

Amy Barger Stevens, MD, FAAFP, President  
Kim Friar, Chief Executive Officer

December 2025  
Volume 4 . Issue 10

# UPA

upasolutions.com



## Front Lines



UPA Senior Leadership Team (left to right)  
Betzaida Shands, Marisa Williams, Christy Bailey, Jerry Willis, Kim Friar, Dr. Robert Elder, Dr. Amy Stevens,  
Eric Duncan, Scott Stucky, Katie Friar, Mitzi Vaughn

May all your days be *Merry and Bright*

UPA Team



*Amy Barger Stevens MD*

I want to take a moment to express my sincere gratitude for each of you and the work you do—not only for our organization but, most importantly, for the patients in our community. Every interaction I have with UPA is consistently positive, and that reflects the heart of who we are as an organization. Your contributions make a meaningful impact, and I am truly thankful for all you bring to our mission.

As we approach the holiday season, I hope you enjoy a safe, joyful, and restful time doing what brings you happiness—whether that's relaxing with a good book, traveling, spending time with family, or simply savoring a quiet moment. Wishing you peace and fulfillment in the days ahead.





Kim Friar  
Chief Executive Officer

"It's astounding to look at the vast growth that UPA has experienced over the years and throughout the many changes, we anticipate what may lie ahead. The one fact remains, change is constant and we must continue to advance through the unknown of healthcare by being able to adapt. UPA has certainly been successful thus far to which I am proud of everyone that makes us what we are and will continue to be."



## 2026 Organization



Amy Barger Stevens, MD  
President



Kim Friar  
Chief Executive Officer



Robert F. Elder, MD  
Chief Physician Executive &  
Medical Director



Jerry Willis, MBA  
Vice President & Chief Operating Officer

Betzaida Shands  
Vice President Regulatory Affairs &  
Chief Compliance Officer



Mitzi Vaughn  
Vice President Contracting



Katie Friar, CPCS, CPMSM  
Vice President Credentialing &  
Physician Services



Scott Stucky, SHRM-CP, PHR  
Vice President Human Resources &  
Chief Financial Officer



Eric Duncan  
Vice President Information Systems &  
Chief Information Officer



Christy Bailey, RHIT, CPB  
Vice President Client Strategy &  
Revenue Operations



Marisa D. Williams, MBA  
Vice President of Managed Care







## Mission

Provide high quality adaptable solutions that enable our partners to focus on care delivery and beyond.



## Impact

The work we do touches real people & real families that help guide our every decision.

<b>PROVIDERS</b>	<b>1371</b>
<b>PRACTICES</b>	<b>149</b>
<b>PRIMARY CARE</b>	<b>181</b>
<b>SPECIALISTS</b>	<b>1190</b>
<b>EMPLOYEES</b>	<b>1168</b>

## New Clinical Members December

Chloe E. Hamby, FNP-BC  
David D. Lo, MD  
Stephanie M. Burgett, NP  
Bailey E. Chitwood, PA  
Mergitu M. Gemedo, PA  
Helen K. Jones, MD  
Kaitlyn G. Alex, FNP-C  
Meghan A. Connelly, CRNA  
Mark D. McAfee, NP  
Godsy Raju, CRNA  
Catherina C. Rinehart, CRNA  
Susan O. Roberts, NP  
Christina D. Beaton, PsyD  
Cady E. McCarter, FNP  
Jordynn R. Baldwin, DO  
Andrea N. Littlefield, PA-C  
Joseph R. Harmon, MD  
Kathleen E. Burnett, PA  
Erin M. Chamberlain, NP

Allergy Asthma and Immunology Center - Ty Prince, PLLC  
Lumiere Plastic Surgery  
Nephrology Associates of Knoxville, PC  
Refine Dermatology  
Renuven Health Partners  
Renuven Health Partners  
Tranquility Sleep Specialists PLC  
University Anesthesiologists  
University Anesthesiologists  
University Anesthesiologists  
University Anesthesiologists  
University Colon and Rectal Surgery  
University Family Physicians  
University Neurology ColeNeuro Science Center  
University Trauma & Acute Care Surgeons/RTS  
University Urology  
University Women's Specialists/Women's Care Group Knoxville  
UT Internal Medicine and OB/GYN Center  
UT OB/GYN Hospitalists

