform that he co-created while serving as Chief Operating Officer and Chief Information Officer of OrthoCarolina from 2005-2014. Steve has 30+ years of healthcare experience in a variety of executive, operational, and information systems roles with large physician groups / healthcare delivery systems, IT vendors, and investor-backed entrepreneurial organizations.

Speakers



Cayden Jacobsen

UNC Charlotte | Prosper Beyond Intern

The AI Advantage: Reshaping Healthcare Practices for a New Era

Friday, September 15th | 9:30 AM - 10:30 AM

As a biology student, Cayden Jacobsen has developed a strong passion for the life sciences industry at large. During his studies, he significantly developed his analytical skills for complex problem-solving and gained hands-on experience with cutting-edge biological technology. Throughout his collegiate career, he served in various leadership positions which have contributed to the development of his leadership, communication, and management skills.



Donna Nicholson, MBA, BSN, RN, CPCO

Managing Director of Risk Solutions, Curi Advisory

Risk and Reward: Protecting your Practice from the Risks of Today and Tomorrow

Friday, September 15th | 10:30 AM - 12:00 PM

Donna leads a team dedicated to helping medical practices limit their clinical, regulatory, and financial risk. Prior to joining Curi in 2017, Donna held leadership roles with large independent physician practices and management services organizations. Donna is a past President of NCMGMA's Charlotte chapter. She is also a contributing author for two published healthcare-related books, and regularly volunteers for the American Red Cross, Alzheimer's Association, and Duke Children's Hospital.



Todd R. Pittman, CEO

Digestive Health Specialists

Listserv Live

Wednesday, September 13th | 3:30 PM - 5:00 PM

Todd Pittman, CMPE, is the Chief Executive Officer of Digestive Health Specialists and a board-certified member of the American College of Practice Executives.

Todd is a graduate of Appalachian State University and holds a BSBA with a concentration in Healthcare Management. Over the past 26 years, Todd has held positions in private primary care and specialty practices, hospital-owned specialty practices, hospital administration, corporate facility management, and healthcare consulting. Todd has also held numerous leadership positions in the state and local MGMA chapters, serving as President of the state association and three local chapters.



Richa Puranik

UNC Chapel Hill | Prosper Beyond Intern

The AI Advantage: Reshaping Healthcare Practices for a New Era

Friday, September 15th | 9:30 AM - 10:30 AM

Richa Puranik is pursuing a major in Public Health, specifically Health Policy and Management. Through her work and volunteer experience she has expanded her knowledge of healthcare administration and consulting. She's also pursuing a minor in Business Administration and Spanish for the Business Professions. Upon graduating, she hopes to return to school in the future to obtain her Masters of Health Care Administration or potentially a dual master's degree via the MHA/MBA track.

Speakers



Joe Quitoni

CEO, Unify|Align

Re-Imagining Strategy: Establishing a Foundation for Excellence in Healthcare

Thursday September 14th | 1:00 PM - 2:00 PM

Re-Imagining Strategy: Turning Patient Interactions into Elevated Experiences

Thursday September 14th | 3:15 PM - 4:15 PM

Joe Quitoni has honed his skills in organizational transformation, creating game-changing competitive advantages for some of the world's biggest brands. Armed with a Master of Science in Industrial/Organizational Psychology, Joe applies an innovative methodology to his work, delivering successful outcomes for a diverse portfolio of clients, from startups to Fortune 500 giants.



Paige Roberts

Appalachian State University | Prosper Beyond Intern

The AI Advantage: Reshaping Healthcare Practices for a New Era

Friday, September 15th | 9:30 AM - 10:30 AM

Paige Roberts is currently a senior with a Health Care Management major at Appalachian State University. She is passionate about the healthcare industry, specifically by making a positive impact on others through an administrative position. She is expected to graduate in December of 2023.



Michelle Wallace, FACMPE

Practice Administrator at Gastroenterology Associates

ACMPE Certification and Fellowship: Make This the Year!

Friday, September 15th | 8:30 AM - 9:30 AM

Michelle Wallace, FACMPE, has been managing independent primary care and specialty group practices for more than 3 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.



Dr. Elizabeth Woodcock

CEO, Principal, Author, and Consultant, Woodcock & Associates

Pivoting Operations to the New Normal: Patient Collections in 2023 and Beyond

Wednesday, September 13th | 2:00 PM - 4:00 PM

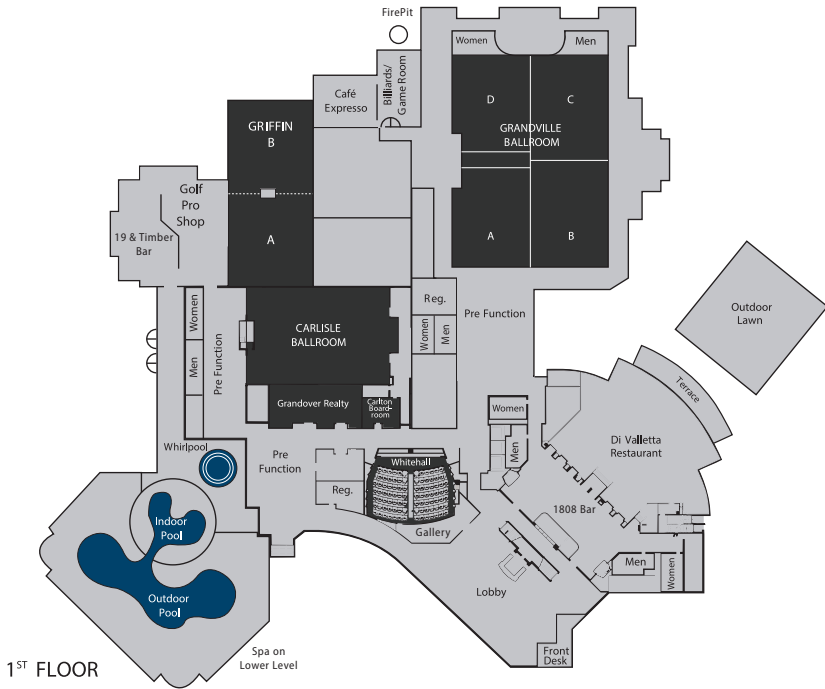
Patient Access: How to Erect a Successful 'Air Traffic Control Center' for your Practice

Thursday, September 14th | 10:15 AM - 11:15 AM

Dr. Elizabeth Woodcock has focused on medical practice operations and revenue cycle management for more than 25 years. She has led educational sessions for a multitude of national professional associations and specialty societies, and consulted for clients as diverse as a solo orthopedic surgeon in rural Georgia to the Mayo Clinic. She is author or co-author of 17 best-selling practice management books.

Meeting Rooms Layout

Grandover Resort & Spa



1ST FLOOR

North Carolina Medical Group
Management Association (NCMGMA)

Medical Employee Salary & Benefits Survey

NCMA
NORTH CAROLINA

Presented by



Bernard Robinson
& Company

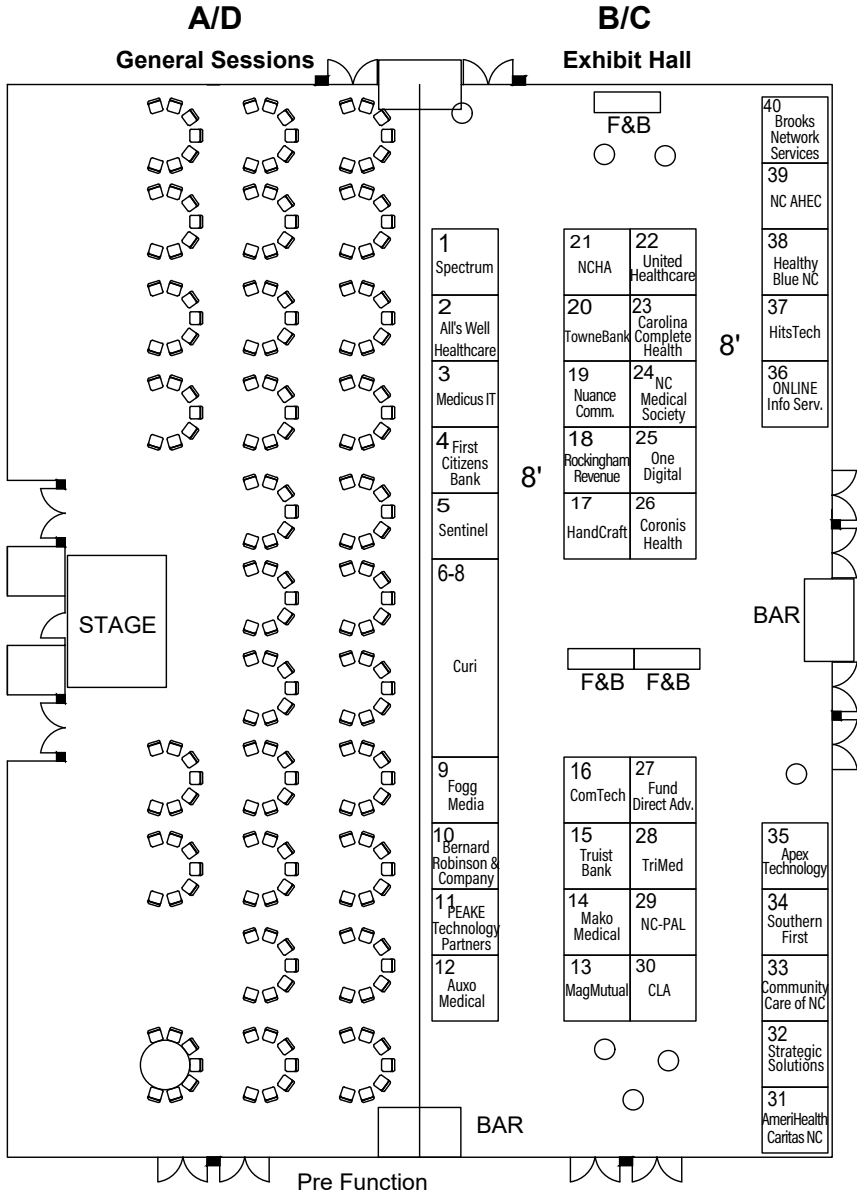
Gain NC-specific Benchmarking Data!

The Medical Employee Salary & Benefits Online Survey, collecting 2023 data, will launch the week of **October 2nd**. We need all NC practices to participate!

Participants gain free access to the report data!
Complete the survey for a chance to win a \$100 gift card.

Exhibit Hall Layout

Grandville Ballroom



List of Exhibitors

Company	Booth #
All's Well Healthcare Staffing	2
AmeriHealth Caritas North Carolina (ACNC)	31
Apex Technology	35
Auxo Medical	12
Bernard Robinson & Company	10
Brooks Network Services, LLC	40
Carolina Complete Health Network	23
CLA (CliftonLarsonAllen LLP)	30
Community Care of North Carolina	33
ComTech	16
Coronis Health	26
Curi	6-8
First Citizens Bank	4
Fogg Media	9
Fund Direct Advisors	27
HandCraft Services	17
Healthy Blue NC	38
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Mako Medical	14
Medicus IT	3
NC AHEC	39
NCHA Strategic Solutions	21
NC Medical Society	24
NC-PAL	29
Nuance Communications	19
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ONLINE Information Services, Inc.	36
PEAKE Technology Partners	11
Rockingham Revenue Services	18
Sentinel	5
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Spectrum Reach	1
Strategic Solutions	32
TowneBank	20
TriMed EHR	28
Truist Bank	15
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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, September 13th

Time	Session	Hours	Earned
2:00 PM - 4:00 PM	Preconference Session	2.0	_____
	Pivoting Operations to the New Normal		
3:30 PM - 5:00 PM	Opening Session	1.5	_____
	Listserv Live		

Thursday, September 14th

Time	Session	Hours	Earned
8:30 AM - 9:30 AM	Welcome and General Session	1.0	_____
	5 Languages of Appreciation		
10:15 AM - 11:15 AM	General Session	1.0	_____
	Patient Access: How to Erect a Successful 'Air Traffic Control Center' for Your Practice		
1:00 PM - 2:00 PM	General Session	1.0	_____
	Re-Imagining Strategy: Establishing a Foundation for Excellence in Healthcare		
2:00 PM - 2:45 PM	Annual Business Meeting	.75	_____
3:15 PM - 4:15 PM	General Session	1.0	_____
	Re-Imagining Strategy: Turning Patient Interactions into Elevated Experiences		

Friday, September 15th

Time	Session	Hours	Earned
8:30 AM - 9:30 AM	ACMPE Presentation	1.0	_____
	Certification and Fellowship		
9:30 AM - 10:30 AM	General Session	1.0	_____
	The AI Advantage: Reshaping Healthcare Practices for a New Era		
10:30 AM - 12:00 PM	General Session	1.5	_____
	Risk and Reward: Protecting Your Practice from the Risks of Today and Tomorrow		
	Maximum hours assigned	11.75	_____

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

NCMGMA Business Meeting Agenda

Thursday, September 14, 2023

2:00 PM - 2:45 PM

Grandover Resort & Spa | Greensboro, NC

1. **Call to Order** - Chad Ghorley - President
2. **Welcome and Introductions** - Chad Ghorley - President
3. **Approval of the May 2023 Minutes** - Amber Popham, CIC, CRM - Secretary
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. **Communication** - 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 Contracting/Medicaid/Medicare** - Doral Jacobsen, FACMPE, MBA
 - k. **Student Outreach** - John Clement
 - l. **Survey Committee** - Frank Chitty, CMPE
6. **President's Message** - Chad Ghorley - President
7. **Other Business**
 - a. 2024 Slate of New Directors
 - b. 2024 Slate of Officers
 - c. Passing of the Gavel
8. **Meeting Adjourned**



NCMGMA Business Meeting Minutes

Thursday, May 18, 2023

2:00 PM - 2:45 PM

Marriott Charleston | Charleston, SC

1. **Call to Order** – Chad Ghorley, NCMGMA President welcomed everyone to the NCMGMA Business Meeting at the Annual Conference in Charleston, SC.
2. **Approval of the September Meeting Minutes – There was a motion to approve the September Annual Business Meeting minutes as presented. Motion was seconded and approved.**
3. **Treasurer’s Report** – Lisa Hooks, CMPE, MBA, NCMGMA Treasurer highlighted NCMGMA’s financial standings announcing this is the first year NCMGMA has moved to a calendar year for financials.
4. **Committee Reports**
 - a. **ACMPE** – Michelle Wallace, FACMPE shared there are 132 current CMPE and 59 members which shows that there are about 50% of membership that is engaged in ACMPE. There are 11 new certificate programs offered by MGMA and Michelle invited everyone to join her on Friday for the ACMPE presentation.
 - b. **Advocacy** – Melissa White shared 2023 Advocacy Days which was held in March went well with 41 registrants. NCMS has assisted with many advocacy efforts this year and Melissa thanked them for their collaboration. The main agenda items for this year are CON, Medicaid expansion, state healthcare plan, and prior authorization.
 - c. **Affiliate Development** – Wes Stanley & Steve Cox confirmed that we have \$278,000 in alliance sponsorship confirmed with 14 new sponsors this year. Thank you to the members who support our Alliance Sponsors and to our sponsors who support this organization and our mission.
 - d. **BCBS** – Melissa White reported on behalf of Karen Lawrence, CPC, FACMPE that the group still meets with BCBS regularly and agenda items include Blue e highlights, care navigation/collaborative car, Healthy Blue & Medicare, Blue e customer service and claims.
 - e. **Communications** – Stephen Fogg, MA shared the new committee and that along with a new sponsor, the committee will be producing podcasts in 2023!

NCMGMA Business Meeting Minutes

Thursday, May 18, 2023

2:00 PM - 2:45 PM

Marriott Charleston | Charleston, SC

- f. **Conference** – Melissa reported for Todd Pittman, CMPE and shared there are 109 attendees, of which 12 are “additional” staff, 6 speakers, 32 first timers, 5 guests, and 103 exhibitors representing 55 companies here in Charleston. The committee has been generating additional ways to deliver information including having Jen Hamilton, a TikTok creator as our opening keynote. We have a great lineup of speakers, and the committee will meet June 6th to discuss planning for our Fall Conference. In September, we’ll be at Grandover and have secured our keynote speaker, Gary Chapman. 2024’s Annual is set in Wilmington and in the Fall we will be looking at Charlotte, Greensboro, Winston-Salem, and Raleigh.
- g. **Education** – Sandra Jarrett, FACMPE shared that the committee is in charge of the Lunch and Learn series that we collaborate on with NCMS. In February we held a legislative update and the April webinar had Gallagher presenting on staffing in April. Also, the Master Class was held in February with Mary Kelly presenting at the Graylyn. Thanks to the sponsors for this special meeting. There will be a 2024 Master Class, most likely at another location and with another presenter.
- h. **Governance** – Amanda McKinney, MBA shared that the committee met in April to determine the Administrator of the Year which was selected. They discussed the Davis Watson Scholarship Fund and there is a call scheduled with MGMA to ask about the funding amount given to students. Additionally, it is time for a bylaw review. There is a 50/50 raffle at the conference – please support students in healthcare through the Davis Watson Scholarship Fund.
- i. **Membership** – Amanda McKinney, MBA shared membership numbers are up including a significant number of student members. The committee meets monthly. One current goal is to convert 25% of ACMPE members who are not state members and are working on a campaign to reach out to these potential members. The committee reaches out to new members regularly.
- j. **Payer/Medicaid/Medicare** – Doral Jacobsen, FACMPE, MBA shared that the committee meets every other month and recently, updated the NCMGMA website with updated payer resources. As new payers enter the market, please let Doral know if there is a need for another liaison.
- k. **Student Outreach** – John Clement shared that there are 11 students attending the Annual Conference here in Charleston. Thank you to our sponsors who support these students’ attendance financially. Recently, John spoke to the UNC students in person and the offices sent pens and notepads. This year, there are some additional discussions with programs like Winston-State Salem University to see what partnerships may be available. More to come!

NCMGMA Business Meeting Minutes

Thursday, May 18, 2023

2:00 PM - 2:45 PM

Marriott Charleston | Charleston, SC

- I. **Survey Committee** – Frank Chitty, CMPE wasn't present, but Chad reported on his behalf that 127 practices participated in 2022's survey. This past year, the committee helped to bring in major change in the methodology for collecting data which allowed for position entry versus individual employee. This has streamlined and made data entry easy. Thank you to Tracey Martin and BRC for their survey sponsorship. The committee continues to solicit feedback on survey enhancement. This year's survey planning is underway.
5. **President's Message** - Chad Ghorley shared our local chapters remain a resource for our members and many meet monthly and are being led by exceptional volunteers. He encouraged everyone to attend local meetings. Chad also shared the board's top goals for 2023, which include increased attendance at conferences, engagement, membership, and financial/budgeting.
6. **Other Business** – Chad Ghorley announced John Clement, NCMGMA's Student Outreach Committee Chair, as the recipient for the 2023 President's Award. Congratulations John and thank you for the great work you're doing to build our student membership and engagement!
7. **There was a motion to adjourn the business meeting. Motion was seconded and the meeting was adjourned at 2:45 PM.**

Curi

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**NCMGMA Fall Conference
Dinner & Social**

THE GRANDOVER RESORT & SPA
WEDNESDAY, SEPTEMBER 13
6:30 P.M. TO 9:30 P.M.

JOIN US FOR A BUFFET DINNER, DRINKS,
AND LIVE MUSIC ON THE LAWN

2024



Upcoming Events

**MORE
INFORMATION**

www.ncmgm.org

FEB
15-16

Master Class

A two-day leadership program designed to give healthcare practice managers the tools to be a healthier and more effective leader.

Beaufort Hotel
Beaufort, NC

MAR

Advocacy Days

Gain vital legislative updates from key decision makers and players within North Carolina and meet with our legislators on healthcare hot topics.

Raleigh, NC

MAY
15-17

Annual Conference

Enjoy continuing education from healthcare's thought leaders, essential networking with peers and old friends, and our industry's best products and services.

Wilmington Convention Center
Wilmington, NC

SEPT
25-27

Fall Conference

Get practice management-specific continuing education, our industry's best products and services, and plenty of social and networking opportunities.

Benton Convention Center
Winston-Salem, NC

FALL

Washington Trip

Experience our nation's capital while gaining access to key decision makers and advocating for local issues important to North Carolina's healthcare industry.

Washington, DC