



Carolinas MGMA Business Meeting

Friday, September 19, 2025 | 8:45am - 9:30am

Hilton Myrtle Beach Resort | Myrtle Beach, SC

MINUTES

1. **Call to Order** – Michelle Wallace, FACMPE, Carolinas MGMA’s President opened the Annual Business Meeting at 8:45am and welcomed all to Myrtle Beach and the business meeting.
2. **Approval of the May 2025 Minutes** – Amber Popham, CIC, CRM, Carolinas MGMA’s Secretary was not presented but Michelle asked for a motion to approve the presented, May 2025 business meeting minutes. Motion was seconded and approved.
3. **Treasurer’s Report** – Lisa Gouin, Carolinas MGMA’s Treasurer reported out on the financial status of the organization which remains strong. The board will be working towards rebuilding reserves in the coming years as a priority.
4. **President’s Message** - Michelle Wallace, FACMPE – President, recognized the 2025 Board of Directors and thanked them for their hard work. She shared big wins from this year including the continued collaboration which now comprises of Carolinas MGMA. She thanked the membership, also for their continued engagement and is looking forward to seeing how Carolinas MGMA moves forward in the future
5. **Committee Reports:**
 - a. **ACMPE** – Todd Pittman, CMPE reported there has been an increase in numbers in all categories and he recognize new Fellows during the Friday breakfast ACMPE meeting. There are no exams in October. Reminder: hours just renewed for certified members and fellows – bringing us into year one of three for those that report CEUs.
 - b. **Advocacy** – Joni Brantley & Marc Miller, FACHE, FACMPE, MBA shared the committee’s current call to action for Carolinas MGMA, in collaboration with the North Carolina Medical Society (NCMS), is urgently requesting input regarding the impact of proposed Medicaid reimbursement reductions. Also, upcoming Medicaid reports to be made aware of for NC including 3% across the board reductions and 8-10% reductions for select provider types and elimination of certain services. Ongoing advocacy priorities, with MGMA include:
 - Protecting the **financial viability** of group practices
 - Reducing **prior authorization burden**
 - Advancing **value-based care**
 - Improving **quality reporting**
 - Promoting **standardization and efficiency**
 - Maintaining **telehealth access**
 - Expanding the **physician workforce**
 - Ensuring fair **No Surprises Act implementation**
 - Supporting **ethical AI adoption** in healthcare
 - Expanding **health information technology**
 - c. **Affiliate Development** – Wes Stanley, AIF, CPFA shared that this year, we have confirmed \$313,500 with 57 Alliance organizations. This is \$3,500 over budget. Looking towards the future, Wes is looking to be engaged in discussions for future meetings and how our Alliance Sponsors will be affected.

- d. BCBS – Karen Lawrence, CPC, FACMPE & Colleen Aitken, CMPE, CPC, CPCO reported this committee still meets quarterly with BCBS, and the goal is to continue to hold a positive relationship with BCBS. In their last meeting, they shared their survey results and cited a 98.4% of call resolution. Karen is encouraging members to stay on BCBS calls and to participate in those surveys post calls to help accurately represent provider feedback. They announced that in early December claim status will be able to be completed in the e-blue portal and able to view the claim lifecycle in real time. Karen will be posting their last committee meeting minutes to the CMGMA listserv within the week.
- e. Communications – Stephen Fogg, MA reported the committee has been busy with 2025 podcasts. To date, there have been 3 podcasts featured on Enneagrams, Communications Leadership, and Data/Price Transparency all sponsored by ComTech. Since the Spring Conference, we have sent out 35 emails with an open rate of 45% and open rate for prospective MGMA list is 25%. Since June there have been 35k page views on the website which is encouraging along with 1400 views on the e-news.
- f. Conference – Courtney Bain, MA & Nancy Miramontes shared that next Spring’s meeting has been moved to March! The earlier timeframe will give us opportunity to hopefully grab additional members and attendees trying out a new timeframe. Next Spring’s meeting is set for March 12 & 13, 2026 at Wild Dunes and will feature a shorter conference structure and a golf outing that Wednesday. Also, the future meeting task force focusing on the future of our meetings and planning for 2027 & 2028 will be meeting soon to finalize future plans.
- g. Education – Steve DeBiasi, CMPE, FACHE – reported the committee’s 2025 objectives and status is to complete a successful Master Class in 2025 which has been revised to this Fall’s Healthcare Summit November 6-7, sponsored by Strategic Solutions. The committee plans to produce up to 6 timely, relevant webinars revised to cross-promote with NC and SC medical societies. So far, the committee has completed webinars in February, March and three-part series in August. Additionally, the committee’s goal is to increase active participation on committee and in programs and while we have received interest – we have not yet held a meeting with new members. Lastly, although this hasn’t been started yet, the committee is responsible for developing and planning educational strategy to attract hospital-affiliated and corporate practice members.
- h. Emerging Leaders – Sanela Ahmetovic, MHA shared that they have officially a group of 3 mentors and 5 mentees that are meeting this year. This year’s program is set up a bit differently than last year’s Emerging Leaders and this group meets virtually and then each mentor meets directly with their mentee. There was a great EL meeting up on Wednesday here at the Fall Conference, sponsored by Mag Mutual. She asked for leaders to promote this initiative within their own practice.
- i. Governance – Chad Ghorley reported the Governance Committee has met recently to review the Practice of the Year Award nominations and made the recommendation for a Meritorious Award which was presented during the Fall Conference.
- j. Membership – Jenni Hines reported CMGMA has 786 active members. The committee is working on redefining the committee structure and incorporating representatives from each chapter. One goal is to hit 60% membership renewal from the South Carolina membership. This is something we’re still working on. The committee featured the membership committee’s Welcome Table at the Fall Conference.
- k. Payer Contracting – This committee reminded the membership the committee goals include: 1) Support members and payers in developing sustainable, collaborative relationships. 2) Increase member awareness of key considerations relative to our state’s payer contracting landscape and 3) Serve as a resource for members in addressing overarching payer contracting issues. In 2025 the committee worked on relationship building including:
- Payer Liaisons – meeting every other month with payers including: BCBS, UHC, Cigna, Aetna, Humana and DHHS for NC / SC
 - Aetna NC – transition items relative to SHP

- Downcoding Challenges – provided contracts and appeal information for Aetna (if 75% of appeals are granted providers may be removed from the downcoding list)
 - Payer Days – exploring the possibility of hosting a payer specific event in the future
 - Value-based Programs – shared contact and information for value-based programs available for SHP
 - SC – working on getting more representation from SC for this committee
- I. Student Outreach – Abbie Bagaasen, MHA shared UNC Chapel Hill and Wilmington are two programs we work closely with, and John visited USC to promote MGMA to that program. There are 27 students at the Fall Conference representing both North and South Carolina programs. Please introduce yourself to them. Committee goals have shifted a bit towards keeping members as members as they shift out of being a student. The Student Committee and Emerging Leaders committees will begin collaborating on how best to connect with these members during this transition to promote membership and provide resources. Additionally, the chairs would like to encourage local chapter engagement for students and continue to confirm sponsors for conferences.
- m. Survey Committee – Katherine Beavers, FACMPE, MS reported the survey platform will be sunset by October 31st and if anyone has any data in the platform, it should be downloaded.
6. **Other Business**
- a. Upcoming Events for 2025 & 2026 were discussed and hope all members register for our upcoming events including:
- i. Executive Summit – November 6-7, 2025 at the Hartness Hotel.
 - ii. Spring Conference March 12-13, 2026 at Wild Dunes Resort

Meeting Adjourned and minutes submitted by Amber Popham.