It is hard to believe my term as President is nearing its end. I would be remiss if I didn’t take this opportunity to say “Thank You” for the opportunity to serve as the President of this great organization. Here are a few of my favorite highlights from the past few years:

- Deployed a new website in partnership with NAMSS as a member organization
- Changed our conference to an annual two-day event and increased the number of speakers, including sessions for Provider Enrollment (Thank you Board)
- Enhanced the IAMSS website to allow for electronic payment methods (Thank you Melinda)
- Developed our five strategic initiatives: Going Green, Succession Planning & Orientation, Continuing Education, Networking and Developing Partnerships (Thank you Jodi)

Set a goal to increase our membership by at least 25 members in honor of our 25th Anniversary (Thank you Rachel)

During my time on the Board I’ve grown and learned so much alongside of some of the smartest professionals in our industry. I’ve become a better Medical Services Professional and a better leader because of this organization. I’ve created wonderful friendships and had the opportunity to meet and work with people I never would’ve had the chance to work with had I not stepped out of my comfort zone and joined the Board. I have not once regretted my decision to join the Board five years ago.

This year the NAMSS conference was held at the beautiful Broadmoor Hotel in Colorado Springs, CO. I had the opportunity to attend, and found several other Iowan’s there (photo, page 4). During the conference, NAMSS revealed their new logo and focus on Education, Advocacy, Patient Safety. They hope to reach a broader audience by expanding their vision.

This year, IAMSS will celebrate 25 years as an organization. The Board is in full planning mode to make next year’s conference not only a wonderful educational experience but also a great celebration in honor of our 25th Anniversary. We hope you will be able to join us on April 5th and 6th—see last page for Save the Dates! More information will be forthcoming regarding the venue and educational opportunities.

Thank you for your hard work and continuing efforts within your facilities to promote and advocate for the important work that we all do!

Brandi Zevenbergen, MS, CPMSM, CPCS, MSOW-C
IAMSS President
INCOMING IAMSS BOARD MEMBERS

Effective January 1, 2018, two familiar faces will be returning to the IAMSS Board:

**Becky Peitz, CPCS, CPMSM | President-Elect**
(Great River Health Systems)

**Brenda Becker, CPCS, CPMSM | Newsletter**
(Pella Regional Health Center)

We are excited to regain their experience and expertise!

DISTRICT F MEETS FOR CREDENTIALING ROUND-TABLE

*Article submitted by Connie McLaughlin*

They left the April 2017 IAMSS conference with a strong desire to continue networking, and decided to act on it. IAMSS members, in District F, assembled May 23, 2017 at Keokuk County Health Center in Sigourney to kick off their first meeting. With an agenda built entirely from attendee suggestions, the group tackled topics such as: Communication with MCOs, Medicaid budget cuts going to legislature, Consultation codes, Delegated credentialing, Use of CIHQ for accreditation, Credentialing software, Locums tenens, Credentialing file organization, and ended with a review of the IAMSS website.

Connie McLaughlin hosted the meeting. She advised those who want to start a network group within their own districts can find a list of other IAMSS members located in their district on the IAMSS website (see directions at the end of this article). Once you’ve created your district contact list, email the group and have fun starting your networking journey. McLaughlin noted, “We can all learn from each other, and sometimes it just takes one person who is willing to take that first step. Our peers are the answer to our questions, a resource for best practices and an outlet for those little annoyances that keep us awake at night! With a 48% turnout for our first meeting, District F has elected to move forward, and already scheduled our second meeting. In the meantime, we communicate through email and the IAMSS online discussion forum.”

Beck Peitz commented, “I very much enjoyed the face-to-face discussions. I am looking forward to building these relationships and having a greater support and resource system.”

Directions to access IAMSS membership listing—

Click [here](#) to access the IAMSS website. Click on **Membership** tab. Click on **Click Here to Open the Membership File.** [current password: iamss2017]

**District F (L-R):** Pam Young; Becky Peitz; Heather Otto; Trina Tucker; Tammy Adams; Connie McLaughlin; Nanette Every; Brenda Becker; Melissa Sothman; Anna Clark; Melinda Wheeler

Y’all ready for this?

ALWAYS JINGLE ALL THE WAY
NO ONE LIKES A HALF-HEARTED JINGLER

**Congratulations**

Kim Sime
(Mercy Medical Center-North Iowa)
celebrated the birth of her 4th grandchild...
and NAMESAKE!

Lily Kimberly Sime
October 20, 2017

ALWAYS JINGLE ALL THE WAY
NO ONE LIKES A HALF-HEARTED JINGLER

**INCOMING IAMSS BOARD MEMBERS**

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We are excited to regain their experience and expertise!
**Supervising Physician Agreements**

Iowa Board of Medicine (IBOM) announced new administrative rules that require physicians who supervise physician assistants to have a written agreement that defines the nature and extent of the supervision and to promptly report new supervisory relationships to the Board. The new rules became effective September 20, 2017, and IBOM will begin enforcing them on January 1, 2018, to allow more time for training (training slides are available on the IBOM website).

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**UPCOMING EDUCATIONAL OPPORTUNITIES**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>Advanced Credentialing</td>
<td>April 4, 2018</td>
<td>Holiday Inn Hotel and Suites Jordan Creek—West Des Moines, IA</td>
</tr>
<tr>
<td>2018 IAMSS Educational Conference—25th Anniversary</td>
<td>April 5-6, 2018</td>
<td>Holiday Inn Hotel and Suites Jordan Creek—West Des Moines, IA</td>
</tr>
<tr>
<td>NAMSS 42nd Educational Conference and Exhibition</td>
<td>September 29-October 3, 2018</td>
<td>Long Beach Convention Center—Long Beach, CA</td>
</tr>
<tr>
<td>NAMSS 43rd Educational Conference and Exhibition</td>
<td>October 19-23, 2019</td>
<td>Philadelphia Marriott Downtown—Philadelphia, PA</td>
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**2018 CPCS | CPMSM Testing Windows**

<table>
<thead>
<tr>
<th>Testing Window</th>
<th>Application Deadline</th>
<th>Testing Period</th>
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</thead>
<tbody>
<tr>
<td>SPRING 2018 TESTING</td>
<td>Friday, January 26, 2018</td>
<td>Saturday, March 24, 2018—Saturday, April 14, 2018</td>
</tr>
<tr>
<td>SUMMER 2018 TESTING</td>
<td>Friday, April 27, 2018</td>
<td>Saturday, June 23, 2018—Saturday, July 14, 2018</td>
</tr>
<tr>
<td>FALL 2018 TESTING</td>
<td>Friday, August 10, 2018</td>
<td>Saturday, October 6, 2018—Saturday, October 27, 2018</td>
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**Autoscoring Terminated**

Beginning Fall 2017, CPCS and CPMSM candidates will no longer receive a preliminary pass/fail result at the end of their exam—results will be delivered in the mail.

**New Database on the Way for Board of Pharmacy—Update!**

Board executive and administrative staff has identified a vendor to supply and configure a new licensing database to meet the technological needs of the public as well as IA Board of Pharmacy (IBP) staff. A Notice of Intent to Award was sent to iGov Solutions, LLC on April 7, 2017. IBP hopes to begin implementation and data migration in the coming months, and projects that pharmacists due to renew their licenses in June 2018 will be able to do so online.

*IA Board of Pharmacy June 2017 Newsletter*
We welcome our new NAMSS Director at Large, Debbie Kesselring, CPCS!

- Social Media | NAMSS Blog:
  - Facebook—www.facebook.com/namssnational
  - Blog—http://namss.blogspot.com/
  - Digest Feed—http://www.namss.org/NEWS/NAMSSBlog.aspx
- Debbie’s email: dkesselring@bartletthospital.org

2017 NAMSS 41st Educational Conference and Exhibition
“New Heights, New Horizons”
(Article submitted by Donna Ford)

This year’s NAMSS Conference was in Colorado Springs, CO. I think one of the important takeaways from the conference is that NAMSS has changed their logo and tag line to expand their membership. The new tag line is: Education. Advocacy. Patient Safety.

MSPs are now considered Medical Services Professionals—not Medical Staff Professionals.

I am a member of the NAMSS Membership Committee, and one of our goals is to get more people involved in NAMSS who work in managed care and other areas of the medical field, rather than limiting to medical staff office personnel.

The new NAMSS logo has a fresh look and seemed to be well-received. I know, from experience, there really is no other organization for those of us who work in the medical field in privileging, credentialing and enrollment. I think it’s also important to distinguish between these three terms as they truly do mean different things in the industry. It’s still difficult for many who are outside our offices to understand how important these three aspects are for healthcare practitioners, and for hospitals and offices to get paid.

At 92-years of age, Charles Svatos, father of Doris Baxter (University of Iowa Hospitals and Clinics), won the second prize for Lottery for Life! Ironic...Don’t You Think?
Licensure Winter Renewal Season
(article summarized—click here to be routed to full press release)

On average, applications take two to three weeks to be processed. Winter (November thru February) is our busiest time of year and the Board anticipates that the process will take longer. Furthermore, the licensure staff may not be able to return phone calls or e-mails within 24 hours. Staff reviews and processes applications in the order they are received.

Applications submitted that are incomplete or have missing/incorrect fees will take longer to process. Please make sure your applications are complete and submitted early to avoid interruption in your employment or operations.

Verbal and online verification of license/registration numbers, issue dates, status, and expiration dates should be available within 48 to 72 hours of processing the application. Verification of the receipt of an application will not be provided during this period.

After an application is processed it may take another 7-10 business days for the license/registration certificate to be received.

How YOU can help:
- Use the Board’s website, https://pharmacy.iowa.gov/, as the first source of information about the process. Check the site for answers to questions before calling or emailing the licensure staff.
- Thoroughly review applications to ensure they are completed accurately before submitting to the Board. Applications that are incomplete or with errors will take longer to process and could result in disciplinary action.
- Limit email and phone-call inquiries to the licensure staff to once a week.

Tips on Working with Provider Enrollment Representatives

Excerpt from article “Is Provider Enrollment Creeping Into Your Credentialing World?” (Synergy, November/December 2017)

Building a positive, congenial relationship with the provider enrollment representative will make a big difference in their responsiveness to handling your providers’ enrollment applications. Some tips on how to do this are:

1. Provide all the credentialing information and documents they require.
2. Communicate with them on an ongoing basis.
3. Respond in a timely fashion to their requests.
4. Offer to help troubleshoot any issues that may arise.
5. Acknowledge your gratitude and say “thank you” often.

As always, be sure to keep a copy of what you submit and document the interactions with the representative. If tracking and documenting in your credentialing software is not feasible, find a good system to keep it manually. This will keep you—and them—on the same page and help ensure the application moves forward to completion in a timely fashion.
25 New Members in Our 25th Year

As we look forward to 2018 and celebrating our 25th year as an organization, one of my primary goals as your new president will be to grow our organization’s membership. The tag line has become “25 New Members in our 25th Year”. Here’s how you can help.

Think of the people you network with. Those you reach out to for help when credentialing, provider enrollment, Medical Staff questions arise. Those who seek you out for answers. Those you do business with from different organizations.

Are they a member of IAMSS?
- Email them the IAMSS membership flyer, and an invitation to join
- Invite them to our annual conference (Save the Date, page 8)
- Tell your story (share what you’ve gained from being a member of IAMSS)

Let’s spread the word people!

Life is short. Be a part of something awesome.

Rhonda Meyers, IAMSS President Elect

How to Lead When You’re Not in Charge

LEAD YOURSELF WELL
Be a master of what you ARE in charge of. Be an ‘oasis of excellence’.

CHOOSE POSITIVITY
People want to promote and work with those who are positive and want their idea to succeed—even if you don’t agree, give it 100%, and if issues are identified, approach your boss noting your efforts, the issue, and a potential solution.

Remaining positive in a negative situation is not naïve, it’s leadership.

THINK CRITICALLY
Ask yourself, “How can I add value from the seat I’m currently in?”

REJECT PASSIVITY
Resist the human urge to remain passive in situations where you do not have the control. Locate the opportunity, and seize it.

Happy Trails

Debbie Boyer—Retired June 30, 2017
Covenant Medical Center (Waterloo, IA)
“I will greatly miss all of you. What a great family and support system everyone has always been. I can’t imagine not talking to one of you each and every day. It will be quite a shock to my system. It has been my great pleasure to be a part of the IAMSS organization since it’s inception.”

Ellen Jenn—Retired December 1, 2017
University of Iowa (Iowa City, IA)
Ellen worked at the University of Iowa Hospitals and Clinics for 30 years, and the Clinical Staff office for 17 years.

Q: What do you call a person who is happy on Monday?
A: Retired.

Thank you for blazing the trail!
On December 3, 2017, it was announced CVS Health and Aetna will merge by way of CVS Health acquiring all outstanding shares of Aetna. CVS is widely-known for their pharmaceutical services, and Aetna for healthcare benefits, therefore, this transaction presents a unique opportunity to redefine access to high-quality care in lower cost, local settings.

The article outlines the following benefits for consumers:

- Uniquely integrated, community-based health care experience
- More integrated data and analytics
- Opportunity to better fight chronic disease

A Joint Conference Call (CVS Health and Aetna) was held on December 4, 2017—a audio webcast of the call is available online until January 3, 2018.
The Iowa Board of Pharmacy is in a heavy renewal period. We will not be able to get all licenses renewed before the expiration date. As long as the application was sent in on or before the expiration date we are giving a 30 day grace period. Licenses that expire on December 31, 2017 may legally continue business activities until January 31, 2018 or until the license is renewed.