

July 2021
Volume 1 . Issue 7

UPA Front Lines

www.upa**solutions**.com



University **Physicians' Association**, Inc.

UPA Expresses Goodbye and Congratulations



Kerrie Harless

It is difficult to announce the resignation of Kerrie Harless, VP Physician Services. Kerrie has been a valuable leader with days of accomplishment at great length. Her role in working with the hospital's senior executives and the Medical Staff Office have attributed to the continued success of UPA.

Kerrie oversaw the credentialing and privileges process for the hospital's medical staff that are contracted by University Health System, Inc. She coordinated the levels of support for those activities between UPA and the hospital as related to its Bylaws and Rules and Regulations, The Joint Commission, NCQA, and the physician committee structures. Her organizational skills have proved solid during multiple audits throughout the years as she maintained consistency during high volume production of medical staff services.

Being a native Floridian, she has been given a new opportunity to return to her sunshine state. She certainly held a bright spot in our UPA family, but we wish her a continued bright future in her forecast ahead.

While saddened with Kerrie's leaving, we are fortunate to have leaders to continue UPA's advance.

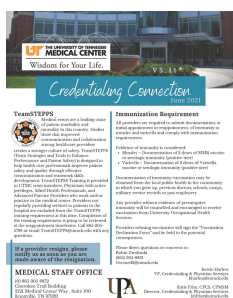
We are happy to announce that Katie Friar has accepted the position of UPA's VP Physician Services. Katie has worked hand in hand with Kerrie consistently in years past to fulfill the medical staff's responsibilities.

Katie is a Certified Provider Credentialing Specialist (CPCS) and Certified Professional Medical Services Management (CPMSM) and has served as UPA Director of Credentialing and Physician Services in years past. With her leadership skills and training, Katie will offer UPA a bright transition moving forward.

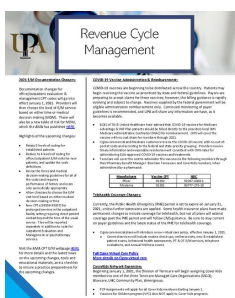
Please join us in applauding Kerrie for her dedication and exceptional service as she advances in a new direction and for Katie as she steps into her new leadership role as UPA VP, Physician Services.



Medical Staff Monthly
Contact: khfriar@utmck.edu



Credentialing Connection
Contact: khfriar@utmck.edu



Revenue Cycle Management
Contact: jtbright@utmck.edu



Pathways to Managed Care
Contact: kachristian@utmck.edu

Join us on LinkedIn



Coming Soon on Facebook



UPA Front Lines

Tennessee Smokies Team Member Appreciation Event

Tennessee
Smokies Event

Christi Daniels, Director HR /Team
Member Relations and Benefits



UPA's Team Member Appreciation Event will be held at the Tennessee Smokies again this year! The event will be on August 14. Gates open at 5:30 pm and the game will start at 7 pm. Each team member who would like to attend this event can attend for free and will receive one additional ticket at no cost. Any tickets above this will need to be purchased by the team member. The non-refundable cost is \$18 per ticket and will include admission to the game, parking and food. Food will include hamburgers, hickory smoked chicken, potato salad, baked beans, chips, cookies, and drinks. Children age three and under can attend for free and will not require a ticket to enter the game so please do not include them in your headcount.

In order to get an accurate headcount, you must complete the survey with the amount of tickets needed. The survey will be done through the Paylocity system so be on the lookout for an email in the coming days to complete the survey. Please know that if you select more than 2 tickets, the cost of the additional tickets will be payroll deducted from your paycheck.

Tickets will be available at the UPA booth outside the stadium on the day of the event and team members must show ID for pick up.

Saying 'Yes' to Social Networking?

Not everyone is a fan of social media such as Facebook, Twitter, Instagram, and TikTok. There are great things like being able to connect with distant family members, similar interest groups, and old acquaintances. There are bad things such as toxic people, social peer pressure, and dramatic people craving attention. I mainly use it as a mental rest looking at silly memes and Dad jokes.

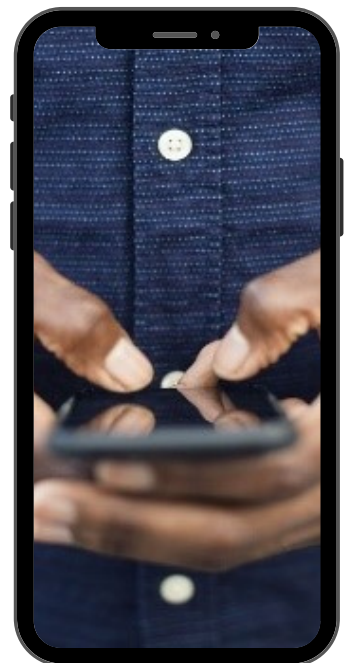
We all get the "my account was hacked" post often from the ones we are connected to. While people and social platforms are getting better about securing accounts, many times the "hacked" individual wasn't overtaken, but someone created an account to mirror the victims. Usually, scammers will copy as much public data as they can get, open a new account, and then start messaging others in hopes to scam them out of something. When you get a friend request from someone that you are pretty sure you are already connected with, wait for 24 to 48 hours before doing anything; most of these fake accounts get taken down quickly.

Are you in the "I don't use..." category? Well, you still need to create an account on many of these platforms! Why? To protect your reputation and identity. I'm not saying that you must partake in using social media but if someone wants to impersonate you, you need a way to fight it with the provider. Make an account, limit the personal details, make it private if you can, and log into it at least once a month to keep it active.

The key takeaways for users and non-users alike

- Create an account, lock down the privacy settings.
- Use multi-factor authentication (get a text message code to login).
- Keep a long unique password for each site; if you are not using a password keeper, write it down and put it in a safe.
- Set your profile picture to a random scenic photo of someplace nice instead of a picture of yourself or your family.
- Limit the information you share to the public or friends-of-friends audience.

Lastly, for the love of all that's good, stop giving out your life's details in a "quiz" or chain letter post. These are the same personal details you use to reset forgotten passwords; this is how accounts get compromised. If you have any questions about security or privacy, please email us at UPACyberTeam@UTMCK.EDU.



Article Submitted by:
Eric Duncan, UPA Director,
Information Technology