



Cindy Havens, CPB
Director of Client Success

UPA Front Lines

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Front Lines Team Member

Kim Friar, CEO, UPA ● Amy Barger Stevens, MD, FAAFP
President, UPA

Cindy Havens, CPB, Director of Client Success

Cindy Havens will celebrate 31 years employed by the UPA in 2025. Originally from a small town in Bastian, VA, she is professionally accomplished with her role in a company like the UPA. She was 15 years old when she started her first job working at McDonalds that led into management. That is where she developed her passion for people. When she moved to Knoxville in 1989, she began working for a pediatrician doing medical transcription which gave her opportunities to further her career in the medical field. This was the beginning of her passion for healthcare.

"I have been very blessed to be part of a company that truly cares about their team members."

UPA holds themselves to a high standard to provide good service to their clients and team members. Cindy is respected and knowledgeable in her field of Revenue Cycle Management and over her career she has obtained her certification in Professional Billing.

Asked why she likes working in the field of healthcare, she loves working with the people and has developed relationships that she considers family. The culture in which the UPA is founded is very important to her and she is most proud of that above all.

Living the Mission

Jennifer J. Piel, MD
Family Physicians West

Jennifer J. Piel, MD is a board-certified Internist and a current UPA Physician Board member. She has been a member of UPA since 2015. She attended medical school at ETSU Quillen College of Medicine, completed her internship and residency at Medical University of South Carolina. Dr. Piel practices medicine at Family Physicians West, affiliated with The University of Tennessee Medical Center.

“When asked what led her into the clinical path, Dr. Piel enjoys diagnosing and managing a variety of medical conditions across the lifespan. She is fulfilled by partnering with patients of widely disparate backgrounds to help them live their best lives.

How Do You Live Your Mission in Healthcare?

I believe that each person is unique, valuable, and met with individual challenges and loss. We all deserve to have support and encouragement when we are most vulnerable. I try to compassionately care for every patient that enters my clinic, and respectfully collaborate with them to help them meet their goals. I also work to help my patients prevent avoidable disease.

Advice to Others in Healthcare

Healthcare is a challenging field right now as we face the demands of a growing EMR burden, changes in payor requirements and reimbursement, -continued Page 2





Living the Mission

Jennifer Piel, MD
Family Physicians West

Advice to Others in Healthcare -continued from Page 1

and as we navigate the internet's strong and at times misguided presence in the lives of our patients. Our healthcare system is also fragmented, so it is critical to collaborate with other providers and ancillary staff - working together helps to break down silos and optimize quality care.

Despite these ongoing challenges, the special moments when I connect with my patients inspire me to stay in medicine.



UPA is governed by a team of 18 multi-specialty physicians that are elected by their shareholder peers. Board positions rotate under a three-year commitment.

Welcoming New UPA Membership

Regional Neonatal
Emily D. Roberts, MD
Sarah E. Sexton, NP



University Cardiology
Kelsey Ridsen, NP



University Anesthesiologists
Darcy Ernat, CRNA
Catherine Hudson, CRNA



University Anesthesiologists
Brittany Kemp, CRNA
Dawn Wilhoit, CRNA



UT Primary Care Lenoir City
Craig Bullington, MD

University Radiology
Wesley Ingram, MD



University Pulmonary CC
Ashley Steinmetz, NP



Not Pictured

Allergy, Asthma & Sinus Center
Sierra D. Bridgers, DNP
Sharon M. Lever, NP

Knoxville Institute of Dermatology, PLLC
Brooklyn M. Lowe, PA-C
Renuven Health Partners

Lauren L. McCroskey, DNP
Nicole A. Paier Mullan, MD
Amanda W. Works, NP

Tazewell Orthopaedic & Arthritis Clinic, PC
Valeria Beauchamp, PA

University Anesthesiologists
Kenneth I. Packer, CRNA
Christine T. Remillard, CRNA

University Neurology ColeNeuro SC
Jennifer L. Chima, MD
University Radiology

Jesse K. Sinanan, MD

UT Internal Medicine & OB/GGYN

Janet L. Pitt, PharmD

Women's Care Group Knoxville
Maggie N. Quinn, NP





UPA serves primary and multispecialty members with over 1400 physicians and other healthcare professionals focused in 93 medical specialties while providing seamless access to specialized care.



Ribbon Warriors is a UPA team effort initiative to raise awareness where staff members compete to raise points (and money) that benefit our local cancer charities. Teams are assembled together at UPA's Corporate Square for the Charity Competition called "Ribbon Warriors". UPA is grateful to provide a panel of champion physicians that will speak about the importance of our fight against cancer. UPA's Revenue Cycle Management is the host for the Wednesday events that are held each month.

Champion Physician: Kelly G. McCaul, MD

On December 11th, Dr. Kelly G. McCaul shared a casual session with UPA team members regarding transplant and cell therapies.



Click the button to view Dr. McCaul's sharing at the event



Kelly G. McCaul, MD
Director Transplant and Cell Therapy Program
University Cancer Specialists

Clinical Focus
Leukemias, Lymphomas,
Myelodysplastic Syndrome, Multiple Myeloma, Stem Cell, Marrow Transplant, The Newer Field of Cell Therapy Including CAR-T Therapies

Specialties
Transplant and Cellular Therapy