

"Healthcare is more than just a profession. It's an opportunity to help others during some of their most vulnerable moments. Whether serving clients or patients, every interaction is an opportunity to make a meaningful difference."

-Betzaida Shands

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Front Lines

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Betzaida Shands, MBA, CHC, CHCO

Vice President of Regulatory Affairs & Chief Compliance Officer

UPA's Compliance Department is entrusted with ensuring that the organization maintains full adherence to all applicable laws, regulations, and internal policies.

Guided by a longstanding passion for healthcare, Betzaida has cultivated a career that integrates legal expertise, administrative leadership, and business strategy. Throughout her professional journey, she recognized the opportunity to leverage these skills in support of organizations dedicated to making a meaningful impact. *-continued on page two*

"When you approach your work with compassion and a commitment to making a difference, the challenges become opportunities to grow and serve."

-Betzaida Shands

Living the Mission

James M. McLoughlin, MD, MBA, FACS

University Surgical Oncology

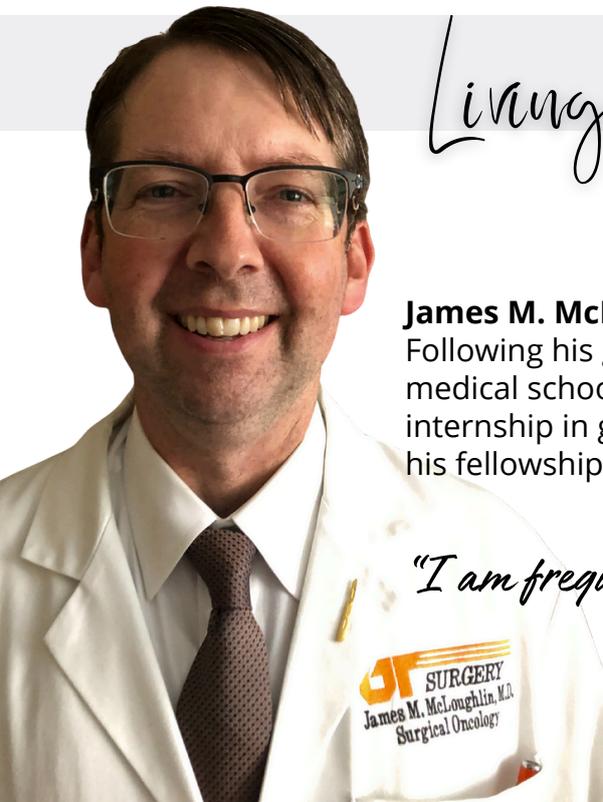
Professor of Surgery, Section of Surgical Oncology

James M. McLoughlin, MD, MBA, FACS is Board-certified in Surgical Oncology. Following his graduation at the University of Illinois, Dr. McLoughlin attended medical school at Rush University and then completed a residency and an internship in general surgery at Baylor University Medical Center. He received his fellowship in surgical oncology at H. Lee Moffitt Cancer Center.

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"I am frequently reminded of the unique opportunity we have to truly improve our community."

-Dr. James McLoughlin





Betzaida Shands, MBA, CHC, CHCO
Vice President of Regulatory Affairs & Chief Compliance Officer

Thirteen years ago, that vision brought Betzaida to UPA, where she continues to champion integrity, compliance excellence, and organizational advancement. Among her proudest achievements, Betzaida highlights her leadership in cross-functional initiatives that integrate legal, business, and healthcare perspectives. Through this collaborative approach, she consistently delivers solutions that not only address complex challenges but also drive sustainable improvements that elevate organizational performance and enhance outcomes for the organization and the clients it serves.

"I find it rewarding to contribute my skills in navigating complex regulations, streamlining processes, and supporting decision-making that ultimately leads to better outcomes." -Betzaida Shands

It remains challenging, however, to keep up with the rapidly changing healthcare environment and technology. Amid those challenges, her advice is to never lose sight of why you entered the field, and that is to help others.



Living the Mission

James M. McLoughlin, MD, MBA, FACS
University Surgical Oncology
Professor of Surgery, Section of Surgical Oncology

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Dr. McLoughlin began his college career in aeronautical engineering. After the passage of the 'Contract with America' last balanced budget, (Newt Gingrich and Bill Clinton), NASA funding was dramatically cut. Dr. McLoughlin eventually chose a new major of Microbiology with plans to go to medical school. After traveling on medical mission trips to Uganda and Nigeria, he decided to pursue surgery as a career. He was drawn to surgical oncology due to the commitment to lifelong research, clinical excellence, and the measurable impact on patients and a community.

Being a UPA Shareholder, Dr. McLoughlin was elected by his peers to represent two terms on the UPA Board of Directors and has served in that role for nine consecutive years. In addition, he continues to be an active member of the UPA Contract Committee that oversees managed care contracting for multi-specialty providers with impact to our communities.



Dr. James McLoughlin
University Surgical Oncology

Clinical Focus

Pancreas Cancer, Primary Liver Cancer, Metastatic Cancer to the Liver, Colorectal Cancer, Minimally Invasive Surgery, Endocrine Surgery - Thyroid, Parathyroid, Adrenal and Neuroendocrine Tumors, Soft Tissue Sarcoma, Melanoma, Breast Cancer, Gastric/Esophageal Cancer

"Few careers have a more lasting impact on people than healthcare."

-Dr. James McLoughlin



Welcoming New Members



Leslie W. Asplund, NP
University Pulmonary and
Critical Care



Elizabeth V. Bieri, CNM
University Midwives



Christopher J. Carnabatu, MD
University Surgeons Associates



Christopher P. Carroll, MD
Neurosurgical Associates, PC



Jordan E. Cooke, NP
University Surgical Oncology



Steven A. Cuzzilla, CRNA
University Anesthesiologists



David E. Dahl, MD
University Anesthesiologists



Glenn M. Evans, CRNA
University Anesthesiologists



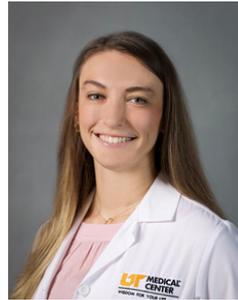
Emma Gardner
University Neurology
ColeNeuro Science Center



Kelvin I. Grajales Zamot, CRNA
University Anesthesiologists



Marty E. Griffith, NP
University Trauma & Acute
Care Surgeons



Erin D. Hamric, DO
UT Hospitalists



Kathryn L. Heckle, NP
Regional Neonatal Associates



Aaron P. Kamer, MD
University Radiology



Theresa E. Mantooh, MD
UT Primary Care Maryville



Amanda H. Martin, NP
University Cancer Specialists



Chet T. Matsuura, DMD
Pickett Oral Surgery, PC



Megan N. McCarrroll, PA
Greater Knoxville Ear Nose &
Throat Associates, PC



Lisa B. Padgett, MD
Regional Neonatal Associates



Ashlin M. Paz, DO
University Women's Specialists



Diane L. Ryland, CRNA
University Anesthesiologists



Peter R. Scott, MD
University Cardiology



Sonja H. Sena-Cary, CRNA
University Anesthesiologists



Brianna L. Stadsvold, MD
University Surgeons Associates



Darin T. Wright, NP
Hanna Cancer Associates



PATHWAYS TO MANAGED CARE

Marisa D. Williams, MBA
Vice President of Managed Care

Timely Reminders

- Prepare for end-of-year recredentialing cycles.
- Update state licenses, DEA registration, Board certifications, malpractice coverage.

Credentialing & Enrollment

Top Common Enrollment Delays:

1. Incomplete applications
2. Missing signatures
3. Outdated CAQH profiles

Medicare Revalidation: Are You Due?

Medicare requires revalidation every 5 years. Failing to revalidate on time can lead to billing interruptions. Check your revalidation status at the CMS website.

Provider Directory Accuracy: It's Now a Compliance Requirement

Under the No Surprises Act, you must confirm your practice and contact info every 90 days or be removed from health plan directories. Make it a habit to verify and update your information on CAQH, Availity, and payer portals each quarter. UPA provides this verification to the contracted carriers on behalf of its members on a monthly basis.

FAQ Corner

Can a provider see patients before being enrolled with a payer?

- Under UPA contract, the answer is no.
- Always confirm enrollment is active before seeing patients under a new plan or group.

Keep CAQH Up to Date

Many plans pull your information directly from CAQH. Missing license copies, expired insurance, or outdated practice info can delay your enrollment. Log in every 60-90 days to attest and review your profile.

NPPES Reminder

We'd like to remind and encourage all providers and administrators to regularly maintain and update their information in the NPPES. NPPES allows providers to list multiple physical addresses, but one must be selected as the primary address. Without a clearly identified address, it can be difficult to accurately match provider records especially when multiple individuals have the same or similar names. Keeping this information current helps reduce confusion and ensures more accurate identification.



Making Strides of Knoxville Walk for the Fight Against Breast Cancer

Thank you to everyone who joined us at the Making Strides of Knoxville Walk to help in the fight against breast cancer. Your energy, generosity, and commitment to this important cause truly made a difference.

We're proud to share that out of 69 registered teams, UPA's team placed fourth in total donations! This is a remarkable achievement and a testament to the compassion and dedication of our team.

Your support, whether it's financial or by showing up to walk, helps fund groundbreaking research, provide critical patient services, and raise awareness in our community. We are deeply grateful for your participation and contributions.

Let's keep the momentum going—we hope to show up even stronger next year!



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