## Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 – 7:40 a.m.</td>
<td>Registration, Breakfast and Time with Vendors</td>
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<tr>
<td>7:45 – 8 a.m.</td>
<td>Welcome and Announcements</td>
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<tr>
<td>8:00 – 9 a.m.</td>
<td><strong>Keynote</strong>: Patients Over Paper: Reducing Clinical Burden</td>
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<td><em>Presented by: Shannon DeConda, NAMAS</em></td>
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### Breakout sessions

<table>
<thead>
<tr>
<th>Time</th>
<th>Room 1</th>
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| 9:05 – 10:05 a.m. | **TennCare Updates**  
                 | *Presented by: Sarah Tanksley Stockton; TennCare*                     |
| 10:10 – 10:40 a.m. | **Vendor Break**                                                      |

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<tr>
<th>Time</th>
<th>Room 2</th>
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| 10:45 – 11:45 a.m. | **Concerns with EMR/EHR Documentation in Your Practice**  
                 | *Presented by: Shannon DeConda; NAMAS*                            |

### 2019 EPSDT and Pediatric Coding Update

*Presented by: Jason Yaun, MD, Tiffany Haskins, Jeremy Scruggs*

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*Find slides from each presentation at [tnmed.org/symposiumslides](http://tnmed.org/symposiumslides)*
### Breakout Sessions

#### 11:50 a.m. – 12:50 p.m. Lunch

#### 12:55 – 1:55 p.m.

| Room 1 | Your Practice: Protecting and Planning for the Future  
*Presented by:* Blake Wilson, Stuart Hunter; TMA Medical Banking |
| Room 2 | Navigating Legal Issues in Telemedicine  
*Presented by:* Douglass S. Griswold, Calvin Marshall; Chambliss, Bahner & Stophel, P.C. |
| Room 3 | Nonphysician Practitioner Coding - Are You Compliant?  
*Presented by:* Kathi Carney; LBMC Physician Business Solutions |

#### 2:00 – 3:00 p.m.

| Room 1 | Movers and Shakers: Why You Need to Be One  
*Presented by:* Julie Griffin; Tennessee Medical Association |
| Room 2 | Managing Payer Relationships  
*Presented by:* Stephen Barham, Catherine S. Dorvil; Chambliss, Bahner & Stophel, P.C. |
| Room 3 | Medically Unlikely Edits  
*Presented by:* Lynn Keaton Cockrell; Optum Payment Integrity |

#### 3:05 – 3:35 Vendor Break

#### 3:40 – 4:40 p.m.

| Room 1 | Long Term Support and Services – LTSS  
*Presented by:* Shannon Nehus, Stephanie Gibbs, Matthew Brown, Carrie Brna, Matthew Brown, Indrani Ray; TennCare |
| Room 2 | 180 Health Partners / Availity Demo  
*Presented by:* Ryan Etherton, Brad Towle, Aly Taylor; 180 Health Partners / Brian Poteet; BCBST |
| Room 3 | Preventive Medicine Coding  
*Presented by:* Kathi Carney; LBMC Physician Business Solutions |
Debbie Angner
Debbie Angner has been with BlueCross Blue Shield of Tennessee for 20 years. She is responsible for education and training of real-time tools with the provider group/facility community. Debbie was a previous Relations Network Manager and transitioned to her current role in 2005.

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Stephen D. “Steve” Barham, JD
Steve Barham is a member of Chambliss’ Litigation Section, focusing his practice on complex business litigation, including disputes between billing companies and physician groups, consumer financial services disputes, and creditors’ rights claims in both the commercial and consumer settings. In addition, he handles bankruptcy matters, including preference action defense, class action defense and products liability cases in which plaintiffs have claimed injuries, such as physical impairment, brain injuries and death. Steve’s practice also includes Medicare audit appeals and general litigation.

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Carrie Brna
Carrie Brna works on TennCare’s Long Term Services and Supports (LTSS) system and culture transformation efforts by supporting initiatives to better align the service delivery system with person-centered practices. Prior to joining TennCare in 2016, Carrie worked as a travel trainer in Chicago, supporting people with disabilities to learn the accessibility features of the fixed route public transportation system. Carrie received a master’s degree from the University of Illinois at Chicago in Disability Studies.

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Matthew Brown
Matthew Brown has been with TennCare since May 2017 and in his current position since September 2019. Prior to his work at the state, Matt worked at nonprofits focused on developmental disabilities and advocacy. Matt is a graduate of Lipscomb University with degrees in communications and business. He will also graduate in December with a master’s degree in management from MTSU.

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Kathi Carney, CPC, CPMA, CPC-I
Kathi Carney is an experienced healthcare consultant with over 25 years in the healthcare field. She has assisted practices with many complex issues ranging from practice management, litigation support, revenue cycle as well as coding issues. She is the current President-Elect of Nashville MGMA and CEO of KCarney Healthcare Consulting.

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Lynn Keaton Cockrell, CCS, CDIP, CDBS, CPC, COC, CEDC, CEMC, CPC-I
Lynn Keaton Cockrell is the Education Lead for Optum Payment Integrity (United Health Group) team with over 25 years of experience in healthcare. Lynn and her colleagues work directly with providers on both professional and facility opportunities to provide a proactive approach on educational concepts and trends that reduce denials and medical record requests. She served on the AAPC Chapter Association Board of Directors, AAPC Ethics Committee and on the AHIMA Workgroup Physician Coding Tool Kit ICD-10.

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Patsy H. Day, RN
Patsy H. Day has worked as a registered nurse for the Office of Inspector General (OIG) in the Tennessee Department of Finance and Administration since 2003. She has 37 years of nursing experience. In her current position as the Nurse Consultant Manager, she directs daily operations and supervises the Drug Diversion/Provider Team.

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Shannon O. DeConda, CPC, CPC-I, CEMC, CEMA, CRTT
Shannon O. DeConda has over 16 years of experience as a multi-specialty auditor and coder. She helps coders, medical chart auditors, and medical practices optimize business processes and maximize reimbursement by identifying lost revenue. Since founding NAMAS in 2007, Shannon has developed the NAMAS CPMA® Certification Training, written the NAMAS CPMA® Study Guide, and launched a wide variety of educational products and web-based educational tools to help coders, auditors, and medical providers improve their efficiencies.

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Catherine Speraw Dorvil
With a background in occupational therapy and health program management, Cathy Dorvil brings a unique perspective to Chambliss’ Litigation and Healthcare Practice Groups. She works with various medical professionals on healthcare, business and complex litigation matters, including fraud and abuse, regulatory compliance, and Medicaid and Medicare enrollment and payment issues. She also represents clients in disputes related to vendor and billing contracts, credentialing, payment, personnel, and insurance.
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Ryan Etherton, RN
Ryan Etherton is responsible for a team of market managers who develop and maintain networks of healthcare providers and community partners. He also leads a team of resource advocates who help moms by matching their needs to exactly the right resources based on location and specific circumstances. Ryan received his nursing degree from the University of Oklahoma Health Sciences Center and also earned a Bachelor of Science Degree in Health and Exercise Science from the University of Oklahoma.
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Wendylee Fisher
Wendylee Fisher received a bachelor’s degree in Industrial Technology from Middle Tennessee State University. She has been employed with TN OSHA for the last 26 years.
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Stephanie Gibbs
Stephanie Gibbs has more than 20 years of experience in aging and disability policy and advocacy and has been in her current position since 2018. Prior to this role, she served as a senior program officer at the Center for Health Care Strategies and the National Director of Advocacy for UnitedHealthcare Community and State. She is an attorney by training and attended the University of Memphis, Cecil C. Humphreys School of Law in Memphis, TN.
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Julie Griffin
Julie Griffin, a native of Johnson City, TN and graduate of the University of Tennessee, has spent more than 25 years working in government affairs. She served as a consultant to numerous political candidates and lobbied in the private sector for both IdleAire Technologies and the American Heart Association before joining TMA in 2004. She brings an abundance of knowledge in grassroots building, fundraising and government affairs strategy to the TMA.
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Douglas S. “Doug” Griswold, JD
Doug Griswold is a member of the Chambliss’ Healthcare and Business Practice Sections. Doug focuses his practice on mergers and acquisitions and represents a number of healthcare providers in various business transactions, including asset and stock purchase transactions and joint venture arrangements. In addition, Doug regularly works with healthcare clients on physician employment and equity arrangements, professional service arrangements, state licensing and certification issues, billing and coding matters and compliance/regulatory guidance.
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Tiffany Haskins, MBA, CPC, CRC, CPC-I, CPCO, CCS-P
Tiffany has worked in healthcare for more than 19 years and has been a Certified Professional Coder since 2004. She received her Masters’ of Business Administration and Healthcare Management from Florida Institute of Technology. Her certifications are through AAPC and AHIMA. She has a strong background in Evaluation & Management and Risk Adjust Coding, physician training and compliance.
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Stuart Hunter
Stuart Hunter joined INSBANK & TMA Medical Banking in 2018 as an Assistant Vice President and Relationship Manager responsible for managing a portfolio of commercial loans and deposits in healthcare. Prior to joining INSBANK, Hunter served as a commercial credit underwriter focused on the medical industry with Pinnacle Financial Partners. He earned a bachelor’s degree in public administration from the University of Tennessee, Knoxville. Hunter is active with NMGMA and Leadership Healthcare.
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Faye Mangold, RN, BS, CCM
Faye Mangold has been with BCBS for 15 years. She is a registered nurse and a certified case manager. While at Blue Cross, she has worked in utilization management, case management, and eBusiness provider solutions. Faye continues to work with provider offices and facilities, assisting in navigating the BCBS online tools.
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Calvin B. “Cal” Marshall, Jr., JD
Cal Marshall is a member of the Chambliss’ Healthcare, Business, Startup, Nonprofits and Cybersecurity Practice Groups. He works with clients on a variety of healthcare and business contracting and regulatory issues, including: HIPAA compliance; data breach response and communication; revenue cycle management, practice management and electronic medical record contracting and compliance issues; negotiation of employment, professional services, medical director, leasing and other agreements; Stark, Anti-Kickback and other fraud and compliance matters.
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Shannon Nehus
Shannon Nehus joined TennCare in 2017 and has 27 years of experience working with people with Intellectual and Developmental Disabilities (IDD). Prior to that, she was the executive director of Waves, Inc. in Franklin, providing supports to children and adults with IDD through a vision of an inclusive community where everyone works, learns and plays together. She has a Master of Science in educational psychology from Tennessee Tech University.

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Brian Poteet
Brian Poteet is responsible for provider digital experience of real-time tools at BCBS. He has been with BlueCross since 2005 and worked in BlueCare as a service representative before moving to eBusiness in 2007. In his time with eBusiness, Brian has led numerous initiatives in the EDI and web space, and is an expert in provider workflows and payer integrations for EDI and web platforms.

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Indrani Ray
Indrani Ray has more than 15 years of experience in public policy, business strategy and data analytics. Prior to her role with TennCare, she served as quality value analyst and business intelligence analyst within Quality, Patient Safety and Risk Prevention division of Vanderbilt University Medical Center. She has a master’s degree in economics from Vanderbilt University, Nashville, TN.

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Marcie Stephens, JD
Marcie Stephens advises the OIG’s team of eligibility fraud investigators and the office’s team of nurses who investigate drug diversion allegations, along with overseeing the OIG’s civil recoupment of overpayments from beneficiaries. Prior to the OIG, Marcie worked at Optum investigating and resolving fraudulent and erroneous provider overpayments, and was previously with the Tennessee Department of Human Services, where she worked with the divisions administrating SNAP, TANF and Medicaid benefits. She graduated from University of Maryland School of Law in 2003.

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Jeremy Scruggs
Jeremy Scruggs has led many human-to-human initiatives to drive health equity partnering with community agencies, social service agencies and providers. After spending nearly a decade working in community outreach for BlueCare Tennessee, Jeremy knows what truly drives community engagement: it’s how well you connect with the heart-beating people you’re trying to help and communicate your understanding back to them. Jeremy holds a BA in science from the University of Tennessee.

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Sarah Tanksley Stockton
Sarah Tanksley Stockton has worked with the Division of TennCare since September 2012. She works with local and national media addressing issues such as healthcare reform, Medicaid policy, and general inquiries related to the Medicaid program in Tennessee. In addition to working with media, Sarah also coordinates internal communications for the more than 1,200 TennCare employees.

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Brad Towlie
Brad Towlie is responsible for developing relationships that connect the business to health plans, network resources, state and federal government and other related organizations. Brad has built his career working with underserved and often underfunded populations, including Medicare and Medicaid. As SVP in the ACO Division of Aetna, he learned about the ACA and the variety of value-based arrangements. As VP in the Government Sector at Healthways, he developed an expertise in Medicare Advantage and Managed and State Medicaid. He also served as the Division President for Select Medical.

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Blake Wilson
Blake Wilson joined INSBANK more than 10 years ago, beginning as a Credit Analyst upon graduation from Vanderbilt University. He is focused on healthcare commercial real estate—primarily medical practices, healthcare companies and commercial—and private banking. He graduated from the Southeastern School of Banking in 2014 and received his MBA from Vanderbilt University’s Owen Graduate School of Management in 2015. Wilson was named one of Nashville’s “Top 30 Under 30” and won a 2017 Nashville Business Journal Healthcare Hero Award.

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Calvin Wyatt
Calvin Wyatt started with TOSHA Safety Compliance in 2012, beginning as a safety specialist, subsequently serving as the safety compliance area supervisor Knoxville. He earned a Bachelor of Science degree in manufacturing and industrial technology from Tennessee Tech.

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Jason Yaun, MD, FAAP
Dr. Jason Yaun is a general pediatrician practicing in Memphis, and serves as the clinical director of the UT Le Bonheur Pediatrics Specialist General Pediatrics Clinic. He is an associate professor of pediatrics at the University of Tennessee Health Science Center, where he has been on faculty for six years. He completed medical school and pediatrics training at UTHSC. Dr. Yaun is currently the president of the Memphis and Mid-South Pediatric Society and the secretary/treasurer for the Tennessee Chapter of the American Academy of Pediatrics.

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TMA is an advocate for physicians on a number of insurance-related issues.

- Reimbursement disputes or claims issues
- Alleviating administrative hassles
- Solving health plan network contracting issues
- Developing influential and effective contacts with health plans

Karen Baird
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“My experience with TMA has been nothing short of professional, efficacious, and instrumental in building my new practice. The TMA staff are liaisons between me and insurance companies, helping form meaningful relationships and secure contracts so I can manage my patients in network. I believe in the resources TMA has to offer because its support led to a successful outcome for me, my practice and my patients.”

Cynthia Niendorff, M.D. | Pain Management Specialist, Knoxville

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