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MORE ABOUT ME

If money and location were no object, what would your perfect day involve?

A full day of hiking and wrapping up the day by sitting near a campfire at my favorite camping spot with my family.

If you could go back to witness one historical event, what would it be?

I'd love to go back and watch Neil Armstrong take the first step on the Moon in 1969.

Which TV show or movie can you watch over and over and never get bored of?

One of my favorite movies is Good Will Hunting. It is probably the movie I've seen the most and happened to be on the other day – still a great film.

The house is on fire and every person and animal is out safely – which item would you dash back in to save?

As long as my family and dog are out safely, I'm good!

Asked & Answered

THE SECRET SAUCE OF COMPLIANCE

What is your secret sauce for compliance?

First, I like to collaborate with our team to ensure we understand the priorities of our business partners and find ways to help them achieve their goals and serve our patients. Second, I want all team members to feel comfortable raising their hand if they have a concern. Building these relationships and earning trust throughout the organization helps enhance the compliance culture.

How do you “sell” compliance to other leaders?

I think it comes down to earning the trust of leaders and building those relationships when the seas are calm. I really enjoy spending time visiting our clinics so I can learn from our clinic leadership and staff, watch how the clinic cares for our patients and provide in-person feedback to any compliance questions.

If the seas ever get rocky, they feel comfortable reaching out to our team for support. In my experience, these clinic visits have a direct correlation with engagement on our compliance initiatives throughout the year.

Why did you decide that a career in compliance was right for you?

A career in compliance was not my first choice after college. I initially studied Agribusiness at Ohio State University and I like to joke that I wanted to own and manage a farm after college.

Although that didn't happen (maybe someday), I did get great exposure early in my career working on fraud investigations at a CMS Zone Program Integrity Contractor. I was hooked as I loved building the investigation and using data analytics to pinpoint questionable billing activity. This early role opened additional doors in compliance, and I've never looked back.

What is one key area of focus for compliance in 2023?

We want to reduce risk and drive a proactive approach to compliance by enhancing the use of data analytics in our program. We capture so much data as an organization and we are using this data to help drive compliance audits in areas such as Coding/Billing, Risk Adjustment, Value Based Care and Reimbursement. We are also using data, trends and metrics in the development of new Divisional Scorecards for our Divisional Leadership and Compliance Committee.

To what extent is it the compliance leader's responsibility to oversee ESG at their company?

I don't think it is absolutely necessary for a compliance leader to oversee ESG at their company, but I do think it is a valuable option due to our relationships across the organization. I've really enjoyed the opportunity to support ESG efforts over this past year. This included collaboration with our Diversity, Equity and Inclusion team and gathering key data from all ESG efforts across multiple departments within the organization.

We were able to leverage this data to develop a consolidated ESG report for our Board of Directors. We are also completing an updated Carbon Baseline Assessment in 2023 which will help us continue to reduce our carbon footprint.

What is the best advice you ever received on how to run a compliance program?

I've had the opportunity to work with great leaders in my career and one constant theme is the importance of communicating early and often. For example, we all have major compliance initiatives we launch throughout the year – specifically the high priority tasks on our Annual Compliance Work Plans. Many of these initiatives will impact the organization, and it is important to communicate and get buy-in from leadership so they can help support a successful rollout. It also holds the compliance team accountable and ensures everyone is aligned.

What makes a successful compliance leader?

The strongest compliance leaders excel in the three following areas. First, they have the ability to remain calm and steady in stressful situations. Second, they spend time listening to both their team and people they interact with every day. Lastly, they have fun. We all face intense days with challenging tasks, but it's important to celebrate your wins and keep a fun environment with your team.

Compliance jobs often come with a high degree of stress – what is something practical you do to maintain a feeling of control?

I really like to keep a positive attitude. I am so grateful to work with such a great team and have the support of my leadership team and Board of Directors. I've also have my wife and two kids at home that provide so much support and keep me grounded. This support system is critical and helps keep a smile on my face.

THE RESULTS

On LinkedIn, we asked...

How does your 2023 compensation cycle look so far?

On pause	45%
Proceeding as planned	44%
Higher than expectations	11%

LOOKING TO FILL A COMPLIANCE JOB OR LOOKING FOR ONE YOURSELF?

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