



# A Review of the University of Mississippi Medical Center's TEAM Clinic



Joint Legislative Committee on Performance  
Evaluation and Expenditure Review

Issue Brief #686  
May 9, 2023

# PEER Committee

Jerry Turner, Chair  
Charles Younger, Vice-Chair  
Sollie Norwood, Secretary

## Senators:

Kevin Blackwell  
Lydia Chassaniol  
Dean Kirby  
Chad McMahan  
John Polk

## Representatives:

Richard Bennett  
Cedric Burnett  
Carolyn Crawford  
Becky Currie  
Timmy Ladner  
Percy Watson

## Executive Director:

James F. (Ted) Booth

## About PEER:

The Mississippi Legislature created the Joint Legislative Committee on Performance Evaluation and Expenditure Review (PEER Committee) by statute in 1973. A joint committee, the PEER Committee is composed of seven members of the House of Representatives appointed by the Speaker of the House and seven members of the Senate appointed by the Lieutenant Governor. Appointments are made for four-year terms, with one Senator and one Representative appointed from each of the U.S. Congressional Districts and three at-large members appointed from each house. Committee officers are elected by the membership, with officers alternating annually between the two houses. All Committee actions by statute require a majority vote of four Representatives and four Senators voting in the affirmative.

Mississippi's constitution gives the Legislature broad power to conduct examinations and investigations. PEER is authorized by law to review any public entity, including contractors supported in whole or in part by public funds, and to address any issues that may require legislative action. PEER has statutory access to all state and local records and has subpoena power to compel testimony or the production of documents.

PEER provides a variety of services to the Legislature, including program evaluations, economy and efficiency reviews, financial audits, limited scope evaluations, fiscal notes, and other governmental research and assistance. The Committee identifies inefficiency or ineffectiveness or a failure to accomplish legislative objectives, and makes recommendations for redefinition, redirection, redistribution and/or restructuring of Mississippi government. As directed by and subject to the prior approval of the PEER Committee, the Committee's professional staff executes audit and evaluation projects obtaining information and developing options for consideration by the Committee. The PEER Committee releases reports to the Legislature, Governor, Lieutenant Governor, the agency examined, and the general public.

The Committee assigns top priority to written requests from individual legislators and legislative committees. The Committee also considers PEER staff proposals and written requests from state officials and others.

## What is the purpose of the issue brief?

The purpose of this issue brief is to provide policymakers with an overview of the operations of, services provided by, and the funding for the University of Mississippi Medical Center's (UMMC) TEAM Clinic. The TEAM Clinic serves as the clinical arm of UMMC's Center for Gender and

**TEAM** is an acronym for Trustworthy, Evidence-based, Affirming, and Multidisciplinary.

**LGBTQ** stands for lesbian, gay, bisexual, transgender, and queer.

Sexual Minority Health, which seeks to improve the health and well-being of the LGBTQ population in Mississippi through clinical practice, research, education, and community outreach. In addition, this issue brief provides a summary of legislation passed by the Mississippi Legislature during its 2023 Regular Session which prohibits transgender procedures (e.g., surgical procedures, puberty blockers) for anyone less than 18 years of age, by a healthcare provider in the state.

The PEER Committee conducted this review pursuant to the authority granted by MISS. CODE ANN. § 5-3-51 (1972) et seq.

## Why did UMMC open the TEAM Clinic?

In July 2015, UMMC's Department of Psychiatry and Human Behavior began staffing an LGBTQ specialty clinic to offer mental health services, such as psychiatric care and psychotherapy, specifically to Mississippi's LGBTQ population. According to UMMC staff, through patients served by the Department of Psychiatry and Human Behavior's mental health clinic, UMMC identified a need in the state to open a primary care clinic to serve members of the LGBTQ community and to help train UMMC staff and students on providing inclusive, gender-affirming care in the state. Once UMMC identified the need, staff met to determine what types of services were needed in order for UMMC to better serve LGBTQ individuals living in Mississippi. In these meetings, staff decided that the best approach would be to open a multi-disciplinary clinic that would offer a welcoming environment for all patients.

In preparation of opening this type of clinic, UMMC staff used a portion of a grant from the Women's Foundation of Mississippi to visit and observe institutions providing services to the LGBTQ population. Specifically, UMMC staff visited and learned from staff of the Fenway Institute located in Boston, Massachusetts. UMMC's Center for Gender and Sexual Minority Health and the TEAM Clinic are modeled after the Institute.

The Women's Foundation of Mississippi provided \$39,702 in grant funding to UMMC.

The Fenway Institute, launched by Fenway Health in 2001, is an interdisciplinary center for research, training, education, and policy development focusing on national and international health issues, especially those related to LGBTQ communities.

According to the Fenway Institute, LGBTQ individuals often experience health disparities (e.g., anxiety, depression, substance abuse) due to societal stigma and discrimination, and have to deal with many barriers to accessing health care, including:

- **limited access:** e.g., trouble with basic access to care due to lack of health insurance;
- **negative experiences:** e.g., discrimination or prejudice from inadequately-trained health care staff when seeking care; and,
- **lack of knowledge:** e.g., providers do not have the knowledge or experience to care for LGBTQ individuals.

The Institute states that creating an affirming and inclusive environment for LGBTQ individuals is key to improving the health, safety, and well-being of this population. Further, best practices state that the key to improving health outcomes for this population is to ensure that all providers and staff are trained to provide inclusive, informed, appropriate, and culturally sensitive care. For example, initial steps for creating an inclusive and welcoming clinical environment include becoming familiar with local resources available for LGBTQ patients (e.g., support groups), providing education and training for support staff and nurses, and learning how to effectively and respectfully communicate with all patients regardless of gender identity.

Best practices state that the initial steps for creating an inclusive and welcoming clinical environment include becoming familiar with local resources available for LGBTQ patients (e.g., support groups), providing education and training for support staff and nurses, and learning how to effectively and respectfully communicate with all patients regardless of gender identity.

### *The Center for Gender and Sexual Minority Health*

To fulfill the need identified by the mental health clinic, in 2019, UMMC created the Center for Gender and Sexual Minority Health. The Center is dedicated to improving the health and well-being of LGBTQ individuals through clinical practice, research, education, and community outreach. While the Center itself does not have a physical location or any full-time staff, it offers resources and tools on its website, and UMMC has five staff available to provide assistance in research, education, mental health, and clinical operations. However, staff only spend a very small portion of their time on these responsibilities, and have additional roles within UMMC, e.g., student counseling and wellness. This issue brief is a targeted review of the operations, services, and funding of UMMC's TEAM Clinic.

The Center's website has links to LGBTQ resources, including crisis and support hotlines.

According to the Director of Clinical Operations, the most important aspects of the Center are to provide training and education to UMMC staff and students and to provide services through the TEAM Clinic.

## How does the TEAM Clinic operate?

UMMC opened the TEAM Clinic in September 2019 to provide holistic and patient-centered health care (e.g., gender-affirmative medicine, primary care) to the LGBTQ community.

The TEAM Clinic is located in UMMC's Riverchase building in Flowood, Mississippi, and shares a clinical office space with two of UMMC's other specialty care clinics, neurology and psychiatry. While these two clinics are open to serve patients five days a week, the TEAM Clinic only sees patients for half a day, in the afternoon (1:30 pm to 4:30 pm), on the first Friday of each month.

The mission of the TEAM Clinic is to ensure that every Mississippian has access to accepting, high-quality, and holistic primary health care, no matter their gender identity or sexual orientation.

The TEAM Clinic does not accept walk-ins. Appointments can be made by doctor referral or self-referral, through the online request portal, email, or by telephone.

According to UMMC staff, when the TEAM Clinic is not open, patients can submit medical questions and request prescription refills through the online portal. However, if they need to see a doctor at any other time during the month, they will need to make an appointment with another UMMC provider or a provider outside of UMMC's network.

### Staffing

UMMC does not have any full-time staff dedicated to the Center for Gender and Sexual Minority Health or the TEAM Clinic on a regular basis. This is due to the fact that it shares space, staff, and expenditures with other UMMC specialty care clinics located in the Riverchase building. All positions are split with no official allocation to the TEAM Clinic. Each month, the TEAM Clinic has approximately 18 support staff helping with clinic operations and patients, including but not limited to:

- medical office assistants responsible for performing a wide variety of office duties (e.g., greeting patients, scheduling appointments);
- certified medical assistants and a nurse responsible for assisting the clinical providers with clinical duties (e.g., recording medical histories and personal information, measuring vital signs);
- laboratory personnel (e.g., phlebotomist, laboratory technician) for collecting blood from patients and preparing samples for testing;
- director and supervisor of clinical operations; and,

According to UMMC, based on the TEAM Clinic operating schedule, support staff could be considered to allocate approximately .025 FTE to the Clinic. This does not include the clinical providers, e.g., physicians, psychologists, pharmacists. This is because they work for the TEAM Clinic on an ad-hoc rotating schedule that varies from month to month.

- counselor responsible for providing mental health services to patients.

In addition to the support staff, the TEAM Clinic has several clinical providers that participate in the TEAM Clinic and provide psychiatry, pharmacy, family medicine, and infectious disease services. Further, any UMMC staff or student can complete a rotation or volunteer in the TEAM Clinic each month, after completing UMMC's training requirements for the Clinic.

### Training Requirements

According to UMMC staff, an important aspect of the TEAM Clinic is to provide training and educate the next generation of providers on delivering a safe and affirming environment for all patients. Therefore, all individuals providing services in the TEAM Clinic are required to complete orientation, which includes modules providing training on but not limited to the following:

- providing culturally competent care (e.g., a training entitled *LGBT Voices: Perspectives on Healthcare*);
- helping patients understand why they are being asked about sexual orientation; and,
- a broad range of clinical encounters (e.g., discussing pronouns).

At the end of orientation, each participant is required to take a fifteen-question quiz on information learned in each module. While there are unlimited attempts on the quiz, each participant must achieve a score of at least 85% before being allowed to work or volunteer in the Clinic.

Each month, 30 minutes prior to the TEAM Clinic opening to patients, the Clinical Director conducts a team huddle. This allows staff working in the Clinic that day to meet, make introductions, ask questions, and discuss any cases and Clinic concerns.

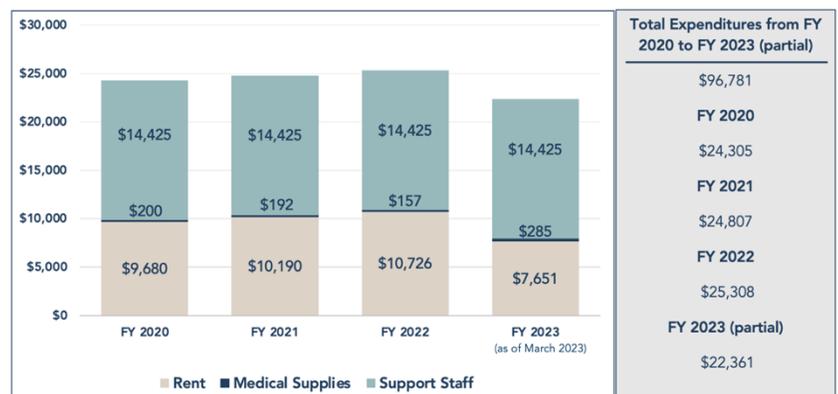
### Expenditures

Exhibit 1 on page 4 provides TEAM Clinic expenditures for each fiscal year by type of expenditure (e.g., rent).

Due to the unique structure of the TEAM Clinic, UMMC calculated all Riverchase clinical operation expenditures and then allocated .025 of the expenditures to the TEAM Clinic for the following costs:

- rent for the clinical space at Riverchase;
- medical supplies (e.g., band-aids); and,
- support staff (e.g., medical office assistants).

Exhibit 1: TEAM Clinic Expenditures for Each Fiscal Year, by Type of Expenditure



Note: These expenditures do not include the cost of the clinical providers within the TEAM Clinic because they operate on an ad-hoc rotating schedule (e.g., one clinical provider may only work in the Clinic every other month or every few months) making it difficult for UMMC to allocate time and estimate total costs for the clinical providers.

SOURCE: PEER analysis of expenditure data provided by UMMC as of March 1, 2023.

UMMC did not include the cost of office supplies in its expenditure allocation for the TEAM Clinic because the costs were less than \$20 each year.

As shown in Exhibit 1 on page 4, from FY 2020 to FY 2023 (partial fiscal year as of March 1, 2023), TEAM Clinic expenditures totaled \$96,781, which is approximately \$25,000 each fiscal year. Each year, the TEAM Clinic’s support staff costs account for approximately 59% of total expenditures for the TEAM Clinic.

PEER notes that the expenditures reported by UMMC are underestimated because UMMC did not include the costs of the clinical providers providing services in the TEAM Clinic each month. This is due to the way in which the providers rotate in and out of the TEAM Clinic and vary each month. UMMC stated that this made it difficult for it to allocate time and estimate total costs for each clinical provider.

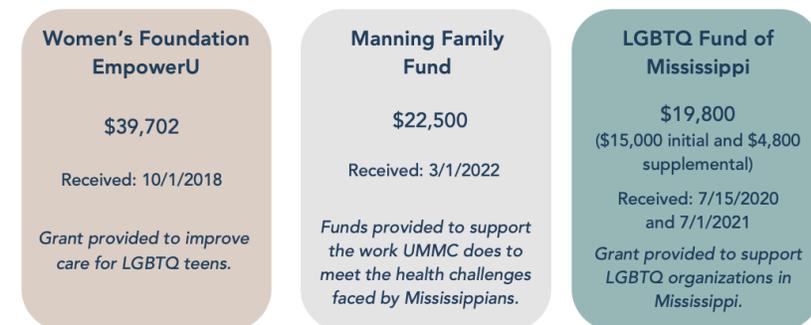
### Funding

TEAM Clinic expenditures are funded by patient revenues generated by UMMC (i.e., insurance, Medicaid, self-pay) and grant funding. From FY 2020 to FY 2023, the Clinic received \$82,002 in grant funding from three sources:

- Women’s Foundation – EmpowerU;
- Manning Family Fund; and,
- LGBTQ Fund of Mississippi.

Refer to Exhibit 2 on page 5 for a list of grants, including amounts, received by UMMC to fund the TEAM Clinic over the last four years. For more information regarding patient revenues, refer to the billing and payment discussion beginning on page 8.

Exhibit 2: Grants Provided to UMMC and Used by the TEAM Clinic



SOURCE: PEER analysis of data provided by UMMC as of March 1, 2023.

While UMMC does receive state appropriations<sup>1</sup> each fiscal year, UMMC staff stated that all state appropriation dollars are used to fund education at the hospital and are not used to fund the TEAM Clinic. The only state funding the TEAM Clinic could receive directly is through Medicaid payments. However, UMMC staff did state that a small

amount of state funding could be attributed to the clinical providers’ time to provide services based on a .025 FTE. While UMMC did not estimate expenditures for each clinical provider, it did provide an example of how state appropriations could be used to pay a small portion of a

<sup>1</sup> During its 2022 Regular Session, the Mississippi Legislature appropriated \$177.2 million to UMMC for FY 2023.

clinical provider’s salary for educational purposes (e.g., in FY 2022, UMMC determined that approximately \$1,215 of state funds were paid to clinical providers that also provided services in the TEAM Clinic).

## What services are provided by the TEAM Clinic?

The TEAM Clinic offers many healthcare services to the LGBTQ community, including but not limited to:

- primary care;
- gender-affirmative medicine, including gender transition services (for more information on these services refer to the discussion on page 8);
- HIV/STD screening and treatment;
- behavioral health services, including therapy and medication management; and,
- surgical referrals for adults.<sup>2</sup>

According to UMMC staff, 66% of patients visiting the TEAM Clinic are provided mental health care and medication management.

The total number of patients (298) in Exhibit 3 could represent a duplicated number of individuals and could be overinflated.

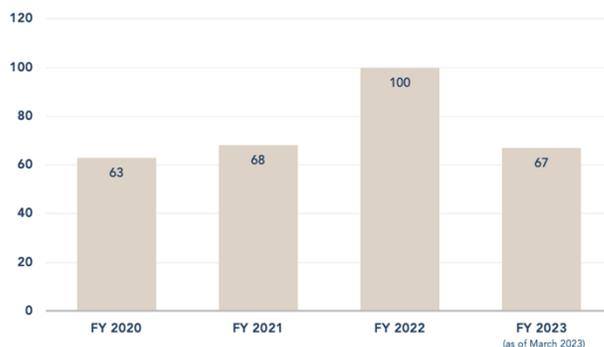
From FY 2020 to FY 2023, the TEAM Clinic served 298 patients, and UMMC billed payors (e.g., insurance, Medicaid, patient) a total amount of \$138,790 for services rendered by providers in the TEAM Clinic.

Exhibit 3 on page 6 provides the total

number of TEAM Clinic patients by fiscal year. As shown in the Exhibit, the TEAM Clinic had the largest number of patients in FY 2022, with 100. Further, FY 2023 represents a partial fiscal year.

PEER notes that in order to ensure confidentiality of patient data, UMMC used a random control number (i.e., patient ID) to identify individuals within each fiscal year. However, PEER notes that patients served in more than one fiscal year were not given the same control number between years. Therefore, the total number of patients served from FY 2020 to FY 2023 could include

Exhibit 3: Total Number of TEAM Clinic Patients by Fiscal Year



Note: The total patient numbers for each fiscal year represent an unduplicated number of individuals. However, a patient seen in FY 2020, may also count as a patient seen in one of the other fiscal years.

SOURCE: PEER analysis of expenditure data provided by UMMC as of March 1, 2023.

<sup>2</sup> While the Clinic does not provide gender transition surgeries to any patients, the Clinic can refer adult patients to the Plastics Department at UMMC. From FY 2020 to FY 2023, UMMC provided gender transition surgeries (e.g., mastectomy) to 31 adult patients and billed payors a total amount of \$242,143 for the surgeries. According to records provided by UMMC, none of these procedure descriptions were for gender reassignment surgeries.

individuals who are counted more than once and could present an overinflated number of patients served by the Clinic.

### Characteristics of Patients Served by the TEAM Clinic

The following list provides characteristics of the 298 patients served by the TEAM Clinic from FY 2020 to FY 2023.

- Age of patients:** When UMMC first opened the TEAM Clinic in 2019, it provided services to adults and minors (i.e., individuals under the age of 18) with the consent of a parent or guardian. However, as of October 7, 2022, it no longer provides any services to minors within the Clinic. According to UMMC, any services that were being provided to minors through the Clinic, such as mental health care, are now a part of the regular care setting provided by UMMC.

As shown in Exhibit 4, Figure A on page 7, from FY 2020 to FY 2023, 78% of patients served by the Clinic were 18 years of age or older, with the majority (46%) being between 18 to 30 years old. During this timeframe, only 22% of patients were minors. In FY 2024, the number of minors served in the Clinic should be zero.

- Gender at the time of services:** UMMC reported patients' gender at the time services were provided. If individuals are in the process of transitioning, his or her gender may be different from one year to the next. As shown in Exhibit 4, Figure B on page 7, 53% of patients were male at the time of service and 47% were female. In FY 2020, the Clinic served 51 male patients (81%) and only 12 female (19%) patients.

## Exhibit 4: Characteristics of TEAM Clinic Patients

Figure A – Age

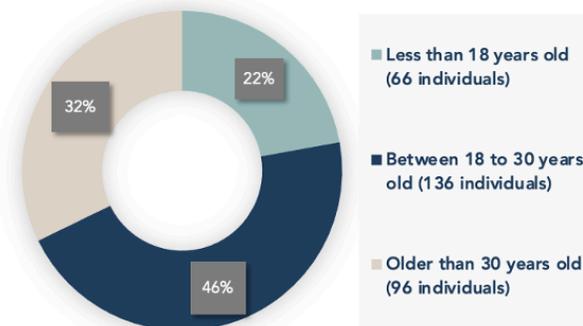


Figure B – Gender

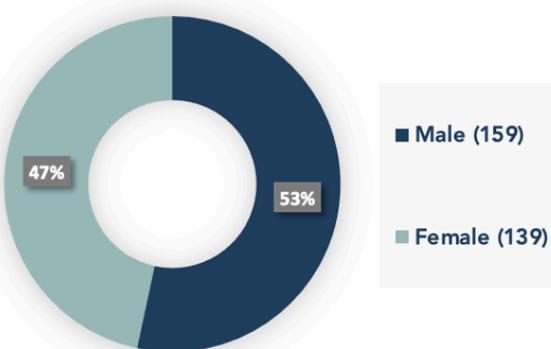
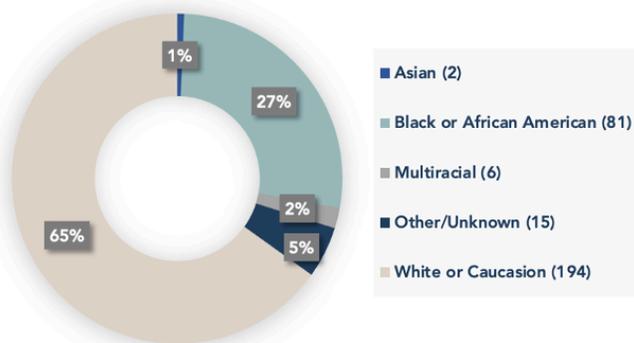


Figure C – Ethnicity



Note: This Exhibit represents total patients from FY 2020 to FY 2023.

SOURCE: PEER analysis of patient data provided by UMMC as of March 1, 2023.

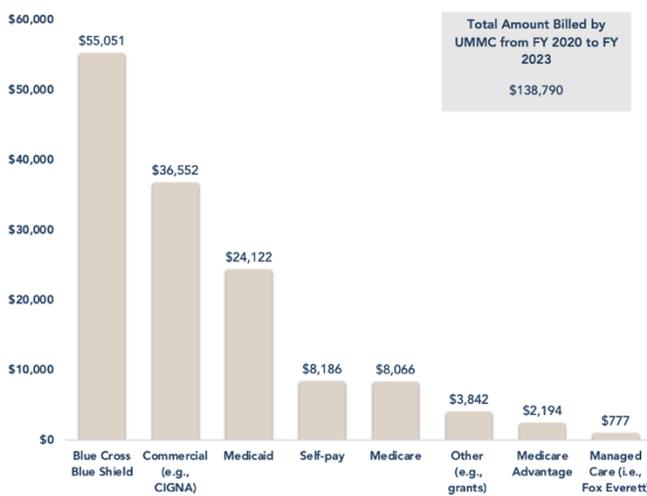
- **Ethnicity of patients:** Exhibit 4, Figure C on page 7 provides the ethnicity recorded by patients during their visits with the TEAM Clinic.

For more information on the characteristics of patients by fiscal year, refer to **Appendix A on page 11**.

### Amounts Billed by UMMC for TEAM Clinic Services

UMMC staff provided the amounts billed by payment source for all services provided by the TEAM Clinic from FY 2020 to FY 2023. The amount billed by UMMC totaled \$138,790 for the

Exhibit 5: Amounts Billed by UMMC for Services Provided by the TEAM Clinic from FY 2020 to FY 2023, by Payment Source



four fiscal years. Exhibit 5 on page 8 provides the total amounts billed by UMMC by payment source from FY 2020 to FY 2023. As shown in the Exhibit, the majority (66%) of the services provided by the TEAM Clinic were billed to Blue Cross Blue Shield (40%) and other commercial insurance providers (e.g., CIGNA) (26%). The next largest amount was billed to Medicaid (17%).

For a list of total amounts billed by UMMC by provider and fiscal year refer to **Appendix B on page 12**.

SOURCE: PEER analysis of patient billing data provided by UMMC as of March 1, 2023.

### Gender Transition Services Provided by the TEAM Clinic

Gender transition services, such as behavioral health and hormone therapy, are provided to

patients by the TEAM Clinic. Gender transition services are provided to patients who have a gender identity disorder/gender dysphoria that is categorized by the International Classification of Diseases (ICD-10). According to ICD-10, a gender disorder with a diagnosis code F64<sup>3</sup> is characterized by a strong and persistent cross-gender identification (e.g., stating a desire to be the other sex, passing as the opposite sex) coupled with persistent discomfort with his or her sex. UMMC reported the following information related to gender transition services provided by the TEAM Clinic from FY 2020 to FY 2023:

- 221 patients received gender transition services through the Clinic, 24% of those patients were considered minors at the time of treatment;
- 99 patients were provided hormone therapy treatment (e.g., testosterone, estrogens); and,
- 59% of the total amount billed by the TEAM Clinic was for gender transition services.

The TEAM Clinic billed \$82,307 for gender transition services.

<sup>3</sup> F64 diagnosis codes include: F64.0 Transsexualism, F64.1 Dual role transvestism, F64.2 Gender Identity disorder of childhood, F64.8 Other gender identity disorders, and F64.9 Gender identity disorder, unspecified.

## What Legislative changes were made to gender transition laws in the state during the 2023 Regular Session?

### *Passage of H.B. 1125*

During its 2023 Regular Session, the Mississippi Legislature enacted H.B. 1125, known as the Regulate Experimental Adolescent Procedures (REAP) Act, to prohibit healthcare professionals in the state of Mississippi from administering gender transition procedures to any persons under the age of 18, or knowingly engaging in conduct that aids or abets the performance or inducement of gender transition procedures to any person under the age of 18.

The REAP Act became effective on February 28, 2023, upon being signed by the Governor.

Pursuant to the newly enacted law, gender transition procedures include any of the following medical or surgical services performed for the purpose of assisting an individual with a gender transition:

- prescribing or administering puberty-blocking drugs (i.e., medications that prevent puberty from happening);
- prescribing or administering cross-sex hormones (i.e., medications that change a person's physical characteristics); or,
- performing gender reassignment surgeries (e.g., surgically altering or removing healthy physical or anatomical characteristics or features to resemble a sex different from the individual's sex).

Gender transition procedures do not include:

- services provided to individuals with a medically verifiable disorder of sex development;
- treatment of any infection, injury, disease, or disorder that has been caused or exacerbated by the performance of gender transition procedures; or,
- male circumcision.

### **Letter from the Executive Director of the Mississippi Division of Medicaid (DOM)**

On February 15, 2023, a few weeks prior to the passage of the REAP Act, the Executive Director of DOM sent a letter to managed healthcare companies that contract with DOM, including Molina Healthcare of Mississippi, Inc., UnitedHealthcare Community and State – Mississippi, and Magnolia Health Plan, regarding the treatment for gender dysphoria in children and adolescents. In the letter, the Director states that DOM has reviewed the Florida Agency for Health Care Administration's (Florida Medicaid) Generally Accepted Professional Medical Standards report related to the treatment of gender dysphoria and concurs with Florida Medicaid's determination that available medical literature provides insufficient evidence that sex reassignment through medical intervention is a safe and effective treatment for gender dysphoria, and agrees that available evidence demonstrates these treatments cause irreversible physical changes and side effects that can affect long-term health. Further, the letter requested input from the organizations on approaches to effectively address any health needs without posing risky side effects or irreversible changes.

Further, the REAP Act:

- considers gender transition services for minors to be outside the applicable standard of care and ultimately unprofessional conduct;
- states that a person shall not knowingly engage in conduct that aids or abets the performance or inducement of gender transition services to minors;
- allows for any health care professional in violation of the Act to have his or her license to practice medicine or provide health care services to be revoked;
- creates a civil claim of action for healthcare professionals violating the Act to be sued with a 30-year statute of limitations; and,
- prohibits insurers or Medicaid from reimbursing families for such procedures.

### *Potential Impact of Services Provided by UMMC through the TEAM Clinic*

As discussed in this issue brief, as of October 7, 2022, the TEAM Clinic no longer provides any services to minors. Therefore, UMMC staff does not believe that the REAP Act will have any impact on the services provided by UMMC through the TEAM Clinic. However, UMMC staff did state that UMMC will be working with its attorneys to determine if clinical providers working in UMMC's regular care setting will be allowed to refer patients to providers outside of the state, or if that would be considered aiding or abetting as provided in the law.

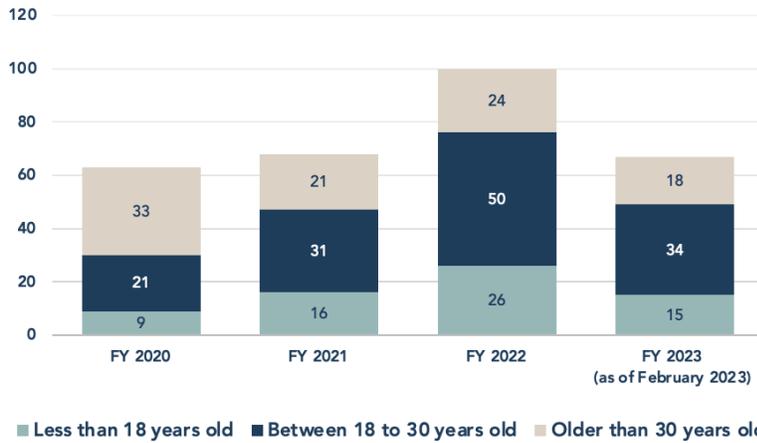
### **Possible Consideration for UMMC**

The TEAM Clinic makes up a very small portion of the services provided by UMMC, serves a limited, targeted number of patients, and has limited hours of operation. UMMC staff stated that the purpose of the TEAM Clinic is not only to provide an inclusive, welcoming environment to patients, but to train and educate current and future healthcare providers on how to better serve the LGBTQ community. Further, best practices state that the key to improving health outcomes for the LGBTQ population is to ensure that all providers and staff are trained to provide inclusive, informed, appropriate, and culturally sensitive care.

**Best practices are discussed on page 2.**

Therefore, due to the importance of the training component as a best practice for providing care to this population and the limited hours of operations of the Clinic, UMMC could consider integrating services provided by the TEAM Clinic back into UMMC's regular care setting, similar to the way it did with services provided to minors, and offer optional LGBTQ training courses to all staff and students. If a healthcare provider or other UMMC staff has elected to complete the training, then he or she should be provided with LGBTQ distinction on his or her badge or staff profile. Patients would then be able to choose healthcare providers based on this distinction. This integration would help to ensure that the LGBTQ population in Mississippi has access to inclusive and informed care anytime they need to see a healthcare provider.

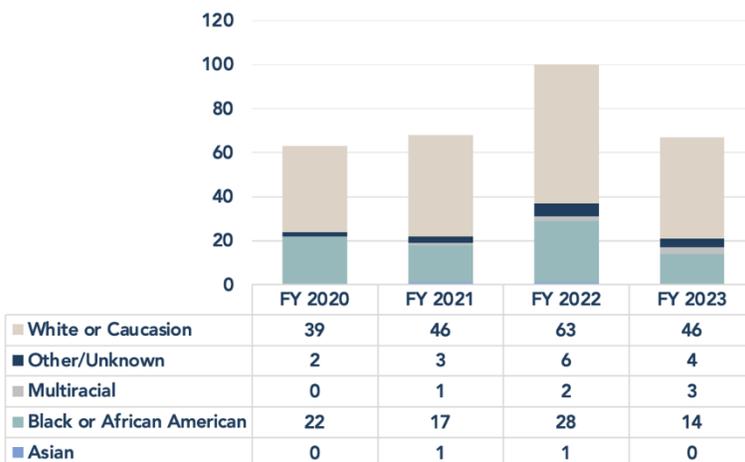
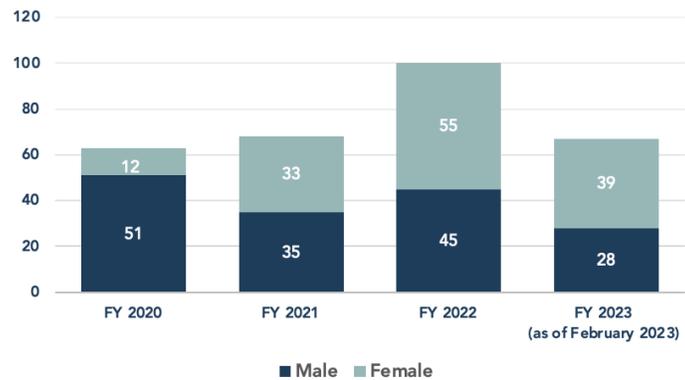
## Appendix A: Characteristics of TEAM Clinic Patients by Fiscal Year



**Figure 1**  
Age of patients

The TEAM Clinic stopped serving minors in October 2022.

**Figure 2**  
Gender of patients



**Figure 3**  
Ethnicity of patients

**SOURCE:** PEER analysis of patient data provided by UMMC as of March 1, 2023.

## Appendix B: Amounts Billed by UMMC for TEAM Clinic Services by Fiscal Year and Payment Source

Payment Source	FY 2020	FY 2021	FY 2022	FY 2023	Total
<b>Blue Cross &amp; Blue Shield (BCBS)</b>	<b>\$5,381</b>	<b>\$12,905.00</b>	<b>\$24,963.00</b>	<b>\$11,802.00</b>	<b>\$55,051</b>
BCBS	\$5,381	\$12,905.00	\$24,963.00	\$11,802.00	\$55,051
<b>Commercial Insurance</b>	<b>\$3,120</b>	<b>\$9,467.00</b>	<b>\$11,981.00</b>	<b>\$11,984.00</b>	<b>\$36,552</b>
AETNA	\$270	\$525.00	\$398.00	\$1,425.00	\$2,618
CIGNA	\$0	\$1,193.00	\$2,168.00	\$1,846.00	\$5,207
GENERIC COMMERCIAL	\$395	\$3,995.00	\$1,250.00	\$1,079.00	\$6,719
GOLDEN RULE	\$0	\$0.00	\$220.00	\$0.00	\$220
HUMANA	\$0	\$0.00	\$0.00	\$342.00	\$342
MAGNOLIA HEALTH PLAN	\$1,520	\$1,218.00	\$1,265.00	\$3,099.00	\$7,102
UMR	\$0	\$0.00	\$1,648.00	\$1,477.00	\$3,125
UNITED HEALTHCARE CHIP	\$0	\$650.00	\$0.00	\$338.00	\$988
UNITED HEALTHCARE CHOICE PLUS	\$935	\$1,886.00	\$5,032.00	\$2,378.00	\$10,231
<b>Medicaid</b>	<b>\$2,789</b>	<b>\$5,631.00</b>	<b>\$9,317.00</b>	<b>\$6,385.00</b>	<b>\$24,122</b>
MEDICAID MS	\$1,703	\$1,600.00	\$1,886.00	\$3,861.00	\$9,050
MSCAN MAGNOLIA	\$0	\$1,933.00	\$4,500.00	\$1,234.00	\$7,667
MSCAN MOLINA	\$668	\$0.00	\$398.00	\$398.00	\$1,464
MSCAN UNITED	\$418	\$2,098.00	\$2,533.00	\$892.00	\$5,941
<b>Self-Pay</b>	<b>\$1,728</b>	<b>\$2,277.00</b>	<b>\$2,448.00</b>	<b>\$1,733.00</b>	<b>\$8,186</b>
SELF-PAY	\$1,728	\$2,277.00	\$2,448.00	\$1,733.00	\$8,186
<b>Medicare</b>	<b>\$1,045</b>	<b>\$2,606.00</b>	<b>\$3,075.00</b>	<b>\$1,340.00</b>	<b>\$8,066</b>
MEDICARE	\$1,045	\$2,606.00	\$3,075.00	\$1,340.00	\$8,066
<b>Other</b>	<b>\$911</b>	<b>\$525.00</b>	<b>\$1,183.00</b>	<b>\$1,223.00</b>	<b>\$3,842</b>
COVID19 HRSA UNINSURED TESTING	\$0	\$0.00	\$293.00	\$0.00	\$293
GENERIC CORRECTIONAL FACILITY/	\$786	\$0.00	\$0.00	\$0.00	\$786
RYAN WHITE GRANT	\$125	\$0.00	\$420.00	\$457.00	\$1,002
TRICARE	\$0	\$525.00	\$470.00	\$766.00	\$1,761
<b>Medicare Advantage</b>	<b>\$293</b>	<b>\$260.00</b>	<b>\$700.00</b>	<b>\$941.00</b>	<b>\$2,194</b>
HUMANA MEDICARE	\$293	\$0.00	\$450.00	\$599.00	\$1,342
WELLCARE/WINDSON	\$0	\$260.00	\$250.00	\$342.00	\$852
<b>Managed Care</b>	<b>\$0</b>	<b>\$325.00</b>	<b>\$205.00</b>	<b>\$247.00</b>	<b>\$777</b>
FOX EVERETT	\$0	\$325.00	\$205.00	\$247.00	\$777
<b>Total</b>	<b>\$15,267</b>	<b>\$33,996.00</b>	<b>\$53,872.00</b>	<b>\$35,655.00</b>	<b>\$138,790</b>

**SOURCE:** PEER analysis of patient billing data provided by UMMC as of March 1, 2023.

---

# Agency Response



Office of the Vice Chancellor for Health Affairs  
2500 North State Street • Jackson, Mississippi 39216  
Phone: 601.984.1010

May 1, 2023

Mississippi Legislative PEER Committee  
Attn: Ted Booth, Executive Director  
Post Office Box 1204  
Jackson, Mississippi 39215-1204

Re: A Review of the University of Mississippi Medical Center's TEAM Clinic

Dear Mr. Booth:

The University of Mississippi Medical Center is in receipt of, and grateful for the opportunity to review and provide this response to, the draft PEER Issue Brief of UMMC's TEAM Clinic. We appreciate the time, effort and professionalism of your staff in their collection and compilation of the information included in the brief. Academic medicine is very complex and your team approached this project with not only the requisite respect for patient confidentiality and privacy but were thoughtful and comprehensive in asking the necessary questions and seeking the relevant data to gain a meaningful understanding of the TEAM Clinic's operations.

A major goal of UMMC is the elimination of differences in health status of Mississippians based on race, geography, income, or social status. We appreciate your team's recognition of UMMC organizing and operating the TEAM Clinic based upon and following industry best-practices by providing evidence-based healthcare to Mississippians.

UMMC concurs with the overview of TEAM Clinic operations provided in the brief. We will continue to operate in compliance with applicable law and regulation while working toward our goal to create A Healthier Mississippi.

Best Regards,

LouAnn Woodward, M.D.  
Vice Chancellor for Health Affairs  
University of Mississippi Medical Center

---

James F. (Ted) Booth, Executive Director

Reapportionment

Ben Collins

Administration

Kirby Arinder

Stephanie Harris

Gale Taylor

Quality Assurance and Reporting

Tracy Bobo

Hannah Jane Costilow

Performance Evaluation

Lonnie Edgar, Deputy Director

Jennifer Sebren, Deputy Director

Drew Allen

Kim Cummins

Matthew Dry

Matthew Holmes

Drew Johnson

Billy Loper

Debra Monroe-Lax

Taylor Mullins

Meri Clare Ringer

Sarah Williamson

Julie Winkeljohn

Ray Wright



**A Review of the University of Mississippi Medical Center's TEAM Clinic**

**May 9, 2023**

For more information, contact: (601) 359-1226 | P.O. Box 1204, Jackson, MS 39215-1204

Representative Jerry Turner, Chair | James F. (Ted) Booth, Executive Director