



## The GLMM Pulse Year End - 2021

### *A Letter from the President....*

It's unbelievable that we are about to enter our second year of COVID overtaking our lives. In reflecting over this time, we see both positive and negative impacts to the overall healthcare system. I'd like to focus on the positives. After almost 30 years of working in the healthcare industry, I've never seen the types of rapid changes within the system as what we've seen in two years. Telemedicine was an option for care delivery for many years prior to 2020 and was not widely adopted until COVID and telemed restrictions were lifted. Now telemedicine is a normal part of many of our client's healthcare delivery and with new laws enacted in many of the states that our client's practice, it is now guaranteed that you will receive the same reimbursement as if you are treating the patient face-to-face.

We've all become accustomed to meeting virtually for our meetings. At GLMM, we had begun meeting with clients on our virtual platform in October 2019. We never knew that just several months later, virtual meetings would become the norm. For any of our clients that have not connected with your Account Manager or myself in a while, please reach out and we will be happy to meet with you, review your financials and discuss future plans for your practice. These virtual meetings are a great way for us to stay connected and meet with one another in a way that we can easily share data.

We continue to upgrade our Intergy technology with a new state of the art battery back up system. Coming in 2022, will be upgrades to several of our servers. Greenway continues to update the Intergy software on an average of monthly. Sharon Parayno and I sit on several Greenway advisory boards and if you have any suggestions for software enhancements, please be sure to send those along to us so we can pass your suggestion along.

Growth in our medical billing clients has been steady with an impressive number of new clients that have joined the GLMM family this past year. Your recommendations are always appreciated and please remember that GLMM runs incentive programs for you and your practice for every Google Review, Website Testimonial and every Client Referral that you send our way. Servicing your office is our #1 priority and your recommendation is our report card.

As I look towards 2022, I want to share some exciting news. Over the past few months, I have been working on building our Credentialing Team here at GLMM. In building this department we are now able to offer this service to all medical practices regardless of whether the practice is a medical billing client. Without much advertising, we are seeing incredible growth for this department and we now have credentialing clients throughout the United States. If you are interested in learning more about this service, please feel free to reach out to me.

In closing, I look to ownership in this company and my relationship with your office and the dedication of my incredible team here at GLMM with gratitude and a humble heart. I'm grateful every day for the trust that you have put into me and my staff. I wish you and your family a wonderful next few weeks through the holiday season and for your good health through the COVID surge (yet again).

Best wishes for a prosperous 2022 and know that me and the GLMM team are here and honored to support you to achieve your practice's goals!

### **Important RI/MA Insurance Plan Update**

**BCBSRI** – will be launching a new product called BlueRI for Duals. All facilities and Medicare participating practices will automatically be enrolled as participating in this product line. However, only PCP practices affiliated with an Accountable Care Organization (ACO) will be considered as in network for this plan. PCP offices that are not affiliated with an ACO or Specialist practices that do not participate with Medicare, will NOT be in network with this new plan. It will be important that if you are non-par with this plan that your reception and front desk are aware of your participation status. Providers that are in network must complete their training requirement by early 2022.

### **A GLMM YEAR IN REVIEW - PICTORIAL**

*Staff Appreciation Day- March 2022*



*Sharon Parayno – Hits the Links*



*Staff Picnic along with our Annual Aflac Employee Meeting and a baby shower for Alex Sztabor. We do miss Alex, who is now a full-time mom!*



*A bit of Ice Cream goes a long way on a hot summer day!*



*Halloween Fun at GLMM*



*Preparing our drop off for the family adopted by the GLMM team*



***Happy and Healthy Holidays to you and yours!***