

Employee Spotlight

Randi L. Miller

Interview By:
Lana Cahill and Elizabeth Umstead

Accounts Receivables Specialist/Patient Collections

Randi Miller has been with Access for twelve years. She is an Accounts Receivables Specialist in the Billing and Coding Department. Her job is quite diverse and covers everything from receiving and directing incoming phone calls, handling patient billing issues, making payment arrangements for patients, and accepting payments. She also speaks at the New Hire Orientation twice a month to explain what is expected from Billing and Coding.

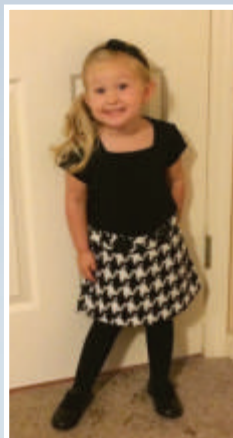
What Randi enjoys most about her job is communicating with the patients and helping them with their billing issues. She especially likes getting to know her monthly payment arrangement patients. In addition, Randi believes she has great working conditions and loves the diversity and challenge of her position.

Randi feels some of her best training has come from her own life experiences. When patients talk to her about being ill, having sick family members, or bills piling up, she understands what they are experiencing. In fact, Randi has a daughter who survived cancer, so she can really relate to the many emotions that some of the patients have. Whether they are angry or upset when they call, she knows they are not directly angry at her, but are frustrated by the circumstances they are dealing with. Because she understands how it feels to be in their situation, Randi communicates with empathy, compassion and even humor. In an effort to give back to the community, Randi has participated in many fundraising efforts, including All Children's Hospital, the American Cancer Society, Wilms Tumor Research and Relay for Life.

Randi absolutely loves her family. She is very proud of her two daughters Brooke and Taryn and her adorable granddaughter Amelia. Her eldest daughter, Brooke, is an elementary Music teacher and lives in Ocala with her husband, David and their beautiful two-and-a-half-year-old daughter Amelia, who has Randi "Hook, Line and Sinker!" Taryn is a technical designer for Hanesbrands in Winston Salem, NC where she lives with her husband, Leo. Randi felt that nothing could make her feel more important than being a mother until she became a Grandma! Also, she is incredibly grateful to have her Mother, Mae, and two sisters, Tracy and Lisa and their families all living close by in Spring Hill.

When it comes to her free time, Randi loves to make "Fun Pins" for crafts, write, play games and take road trips. She also loves to go shopping at flea markets, garage sales and thrift stores. Family get-togethers are big on her list including spending time with her granddaughter, Amelia. Randi loves to watch movies and some of her favorites include *Penny Serenade*, *The Sound of Music*, *Terms of Endearment*, *Always*, *Hope Floats*, *It's Complicated* and, of course, *The Wizard of Oz*.

In the spirit of fun, Randi wants to share her favorite (and original) quote of "The only thing in life you can always count on is more laundry!" Most of all, she is honored to be chosen for the Employee Spotlight.



EMPLOYEE COMMENTS:

- When I have heard Randi assisting patients, she is so helpful and truly concerned. The patients that call feel her concern and understanding through the phone (That makes the difference). We are all individuals and have particular problems, and Randi understands that. While keeping our patients healthy and happy is all our jobs, Randi does this exceptionally.
- Randi is always there to help and has a special patience with patients. She always gets to the bottom of an issue and gets and answer sooner than later for them... I can understand why she has received this honor. Many people have told me personally to thank her for her help as I always give patients Randi's name as a contact person.
- Randi is a pleasure to work with. I have watched her grow into this position of patient collections. She has mastered the art of making the customers (patients are our customers) feel at ease when discussing financials. She can take an angry customer to the end of a conversation, where they are thanking her. This is due to being able to listen to others and let them tell you their stories, because that is what most people want, just to be heard.



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December 2016 - Special Year - End Edition
Access Health Care Physicians, LLC

Accessing Access

Physician's Highlight



Anil Bhatia, MD

Board Certified in Internal Medicine

Anil Bhatia, MD has been serving patients in our area for over two decades. Dr. Bhatia has earned a reputation for his friendly demeanor and for being a compassionate physician who pays attention to every detail.

Dr. Bhatia received his medical degree from the world renowned Mahatma Gandhi Memorial Hospital Medical College in Indore, India where he tested in the top 10 in the examination for his medical degree. Following internships and residencies in India he completed both a residency in internal medicine and an internship at the very busy Flushing Hospital in New York.

Dr. Bhatia is board certified by the American Board of Internal Medicine. He treats conditions such as: anemia, arthritis, asthma, COPD (chronic obstructive pulmonary disease), diabetes, emphysema, gastroesophageal reflux disease (GERD), heart disease, high blood pressure, high cholesterol, hyperlipidemia, internal medicine, osteoporosis, and peripheral artery disease.

Dr. Bhatia and his wife, Savita, have two children. He enjoys playing tennis, golf, and traveling.

New patients are always welcome.

Practice is located at:
11479 Cortez Boulevard
Brooksville, FL 34613

Call 352-597-3511 to schedule an appointment.

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Editor: Juan Triana / Assistant Editors: Lana Cahill, Beth Umstead
Access our newsletters online @ www.accesshealthcarellc.net

FATS THE GOOD THE BAD & THE UGLY



✓ GOOD

Monounsaturated & Polyunsaturated Fats

- Can lower bad cholesterol levels
- Can lower risk of heart disease & stroke
- Can provide essential fats that your body needs but can't produce itself

SOURCE

Plant-based liquid oils, nuts, seeds and fatty fish

EXAMPLES



✗ BAD

Saturated Fats

- Can raise bad cholesterol levels
- Can lower good cholesterol levels
- Can increase risk of heart disease & stroke

SOURCE

Most saturated fats come from animal sources, including meat and dairy, and from tropical oils

EXAMPLES



✗ UGLY

Hydrogenated Oils & Trans Fats

- Can raise bad cholesterol levels
- Can lower good cholesterol levels
- Can increase risk of heart disease & stroke
- Can increase risk of type 2 diabetes

SOURCE

Processed foods made with partially hydrogenated oils

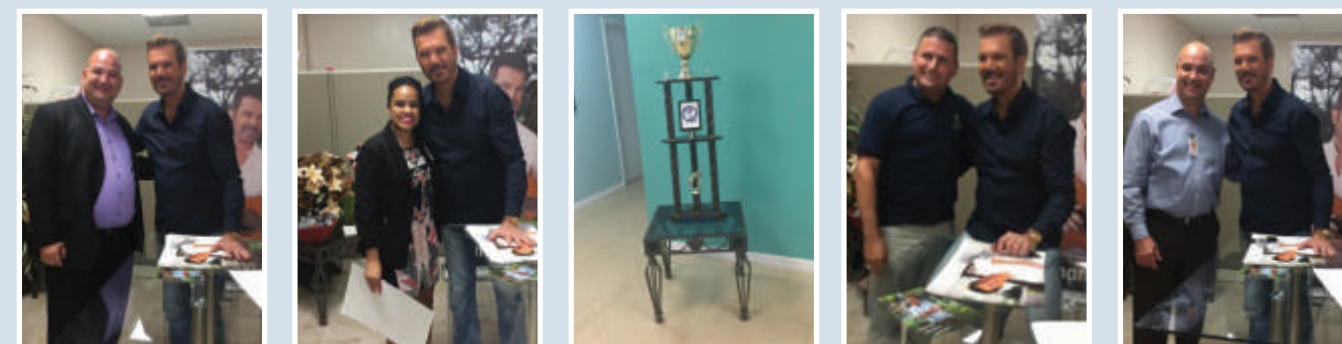
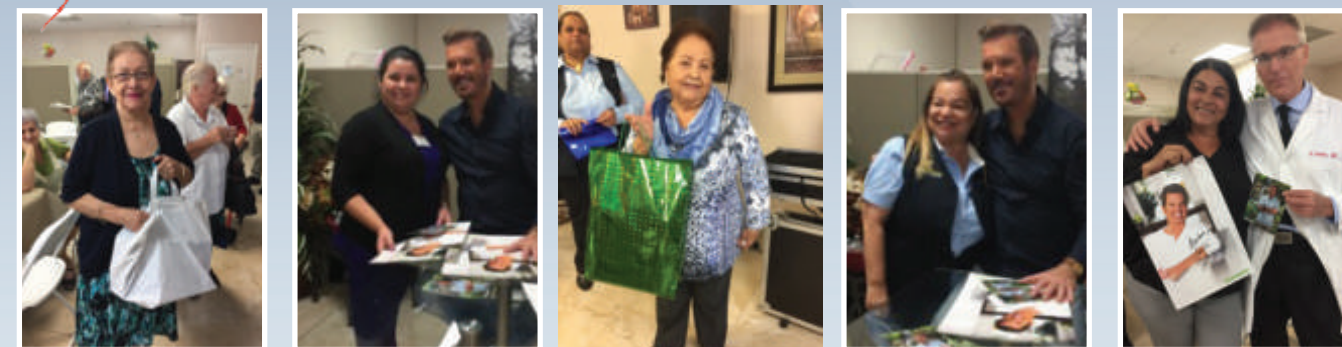
EXAMPLES



Eat a healthy dietary pattern that:

Includes **good fats** | Limits **saturated fats** | Keeps **trans fats** as **LOW** as possible

For more information, go to heart.org/fats



Congratulations to Dr. Shaheen Pirani and her team on the Treasure Coast who received a surprise visit from Wellcare on November 10th where they were presented with their Satisfaction Award!



FINDING MAYNARD CONTEST

Be the first to find Maynard hidden within this edition of our newsletter and win an exciting prize compliments of our Compliance Department.

INSTRUCTIONS: Circle Maynard's picture, scan and email it to tubidia@ahcpllc.net.

SPECIAL NOTES: Maynard pictured in his wedding announcement, on trophies, on prize photos or on Health Fair displays/photos do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the earliest you may submit your entry is January 27th at 8:00 a.m.

One final request, please search for Maynard individually vs. a joint effort so that we may be fair in rewarding one person on each coast a prize. Thank you for your understanding.

Compliance Kudos Please join us in congratulating our EAST COAST 2016 Quarter 2 Highest Scoring Regulatory Audit Winners!

Congrats to **Dr. Gene Godoy and Staff** at the California Club Medical Center for achieving the highest score of 98.3%!



AWESOME!



Please join us in congratulating our **EAST COAST 2016 Quarter 3 Highest Scoring Regulatory Audit Winners!**

Congrats to **Dr. Luke Kung and Staff** for achieving the highest score of 96.5%!

Welcome Aboard

To Our New Employees!



Adam Werry..... 8/9/2016	Evelin Fernandez Gonzalez10/24/2016	Michele Foster6/27/2016
Adrienne Rojo8/26/2016	Fadi Nakhli10/8/2016	Michelle Figueroa Lugo ..10/24/2016
Akila Iyer8/15/2016	Felicia Rader10/24/2016	Michelle McConnell 11/1/2016
Aleida Cazade12/14/2016	Frederick Krupp6/27/2016	Mohamad Jibawi..... 7/5/2016
Alexandrine Pinault10/24/2016	Gina Trop11/1/2016	Nancy Caballero11/8/2016
Allison Leak8/1/2016	Givenchy Costar..... 7/29/2016	Nasar Husain9/26/2016
Amanda Freeman.....12/26/2016	Glenda Perez-Lopez12/19/2016	Nicole Acosta5/31/2016
Amanda Payne12/16/2016	Holly Hall6/21/2016	Nicole Brown9/15/2016
Amanda Rebello..... 9/19/2016	Holly Lascell-Coldiron ...10/24/2016	Nivia Melara..... 8/15/2016
Amauris Valera Sales7/14/2016	Ines Rodriguez-Capote7/5/2016	Odelsa Diaz Andres8/1/2016
Andrea Rodriguez8/15/2016	Jamie Salgado7/18/2016	Pamala McGee11/28/2016
Angel Torres5/19/2016	Janet Nelson10/3/2016	Patrick Chorvat12/21/2016
Angela Parsons11/16/2016	Janna Brown11/1/2016	Patsy Pledger10/3/2016
Angela Spivey10/26/2016	Jenise Rivera11/1/2016	Paula Colasante10/24/2016
Angelica Nieves10/27/2016	Jennifer Haney10/31/2016	Presley Garcia7/18/2016
April Martynowski-Reid..10/24/2016	Jennifer Morales10/24/2016	Rachel Cook5/31/2016
Arelis Rodriguez-Nieves ..11/7/2016	Jessica Lyons11/10/2016	Rhonda Hubbard10/10/2016
Ashley Lutz9/26/2016	Jessica Narvaez9/19/2016	Robert Ortiz5/16/2016
Ashley Seeman8/15/2016	Jill Kulick11/28/2016	Roberta Black7/18/2016
Ashley Smith.....9/26/2016	John Brodtman11/1/2016	Robin Grisham..... 8/15/2016
Billie Black10/24/2016	Jorge Cardenas Aleman ..9/26/2016	Robin Parido8/16/2016
Cameron Reese11/28/2016	Jose Rivera.....8/17/2016	Roseanna Kittle12/19/2016
Carlos Llanes Alvarez.....8/22/2016	Joshua McKinsey11/3/2016	Saira Snachez6/6/2016
Carol Ryan.....9/26/2016	Joy Virella10/24/2016	Salvatore Rifino9/1/2016
Carolina Santos8/22/2016	Juanita Rojas10/24/2016	Samantha Miller.....12/26/2016
Catherine Davis8/22/2016	Julie Sullivan..... 8/2/2016	Samantha Urbina..... 6/6/2016
Charbee Lightfield.....11/1/2016	Justine Sullivan12/7/2016	Santosh Potdar8/8/2016
Christa Happ.....10/31/2016	Kasandra Rotoli8/1/2016	Shalisa Gant12/5/2016
Christia Owens 9/16/2016	Kasie Hazen12/5/2016	Shannon White 11/9/2016
Christianna Kukich7/11/2016	Katie Cerna8/3/2016	Shayna Gianakas 7/19/2016
Christina Kronz11/1/2016	Kayla Petronelli6/27/2016	Shazia McAdam11/16/2016
Christine Munsey11/14/2016	Kayla Phillips11/14/2016	Shelby Bullard8/29/2016
Courtney Rinier..... 9/26/2016	Kecy Kachhwaha9/12/2016	Shirley Sanders10/3/2016
Cristina Mulé8/8/2016	Keishla Dones5/19/2016	Stefanie Corbino11/29/2016
Dahiana Bourdier9/6/2016	Kelsey Sweet8/8/2016	Stephanie Albanese11/1/2016
Daniel Brown10/24/2016	Kelsi Bower.....12/26/2016	Stephen Augello Jr.6/27/2016
Danielle Ayala6/9/2016	Kelyn Naveed7/18/2016	Susan Haiko9/6/2016
Danielle Morse11/1/2016	Kimmarie Lopez.....11/1/2016	Taelor Hughes..... 8/1/2016
Dawn Herrmann12/5/2016	Kristina Solis..... 8/30/2016	Tamara Wamsley7/21/2016
Dawn Stevens12/21/2016	Kwok Wong 5/31/2016	Tara O'Donnell7/11/2016
Deborah Phillipe7/13/2016	Leah Barry5/26/2016	Ta'Shylla Brockington12/19/2016
Debra Waldrop9/7/2016	Linda Colaianni9/12/2016	Teresa Caceras12/26/2016
Denise Willis11/1/2016	Lisa Haas7/25/2016	Therese Kossuth..... 10/20/2016
Dineen Weeden13/31/2016	Lori Spatara11/1/2016	Tiffany Martinez7/11/2016
Donna Gordon10/19/2016	Magali Torres 9/26/2016	Tina Drew10/3/2016
Donna Smith10/3/2016	Maria Chiriack8/15/2016	Tracy Justice5/31/2016
Dorothy Wright.....10/3/2016	Maria Guadalupe7/11/2016	Trent Burch10/24/2016
Eleanor 'Ellie' LaBolt.....6/1/2016	Maria Shah 8/29/2016	Venkata Emandi11/1/2016
Elizabeth Morgan.....11/1/2016	Marianne Cusimano5/31/2016	Virginia McCann9/19/2016
Elizabeth Umstead10/24/2016	Marianne Golden7/5/2016	Wanda Bruno5/2/2016
Ellen Hunt5/23/2016	Marina Compitello11/3/2016	Wendy Chichester8/22/2016
Ellen Walsh11/28/2016	Marta Colon11/7/2016	Wilber Fernandez Asencio10/31/2016
Emily Willis11/1/2016	Mary Williams10/3/2016	William Potvin, Jr. 6/27/2016
Erika Hotchkiss.....9/20/2016	MaryAnn Zambrano6/1/2016	Wynter Gonzalez12/6/2016
Erin Forrey.....8/15/2016	Megan O'Brien9/21/2016	Yamile Mulet Velazquez ...7/14/2016
Ethan Carriveau..... 9/26/2016	Michele Eger11/1/2016	Zulma Doll11/1/2016
Evangeline Qandil 8/26/2016		Zurale Cali6/13/2016

Congratulations!



...TO OUR PHYSICIANS WHO EARNED NATIONAL RECOGNITION FOR PATIENT-CENTERED CARE

NCQA Patient-Centered Medical Home™ standards emphasize enhanced care through patient-clinician partnership.

WASHINGTON, DC—The National Committee for Quality Assurance (NCQA) announced that Access Health Care Physicians, Dr. Harish Madnani and Dr. Hend Abdelmalek (pictured at right), Dr. Jatin Sheth, Dr. Pariksinh Singh and Dr. Maria Scunziano-Singh, Dr. Ian Adam and Dr. Dalton Benson (photos not yet available), received NCQA Patient-Centered Medical Home (PCMH) recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.



Drs. Harish Madnani and Hend Abdelmalek and their Staff

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President Margaret E. O'Kane. "Recognition shows that Access Health Care Physicians, LLC's above doctors have the tools, systems and resources to provide their patients with the right care, at the right time."

To earn recognition, which is valid for three years, these doctors demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

To find clinicians and their practices with NCQA PCMH Recognition, visit <http://recognition.ncqa.org>.

About NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's Web site (ncqa.org) contains information to help consumers, employers and others make more informed health care choices.

W!OW Winners!

continued

to nominate my office manager. She is a true team player and all our patients love her! She is always willing to pitch in and help wherever needed. I have never nominated anyone till now but I feel she deserves this recognition.

Rob Prezioso (I.T. Tech) Rob deserves to be recognized for his outstanding work in the IT department. He is always my "go to" person whenever I have any kind of issues with my computer and/or software. Rob is understanding and patient with all of my questions and concerns. He is very good at his job and he is always professional. While the whole IT team is top notch, Rob is my favorite!

Michelle Lynch (MA, Dr. JA Pierre's office) Michelle is an exceptional co-worker...always willing to help without being asked. She is so reliable, great with patients, always goes the extra mile, and has the sweetest, most caring personality. Michelle is an asset to Access!

Eshanda Redding (Draw Station) Eshanda voluntarily collaborated with Idanis on closing out nearly 3,000 encounters in Caretracker. Eshanda did this all while doing her normal duties at the draw station. This was a tremendous help!! Idanis and the Operations Team would like to recognize Eshanda for going above & beyond!

Linda McGee (Front Desk, Dr. Varlakov's office) Linda is a dedicated employee who can be counted on day in and day out. It is always good to know that she will be here to do her work in an efficient and timely manner. I can ask her to do anything and she always goes above & beyond! I would like to recognize her for all the hard work she does.

Daisy Aponte (Front Office, Dr. Kroll's office) Daisy has the front office down like a rock star! If need be, she can run check in and check out all on her own, as well as help with referrals....all with a smile on her face! Her latest accomplishment has been the amount of patient balances she has been able to collect. She has a professional yet firm explanation to the patients and assures they understand. She has a great spirit, incredible work ethic, awesome sense of humor and humble heart all wrapped in one!

Xilefny Sabater (Human Resources Assistant) Xilefny has been a star! She not only helped coordinate the Thanksgiving Food Drive, handled ordering all the Publix gift cards for over 900 employees for Thanksgiving (making sure they were all accounted for and delivered on time), took control of ordering the holiday gift baskets for all the providers, worked on the ACES committee, handles all the travel arrangements for providers interviewing with our company, speaks to all Spanish employees when necessary, etc. etc. The list is endless!! She is willing to share her knowledge without hesitation, is always helpful to anyone who asks and continually has a smile on her face! Access ASSET!

Vincent Morana (M.A., Drs. Singh & Scunziano) Vincent is a very dedicated and respectful part of our back office team. He demonstrates total respect and compassion for all our patients. He helps to train new employees and makes them feel welcome and comfortable with their roles. He is a pleasure to work with and a valued employee. We need more "Vincent's" in our company!!

Kameisha Oliver (Billing / Coding Dept.) She is probably the most helpful person in our department - Always helping others employees with training for the MIRRA system and entering new patients or mapping patients' info. She gets up out of the chair to go help any person in need with whatever it is they are confused about. Never have I seen her be short or negative. She does not get annoyed, just happy to help in many ways like she does every day.

Johna Walker (M.A., Drs. Benson, Rodriguez & Vinje) Johna is the WOW! She shows up to work with a smile on her face and gets the job done. From cleaning rooms to rooming patients to sending out labs, she completes her tasks and assists new co-workers with a smile on her face. We need more employees like her!

Each winner received a \$25 gift card and an award certificate.

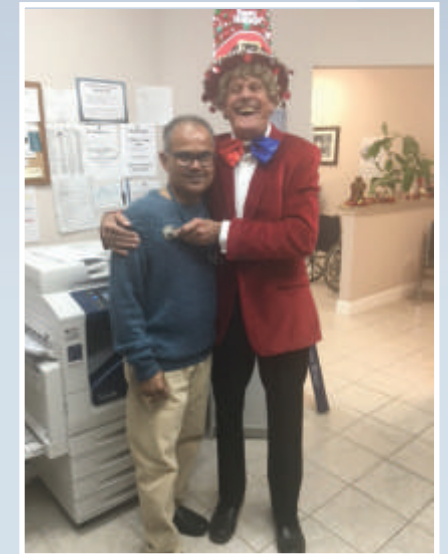
We appreciate the nominations every month.

More Holiday Fun!

Patient Burnis Oliver visited Dr. Sheth's Office with plenty of Holiday Cheer!



Pictured L to R: Aileen Walker, Burnis Oliver, Toni Baines-Pallotta and Nancy Tucker



Pictured L to R: Dr. Jatin Sheth & Burnis Oliver



Joan Weaving

FINDING MAYNARD CONTEST

CONGRATULATIONS to our West Coast winners, Joan Weaving and Lorianna Crego, for being the first to find Maynard in the last edition of our newsletter. They each responded exactly at 8:00 am!

Be the first to find Maynard hidden within this edition of our newsletter and win an exciting prize compliments of our Compliance Department.

INSTRUCTIONS: Circle Maynard's picture, scan and email it to lcahill@ahcpllc.net.

SPECIAL NOTES: Maynard pictured in his wedding announcement, on trophies, on prize photos or on Health Fair displays/photos do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the earliest you may submit your entry is January 27th at 8:00 a.m.

One final request, please search for Maynard individually vs. a joint effort so that we may be fair in rewarding one person on each coast a prize. Thank you for your understanding.



Lorianna Crego

Word Jumble ANSWER KEY:

- RESOLUTIONS
- EAT HEALTHY
- GET ORGANIZED
- PAMPER YOURSELF
- LOSE WEIGHT
- FAMILY TIME

SECRET MESSAGE: Happy New Year!

W!OW Winners!

CONGRATULATIONS to our May through December **W!OW Winners!**

Yolanda Brown-Harris (Team Lead, Dr. V's office) Yolanda sends her monthly inventory, new Cap patients and the Quarterly Cap patients seen spreadsheets early 99.9% of the time. They are very time consuming and she never fails....always completed, accurate and easy to understand. Dr. V's office moved in May and was short staffed, yet despite this Yolanda had everything in before the deadline, and she has an awesome positive attitude!!

Rachael Talien (Referrals Coordinator) Rachael processes our STAT and surgery referrals, some days receiving double the amount of referrals to process than her co-workers. Rachael never complains, is always willing to work additional hours if needed, and her work is always impeccable!

Danyeil Schepper (MA, Drs. Hartzell/Saba's office) Danyeil takes on many tasks and she completes them in a timely manner. Whenever something needs to get done, she is the first one to volunteer! She is admired for her passion to work hard and when things get tough, she puts a smile on her face and moves forward.

Jaclyn Altieri & Doreen Wyatt (Medical Records) Jaclyn & Doreen are very much WOW star players! They jumped in as a team to help with a very big compliance project, putting in many extra hours that were needed. They are always professional and go the extra mile! We can't say enough good things about both of them! Thank you both for everything you do for our company!

Bethann Hunt (Team Lead, Dr. Pulsipher's office) Bethann has proven herself to be a valuable asset to Access Health Care, my office, as well as other offices/departments. She is dedicated to the success of our company and the well-being of our patients. She performs her assigned duties in a truly outstanding manner, and she works diligently to assist others succeed in their endeavors. She is furthering her education to benefit our company and she volunteers outside the office. Bethann is truly deserving of this award!

Dewayne Fleming (I.T.) With all the work Dewayne has to do, he still does it with a smile and never gets upset. He gives it his all and if he can't help, he makes sure to locate the right person who can! Before he leaves an office, he makes sure that the doctors are all taken care of every time! I admire him as does our staff as he is always a true professional. Keep up the great work, Dewayne!

Marlo Allen (HR Assistant) Marlo is a giant help to everyone in our department! When given a task she finishes and you never need to follow up with her. She really gives her all to any project given to her and is always happy to help. Her customer service skills go above & beyond for all who speak with her. She is a real joy to work with and we are happy to have her!

Yarelys Rodriguez (Quality) On July 1st, Dr. B. Joseph had scheduled a mobile eye exam for his diabetes members. Due to an unexpected event with our staff, on short notice, Yarelys rearranged her schedule to assist in facilitating the event in making sure the patients were checked in, seen by the optometrist and verifying that any outstanding HEDIS measures were completed. She delegated the office staff in making sure the entire event went smoothly with no issues. It was a big success and we received positive feedback from our eye vendor. Great job, Yarelys!

Theresa Lombardo (Front Office, Drs. Singh & Scunziano office) I admire Terry's willingness to help! She never hesitates to grab a chart, fax something or help another person. Her heart is always in the right place and I am especially happy she is with us at the front desk.

Kandi Pace (Team Lead, Drs. Torres & Diaz office, Beverly Hills) Kandi is an outstanding worker! She is one of the best workers/team leads I have ever worked with/for! She is always on point with her day to day duties as well as being there personally

for our team members when needed. Everyone goes to her because we know we can trust her to get done what needs to be done. She is always ready to go when patients are here and keeps the office flow moving.

Maria DeJesus (Front Office, Sanders Walk-In Clinic) Maria has been with us about a year now and she is the most pleasant, kind, patient and helpful person to all our walk-in patients. She always has a smile on her face and makes everyone feel at ease. She is so organized, neat, clean and helpful, and all our scanning is always up to date! We are grateful to have her!

Olgamarie Chamorro (MA/FO, Main Plaza) Olga has been trained in several facilities in the plaza. No matter where she is asked to go, she's always willing to help! Olga is sure to make everything she touches turn to gold; she is organized, knowledgeable, and she is always happy! She is our ray of sunshine and we are truly thankful for her!

Yolanda Thomas (Front Office, Dr. Sheth's office) Yolanda went above & beyond by assisting a co-worker out on emergency leave. She jumped right in with helping patients in the lab, all while continuing to do her duties at the front desk. Because of Yolanda's actions, the lab draw station continued to run smoothly. Her actions are very much appreciated by the Operations department!

Tammy Wyzkowski (CT Tech, Summit Imaging) Tammy is being nominated for her outstanding patient care! While working an over booked CT scan schedule, she manages to never lose site of patient care. In her short time with us, she has achieved the greatest amount of patient compliments on a daily basis! Tammy has greatly improved the atmosphere in CT scanning and throughout all departments in our office. Tammy is a joy to work with!

Joan Weaving (Assistant, Quality Dept.) Joan is an essential part of the Quality team! She consistently goes above & beyond – not just in her job, but for all those around her! She always makes the effort no matter how she is feeling to be sure everyone around her is taken care of and happy! Joan does the right thing, even when no one is looking, and she sets a great example for all of us. She looks out for us like family and she deserves to be recognized for everything she does.

Merrie Brott (MA, Dr. Laman's office) Merrie is such a hard worker! She comes to work every day with a smile on her face and brightens everyone's day. She is always willing to help other staff members, even if it means staying late. Merrie does not stop until the job is completely done, even if it's not her job! She has been a great addition to our team and she makes every day a pleasure!

Nancy Tucker (Medical Records Clerk, Dr. Sheth's office) Working with Nancy the last two years has been a delight. She has always completed medical records in an efficient and timely manner. Nancy is always ready to jump in any position when needed....check in, check out, HEDIS, GAP and always has a smile on her face. She does not make you feel afraid to ask for help. She has been an asset to our office.

Shelley Brown (Case Management) Shelley is an amazing Case Manager! No matter how tough a case is, she is able to work her magic and succeed. She has had 3 particular cases that truly show what an amazing Case Manager she is by going out of her way, using her knowledge of community resources, being persistent yet kind to all her patients. Her cases sometimes require a lot of time, patience and research, and she never complains. She should be recognized for her commitment to Access and our patients.

Tina Shuster (Team Lead, Drs. Chari & Williams office) I would like

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Access Health Care's Funded Foundation Organizes Blood Donation Camp and Ayurvedic and Homeopathic Dispensary in Jaipur, India

Auroveda Integral Foundation in Jaipur, India, has organized a blood donation camp on December 3. During the camp, youths donated 120 units of blood to be used *cost-free* in accidental, catastrophic, and other medical cases.

Due to the tremendous success of this camp, the foundation has proposed to organize additional camps monthly. The next camp is being scheduled for the first week of January, under the direction of social worker, Mr. Mahendra Gehlot.

Auroveda Integral Foundation is a sister foundation of Auroveda Foundation in the north Suncoast area. It is funded by Access Health Care as well as global outreach by the local Auroveda Foundation.

Auroveda Integral Foundation has also established a holistic healing center in Jaipur. Pariksinh Singh, MD, has consented to contributing and providing health guidance to enable the foundation to set up and implement centers.

The foundation will begin an Ayurvedic and homeopathic dispensary to provide cost-free treatment on the AYUSH pattern in Jaipur. AYUSH is an acronym that is used to refer to the non-allopathic medical system in India. It includes the Indian medical system of Ayurveda, yoga, unani, siddha, and homeopathy. In the current terminology of the Ministry of Health in India, non-allopathic doctors are now referred to AYUSH (meaning "life" in Sanskrit) doctors.

Ayurvedic medicine (also called Ayurveda) is one of the world's oldest medical systems. It originated in India more than 3,000 years ago and remains one of the country's traditional healthcare systems. Its concepts about health and disease promote the use of herbal compounds, special diets, and other unique health practices.

Attempts are being made to establish other facilities such as yoga, physiotherapy, acupuncture, etc., on the AYUSH pattern. **Consultation and medicine will be provided cost-free to all patients.** The dispensary will cater to poor patients living in a nearby slum area called Sanjay Nagar.



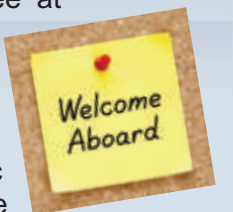
Donor giving blood at blood camp.

Please Welcome – Jeannine A. Lovell, MS CCC/SLP



Jeannine A. Lovell is our new Speech Language Pathologist. Jeannine received her Bachelor's degree at Hofstra University and her Master's degree at Adelphi University, both on Long Island. She has been working as a Speech Pathologist for 23 years.

Jeannine has worked at Watson Clinic and Lakeland Regional Medical Center, in Lakeland, FL, as well as Faxton Hospital in Utica, NY. She has experience with neonates through the geriatric population. In addition, Jeannine has worked with patients who have ALS, MS, MG, Traumatic Brain Injuries, Accent Reduction, Parkinson's, and Pseudo Bulbar Palsy. She enjoys helping patients and looks forward to being part of Access Health Care. Her office is located at 5362B Spring Hill Dr., Spring Hill, FL 34606



PATIENT PRAISE:



Billing and Coding Office

- I wanted to take a moment to let you know what a valuable asset you have working in your billing office. I have spoken with Randi Miller on several occasions concerning a billing matter and she is not only professional and polite but has just the right amount of personable style to make each exchange with her a pleasant experience. She consistently represents your company at the highest level, which reflects so positively on your company as a whole.
- Randi Miller has been such a help with paying my bills and helping me understand what I'm paying for.
- Randi Miller was most pleasant and professional when I called in. She was able to straighten out an issue in a prompt manner. I want to thank her for her kindness. This went a long way when I was not feeling well.

Dr. Dhammika Ekanayake's Office

- I truly love Dr. E and his staff.
- They are very caring and responsive to needs.
- Keep hiring the excellent nurses, assistants, and office staff.
- I think Dr. Ekanayake is the most wonderful doctor I have ever met or been treated by. And his staff, especially Kim Matthies, is wonderful and always handles my concerns and information in a friendly and concerned manner.

Dr. Miguel Fana's Office

- Thank you so much Dr. Fana for all you do for us! We appreciate you. Thanks to all your co-workers as well.

Dr. Javier Gonzalez's Office

- All very well, in my opinion, of Dr. Javier Gonzalez.
- I am happy with my doctor and his staff and I have no complaints.

Drs. Robert Hartzell, Anil Bhatia and Rashid Saba's Office

- Dr. Hartzell is excellent!
- Everyone was fantastic!
- Excellent employees. Mostly Greg Sylvia, PA-C. Greg is more than a doctor. He tries to answer every question.
- Always feel needs and concerns are met as well as problems addressed.
- The nurses and the staff work so hard and are so kind!!! I appreciate you Dr. Saba and Greg as well.
- I've been coming here now for a couple of years and the staff here is the most very friendliest ever and Dr. Saba took care of my dad as well as me. Now I see Greg and he is absolutely very compassionate and concerned. I'm very pleased that I chose this family of doctors and staff, so very pleased, and you all work so very hard. I know, I see.

- We have been patients for years and Dr. Hartzell is an excellent physician and he really cares. I am an RN and I appreciate everything he's done for myself and my husband. Another person that stands out and gets things done is Lisa Pritchard. We can always count on her.

Dr. Elizabeth Hatz's Office

- We just wanted you to know that since my wife and I switched to Freedom Health, we found Dr. Hatz - the doctor we have been looking for. She is very thorough, kind and caring. We have never had such a wonderful doctor since we have been living in Florida. She spends as much time with us as needed and she is so knowledgeable. Thank you to Access and to Dr. Hatz.

Dr. Raghu Juvvadi's Office

- My husband and I were so impressed with Dr. Juvvadi. I just can't say enough good things about him. He was absolutely marvelous - a very caring and knowledgeable doctor!

Dr. Jennifer Laman's Office

- I am a very pleased, happy, content and confident patient of Dr. Jennifer Laman. Her nursing staff is outstanding. Kudos to Ailen Busek, Dr. Laman and her staff.
- I actually look forward to going to the doctor's office! From Joanna, Dr. Laman and all the girls, they are top notch - top of the line! We should have more doctors and doctor's staff that are just like they are!

Medical Records Office

- I sent a letter to Tracy Coburn and everything went without a hitch! She is wonderful! Also, Melody Ludwick called to tell me that the records have been sent. Boy, they made me feel so good and also Shelley Brown, the case manager. These 3 women are an excellent asset to your doctor's office. I just need to thank you from the bottom of my heart!
- Melody is a great person, pleasant to work with, and she went out of her way to benefit my husband and I in accessing our records! Great compliments to her and your organization for having someone with such a great attitude and willingness to help others.

Dr. Lakshmi Menezes' Office

- I have been with Dr. Menezes for 13 years and they have been amazing. She's a wonderful doctor and her staff is excellent. They treat me with the utmost respect and we always had a few laughs.

Dr. Michael Reynolds' Office (Deltona)

- Thank you!!!
- These people can't be beat. Love them!
- Dr. Reynolds - Great! Recommend him every chance I get!

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ACCESS HEALTH CARE PHYSICIANS, LLC IS PLEASED TO ANNOUNCE THE 2016/2017 SCHEDULE FOR DR. MARIA SCUNZIANO-SINGH'S LECTURE SERIES

WHEN: 5:15 PM TO 7:00 PM

WHERE: 5350 SPRING HILL DRIVE

QUESTIONS: PLEASE CALL (352) 688-8116, EXT. 4344

WHO SHOULD ATTEND: ALL WELCOME!



- SEPTEMBER 22:** WHY WEIGHT? THE PROBLEM ONLY GETS BIGGER. LET'S LOSE IT NOW.
- OCTOBER 20:** THE POWER OF CHANGE. HOW TO LEAD A MORE FULFILLING LIFE IN AN UNCOMPLICATED WAY
- NOVEMBER 17:** WHY ARE YOU NOT SLEEPING? TAKING THE MYSTERY OUT OF INSOMNIA AND GETTING TO SLEEP MINUS THE MEDS
- DECEMBER 15:** ADDICTIONS: FOOD, ALCOHOL, SMOKE, MONEY, COMPUTERS & MORE. WHY ARE THEY CONTROLLING YOU AND HOW TO FREE YOURSELF OF THEM
- JANUARY 26:** APPRECIATING YOU. CELEBRATION OF YOUR LIFE- SEE WHAT YOU HAVE BEEN MISSING
- FEBRUARY 23:** ARTHRITIS AND WHAT YOU NEED TO KNOW TO PREVENT AND MAKE IT BETTER
- MARCH 30:** A CAREGIVER NEEDS HELP. TRYING TO MAKE A LIFE FOR YOURSELF WHILE HELPING YOUR LOVED ONE AND OTHERS
- APRIL 20:** BECOME A CHILD AGAIN. REAWAKENING THE CHILD IN YOU PAINLESSLY AND HAPPILY
- MAY 18:** ARE YOU ACCIDENT PRONE? HOW TO AVOID FALLS, CRASHES AND OTHER CATASTROPHES
- JUNE 15:** GUT FEELING - GUT FITNESS. GETTING TO THE CORE OF WHAT IS HURTING YOU AND WHAT YOU NEED TO DO TO GET BETTER

ACCESS HEALTH CARE PHYSICIANS NUTRITION SERVICES IS PLEASED TO ANNOUNCE A NEW FREE LECTURE SERIES 2017 NUTRITION EDUCATION



PRESENTED BY: Robin O'Rourke, RDN, LDN
WHERE: 5382 Spring Hill Drive, Spring Hill, FL 34606
WHEN: 2:00 PM - 3:00 PM

January 24 th Making Better Choices	May 23 rd Food Borne Illness
February 21 st Carbs are NOT the Enemy	September 19 th What is Fat?
March 21 st Salt and You	October 24 th Healthy Recipe Alternatives
April 18 th It's All About Portion Size	November 21 st Holiday Eating

OPEN TO THE COMMUNITY!
RSVP TO (352) 200-2190

ACCESS HEALTH CARE PHYSICIANS Diabetic Teaching & Support 2016-2017

Presented By: Verna Pedersen Runyan, ARNP-C, CDE



FREE TO ALL IN THE COMMUNITY!!!!

When and Where: 1:00 pm @ 5382 Spring Hill Drive
Who Should Attend: Anyone diagnosed with diabetes or prediabetes, as well as those wishing to be educated in how to avoid being diagnosed with either. Family members are also encouraged to attend!

October 10 th Diabetes 101 <small>Meds/Test Times/Know your #'s</small>	February 6 th Over coming strategies-Barriers to Success
November 7 th Carb Counting	March 6 th Diabetes and your Heart
December 5 th Good Carbs vs. Bad Carbs	April 10 th Risk Management
January 9 th Weight Loss Exercise	May 15 th Diabetes and REAL life

Questions: Please call (352) 597-7249

Compliance Kudos

Please join us in congratulating our **2016 Quarter 2 Highest Scoring Regulatory Audit Winners!**



Primary Care Office - Congrats to **Drs. Veselin Stoyanov, David Herndon, and Steven Willis and their team** for achieving the highest score of **98.9%**!



Specialist Office - Congrats to **Dr. Qahtan Abdulfattah and his team** for achieving the highest score of **98.8%**!

In addition to housing the roving trophy over the next quarter, these teams will be treated to lunch courtesy of AHCP!

Will **YOUR** office be the next winner?!?



Please join us in congratulating our **2016 Quarter 3 Highest Scoring Regulatory Audit Winners!**



Primary Care Office - Congrats to **Dr. Danish Siddiq and his team** for achieving the highest score of **98.8%**!



Specialist Office - Congrats to **Drs. Kevin Palmer and Mallik Piduru and their team** for achieving the highest score of **98.2%**!

In addition to housing the roving trophy over the next quarter, these teams will be treated to lunch courtesy of AHCP!

Will **YOUR** office be the next winner?!?

NEWS FLASH!

HOT NEWS!

Advanced Cancer Treatment Centers

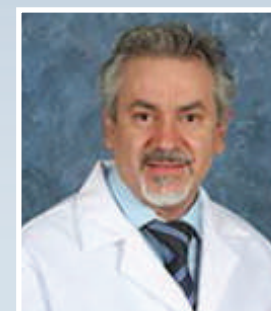
Please join us in extending a warm welcome to Drs. Richard Caradonna, Fadi Nahkl, and V. Rao Emandi, Elizabeth Morgan, ARNP, and their respective teams! Access Health Care has established Advanced Cancer Treatment Centers which perform medical oncology and hematology services at 11373 Cortez Boulevard, Suite 200, Brooksville, and radiation oncology services at 14535 Cortez Boulevard, Brooksville. Access is proud to add these specialist services to our community!



Dr. Richard Caradonna



Dr. V. Rao Emandi



Dr. Fadi Nahkl



Elizabeth Morgan, ARNP



Access Health Care Announces the Development of Its Own Comprehensive Utilization Management Software Program

Access Health Care announced that its utilization management team, in collaboration with its information technology team, have developed a comprehensive utilization management software program *Calypso Care*.

Calypso Care, differentiates itself from others in that it was developed by a team of nurses and physicians - who actively practice in the care of patients and who are experienced in health plans - along with IT engineers. "The single biggest difference in the Access program is that the program is member and provider centric with all key utilization management, quality and health plan requirements embedded within the workflows," said Barbara Joy, RN, CRRN, CCM, Director of Care Management. "The program is designed to seamlessly integrate with all care management processes in the near future, which is a big bonus for patients," she added.



Members of the comprehensive utilization management software program project pose in their Access shirts. The program took 9 months to develop with numerous clinical staff supported by 40 IT engineers and is now in operation.

NEWS FLASH!



News Around the Office

Cindy Smith's Son and Daughter-in-Law, Nicholas Ryan Smith and Morgen Smith, are proud parents

of two beautiful boys! Caleb Ryan Smith and Cooper Ryan Smith were born on October 20, 2016. They are healthy Identical Twins and they have a very proud and happy Grandma (Glam-ma) Cindy!

Brittany and Zane Sikes are proud parents to Emory Rose born on December 2nd, 2016. Emory was born at Oak Hill Hospital and weighs 8 lbs. and is 20 inches long. Her big sister Kiersten also loves her little baby sister!



First Art Contest Winner for Ages 7 – 10

Pictured: Jewelia Libenson, Age 8, with her prize of Acrylic Paints and Brushes to create more lovely art work!

Coding Department Contest Winners

Coding Department Production Contest winners (in order of score) were as follows:

1. Capri Ritch
2. Mary Coole
3. Debbie Brouse
4. June Davis
5. Givenchy Costar



Coding Production Winners
L to R: Capri Ritch, Mary Coole

Top two winners, Capri Ritch and Mary Coole each received a gift card as well. Great job everyone! Keep up the good work!

Congratulations! New Certifications Worth Cheering for:

Congratulations to the following employees who earned their CRC, CPC, CPMA, CPCO or CPC-A certification! (CPC-A is given to those who pass the exam, but have under two years of experience in coding. After two years, the "A" is dropped from their certification)

Compliance Department

Congratulations to:

- Julie Erickson, CRC
- Andrea Moore, CPMA, CRC
- Ernesto Nunez, CRC, CPCO

Billing and Coding Department

Congratulations to:

- Shayna Gianakas, CPC-A
- June Davis, CPC
- Dawn Hermann, CPC-A
- Kellie Legg, CPC-A
- Sarah Nelson, CRC
- Angela Nutile, CPC
- Kameisha Oliver, CPC
- Jennifer Peters, CPC-A
- Faye Torres, CPC-A
- Sheilene Simon, CRC
- Julie Sullivan, CPC-A



Operations Department

Congratulations to:

- Carlos Arias, CPCO

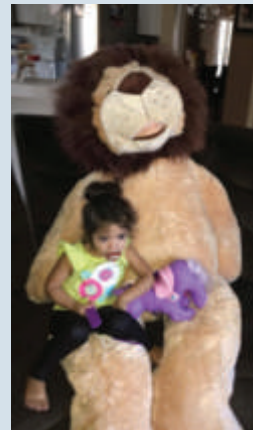
Quality Department

Congratulations to:

- Candido Otero Arcis, CPC-A
- Rosalba Alfonso Mendoza, CPC-A

ACES Thank You

Christine Headen (Referrals Coordinator) was the lucky winner of this, in her words, "humungous stuffed lion." She was excited to win this prize to give to her granddaughter, Xiaa, for Christmas. Christine said that Xiaa was a little scared of the lion at first because he was so big, but now she is playing with him, talking to him and even putting makeup on him.



Christine Headen's granddaughter Xiaa

Reaching Out to Those in Need...



Thanksgiving Food Drive
November 4th - November 30th
We had an amazing response in our efforts to collect canned and nonperishable food to help families right here in our community!



Thank you for all your ongoing support! We couldn't have done it without you.



Halloween at 3480 Deltona
1st n 2nd place
L to R:
Jennifer Peters
and Shayna Gianakas



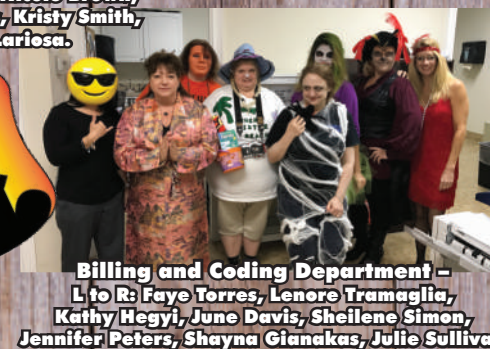
Halloween at
L to R: Tiana Rubiani,
Diane Dearing, Nicole Brown,
Tiffany Williams, Kristy Smith,
Meriam Lariosa.



Halloween at
Advanced Cancer Treatment Center



HR Department -
Pictured L to R: Dina Good,
Gail Lasser, Kelly McEathron



Billing and Coding Department -
L to R: Faye Torres, Lenore Tramaglia,
Kathy Hegyi, June Davis, Sheilene Simon,
Jennifer Peters, Shayna Gianakas, Julie Sullivan



Operations Department -
L to R: Lorianne Crego,
Jeanine Martin, Julie Fish, John Luna

Halloween Fun at 14690 Spring Hill Dr.

Compliance
Department -
L to R: Amy Bennett,
Ashley Lutz,
Andrea Moore,
Juan Triana,
Julie Erickson,
Beth Umstead



Care Coordination Department -
L to R: Angel Rodriguez, Latera Gentry, Amanda Robles, Ashley Lewis,
Yaritza Soto, Giselle Gomez, Susan Berg, Brianna Olsen, Ashley Seeman

Holiday Door Decorations

at 14690 Spring Hill Drive



Billing/PCMH/Referrals



Human Resources



Dr. Danish Siddiq's Office



Compliance



Operations



Care Coordination



Rose Fiore led the collection for Angel Tree of Pasco County, a non-profit organization that distributes Christmas presents for children in foster care and children awaiting adoption. Rose has organized this effort at Access for the past four years. This is one of the many charitable collections that Rose will go out of her way to make sure everyone knows about. She encourages others to participate and makes sure all of the kids on our tree are taken care of.



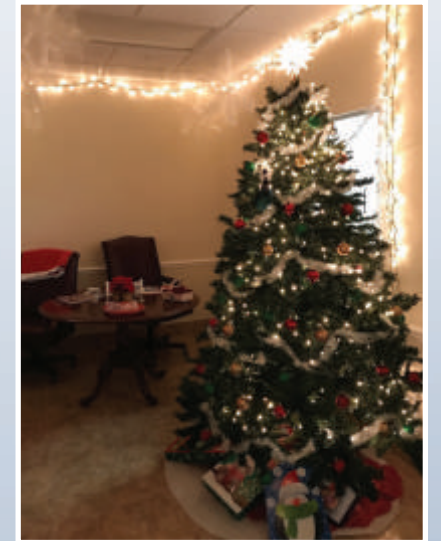
Provider Holiday Fruit Baskets



More Holiday Decorations

at 14690 Spring Hill Dr.

Compliance Department



Care Coordination Department

