

Front Lines

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"Working in healthcare provides a feeling that you are doing something that helps enrich the lives of everyone."

-Scott Stucky

Scott A. Stucky, SHRM-CP, PHR

Vice President, Human Resources & Chief Financial Officer

Scott A. Stucky holds over 30 years of experience in healthcare finance. His entire career has been in healthcare from bookkeeping to becoming a Chief Financial Officer where he has always enjoyed the challenge of analyzing financial data. Scott joined UPA after many years of working in hospitals. He enjoys the opportunity to work directly with the providers that take care of patients.

UPA provided Scott the opportunity to advance into the Vice President of Human Resources. Scott shares that being able to work for a company that helps provide jobs for healthcare workers is a way that a "numbers person" can contribute to the availability of healthcare access to many people.

Scott's department is a combination of Finance and Human Resources. UPA provides a comprehensive benefit package and he describes the HR staff as front line for team members that provides access to benefits our members need. Partnering with HR in this manner, our team members can focus on their roles, whether that is taking care of patients, assisting with physician services, or billing and administrative roles.

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"Surgery has offered me the ability to impact more by teaching and has given me the interactions with people that I would have missed as a researcher."

-Melissa Phillips, MD

Living the Mission

Melissa S. Phillips, MD, FACS is Board-certified in General Surgery. Upon graduating medical school from John Hopkins Hospital, she completed Residency and an Internship at University of Virginia Health System and a Fellowship from University Hospitals of Cleveland, Ohio. Dr. Phillips is Professor in the Division of General Surgery and Hernia Fellowship Program Director at The University of Tennessee Graduate School of Medicine. Her clinical focus is minimally invasive robotic surgery and breast care including both cancer and benign disease. She practices medicine at University Surgeons Associates located at The University of Tennessee Medical Center in Knoxville, Tennessee.

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Melissa S. Phillips, MD, FACS
University Surgeons Associates

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Living the Mission

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“My goal is to improve the ability for others to live their lives to the fullest.”

Upon completing college, Dr. Melissa Phillips wanted to be a scientific researcher to support those in clinical medicine more than being a physician. She thought that direction would impact more people by teaching others and designing solutions to challenges. Although this was not the path that she pursued, it remains the foundation that keeps her driven in her clinical pursuits. Surgery has offered her the ability to do all of those things but has equally provided the interactions with people that she would have missed as a researcher.

This profession has offered Dr. Phillips many opportunities to teach students and residents and to help those around in different ways. Through her clinical practice, each day working with different patients left her very motivated to learn more and expand her knowledge. Maturing over the years, she has grown into the leadership roles that allow her to mentor others as they go down this pathway. “That ability to cultivate the next generation of care givers is what keeps me going!”

My goal is to improve the ability for others to live their lives to the fullest. Whether this is helping them with chronic abdominal pain from their gallbladder or holding their hand as we battle breast cancer together, there is no greater happiness than falling asleep at night knowing that you had a positive impact on someone else's path. Even stronger is the ability to watch someone that you have trained -- someone that was naïve and young -- develop into that nurturing, detailed provider that you can also continue to learn from.

This collaboration drives the support and friendships that you see here.

Dr. Phillips shares that it is often hard to take the time to assess your own needs as a health care provider. One of the hardest challenges we face is the ability to help others while only using the amount of energy that we have in our personal tank. There are so many pulls in different directions, whether a sick family member, a desired leadership position, or thriving clinical practice with only so many hours in the day to accomplish our goals. If you can't take the time to recharge your own batteries, you won't have the amount of energy to share as you desire. Unfortunately, it's easy to forget yourself when you care for others so many hours of the day!

“I encourage everyone in healthcare right now to make the effort to keep yourself as happy and healthy as possible.”

-Melissa Phillips, MD

Dr. Melissa Phillips holds a second term re-elect seat of surgical specialties in her 7th consecutive year as a UPA Board Member. UPA is governed by a team of 18 multi-specialty physicians that are elected by their shareholder peers and rotate under a three-year commitment. Since 1995, UPA has successfully championed the way with a true physician-led health organization.

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Scott A. Stucky “At the end of the day, healthcare is all about the patients.”

Scott's achievements are more team driven rather than personal which is one of the things he loves about UPA; working as a team and striving to make UPA the best company it can be.

The UPA Finance Department ensures the organization is fiscally viable and will be around for many years to come. There are a total of eight team members in Finance and Human Resources that represent nearly 1,200 UPA team members. With a passion to streamline workflows, Scott enjoys figuring out ways to make processes more efficient and easier for the team members in their job performance.

His biggest challenges are not just related to healthcare. Overseeing both Finance and Human Resources keeps him alert at all times. We must ensure that we provide the necessary financial data that allows UPA to make the best decisions for the company's future. We face many challenges with the constantly evolving legislation surrounding employment law. We must stay on top of the changes to make sure UPA and our clients remain in compliance.

“We can never take our eyes off of doing what is best for the patients. Whether that is the care being provided or just being a friendly voice in their time of uncertainty. Every team member in healthcare plays an important role.”



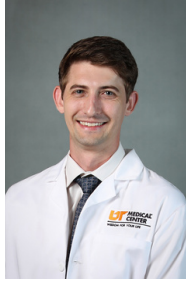
Welcoming New Membership



Tyler H. Coombes, MD
University Cardiology



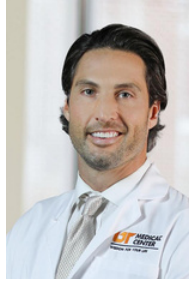
Kavi S. Dayaram, DO, MBA
Faculty Internal Medicine



Aaron J. Devo, MD
University Inpatient Specialists



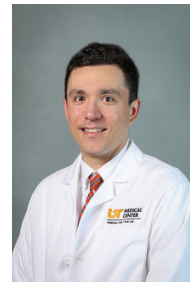
Erick A. Greer, NP
UT Vascular & Transplant
Surgeons



Thomas C. Harper, II, DMD
Tennessee Oral Head &
Neck Surgery PLLC



Colleen M. C. Laing, NP
University Palliative Care



Taylor A. Pate, MD
University Radiology



Samuel C. Purkey, DO
UHS Gastroenterology



Dhruvil K. Radadiya, MD
UHS Gastroenterology



Sydney O. Smith, DO
UT Primary Care Halls



Eliea Snej, MD
University Cardiology



Kenan T. Wilhoit, MD
University Radiology

New Members Not Pictured

Renuev Health Partners

Tiffany A. Coffey, NP
Kimberly A. Crain, NP
Robert E. Jackson, MD
Lakita M. Ramsey, NP

James E. Davidson, MD
University Cancer Specialist

Eric A. Jordan, PA
University Heart Surgeons

Chelsey N. Kuper, NP
UT Family Physicians Clinton

George B. Obeng, MD, MS
UHS Gastroenterology

Daniel A. Reeder, NP
Neurosurgical Associates, PC

Warren B. Sayre, MD, MPH
Knox Co Health Department

Molly K. Wiggins, MD
Pat Summitt Clinic

Blake E. Wittenberg, MD
Neurosurgical Associates, PC



PATHWAYS TO MANAGED CARE



Marisa D. Williams, MBA
Vice President of Managed Care

UPA welcomes Marisa D. Williams, MBA, Vice President of Managed Care. Originally from Johnson City, TN, Marisa graduated with a BA in Arts/Sciences from East Tennessee State University and Milligan College for MBA with a concentration in Healthcare Administration. Her passion for healthcare began early on as a volunteer in the Emergency Department as a greeter for a grant program. The mission of bringing loving care to healthcare was observed every day.

She started working in provider credentialing in 2013 at Mountain States Health Alliance (now Ballad Health) and Managed Health Resources in 2016 as a Provider Services Specialist. Marisa later went into practice management/ambulatory leadership at Atrium Health in the Carolinas in 2019 and then to Director of Physician Services and Medical Staff in Florida in 2023 at AdventHealth Tampa. We look forward to continued growth with Marisa joining the UPA Managed Care team.



**BlueCross
BlueShield**

As a reminder, BlueCross BlueShield is our only UPA-contracted carrier with whom we do not have delegated credentialing. This means that BCBS completes their own initial credentialing and re-credentialing for all providers and assigns their own effective dates.

Do not schedule BCBS patients with new providers until you have received confirmation from our Essential Services department that they have been approved.

THE BEAT IS ON!

American  Walk

Team Name: UPA Heart & Soul

Team Company (Partner) University of Tennessee Medical Center

Date: Saturday, September 27

LOCATION: ZOO KNOXVILLE

To Register:

Click the Heart 

or

Scan the QR Code



1. Register
2. Join a Team
3. Previous Participation?
4. Team Name: UPA Heart & Soul
5. Partner Team: UT Medical Center
6. Coach's Name: Donna Mowery



**HEART WALK
T-SHIRT ORDERS**

\$20

Small, Med, Large,
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