



October 2021
Volume 1 . Issue 10



UPA Front Lines

www.upasolutions.com

University **Physicians' Association**, Inc.

UPA VP, Information Systems & CIO

UPA is pleased to announce Eric Duncan as VP, Information Systems and CIO. Eric has over 25 years of IT experience working in verticals such as education, banking/finance, and healthcare. He holds a baccalaureate degree in Information Technology Management.

Eric oversees the design and implementation of UPA's technology and support strategy. He and the UPA Information Systems team provide daily IT support and cybersecurity operations for applications, infrastructure, training, and auditing for UPA and its members. He holds multiple professional IT certifications including an ISC2 CISSP security certification.

Most recently, Eric has helped implement new technology, process improvements, expand security awareness, and build strategic partnerships for UPA's continued success. Eric is a native East Tennessean and lives in Knoxville with his family and is active in the local IT community.

Advice for team members:

Occasionally, use your PTO hours to focus on yourself; care of your mental health is easily overlooked. It might feel selfish but take time to recharge your social battery. Introverts, be alone, self-reflect, meditate, read, or just take a walk. Extroverts, volunteer your time, join a meet-up, or attend a group outing to meet new people.

Greatest challenge in my career: Transitioning from banking into healthcare was a bit of a culture shock but one of my first jobs was selling computers. Taking me, a severely introverted person, and placing them in front of the public was extremely difficult but it was also the best thing that could have ever helped me. It enabled me to open up and enter conversations and empathize with people to learn more about others' lives and help with their needs.

Greatest accomplishment:

Just being a Dad to my girls.

Future goals:

Professional Improve the "User Experience" by trying to make technology easy for everyone to use.

Personal Find a hobby that isn't binge-watching Sci-fi shows.

Eric Duncan

VP, Information Systems & CIO, UPA

2022 UPA Board of Directors

UPA's governing Board of Directors are physician shareholder members elected by their peers to serve in alternating three-year terms, each representing particular category specialties. Elections are held annually.

President & Chair - Amy B. Stevens, MD (Family Medicine)

Vice President & Vice Chair - Michael J. McCoy, DDS (Dentistry)

Medical Director - Blaine L. Enderson, MD (Surgical Specialties)

Secretary - John Stancher, MD (Medical Specialties)

Paul Branca, MD (Medical Specialties)

Daniel Cox, MD (Family Medicine)

Robert Craft, MD (Hospital-Based)

Raymond Dieter, MD (Surgical Specialties)

Lisa Duncan, MD (Hospital-Based)

Shelly Durbin, MD (Family Medicine)

Daniel S. Ely, MD (General Internal Medicine)

Crystal L. Gue, MD (General Internal Medicine)

Maria Javier, MD (Pediatrics)

Jeffrey H. Johnson, MD (Medical Specialties)

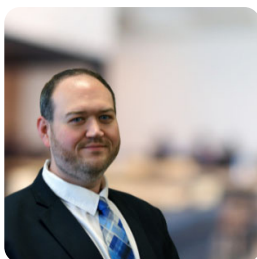
Paige Johnson, MD (General OB/GYN)

Melissa Phillips, MD (Surgical Specialties)

James McLoughlin, MD (Surgical Specialties)

Nathan Smith, MD (Hospitalists)

Jaclyn Van Nes, MD (General OB/GYN)



UPA Front Lines



Windows 11

The holiday season is just around the corner and if you need to purchase gifts, start shopping now! The global supply chain has all products in short supply, especially electronics such as computers. If you do secure a new PC, it might come with Microsoft's new Windows 11. If your current PC's Windows 10 starts asking to upgrade to Windows 11, I would recommend holding off on the upgrade for a bit.

Windows 10 was released in 2015 and it's hard to believe we have been using it for over six years. Microsoft will continue to support Windows 10 Operating System until 2025; giving it a 10-year lifespan. With a "potential" four years left, your Windows 10 will continue to receive security updates and fixes. So, don't rush to install 11 (unless you're a tech junkie). Like many new products, it has and will have some bugs for the first few update cycles. Currently, performance and compatibility issues are being worked on by Microsoft.

Windows 11 will be as secure or more secure than Windows 10 due to its stringent hardware requirements. The new OS looks more like a Chromebook than Windows 10 and forces the "Home" edition to be Internet-connected and use a Microsoft account. The main feature that will attract many is the ability to load and run Android Apps from the Windows Store (via Amazon, not Google Play). If you do decide to upgrade, only trust upgrades from Windows Update, never download an 'updater' from any website. If you do need a legit copy of Windows 11 for a new custom-built computer, you can purchase a single discounted copy at <https://utmedicalcenter.onthehub.com> using your @utmck.edu email address. Check the hardware requirements before purchasing.

As a friendly reminder to share with your family (especially Seniors), Microsoft will not call you about support issues or virus problems. If Elder family members need a computer to surf the Web and not run Windows-based apps, consider getting them a Chromebook (more on this topic next month).

If you have any questions, please feel free to reach out to the UPA Cyber Team at UPACyberTeam@utmck.edu.

Surf Safely.



SAVE THE DATE!

APRIL 23, 2022

Smokies Baseball Stadium

We're planning to see you
at the Smokies Stadium on
April 23, 2022!

Details are forthcoming

3540 Line Drive
Kodak, TN 37764
Tennessee Smokies | MiLB.com

UPA Front Lines

Medical Staff Professionals: Gatekeepers of Patient Safety

November 7-11th is National Medical Staff Services Awareness Week. UPA coordinates the medical staff and physician services department (known as the **Medical Staff Office**) for The University of Tennessee Medical Center to provide hospital privileging. The **MSO** aides the hospital's executive committees and leadership in accordance with the hospital bylaws, rules and regulations.

Our Medical Staff Professionals provide a solid foundation for our healthcare system and verify clinicians are accurate for committees to present for recommendation with hospital privileges.

Currently (October), the Medical Staff Office coordinates privileges for 1170 clinical medical staff members.

MSO Phone: 865-305-8872

Medical Staff Monthly Contact: khfriar@utmck.edu



2021 LEADERSHIP
Meet the new leadership team for the Medical Staff Office. The new Quarterly Medical Staff Meeting will be held on February 10th. This meeting will be recorded and available from February 10th through Monday, February 22nd.

QMS & NOMINATING BALLOT
The new Quarterly Medical Staff Meeting of 2021 will be held on February 10th. This meeting will be recorded and available from February 10th through Monday, February 22nd.

QUALITY & PI CONFIDENTIALITY
During the last week of January, members of Quality or Performance Improvement committees received a reminder from TMS asking them to acknowledge understanding of the annual Confidentiality Statement. This one statement will fulfill the requirements for all UTMCK committees.

WORKPLACE BY FACEBOOK

By Rick Carter
When a life long career is ended with things happening in the medical center? When someone is asked to leave the job of your hand, as an employee? Well, Workplace by Facebook is here to help you in these situations. You should have received an email directly from Workplace to explore your account with your medical center email address. Simply download the Workplace app, log in with your medical center email address and password, and you're in! Click here for more info, and we can't let you go to a job!

Credentialing Connection Contact: khfriar@utmck.edu

Onboarding
As a reminder, the Medical Staff Office handles scheduling photos for ID badges and the distribution of the provider's badge and access card.

Resignations
If a provider resigns, please notify us as soon as you are made aware of the resignation.

Practice Transfers
Please remember to notify the Medical Staff Office when a provider is departing from your practice. We require a signed resignation in order to resign a provider's privileges in good standing.

QMS
The last Quarterly Medical Staff meeting of 2021 will be held virtually on November 16, 2021.

Welcome!
We would like to welcome Carly Bryant as a new Credentialing Specialist to the Medical Staff Office.

MSO
We are excited to have joined the team! You will see and hear her name more in the coming weeks.

MEDICAL STAFF OFFICE
(615) 363-8872
Cherokee Trail Building
221 Medical Center Way, Suite 100
Knoxville, TN 37920

Katie Fritz, CPSC, CPMSP
VP, Credentialing & Physician Services
kbfritz@utmck.edu

Revenue Cycle Management Contact: jtbright@utmck.edu

ICD-10 ANNUAL CODING UPDATES 2022
Effective 10-1-2021

159 New Codes
25 Deleted Codes
27 Revised Codes

New code highlights include ICD-10 U099 for "Post COVID-19 condition, unspecified" will be used for requests of COVID-19 or associated symptoms or conditions that develop following a previous COVID-19 infection. This should be assigned as a secondary diagnosis code in addition to the appropriate code to report the associated symptom or condition, such as Multisystem inflammatory syndrome (MIS).

Code U099 should not be used to report manifestations of an active COVID-19 infection.

BlueCross BlueShield BCBS See Page Four

Pathways to Managed Care Contact: jtbright@utmck.edu

Commercial BlueCross BlueShield

This issue BLUE NETWORKS Changes to Commercial BlueCross BlueShield updates.

Cigna Clinical, Reimbursement and Administrative Policy Updates

Effective July 1, 2021

Pathways, attribution, and accountability level of care review. The Centers for Medicare & Medicaid Services (CMS) and evidence-based guidelines from MCG Health designate procedures with CPT codes 97530, 97531, and 97532 as outpatient when medically appropriate. In keeping with this standard, for dates of service on or after July 1, 2021, Cigna may deny coverage for these procedures when requested at the inpatient level of care. Details will include medical necessity appeal rights.

Cigna will require prior authorization to determine the medically necessary and appropriate level of care for these procedures, and these reviews of medical necessity are MCG criteria.

Continued Page Two

One Day

-or- New Day

You Decide

You Decide

upasolutions.com

