



**MGMA**  
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**RIDING THE WAVES  
OF HEALTHCARE**



**Louisiana MGMA | MGMA Mississippi  
Southern Summer Conference  
August 16-17, 2023 | Golden Nugget, Biloxi**



# CONFERENCE AGENDA

## Wednesday, August 16

- 9:30 am State MGMA Business Meetings
- 10:00 am - 12:00 pm **Preconference Workshop: *Team Building*** - Trace Henley, MSOL, SHRM-SCP, CGF
- 1:00 pm - 2:30 pm **General Session: *Are You in Charge, or Are You a Leader?*** - Cameron Cox III, FACMPE
- 2:30 pm - 3:00 pm Networking Break in Exhibit Hall
- 3:00 pm - 4:00 pm **Breakout A: *Only in Healthcare*** - Cameron Cox III, FACMPE  
**Breakout B: *ACMPE: Pathway to Certification***
- 4:00 pm - 5:00 pm **General Session: *Bowtie Leadership*** - Dr. "Bowtie" Todd Jenkins
- 5:00 pm - 6:30 pm Networking Luau in Exhibit Hall - Team Trivia!

## Thursday, August 17

- 7:30 am Breakfast in Exhibit Hall
- 8:00 am - 9:00 am **General Session: *Strategic Planning for Practice Administrators*** - Maddox Casey, CPA
- 9:00 am - 10:00 am **Breakout Session A: *The Family Glitch Fix and The Rise of Individual Health Insurance Coverage*** - Michael Bertaut, MBA, CHC, PAHM  
**Breakout Session B: *TBA*** - Clay Countryman
- 10:00 am - 10:30 am Networking Break in Exhibit Hall
- 10:30 am - 12:00 pm **Round Table: *Recruitment, Retention, Recognition***
- 12:00 pm - 1:00 pm Lunch
- 1:00 pm - 2:00 pm **General Session: *MedMal Panel*** - LAMMICO, LHA Trust Funds, MACM, MedPro
- 2:00 pm - 2:30 pm Networking Break and Prizes
- 2:30 pm - 3:30 pm **General Session: *Can They be Salvaged? Critical Conversations*** - Stephen Dickens, JD, FACMPE



# SESSION DESCRIPTIONS



## ***Team Building Workshop***

This is going to be a fantastic topic and workshop! It is so relatable and it's relatable because people typically don't do this and if they do, they don't do it well. This workshop will focus on The pitfalls and hesitations people have with this concept but also the fruit of actually being able to do it successfully. The side topics that feed into this will be succession planning, executive quicksand, what does it actually mean to be a leader of people and more!

**Trace Henley, MSOL, SHRM-SCP, CGF**



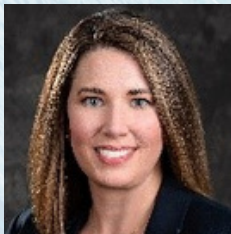
## ***Are You in Charge, or Are You a Leader?***

In the environment of health administration, the world moves quickly. Sometimes, this world evolves faster than our skillsets may evolve. In this seminar, we will discuss ways to ensure that you are acting as a leader in the organization and not simply issuing commands with a hope for a positive return. The presentation will highlight some of the unique characteristics that distinguish leaders within organizations.

## ***Only in Healthcare***

This presentation encourages us to take a moment and giggle at ourselves and our crazy industry. One of the funniest events in the life of a healthcare administrator is attempting to explain how our world works ... such as explaining that our charges aren't really our charges, but our allowables are the allowables. And they always don't get allowed because they may not have been authorized unless we remembered to add a modifier. This presentation is a way for us to breathe... to take in the craziness of what we do and how we do it. It is one hour of smiles and laughs with fellow administrators and managers about a topic that truthfully only we understand.

**Cameron Cox III, FACMPE**



## ***ACMPE: Pathway to Certification***

Interested in furthering your career with ACMPE certification or Fellowship? Join MGMA MS ACMPE Forum Representative, Janet Benzing as she helps you prepare for your certification journey.

**Janet Benzing, FACMPE**



## ***Moving from Diversity to Inclusive Behaviors***

Covid-19 and recent financial constraints have brought many challenges but also tremendous opportunities to grow better and stronger together. Diversity, equity, and inclusion matter the most in our current climate. We are in a situation where our employees, customers, and communities must remain connected, and inclusivity is essential. This session will be practical and action-packed.

**Dr. "Bowtie" Todd Jenkins**



## ***Strategic Planning for Administrators***

How good would it feel to anticipate and/or prevent problems rather than just react to them? Proactive behavior is a result of strategic planning. This session will address what strategic planning is, why it's important, and how it can strengthen your role in your practice.

**Maddox Casey, CPA**



# SESSION DESCRIPTIONS



## ***The Family Glitch Fix and The Rise of Individual Health Insurance Coverage***

The Rise of the Individual Marketplaces and Employer Groups shrink. The combined effects of the Family Glitch Fix, the Medicaid Re-determination, plus the hugely generous tax credits on Healthcare.gov are driving more and more people out of the employer group market and into individual coverage, with no end in sight.

**Michael Bertaut, MBA, CHC, PAHM**



## **Clay Countryman**

## ***Recruitment, Retention, Recognition Roundtable***

It's easy to recognize the value of recruiting, retaining, and rewarding our employees. The hard part is finding all the little tips and tricks that will work best for us in our respective organizations! Join in the unique round table mix, where you will hear tips from field experts and then have a facilitated discussion amongst yourselves for a further deep dive into the recruitment, retention, and reward efforts that offer big results.



## ***Can They be Salvaged? Critical Conversations***

The successful practice executive must not only understand the operations within a medical practice but also possess the ability to effectively communicate with its stakeholders – physicians, staff and patients. This skill is even more important when the topic is personal or is at a critical decision point that may have far reaching implications. Communication is essential to preventing misunderstandings, leading change, and diffusing tricky situations. Effective communication can save a relationship while poor communication can undermine or destroy one. The inability to establish working relationships and successfully navigate challenging interactions leaves the executive looking either incompetent, unsure, or worse, both. This session addresses communication techniques for real life situations to prepare you to present at your best.

### **Objectives:**

- Discover the elements of effective communication and the techniques to implement them;
- Recognize the implications of body language, tone of voice and communication styles as they impact critical conversations; and
- Articulate best practices and responses to the most common scenarios a practice executive faces.

**Stephen Dickens, JD, FACMPE**



# CONFERENCE INFORMATION

## CONFERENCE VENUE

### Golden Nugget Biloxi

151 Beach Blvd  
Biloxi, MS 39530



## CONFERENCE LODGING

In need of an overnight stay? We have secured a discounted block of rooms at the **Golden Nugget Biloxi**. Click [here](#) to receive the discounted rate of \$89.99

## CONTINUING EDUCATION

This program is eligible for 11 live ACMPE ceus

## REGISTRATION FEES

LMGMA or MGMAMS Active Member - \$300  
Non-Member (not a vendor or business partner) - \$400  
*Rates increase August 1!*

Register at [www.lmgma.org](http://www.lmgma.org) or [www.mgmams.com](http://www.mgmams.com)

## CONFERENCE ATTIRE

Business casual. Our conference theme "Riding the Waves of Healthcare" will have a Hawaiian flair. We welcome you to wear your tropical clothing. Meeting rooms can be cold at times, we recommend bringing a light sweater or jacket.

## CANCELLATION POLICY

Cancellations received prior to August 1 are subject to a \$50 processing fee. Cancellations after August 1 are not accepted. Substitutions are allowed.

