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Brandy Caldwell, CPB

UPA Front Lines

upasolutions.com . 2121 Medical Center Way . Suite 100 . 865.305.8872

Front Lines Team Member Feature

Brandy Caldwell, CPB, Associate Director, Client Success, UPA

Brandy Caldwell has worked with UPA's Physician Revenue Cycle Management Team approaching 21 years but has over 24 years of experience in physician revenue cycle management. She is certified through American Academy of Professional Coders (AAPC).

Brandy enjoys the variety of daily challenges that come with healthcare. She states, "there is always new information to learn and grow from."

Brandy enjoys helping our physicians focus on the care of their patients instead of focusing on billing. She believes that her greatest achievement is to motivate and guide team members then watch them flourish and take on their new challenges.

Team Member Celebration is April 6th

We Look Forward to Celebrating with You at the Smokies Stadium!



Kim Friar, CEO, UPA ● Amy Barger Stevens, MD, FAFP
President, UPA



Nothin' But Net at UPA's March Madness

March includes a whirlwind of activity sessions provided to UPA's Revenue Cycle Management Team.

Here Are a Few Replays:

Customer Service: "It's all about providing a positive experience for people." - Robert F. Elder, MD, Medical Director, UPA

Last Thursday, Brandy Caldwell provided an AR Meeting Session that allowed listeners to engage and follow in the preparation that goes into a Revenue Cycle Meeting. Hot issues were denial reporting, summary aging, and MPSR reports.

Just the "tip of the net" topics have included benchmarking, posting, refunds, customer service, credentialing, coding, perfecting phone calls, and critical thinking. Last week's replays included perfecting phone calls, 401K, Mental Health, HIPAA Security.

"Not only do we need to train and talk about customer service, rather, we want them (whatever type of customer we have) to have an excellent experience." -Dr. Elder



Amy B. Stevens, MD
President

2024 UPA Board of Directors

The UPA Board of Directors include 19 multi-specialty physicians that meet on a regular basis to oversee the membership and contract aspects of the organization. Board positions rotate under a three year commitment.

J. Michael McCoy, DDS
Patrick McConville, MD
Robert F. Elder, MD



Paul Branca, MD
Raymond Dieter, MD
James McLoughlin, MD
Crystal Gue, MD

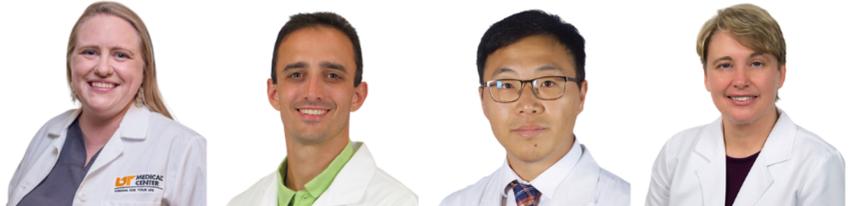


Kim Friar, CEO

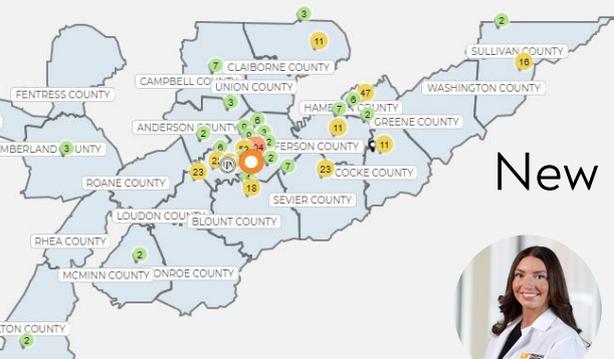
Dan Cox, MD
Shelly Durbin, MD
Jennifer Piel, MD
Courtney Gutman, MD



Megan Edwards, MD
Steven Knight, MD
Hyun Lee, MD
Laura Kraus, MD



Paige Johnson, MD
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New UPA Members



Makenna R. Black, NP
Regional Neonatal Associates
1930 Alcoa Highway
Suite 145
865-305-9749



Codi D. Craig, PA
University Heart Surgeons
1940 Alcoa Highway
E260
865-305-6955



Mallory S. Gardner, PA
Knoxville Institute of Dermatology, PLLC
6516 Kingston Pike
865-450-9361



Jennifer G. Burch, NP
UT OB/GYN Hospitalists
1924 Alcoa Highway
865-305-9799



Jazmin N. Lowe, NP
University Cancer Specialists
107 Gill Street
Alcoa, TN
865-984-4043



Sydney N. Stooksbury, NP
University Pulmonary & Critical Care
865-524-7471

UPA Shareholders: 603
Non-Physician Practitioners: 578
Affiliates: 182
Associates: 1

TOTAL UPA Clinical Membership: 1,364