

#ARMediCon

20  
23

# ARKANSAS MEDICAID EDUCATIONAL CONFERENCE

FOR PHYSICIANS, NURSES, OFFICE MANAGERS, BILLERS AND HOSPITALS



DECEMBER 5, 2023 | BENTON EVENT CENTER



CONFERENCE PROGRAM



# DISCLOSURES

This conference is jointly provided by AFMC and the Arkansas Division of Medical Services.

No conflicts of interest were identified for any member of the planning committee or presenter.

# ACCREDITATION STATEMENTS

- **PHYSICIAN/NURSE/PA/DO/PHARMACIST:**  
Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.
- **ARKANSAS SUBSTANCE ABUSE COUNSELOR:**  
The Arkansas Substance Abuse application has been submitted. Approval is still pending.
- **PHYSICAL THERAPIST:**  
The Physical Therapy application has been submitted. Approval is still pending.
- **SOCIAL WORKER:**  
The Arkansas Social Work Licensing Board accepts cross-disciplinary offerings from medicine, law, administration, education and the behavioral sciences if they are clearly related to the enhancement of social work practices, values, skills, and knowledge. It is the licensee's responsibility, using professional judgment, to determine which educational activities are applicable and appropriate to his/her professional development as a social worker. A certificate of attendance must be retained for your record of attendance.
- **CODER:**  
The American Academy of Professional Coders application has been submitted. Approval is still pending.

# CONTINUING EDUCATION

Scan the MEDICON Evaluation QR code to complete the final evaluation and download the certificate of attendance. CEU is offered for each session. While certificates will be provided, AFMC cannot guarantee licensing board approval. It is the responsibility of the attendee to determine what academic activities meet their licensing board approval requirements.



# AGENDA

|                    |   |
|--------------------|---|
| 9:00 – 9:15 A.M.   | <b>WELCOME</b> <ul style="list-style-type: none"><li>• Tabitha Kinggard, RN, <i>Manager, Outreach Services, AFMC</i></li><li>• John Selig, MPA, <i>President and CEO, AFMC</i></li></ul>  |
| 9:15 – 9:30 A.M.   | <b>STATE OF THE STATE</b><br>Kristi Putnam, MS, <i>I/O Psychology, Secretary, DHS</i>   |
| 9:30 – 10:15 A.M.  | <b>AR MEDICAID UPDATES</b><br>Elizabeth Pitman, JD, <i>Director, DMS, DHS</i>   |
| 10:15 – 10:30 A.M. | <b>BREAK</b>  |
| 10:30 – 11:00 A.M. | <b>LIFE 360</b><br>Nell Smith, MA, MPH, <i>Deputy Director, Plan Partnerships, DMS, DHS</i>   |
| 11:00 – 11:45 A.M. | <b>BEHAVIORAL HEALTH</b> <ul style="list-style-type: none"><li>• Melissa Weatherton, JD, <i>Director of the Division of Developmental Disabilities Services, DHS</i></li><li>• Paula Stone, LCSW, <i>Director of the Office of Substance Abuse and Mental Health, DMS, DHS</i></li></ul>  |
| 11:45 – 1:00 P.M.  | <b>LUNCH – GUEST SPEAKER</b><br><b>SHOW UP FOR SUCCESS</b><br>Jessie Wilson, <i>VP Client Engagement, Howard, Franks, Wilson, and Associates</i>  |
| 1:00 – 1:45 P.M.   | <b>PATIENT CENTERED MEDICAL HOME</b> <ul style="list-style-type: none"><li>• Larry (David) Ballard, <i>Business Operations Manager, DMS, DHS</i></li><li>• Rhelinda McFadden, BSN, RN, CPHIMS, PCMH-CCE, <i>Manager, Practice Transformation, AFMC</i></li></ul>  |
| 1:45 – 2:30 P.M.   | <b>EMERGENCY DEPARTMENT SERVICE OPTIONS</b> <ul style="list-style-type: none"><li>• Kellie Cornelius, MAP, CPHIMS, <i>Supervisor, Outreach Services, AFMC</i></li></ul><br><b>EMERGENCY DEPARTMENT RETROSPECTIVE REVIEW AND RECOUPMENT</b><br><b>EXTENSION OF BENEFITS AND PRIOR AUTHORIZATIONS</b> <ul style="list-style-type: none"><li>• Ami Winters, BSHM, <i>Assistant Director, Clinical Services, AFMC</i></li></ul> |
| 2:30 – 2:45 P.M.   | <b>BREAK</b>  |
| 2:45 – 3:15 P.M.   | <b>PROVIDER ENROLLMENT</b><br>Tyler Brickey, <i>Manager of Provider Enrollment, Gainwell Technologies</i>   |
| 3:15 – 3:45 P.M.   | <b>PROVIDER-LED ARKANSAS SHARED SAVINGS ENTITY UPDATES</b><br>Chawnte Booker, <i>Assistant Director of Plan Compliance, DMS, DHS</i>  |
| 3:45 – 4:00 P.M.   | <b>CLOSING REMARKS</b><br>Tabitha Kinggard, RN, <i>Manager, Outreach Services, AFMC</i>   |

# BIOGRAPHIES

## Larry (David) Ballard

Mr. Ballard has been with Arkansas Medicaid for the past 11 years. David is the business operations manager for the DHS Division of Medical Services (DMS). His primary focus has been on PCMH and primary care case management. He is now working with several other programs, including TEFRA, ARHOME, and Life 360 HOMES.

## Chawnte Booker

Ms. Booker received her bachelor's degree from Arkansas Tech University. She has worked in state government for 19 years and was a senior business analyst for NTT Data for 6 of those years and helped to implement the new MMIS and phase 2 of the DCO ARIES system.

## Tyler Brickey

Mr. Brickey assumed the role of Provider Enrollment Manager with Gainwell Technology in August 2019. Tyler joined Arkansas Title XIX in October 2015 as an Enrollment Analyst and Business Analyst working with Patient Centered Medical Homes. Tyler is driven to ensure Arkansas Medicaid providers receive the best service.

## Kellie Cornelius, MAP, CPHIMS

Ms. Cornelius is the supervisor of the provider relations outreach specialists for AFMC. She has a master's degree in applied psychology and a health information-technology certification as a certified professional in healthcare information and management systems (CPHIMS). Kellie has worked with the Arkansas Medicaid system for 25 years, and she currently assists Arkansas health care providers with Medicaid issues and guidelines, including those pertaining to PCMH. Previously, she worked as an admissions administrator at Washington Regional Medical Center in Fayetteville and as a clinic administrator directing the operations of a Child Health Management Services therapeutic pediatric facility. Kellie has also worked as an assistant chief program administrator with DHS Medicaid Division, where she managed and supervised Medicaid programs, including the Early Periodic Screening,

Diagnostic, and Treatment (EPSDT); Medicaid Provider Enrollment; ARKids First; dental; vision; and Non-Emergency Transportation programs.

## Tabitha Kinggard, RN

Ms. Kinggard joined AFMC in 2005 and is the manager for provider relations, DPSQA provider relations, and Connectcare escalated Outreach Services teams. Tabitha alongside her team educates Arkansas Medicaid providers on policy and procedures, various initiatives, and completes Primary Care Provider assignments for AR Medicaid beneficiaries. Tabitha is an RN and has more than 25 years of experience in healthcare, which includes home health, labor and delivery, and pediatric settings.

## Rhelinda McFadden, RN, CPHIMS, PCMH-CCE

Ms. McFadden serves as manager of practice transformation at AFMC where she supports efforts of a remote team to provide transformation support and technical assistance to Arkansas practices participating in multiple state payer incentive programs along with state and national value-based programs. She has extensive experience providing direct assistance to physicians across Arkansas through a hands-on approach to implement multiple value-based incentive programs, PCMH models, electronic health record maximization, workflow optimization, and incorporating evidence-based clinical quality measures that align across numerous federal and state initiatives. Rhelinda is a registered nurse with more than 25 years of experience in health care, nursing, and health care consulting. Her clinical nursing experience, coupled with years of implementing and supporting practice transformation, has provided firsthand knowledge of the effectiveness of differing models of care, the strengths of nursing's holistic approach, and the challenges and benefits of designing, developing, and implementing models of care that address the changing needs of patients, communities, and providers.

# BIOGRAPHIES

## Elizabeth Pitman, JD

Ms. Pitman has a Juris Doctorate from the University of Little Rock Bowen School of Law and a master's degree in public health from the UAMS Bozeman College of Public Health. She has worked in and around health law and policy since graduating in 2009. Her experience includes serving as the deputy general counsel for the Arkansas Department of Health, as assistant director for the Division of Developmental Disabilities, and as the deputy director for DMS before taking over as director in 2021.

## Kristi Putnam, MS, I/O Psychology

Ms. Putnam became the secretary of the Arkansas Department of Human Services in January 2023. She has more than 20 years of policy and hands-on experience in human services, early childhood services, education, workforce development, and health policy, including implementation of Kentucky's Medicaid transformation and several other innovative statewide policy and process initiatives.

Kristi has provided policy and strategy guidance to several legislative leaders, including House leadership in the Kentucky House of Representatives, federal agencies, such as The Administration for Children & Families' Office of Family Assistance, and many state health & human services agencies.

Kristi served in the Kentucky Cabinet for Health and Family Services (CHFS), beginning in March 2016 in the child welfare and family assistance office. After serving with CHFS for two years and leading Medicaid Section 1115 waiver innovation efforts, she was appointed in May 2018 to serve as deputy secretary of CHFS, where she served until December 2019. In this role, Kristi helped lead impactful and collaborative cross-cabinet reforms in health policy, public benefits delivery, human-centered design and workforce strategies, operational technology improvements, child welfare, and education supports. She assisted in leading daily operations for CHFS, a cabinet with more than 8,000 employees and an operating budget of over \$14 billion.

After her time at CHFS, Kristi co-founded Connecting the Dots Policy Solutions, a policy consulting group focused on driving government innovations in the intersection of health, human services, education, workforce development, and economic growth.

Kristi also served as the child welfare services manager, chief of community-based care, and statewide foster care licensing specialist in Florida's privatized community-based system of foster care and adoption. Her prior experience in Florida included policy and legislative development and implementation in the Department of Education, Department for Children and Families, the Florida Partnership for School Readiness, and Executive Office of the Governor. Most recently, Kristi served as the chief people officer for AppHarvest, a publicly traded ag-tech startup in Kentucky.

Kristi was born and raised in the small town of DeLand, Florida, graduated from DeLand High School, and earned her bachelor's degree in English and social work from Florida State University. She also earned a master's degree in psychology in industrial & organizational change from Southern New Hampshire University.

Kristi and her husband, Claude, have three adult daughters and two grandchildren.

## John Selig, MPA

Mr. Selig is president and CEO of AFMC, an organization working with individuals and healthcare providers in all settings to improve health and consumers experience of care while reducing healthcare costs. Prior to joining AFMC, John was vice president of Optum Public Sector, where he led business development efforts in the southeastern United States. From 2005 to 2016 John served as the director of the Arkansas Department of Human Services (DHS). His previous positions include serving as the State's director of behavioral health and director of in-home health services.



# BIOGRAPHIES

## **Nell Smith, MA, MPH**

Ms. Smith started her career as a journalist for newspapers in Illinois and Arkansas, covering health care for seven years. She led the policy analysis and research section of the Arkansas Bureau of Legislative Research, which serves as non-partisan staff for the Arkansas General Assembly. She joined Arkansas DHS in 2021 as an assistant director for the Division of Medical Services and became the Division's deputy director in April 2023. She has a masters degree in journalism from Columbia University in New York and a masters in public health from the University of Arkansas for Medical Sciences College of Public Health.

## **Paula Stone, LCSW**

Ms. Stone is a Licensed Certified Social Worker with more than 25 years of experience in Behavioral Health. She worked as a mental health therapist and directed community based programs in Arkansas before leaving the state to work in Florida, California and New Jersey. Her experience in several areas of the country gave her an opportunity to experience varied systems and methods for providing successful services. Paula has been with the AR Department of Human services in various roles with the Division of Behavioral Health Services and moved recently to serve as Deputy Director of the Division of Medical Services over Innovation and Delivery System Reform.

## **Melissa Weatherton, JD**

Ms. Weatherton received a Bachelor of Arts and Science in English from the University of Arkansas in 2001 and her Juris Doctorate from the William H. Bowen School of Law in 2005. In October of that year, she began work at the Arkansas Department of Human Services as assistant deputy counsel handling child welfare and adult abuse and neglect cases. She has also served as deputy counsel, managing attorney, and assistant director of the Division of Developmental Disabilities Services (DDS). Since 2015, Melissa has served as director of DDS and is responsible for oversight of Arkansas's five Human Development Centers and community-based services to 70,000 clients annually. In addition, she oversees division-wide compliance, policy, and procedures and represents DDS as legislative liaison. She is dedicated to serving Arkansas families who have a loved one with a developmental or intellectual disability or delay and recognizes the importance of providing them with an array of service options.

## **Jessie Wilson**

Ms. Wilson is vice president of client engagement and corporate senior trainer for Howard, Franks, Wilson, and Associates. She earned a degree in professional sales and a minor in Spanish from Harding University and has been in the professional development/training space for almost 14 years. Ms. Wilson works with clients globally and locally to provide transformative training experiences.

## **Ami Winters, BSHM**

Ms. Winters is the assistant director of the clinical services department at AFMC. AFMC is contracted with Arkansas Medicaid to perform certain prior authorization, concurrent, and retrospective reviews. Ami has been a part of the clinical services department for over 24 years. She started at AFMC 2 weeks after graduating with her associate's degree in office administration – medical. In 2018, she went back to college and obtained her bachelor's degree in healthcare management.

# Congratulations!

Arkansas Methodist Hospital Corporation  
Baptist Health - Fort Smith  
Baptist Health - Van Buren  
Baptist Health Hospitals Stuttgart  
Baptist Health Hot Springs County  
Baptist Health Medical Center Little Rock  
Baptist Health Medical Center North Little Rock  
Baptist Health Medical Center – Arkadelphia (CAH)  
Baptist Health Medical Center – Heber Springs (CAH)  
Baxter County Regional Hospital Inc  
CHI St. Vincent Hospital Hot Springs  
CHI St. Vincent Infirmary  
Jefferson Regional Medical Center  
John Ed Chambers Memorial Hospital Inc  
Johnson Regional Medical Center  
Mena Regional Health System  
Mercy Hospital Fort Smith  
Mercy Hospital Northwest Arkansas  
National Park Medical Center  
North Arkansas Regional Medical Center  
Ouachita County Medical Center  
Phillips Hospital Company LLC  
Russellville Holdings LLC  
Siloam Springs Arkansas Hospital Company LLC  
St. Bernards Hospital Inc  
Washington Regional Medical Center

## 2023 IQI PROGRAM AWARD RECIPIENTS

For more than 17 years, Arkansas Medicaid, along with Arkansas Foundation for Medical Care (AFMC), the Arkansas Hospital Association (AHA), and healthcare quality professionals and staff from participating hospitals, have been leveraging the innovative Inpatient Quality Incentive (IQI) program to engage the healthcare community and to improve the quality of patient care outcomes and experiences in Arkansas. Support of the IQI program is driven by the principle that challenges facing healthcare in Arkansas can be solved through collaboration and innovation across key stakeholder groups.

Hospitals participating in the IQI program collect and submit data on quality measures for which they are eligible. The nationally standardized measures are selected by an advisory committee and Arkansas Medicaid. Reported measures are analyzed and validated, and hospitals receive bonus payments for improving health care and patient outcomes based on their performance on the measures. Arkansas Medicaid released more than \$5.0 million in performance bonus payments and recognition to 26 hospitals for the SFY2023 IQI program.



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THE ARKANSAS DEPARTMENT OF HUMAN SERVICES,  
THE ARKANSAS FOUNDATION FOR MEDICAL CARE (AFMC)  
AND THE ARKANSAS HOSPITAL ASSOCIATION

