

2023 MAMSS VIRTUAL FALL CONFERENCE

NOVEMBER 8 - 9





IN CELEBRATION OF NATIONAL MEDICAL STAFF SERVICES AWARENESS WEEK,
THE MN ASSOCIATION OF MEDICAL STAFF SERVICES PRESENTS THE

2023 MAMSS VIRTUAL FALL CONFERENCE

WEDNESDAY, NOVEMBER 8 & THURSDAY, NOVEMBER 9, 2023

AS THE GATEKEEPERS OF PATIENT SAFETY, MEDICAL STAFF SERVICES PROFESSIONALS MUST CONTINUOUSLY DEVELOP OUR KNOWLEDGE AND SKILLS TO ENSURE COMPLIANCE WITH EVOLVING INDUSTRY STANDARDS AND PROMOTE THE DELIVERY OF QUALITY CARE.

MAMSS IS EXCITED TO INTRODUCE THREE NEW SPEAKERS AND OFFER SEVEN EDUCATIONAL SESSIONS TO OUR MEMBERS. THOSE WHO ARE NOT YET MEMBERS ARE INVITED TO BECOME MEMBERS AND REGISTER FOR THE CONFERENCE AT THE SAME TIME.

THIS EVENT HAS BEEN APPROVED BY THE NATIONAL ASSOCIATION OF MEDICAL STAFF SERVICES FOR CONTINUING EDUCATION CREDITS: FOUR ON DAY 1 AND THREE ON DAY 2

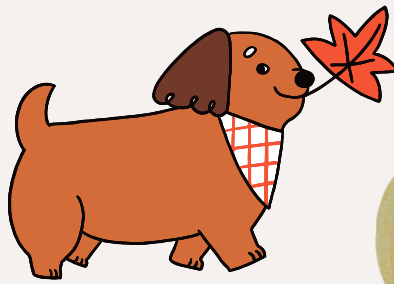
PLEASE SEE ENCLOSED FOR AGENDA AND REGISTRATION INFORMATION FOR FULL DETAILS.

WE LOOK FORWARD TO HAVING YOU JOIN US!

KERI PRUETTE, CPCS, PRESIDENT

LEXIE THORPE, PRESIDENT-ELECT & CONFERENCE COMMITTEE CHAIR

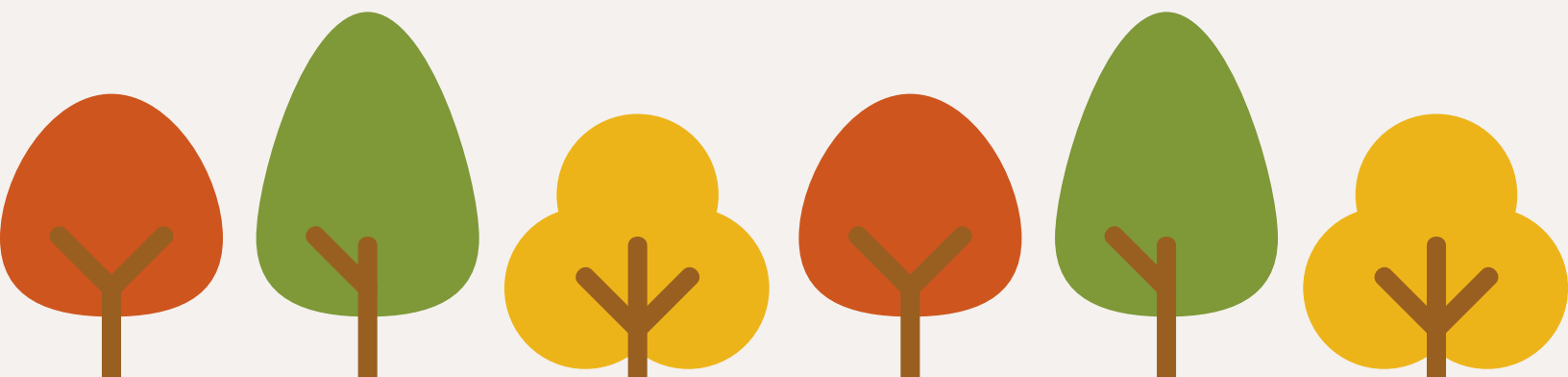




AGENDA DAY 1 - NOVEMBER 8, 2023

ERIN MUELLENBERG, JD, CPMSM, CPCS

9:30 am - 9:35 am	Introduction
9:35 am - 11:05 am	Credentialing Basics: Why We Do What We Do
11:05 am - 11:15 am	Break
11:15 am - 12:15 pm	Legal Update
12:15 pm - 12:45 pm	Break
12:45 pm - 2:15 pm	Sharing Peer Review Information
2:15 pm - 2:20 pm	Closing

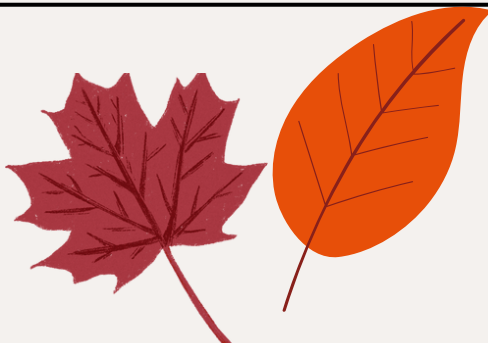




AGENDA DAY 2 - NOVEMBER 9, 2023

DONNA GOESTENKORS, CPMSM, CPCS
LARRY DEHOYOS, CPCS

10:00 am - 10:05 am	Introduction
10:05 am - 11:05 am	Streamlining Success: Merging Credentialing & Provider Enrollment
11:05 am - 11:15 am	Break
11:15 am - 12:15 pm	Quality Rx: Ongoing Monitoring & System Controls
12:15 pm - 12:45 pm	Break
12:45 pm - 1:45 pm	Unlocking Growth: Roadmap to the Revenue Lifecycle
1:45 pm - 1:50 pm	Closing





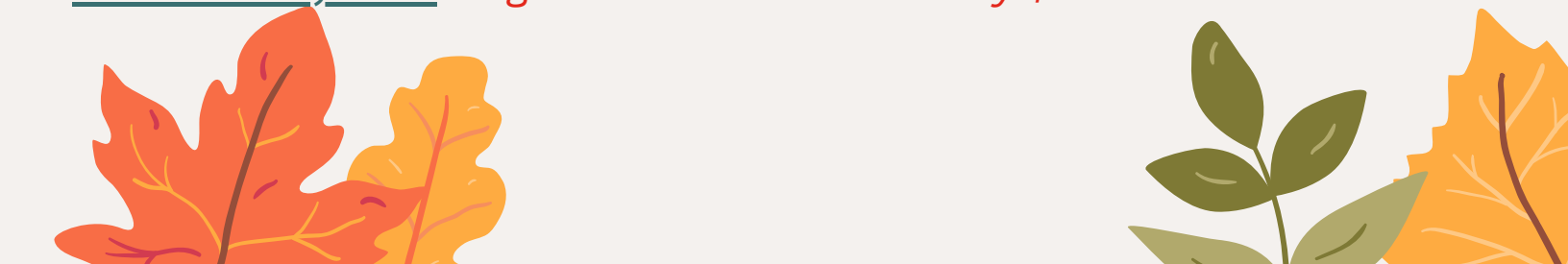
REGISTRATION INFO

Registration Fee	Fee for entire conference	Fee for Day 1 only	Fee for Day 2 only
Current MAMSS Member	\$70.00	\$50.00	\$40.00
New MAMSS Member	\$120.00	\$100.00	\$90.00

TO PAY ONLINE:

1. Go to the MAMSS website: www.mnamss.org
2. Click on the education tab > Upcoming events > MAMSS 2023 Virtual Fall Conference
3. Complete the online registration form
4. Click on continue to payment button to launch the PayPal site.
Complete transaction using your PayPal account or credit card. Please note a 4% fee is included to offset online processing expenses.
5. PayPal will send an automatic email with your registration information to Terri Winter, MAMSS Treasurer.
6. Please watch your email for your registration confirmation and link to the virtual event.
7. If you do not receive this within one week, email info@mnamss.org

*Fee is refundable with a \$10.00 charge by written request to Terri Winter postmarked or emailed no later than November 3, 2023. **Register by November 3, 2023.** Registration will increase by \$10.00 after this date.*





Registration Form - MAMSS

2023 Virtual Fall Conference

November 8 & 9, 2023

To pay by check, please complete and mail as below

Name: _____

Credentials: _____ Title: _____

Facility: _____

Street Address: _____

City: _____ State/Zip: _____

Phone: _____ Email: _____

Please check one:

Current MAMSS Member Fee

_____ Entire Conference: \$70.00

_____ Day 1 only: \$50.00

_____ Day 2 only: \$40.00

New MAMSS Membership & Registration Fee

_____ Entire Conference: \$120.00

_____ Day 1 only: \$100.00

_____ Day 2 only: \$90.00

Please mail Registration Form and check payable to MAMSS (41 1891785) to:

Terri Winter, MAMSS Treasurer
611 N. 9th Street
St. Peter, MN 56082

Remember to mail by November 3, 2023.
Registrations postmarked after deadline will
incur a \$10 late fee

DAY 1 SPEAKER

Erin Muellenberg, JD, CPMSM, CPCS



Erin Muellenberg brings a strong skillset to her exclusive practice of medical staff law. As a former director of medical staff services in a large community-based hospital, she is intimately familiar with the daily operations of the medical staff organization and its governance process. Erin's practice focuses on advising hospitals, health systems, critical access hospitals, ambulatory surgery centers, and medical groups on the regulatory, compliance, and practical requirements of credentialing, peer review, disciplinary matters and for interfacing the medical staff and allied health professional staff with hospital operations.

Erin also has significant experience with assisting health systems with the due diligence associated with acquisitions.

In addition, Erin frequently writes and lectures on a variety of health law topics, including credentials, peer review, compliance, provider health and well-being, risk management, and the medical staff fair hearing process.

Erin is an active member of the California and National Association of Medical Staff Services, California Society for Healthcare Attorneys, and American Health Lawyers Association.

Day 1 Session Descriptions

Credentialing Basics: Why We Do What We Do

Credentialing, whether it be for a hospital, payor, managed care provider, or other healthcare provider is a basic function of the Medical Staff Office that too often is undervalued and treated as routine. This session explores basic credentialing requirements, balancing of time pressures, looks at common areas of process failure and examines cases of credentialing gone wrong.

Objectives:

On conclusion of this presentation the participant will be able to:

- State one area where the process can fail
- State one example of a credentialing failure
- State the definition of “credentialing”

Legal Update

What new cases have been concluded in the last 18-24 months that will impact medical staffs and providers? Is there new or pending legislation that will impact your providers? What is the status of opioid legislation and enforcement? This session will address these questions and provide a general review of new or pending cases and laws that will impact the medical staff.

Objectives:

On conclusion of this presentation the participant will be able to:

- Identify one new case that they will relay to their medical staff leadership
- Identify one new law that will impact health care providers
- Identify the current status of opioid enforcement activities

Sharing Peer Review Information

Can there be too much transparency? Yes! But too little is equally bad and a definite patient safety issue. Knowing how to share information and having a policy to information sharing is key to successfully managing this area. We will explore case scenarios and specific ways to share information, what legal safeguards are necessary, and the boundaries that should be followed. This session will also discuss the legal and ethical obligations of information sharing with other hospitals and work through problem practitioners who may not have been subject to formal actions but have had plenty of little problems.

Objectives:

On conclusion of this presentation the participant will be able to:

- State elements of a peer review information sharing policy
- Identify one piece of information that should not be included in peer review information sharing
- Identify one law that provides immunity for peer review information sharing
- Identify one way to advise the medical staff leadership on affiliation responses
- Identify when to require more information from the institution that sends the benign affiliation letter

DAY 2 SPEAKER

Donna Goestenkers, CPMSM, CPCS



With more than 47 years of experience in the healthcare industry, Donna Goestenkers, CPMSM®, CPCS, is the recognized leader in the medical staff services field. She founded Team Med Global in 2007 and has grown the company to more than two dozen team members who deliver stellar consulting, education, and staffing services in the fields of medical staff services, payer enrollment, and training.

Goestenkers' passion for education spurred her to design TMG University and its renowned Executive MSP and Executive Payer Enrollment Professionals programs, which deliver world-class professional development to medical services professionals around the country. She has developed and delivered the webinar series, "Doctor FBI," "Unstoppable!," "Payer Enrollment Prime," "Leadership Catalyst," and "Career Rocket," among others. As a sought-after keynote speaker, panel facilitator, and presenter, Goestenkers inspires audiences to aim higher and achieve more.

Through Team Med Global's consultancy, Goestenkers works closely with healthcare organizations to grasp both the big picture and the nuances of the organization's needs. She listens carefully, acts respectfully, and decisively engineers creative solutions designed to be compliant, efficient, and operationally sound. The result? Actionable information that solves organizations' thorniest challenges.

Goestenkers also oversaw the development of ProVISIONary Staffing, Team Med Global's staffing service. Clients include hospitals (academic, urban, community, and critical access), credentials verification organizations, payer enrollment departments, health plans, managed care organizations, and physician practice management offices.

In addition, Goestenkers is co-author of "The Executive Medical Services Professional" and "The Medical Services Professional Career Guidebook" published by CRC Press. She is a past president of NAMSS.

DAY 2 SPEAKER

Larry DeHoyos, CPCS



With more than 24 years working as a Medical Staff Professional (MSP), Larry DeHoyos, CPCS is a thought leader and innovator. He is nationally certified as a Provider Credentialing Specialist and also holds certificates in Provider Enrollment and as a Transformational Healthcare Champion. His expertise spans all 50 states within a multitude of healthcare spaces including Health Plan, Managed/Specialty Care, Outpatient/Surgical spaces, Laboratories and most recently within a Healthcare Staffing Agency as Director of Credentialing for a per diem staff network of over 32,000 nursing professionals.

Larry's knowledge and experience sets his intent outside of the bounds of the industry and focuses on helping organizations solve challenges in process, technology and compliance within Credentialing, Provider Enrollment, Revenue Cycle and Accreditation Readiness.

He is an active member with National Association of Medical Staff Services and state and local chapters for California, Massachusetts and Texas. He has spoken on various industry topics for platforms as McKnight's Long Term Care News, NAMSS, National Provider Enrollment Forum, and various State and Local Associations of NAMSS. Larry currently resides in Quincy, MA and loves travel, pop culture and all genres of music.

Day 2 Session Descriptions

Streamlining Success: Merging Credentialing & Provider Enrollment

Increasingly, healthcare organizations are combining provider enrollment and credentialing. This integration is occurring in environments ranging from hospital systems to managed care, often as a result of organizational mergers and acquisitions or departmental consolidations. Discover the functions of this new frontier, which include credentialing, billing, and contracting.

Objectives:

- Identify 5 parallels in provider enrollment and credentialing processes
- Describe 3 reasons to merge credentialing and provider enrollment
- Explain the 8 steps of the pre-enrollment process and the four steps of the post-enrollment

Quality Rx: Ongoing Monitoring & System Controls

Ongoing monitoring and credentialing system controls are increasingly important in the managed care environment. Explore requirements for the frequency of monitoring, acceptable sources, and credentialing system controls monitoring and reporting requirements to ensure the accuracy, completeness, and confidentiality of credentialing information.

Objectives:

- Explain the 3 factors for ongoing monitoring compliance
- Identify acceptable sources and frequency for ongoing monitoring
- Define the 5 factors for credentialing system controls monitoring and reporting

Unlocking Growth: Roadmap to the Revenue Lifecycle

As provider enrollment specialists are increasingly asked to perform functions like billing, it's important to understand every step of the revenue cycle. Discover each role in revenue cycle management and how to be successful without changing your scope of responsibilities.

Objectives:

- Identify 7 points in the revenue cycle
- Explain the different hats provider enrollment specialists are asked to wear
- Describe 4 pitfalls to avoid when assuming additional responsibilities



QUESTIONS?

Email: info@mnamss.org

Website:

<https://www.mnamss.org/>

