

#ARMediCon

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ARKANSAS MEDICAID EDUCATIONAL CONFERENCE

FOR PHYSICIANS, NURSES, OFFICE MANAGERS, BILLERS AND HOSPITALS



THURS., DEC. 10 | VIRTUAL EVENT



CONFERENCE PROGRAM



DISCLOSURES

This conference is jointly provided by the Arkansas Foundation for Medical Care and the Arkansas Division of Medical Services.

No conflicts of interest were identified for any member of the planning committee or presenter.

ACCREDITATION STATEMENTS

- **PHYSICIANS / NURSES / PHYSICIANS ASSISTANTS/ PHARMACISTS***

The AAFP has reviewed 2020 AR Medicaid Education Conference – Virtual and deemed it acceptable for up to Online Only, Live AAFP Prescribed credit hours:

December 10, 2020 – 6.75 hours

Term of Approval is from 12-09-2020 to 12/10/2020.

Physicians should claim only the credit commensurate with the extent of their participation in the activity.

- **PHARMACIST:** The Arkansas State Board of Pharmacy recognizes AMA PRA Category 1 certified education. If you are selected for an audit of continuing education hours you must be able to provide proof of attendance/completion.

- **PHYSICAL THERAPY:** This activity has been approved by the Arkansas State Board of Physical Therapy

- **SOCIAL WORKERS:** The Arkansas Social Work Licensing Board accepts “cross disciplinary offerings from medicine, law, administration, education and the behavioral sciences if they are clearly related to the enhancement of social work practices, values, skills and knowledge.” It is the licensee’s responsibility, using professional judgment, to determine

which educational activities are applicable and appropriate to his/her professional development as a social worker. A Certificate of Attendance may be issued following active participation in the event.

- **LONG TERM CARE**

Application for CE hours has been submitted to the Department of Human Services, Office of Long Term Care. Determination of credit is pending.

- **TEACHERS**

Arkansas Department of Education – Approved Provider ID: ADE ID 3911082000000.

- **CMEs and AMA PRA Category 1 credits for CEUs***

AAPC will honor 1.0-for-1.0 CEUs for any live event offering CME credit or AMA PRA Category 1 credit. A certificate of attendance or completion listing the total CMEs possible for the offering is necessary to show participation. Physicians are advised to claim only the actual hours that they were present during the education. We ask that AAPC-certified members abide by this request also. One hour of instruction is worth one CEU.

AGENDA

8 – 8:15 A.M.	WELCOME AND INTRODUCTIONS Tabitha Kinggard, RN, <i>Manager, Provider Relations, AFMC</i>
8:15 – 8:30 A.M.	OPENING/WELCOME/INTRO OF STATE Ray Hanley, <i>President and CEO, AFMC</i>
8:30 – 9 A.M.	STATE OF THE STATE <ul style="list-style-type: none">• Dawn Stehle, DrPH, MPS, <i>Deputy Director of Health and Medicaid Director, Division of Medical Services (DMS), Department of Human Services (DHS)</i>• Jennifer A. Dillaha, MD, <i>State Epidemiologist, Medical Director, Immunizations and Outbreak Response, Arkansas Department of Health</i>
9 – 9:30 A.M.	OMIG ABC'S OF PROVIDER AUDITING & COVID-19 RESPONSE <ul style="list-style-type: none">• Brandy Cook, CPC, <i>Chief Information Officer, Office of Medicaid Inspector General</i>• Tammera Harrelson, JD, <i>Chief Counsel, Office of Medicaid Inspector General (OMIG)</i>
9:30 – 10 A.M.	PROVIDER ENROLLMENT UPDATES Tyler Brickey, <i>Provider Enrollment Supervisor, Gainwell Technologies</i>
10 – 10:15 A.M.	BREAK
10:15 – 10:45 A.M.	MEDICAID POLICY 101 Kellie Cornelius, MAP, CPHIMS, <i>Outreach Specialist, Team Lead, Provider Relations, AFMC</i>
10:45 – 11:15 A.M.	ENCOURAGING AND MAINTAINING CHILDHOOD IMMUNIZATIONS AND WELL-CHILD CARE DURING COVID-19 Chad T. Rodgers, MD, FAAP, <i>Chief Medical Officer, AFMC; Partner and Pediatrician, Little Rock Pediatric Clinic</i>
11:15 – 11:45 A.M.	MEDICATION-ASSISTED TREATMENT (MAT) FOR OPIOID-USE DISORDER Jennifer Shuler, MNsc, RN, APRN, ACNP-BC, <i>Division of Aging, Adult, and Behavioral Health Services (DAABHS), DHS</i>
11:45 A.M. – NOON	BREAK

AGENDA

NOON – 1 P.M.	LUNCH FEATURED SPEAKER - PERSONAL PRODUCTIVITY FOR LEADERS Tracy Spears, <i>Founder, Exceptional Leaders Lab</i>
1 – 1:15 P.M.	eQHEALTH Reagan Cook, RN, CPC, CPMA, CPIP, <i>Director of Clinical Operations, eQHealth Solutions</i>
1:15 – 1:30 P.M.	AFMC REVIEW <ul style="list-style-type: none">• Amy Carson, RN, CMCN, <i>Manager, Clinical Review, AFMC</i>• Deborah Chambers, RN, CMCN, <i>Manager, Clinical Review, AFMC</i>
1:30 – 2 P.M.	MMIS UPDATE Karen Young, <i>Training and Program Developer, Medicaid Management Information System (MMIS), AFMC</i>
2 – 2:15 P.M.	BREAK
2:15 – 2:45 P.M.	PCP PROGRAM UPDATES Larry Ballard, <i>Program Manager—PCMH, CPC+, PCCM, DMS, DHS</i>
2:45 – 3:15 P.M.	TRANSFORMING HEALTH CARE IN ARKANSAS THROUGH PATIENT-CENTERED MEDICAL HOMES (PCMH) Rhelinda McFadden, RN, CPHIMS, PCMH-CCE, <i>Manager, PCMH Practice Transformation, AFMC</i>
3:15 – 3:30 P.M.	SHARE ALERTS — ASSISTING HEALTH CARE PROVIDERS DURING COVID-19 PANDEMIC <ul style="list-style-type: none">• Anne Santifer, <i>Director, State Health Alliance for Records Exchange (SHARE) and Office of Health Information Technology (OHIT), Arkansas Department of Health (ADH)</i>• Justin Villines, MBA, <i>HIT Policy Integrator/Senior Operations Manager, State Health Alliance for Records Exchange (SHARE), OHIT, ADH</i>
3:30 – 4:15 P.M.	MEDICAID REVIEW <ul style="list-style-type: none">• Janet Mann, <i>Director, DMS, DHS</i>• Elizabeth Pitman, JD, MPH, <i>Deputy Director, DMS, DHS</i>

BIOGRAPHIES

David Ballard

Mr. Ballard is a program manager for the Division of Medical Services at the Arkansas Department of Human Services. His primary focus is with patient-centered medical home, CPC+ and primary care case management. Mr. Ballard began working for DHS with the Division of County Operations as a Medicaid eligibility specialist and later as program coordinator. He has also served as liaison for Long-term Services and Support at DMS. Mr. Ballard holds a bachelor's degree in theology from Central Baptist College.

Tyler Brickey

Mr. Brickey serves as the provider enrollment supervisor with Gainwell Technologies, a role he's held since August 2019. Mr. Brickey joined Arkansas Title XIX in October 2015 as an enrollment analyst and business analyst working with patient-centered medical homes.

Amy Carson, RN, CMCN

Ms. Carson is a manager for clinical review at AFMC. She oversees the prior authorization reviews of prosthetics, ventilator services, hyperalimentation, molecular pathology and physician administered drugs. Ms. Carson received an Associate of Science Degree in nursing from Westark Community College (now the University of Arkansas in Fort Smith) and is certified in managed care nursing.

Deborah Chambers, RN, CMCN

Ms. Chambers is a manager for clinical review at AFMC. She oversees the inpatient retrospective review, emergency retrospective review, extension of benefits for the Medicaid utilization management program and surgical prior authorizations. Ms. Chambers received an Associate of Science Degree in nursing from the University of Arkansas in Fort Smith and holds an Associate of Applied Science in business management as well as a certification in managed care nursing.

Brandy Cook, CPC

Ms. Cook serves as the Chief Information Officer for the Office of Medicaid Inspector General. Ms. Cook has previously held the roles of Medicaid auditor, data analyst and program administrator. This office is responsible for identifying fraud, waste and abuse in the Arkansas Medicaid program. Ms. Cook holds a Bachelor of Science degree in economics and is a Certified Professional Coder (CPC).

Reagan Cook, RN, CPC, CPMA, CPIP

Ms. Cook is the director of clinical operations for eQHealth. She previously served as the nurse manager for the Office of the Medicaid Inspector General. Ms. Cook has been involved in Arkansas Medicaid as a recipient, parent and provider, and has experience in policy and enforcement.

Kellie Cornelius, MAP, CPHIMS

Ms. Cornelius is a provider outreach specialist and policy lead for AFMC. She earned a Master of Applied Psychology degree and a health information-technology certification as a Certified Professional in Healthcare Information and Management Systems (CPHIMS™). Ms. Cornelius has worked with the Arkansas Medicaid system for 22 years and currently assists Arkansas health care providers with Medicaid issues and policy including those pertaining to the patient-centered medical home program and other initiatives.

BIOGRAPHIES

Jennifer A. Dillaha, M.D.

Dr. Dillaha serves as the state epidemiologist and medical director for immunizations and outbreak response at the Arkansas Department of Health. In this role, she provides leadership and guidance for addressing Arkansas's most pressing infectious diseases, including COVID-19. Dr. Dillaha is currently focused on developing the plans and strategies Arkansas needs for making COVID-19 vaccines available to all adults.

Ray Hanley

Mr. Hanley is the president and chief executive officer of AFMC. He has vast experience in both the public and private sectors of health care, including 28 years with the Arkansas Department of Human Services and 16 years as director of Arkansas Medicaid. After his tenure in public service, Mr. Hanley spent seven years as the client industry executive for the State Health and Human Services business aspect of Hewlett Packard Enterprise Services before joining AFMC. He served as chairman of the National Association of State Medicaid Directors for five years.

Tammera Harrelson, JD

Ms. Harrelson serves as the chief counsel for the Office of Medicaid Inspector General (OMIG), a role she has held for two years. Before joining OMIG, Ms. Harrelson was a senior assistant attorney general in the Medicaid Fraud Control Unit at the Arkansas Attorney General's office.

Tabitha Kinggard, RN

Ms. Kinggard is the manager for AFMC's provider relations team, where she oversees outreach specialists as they educate physicians and staff on Medicaid policies, patient-centered medical home and other initiatives. Ms. Kinggard joined AFMC in 2005 as the Medicaid project manager in the Office of Projects and Analysis. In 2008, she began her work with the provider relations team as a provider outreach specialist.

Janet Mann

Ms. Mann is the director of the Division of Medical Services at the Arkansas Department of Human Services. She previously served as the chief financial officer for DHS. Before joining DHS, Ms. Mann worked in Mississippi state government with Medicaid, human services and mental health. She earned a Bachelor of Science in accounting from the University of Alabama and is a registered certified public accountant with the Mississippi Board of Accountancy.

Rhelinda McFadden, RN, CPHIMS, PCMH-CCE

Ms. McFadden is the manager of AFMC's patient-centered medical home (PCMH) practice transformation team and holds certifications as an NCQA PCMH certified content expert and as a professional in health information management systems (CPHIMS). She has more than 25 years of health care experience with 20 years as a registered nurse and 15 years in health care quality improvement focused on primary care physician practices and government contracts.

Elizabeth Pitman, JD, MPH

Ms. Pitman is a deputy director for the Division of Medical Services at the Arkansas Department of Human Services. She graduated with a joint law degree and a Master of Public Health in 2009. After spending a brief time in private practice, she worked as an attorney for Child Welfare and Adult Protective Services with DHS. Since 2013, Ms. Pitman has worked in policy development with both the Arkansas Department of Health and DHS.

Chad Rodgers, MD, FAAP

Dr. Chad Rodgers is the chief medical officer at AFMC, a board-certified pediatrician and a partner at Little Rock Pediatric Clinic. Dr. Rodgers received his medical degree from the University of Arkansas for Medical Sciences, where he completed his internship and residency at Arkansas Children's Hospital. He is president of the Arkansas Medical Society.

BIOGRAPHIES

Anne Santifer

Ms. Santifer is the director of the Office of Health Information Technology. She has nearly 10 years of experience in operations, development and policy supporting Medicaid quality improvement programs. Before joining OHIT, Ms. Santifer served as the assistant director of health care innovations at Medicaid, which included the patient-centered medical home program.

Jennifer Shuler, MNSc, RN, APRN, ACNP-BC

Ms. Shuler is a board-certified acute care nurse practitioner with 17 years of nursing and clinical experience. She currently serves in a non-patient care role with the substance abuse treatment services team within the Division of Aging, Adult and Behavioral Health Services, Office of the Drug Director. Ms. Shuler received her Bachelor of Science in nursing from Arkansas State University and her Master of nursing science from UAMS College of Nursing.

Tracy Spears

Ms. Spears is the founder of the Exceptional Leaders Lab. She specializes in developing leaders, inspiring teamwork and enhancing inter-office communications. Her keynote speeches and workshops are taken directly from her best-selling books "What Exceptional Leaders Know" and "The Exceptional Leaders Playbook." Ms. Spears is a graduate of the University of Oklahoma and a member of the National Speakers Association.

Dawn Stehle, DrPH, MPS

Ms. Stehle is the deputy director for health and Medicaid at the Arkansas Department of Human Services, where she oversees several DHS divisions. Ms. Stehle began her career at DHS as a policy and planning fellow before serving as a senior policy analyst and later the director of policy of planning. She also served as the director of health care innovation for the Division of Medical Services. Ms. Stehle holds a Bachelor of Science in biology and social work, a Master of Public Service, and a Doctor of Public Health.

Justin Villines, MBA

Mr. Villines is the health information technology policy integrator and senior operations manager for the Office of Health Information Technology. He has over 17 years of experience in health information exchange, EMR/EHR systems, public health and community education, practice transformation, health care consulting, project management, teaching, and federal/state service.

Karen Young

Ms. Young is the training and program developer for AFMC's MMIS team where she works to teach clinical staff and providers about the MMIS and Healthcare Portal. She previously worked at DXC Technology as a provider representative with the Arkansas Medicaid and BreastCare programs. Ms. Young has over 30 years of experience in the Arkansas health care system and is an expert in claims processing, provider training and billing.

Congratulations!

Arkansas Methodist Medical Center
Baptist Health - Fort Smith
Baptist Health - Van Buren
Baptist Health Medical Center Arkadelphia
Baptist Health Medical Center Conway
Baptist Health Medical Center Heber Springs
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Baptist Health Medical Center North Little Rock
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CHI St. Vincent Infirmary
CHI St. Vincent North
Conway Regional Medical Center
Drew Memorial Health System
Forrest City Medical Center
Great River Medical Center
Helena Regional Medical Center
Jefferson Regional Medical Center
Johnson Regional Medical Center
Medical Center of South Arkansas
Mena Regional Health System
Mercy Hospital Fort Smith
NEA Baptist Memorial Hospital
North Arkansas Regional Medical Center
Northwest Medical Center - Bentonville
Northwest Medical Center - Springdale AR
NW Health - Willow Creek Women's Hospital
NW Health Physicians' Specialty Hospital
Ouachita County Medical Center
Saline Memorial Hospital
Siloam Springs Regional Hospital
St. Bernards Medical Center
Unity Health White County Medical Center
Wadley Regional Medical Center at Hope
Washington Regional Medical Center
White River Medical Center

2020 IQI PROGRAM AWARD RECIPIENTS

Arkansas Medicaid released more than \$6.2 million in performance bonus payments and recognition to 36 Arkansas hospitals as part of the annual Inpatient Quality Incentive (IQI) program. Arkansas hospitals are rewarded for their improvement in reducing early elective deliveries, reduction in the number of C-sections performed for low-risk first-time moms, depression screening for new mothers when they leave the hospital and when they receive follow up care, and efforts to help their patients who smoke or use tobacco products to quit, among others. The IQI program has earned national attention for its innovative involvement with the health care community. This program reflects a growing movement toward rewarding hospitals for commitment to quality and providing evidence-based care to their patients.



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THE ARKANSAS DEPARTMENT OF HUMAN SERVICES,
THE ARKANSAS FOUNDATION FOR MEDICAL CARE (AFMC)
AND THE ARKANSAS HOSPITAL ASSOCIATION