

# Welcome *NEW* Providers

A Guide to BJC Medical Group



*Dear Colleague,*

Welcome to BJC Medical Group. You have joined a dynamic group of providers delivering services to residents in the St. Louis metropolitan region, Illinois, and mid-Missouri. We are part of BJC HealthCare, one of the largest nonprofit health care delivery organizations in the country, working to improve the health and well-being of the people and communities we serve.

You will find that our providers are committed to the highest standards of patient care. Providers are encouraged to maintain their own individual practice style, with support from an experienced practice manager, billing staff and other BJC Medical Group departments, as well as from your supporting hospital. Although we value each practice's autonomy, there are some areas that require compliance from all of our providers, such as use of our electronic health records system for automating our practices and integrating with our hospitals.

I welcome you to BJC Medical Group, as you pursue this opportunity for personal and professional growth. I encourage you to be an active participant in this physician-led organization, as you work to build your practice and uphold the BJC standards of excellence. Please feel free to call me at any time.

Sincerely,

John T. Ellena, MD  
Medical Director  
(314) 434 - 8828

# BJC HealthCare

BJC HealthCare is one of the largest nonprofit health care organizations in the United States, delivering services to residents in the greater St. Louis, southern Illinois and mid-Missouri regions. With net revenue of \$3.2 billion, BJC serves urban, suburban, and rural communities. Services include inpatient and outpatient care, primary care, community health & wellness, workplace & home health, community mental health rehabilitation, long-term care and hospice.



*Michael Chen, MD, with patient*

BJC is the largest provider of charity care, unreimbursed care, and community benefits in the state of Missouri. Each year, BJC hospitals and services provide more than \$165 million in charity and uncompensated care. In addition, BJC provides additional community benefits through research, emergency preparedness, regional health care safety net services, medical and nursing education, health literacy, community outreach and regional economic development.

BJC HealthCare includes 12 hospitals and four Health Service Organizations (HSOs):

## Hospitals

- Alton Memorial Hospital
- Barnes-Jewish Hospital
- Barnes-Jewish St. Peters Hospital
- Barnes-Jewish West County Hospital
- St. Louis Children's Hospital
- Christian Hospital
- Missouri Baptist Medical Center
- Parkland Health Center
- Boone Hospital Center
- Clay County Hospital
- Missouri Baptist Sullivan Hospital
- Progress West HealthCare Center

## Health Service Organizations (HSOs)

- BJC Behavioral Health
- BJC Corporate Health
- BJC Home Care Services
- BJC Medical Group

## BJC HealthCare By the Numbers (2008)

3,259	Hospital Beds
144,670	Hospital Admissions
421,965	ER Visits
101,500	Surgeries
26,477	Employees

# BJC Medical Group

The mission of BJC Medical Group is to improve the health of the people and communities we serve through preventive health and wellness education along with quality and compassionate medical care across an integrated health care delivery system. With over 80 practices serving patients



**David L. Knocke, FACHE**  
*President*  
BJC Medical Group  
314-996-7610

from 2,500 zip codes, BJC Medical Group accomplishes that mission every day. The Medical Group partners with BJC hospitals to provide comprehensive care for patients from the Metro East to mid-Missouri.

We are constantly expanding our ability to provide care with the addition of new physicians, nurse practitioners and physician assistants to established and new practices. We represent primary care as well as specialties such

as gastroenterology, rheumatology, medical and radiation oncology, endocrinology, obstetrics and gynecology, pediatrics, psychiatry, infectious disease, pulmonology, allergy, cardiology, vascular surgery, neurology, colorectal surgery, orthopedic and general surgery.

The BJC Medical Group leadership team and your regional manager act as partners with our Physician Advisory Board to support you in the areas of clinical quality, patient satisfaction, operational success and practice growth.

Specifically, we look at:

- Employee engagement
- Clinical scorecard
- Practice expense control
- Patient volume
- Patient satisfaction
- Front office score
- Practice productivity
- Certification and inspection compliance

By targeting your individual needs, we can customize solutions that will help you achieve practice success. You have a team of top talent within specialized areas ready to assist you. The following pages will introduce you to those teams.



**Karen Canter-Koester**  
*Vice President*  
*Operations & Strategy*  
BJC Medical Group  
636-575-6700

## BJC Medical Group By the Numbers (2009)

Total Number of Practices: 80

Physicians: 177

Nurse Practitioners/Physician  
Assistants: 39

Non-provider employees: 637

# Regional Managers

Your primary contact will be your regional manager. The regional manager team serves our physician practices affiliated with BJC HealthCare hospitals. They are your business and practice management consultants. They support your practice in all operational areas by working closely with providers and office managers to define and implement best practice models. The regional managers also serve as a liaison between your practice, BJC hospitals, and BJC Medical Group support teams.

While you are encouraged to call any of the Medical Group support teams for assistance, starting with your regional manager can be the quickest way to find the answers you need. Below is a listing of our regional manager team members.

**Mike Seda**

Director, Physician Services  
(314) 996-7643

**Dara Webb**

Missouri Baptist Medical Center  
(314) 616-5728

**Carissa Jarrard**

Barnes-Jewish Hospital/Barnes-Jewish  
West County Hospital  
(217) 741-3568

**Kim Robinson**

Parkland Health Center  
(573) 366-6829

**Christina Hayn**

Progress West  
HealthCare Center  
(314) 614-3878

**Doug Easler**

Missouri Baptist  
Sullivan Hospital  
(573) 860-6000

**Kim Murphy**

Barnes-Jewish  
St. Peters Hospital  
(314) 308-2909

**Donna Nabors**

Christian Hospital  
(314) 488 - 8241

**Cheryl Hale**

Barnes-Jewish  
West County  
Hospital/Hospitalists  
(314) 488-6216

**Stephanie Carra**

Alton Memorial  
Hospital  
(314) 691-4823

**Stephanie Gates**

Boone Hospital Center  
(573) 239-1205



*Kevin Boatright, MD, with patient*

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# Human Resources

The human resources (HR) department's mission is to help the Medical Group maintain a strategic, competitive advantage in the communities we serve by supporting a performance-driven culture that is patient-centric and quality focused. The HR staff builds business partnerships by consulting with Medical Group leaders in order to create a positive impact on the long-term positioning of the Medical Group.

The HR team consists of an HR manager, two HR business partners, and two recruiters, who provide employee orientation and training, staff recruiting, support for benefits and payroll questions, as well as consultation for legal employment matters.

**John Sullivan**, Human Resource Manager

(314) 996-7648

**Carol Andrews**, HR Business Partner

Works with practices affiliated with Barnes-Jewish Hospital, Missouri Baptist Medical Center, Parkland Health Center, Progress West HealthCare Center, Siteman Cancer Center and Missouri Baptist Sullivan Hospital  
(314) 996-7651

**Mike Mahoney**, HR Business Partner

Works with practices affiliated with Barnes-Jewish St. Peters Hospital, Christian Hospital, Alton Memorial Hospital, Boone Hospital Center and Barnes-Jewish West County Hospital  
(314) 996-7697

**Carol Pilarski**, Recruiter

(314) 996-7649

**Terri Palucci**, Recruiter

(314) 996-7650

#### **401(k)/403(b) Retirement Savings Plan:**

Contact: Vanguard

<http://bjc.vanguard-education.com/>

Fax: (314) 362-2230

#### **457(b) Deferred Compensation Plan:**

Contact: Harriet Allmon, Sr. Benefits Consultant

Phone Number: (314) 362-2208

E-Mail: [hra8953@bjc.org](mailto:hra8953@bjc.org)

#### **BJC HealthCare Pension Plan**

Contact: The Retirement Center Service Center

Phone Number: 800-239-4538

(\*0 to talk with a representative)

## Finance

The finance department provides many functions for BJCMG including:

- Analyzing/reporting results each month
- Pro forma development/growth and acquisition support
- Physician compensation calculations and analysis
- Annual operating budget coordination and analysis
- Biennial capital budget
- Biennial long-range forecast
- Communication and coordination with hospital and system finance departments
- Bank reconciliations
- Tax reporting
- Various special projects to support practice operations and initiatives

**Dianne Newman**, Finance Director  
(314) 996-7601

**Kathy Levers**, Manager of Accounting and Reporting  
(314) 996-7604

Oversees the monthly close process and is also responsible for ongoing reconciliations, tax reporting, monthly statement analysis, and a variety of other projects.

**Janet Malon**, Budget Manager  
(314) 996-7607

Leads the operating budget, capital budget, and long-range forecast activities.

**Peggy Block**, Financial Analysis Manager  
(314) 996-7603

Handles the growth and analysis functions.

**Melody Belocura**, Administrative Assistant  
(314) 996-7605

## Central Business Office (CBO)

BJC Medical Group's Central Business Office (CBO) offers revenue cycle management through a service called PhyFocus. The CBO has been in business for over 10 years with a proven track record of excellence. Originally focused on billing for providers employed by BJC, PhyFocus has gradually expanded to include more private practices. The CBO currently services over 90 practices with a diverse portfolio of primary care, multi-specialty as well as rural health clinics. PhyFocus consistently performs at or above Medical Group Management Association benchmarks for net collections and days in accounts receivable.

The CBO leadership team consists of a Director, Sr. Operations Manager, and three Managers focusing on Cash Management, Accounts Receivable and Customer Service. They are located at 3165 McKelvey Rd, Suite 210 in Bridgeton, Missouri.

#### **DEPARTMENTS:**

**Sue Schlichtig**, Director  
CHBME, NCP (314) 996-8900

**Jeanette Fremont**, Senior Operations Manager CPC, ROCC  
(314) 996-8166

**Angela Harmon**, Manager  
Cash, Payment Posting, Refunds  
(314) 996-8121

**Jeanette Fremont**, A/R Management Manager Interim  
Coverage (314) 996-8166

**Edie Lowery**, Customer Service Manager  
(314) 996-8169

**Julie Phillips**, Office Manager  
(314) 996-8148

#### **Service Delivery Expectations:**

24-hour turnaround time for response

E-mail is the preference vs. Voice Mail

If immediate assistance is needed press "0" and you will be directed to a representative.

#### **Emergency:**

Customer Service Line Hours:

(314) 996-8102 or 800-307-3557

Monday through Friday: 8:30am – 12:00pm; 1:30 – 4:00pm

# Technology & Informatics (EHR Team)

The EHR team implements NextGen Enterprise Practice Management (EPM), Electronic Health Records (EHR),



*Douglas Pogue, MD*

Community Health Connection (CHC) Portal and E-Prescribing systems throughout the BJC Medical Group practices. We also support BJC Medical Group providers through the use of Electronic Medical Records, specifically in the areas of patient safety, quality care, patient satisfaction, reduced liability, office efficiency and fiscal responsibility.

**Chris Ward**, Director of Technology and Informatics  
(314) 225-6509

Oversees all aspects of implementation and deployment of the EHR, as well as any new projects related to technology and medical informatics.

**Beth Baumbach**, EHR Deployment Manager  
(314) 630-7544

Oversees the deployment of the EHR, including CHC and e-prescribing to the practices.

**Amanda Heidemann**, EHR Medical Director  
(314) 853-9729

Medical Director for the EHR and Chair of the EHR Advisory Board.

**Debbie Kneemiller**, PSC Manager  
(314) 996-7630

Leads a team of analysts in the PSC to provide 24-hour support of the NextGen system for staff and providers.

**Tamara Howard**, Training Coordinator  
(314) 996-7661

Responsible for staff training of all new employees on the NextGen system as well as monthly Nuggets to the practices that highlight new or changes to existing functionality in the NextGen software.

**Mike Riley**, EHR Application Manager  
(314) 996-7618

Leads a team of analysts to develop and maintain the NextGen EHR application to support our providers and system needs.

**Eric Richards**, Operations Manager  
(314) 221-1547

Oversees all aspects of operations related to the EHR project to include Budgeting, Project Management, Training, Metrics Reporting and Portfolio Management.

**Eileen Barcomb**, PMO Manager  
(314) 996-7621

Provides coordination and control by creating consistent processes for monitoring projects.

**Sue Schlichtig**, EPM application manager  
CHBHE, NCP

(314) 996-8900

Leads a team of analysts to administer system administration, maintenance and support of the NextGen EPM and ICS applications for our practices and providers.

## Compliance & Quality

The BJC Medical Group (BJCMG) compliance department is responsible for ensuring that all physician practices are in compliance with the regulatory requirements mandated by the Centers for Medicare and Medicaid Services, Department of Health and Human Services, Office of Civil Rights and other governmental and private agencies. Each of our three compliance coordinators are assigned specific practice locations and provide orientation to each physician on an individual basis. Our team is responsible for ensuring compliance with the following areas:

- Billing/documentation requirements
- Medical necessity
- Recovery audits
- “Best In Class” quality reviews/reporting
- OSHA regulations
- CLIA regulations for “waived” office laboratories
- HIPAA privacy
- Record retention

The compliance department is also responsible for collecting data and reporting the outcomes of BJCMG selected clinical quality measures on a monthly basis. The Best-in-Class (BIC) program is a BJC HealthCare initiative whose basic premise is to validate delivery of excellent patient care. The BIC program is also preparing BJCMG for the emerging Pay for Performance programs

as well as CMS' Physicians Voluntary Reporting Program. In general, the measures are primary care focused. However, the program will evolve to include quality measures for all specialties.

Delegated credentialing activities including annual office site evaluations and medical record reviews required by the managed care organizations are also included in the compliance department's scope of responsibilities.

The compliance team extends a warm welcome to all new BJCMG physicians and looks forward to working together to help improve the quality of life of the patients in the communities we serve.

**Maria Tiberend**, Compliance Manager  
(314) 578-4732

**Julie Whitney**, Compliance Coordinator  
(314) 719-7554

**Lori Hartnett**, Compliance Coordinator  
(314) 825-2067

**Diane Zoretic**, Compliance Coordinator  
(314) 409-7946

**Donna Walton**, Assistant  
(314) 996-7669

## Provider Recruitment

The Physician Recruitment Department within BJC Medical Group is charged with recruiting physicians, as well as mid-level providers. The objective of the group is to represent the needs of the BJCMG practices and the hospitals with which they are aligned to physician and mid-level candidates. The recruiters work to place well-trained, highly skilled individuals in those positions.

Please feel free to contact the BJCMG Physician Recruitment team members, who are listed below, with any questions.

**Maureen Zvanut**  
Director  
(314) 995-7665

**Hope Valvero**  
Manager  
(314) 996-7653

**Kim Murphy**  
Recruiter  
(314) 996-7645

**Galen Roberts**  
Recruiter  
(314) 210-371

**Samantha Pohl**  
Coordinator  
(314) 996-7638



*Rosanna Gray-Swain, MD, with patient*

# BJC Medical Group

670 Mason Ridge Center Drive • St. Louis, Missouri 63141



*'BJC Medical Group' generally refers to both BJC Medical Group of Missouri and BJC Medical Group of Illinois, which are two well-established physician organizations.*