Provider Credentialing Symposium — Meeting the Challenges, Improving the Process

Sponsored by the Mass Collaborative, MHA, MMS, and MAMSS

Credentialing Workshop

APRIL 27, 2016
Registration Begins
8:15 a.m.
Conference Begins
8:45 a.m.
Light refreshments will be provided.
MHA Conference Center,
500 District Ave, Burlington

Join us to discover, discuss, network, and share best practices on provider credentialing and enrollment in the new health care environment.

- Review why credentialing is so important and what to do about the red flags
- Learn new strategies from your colleagues
- Discuss how you can work collaboratively with the health plans to streamline and improve credentialing and enrollment

The complete agenda for this exciting program is on page 2

Suggested Audience: Medical Staff Service Professionals, Physician Recruiters, Department Administrators, and Risk management, managed care, and compliance staff

Registration: There is no charge for this program, but you must register by April 22.

Please RSVP to Leanne Banks at LBanks@mhalink.org and include your name, email address, phone number, title, and organization.
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Agenda

8:15–8:45 a.m.
Registration

8:45–8:50 a.m.
Intro and Welcome on behalf of Mass Collaborative and MAMSS

8:50–9:20 a.m.
Effective Credentialing: Why It’s Needed, How to Do It, and What’s Next?
Alan Einhorn, Foley & Lardner, LLP
• Credentialing Basics: Why we do it and the implications of doing it wrong
• Credentialing in the Real World: Issues and options
• Challenges Moving Forward: Reconciling a hospital focus with the movement toward “system-ness”

9:20–10:00 a.m.
Re-engineering and Identifying Best Practices
Good Service is Good Business — the Onboarding Process
Bob DeMayo, director, medical staff affairs and credentialing, Boston Medical Center (BMC)
• How BMC and its physician organization standardized hiring of new providers
• Lay out the welcome mat — make new recruits feel good about choosing you
• Trust, but verify — the road to starting late is paved with good intentions
• Make preparation and opportunity meet all the time — identify revenue pitfalls

Seeing with Fresh Eyes
Michelle Butler, MS, CPMSM, CPCS, RHIA, administrative director, medical affairs, North Shore Medical Center

10:00–10:15 a.m.
Break/Networking

10:15–10:45 a.m.
Lessons from the Trenches of Credentialing and Provider Enrollment
Nancy Dunn, CPMSM, director medical staff services, Boston Children’s Hospital (BCH)
Matt Gaulin, manager of provider enrollment, Boston Children’s Hospital
• Brief overview of the Credentialing Process at BCH, including tips to make it better!
• Brief overview of the Provider Enrollment Process at BCH, including tips on how to throw yourself off the top of the building and live to tell about it!
• Lessons from Foreign-trained Physician Enrollment: What works and what doesn’t!

10:45–11:45 a.m.
Working with the Health Plans; Credentialing, Enrollment, and Creating a Partnership
Blue Cross Blue Shield of Massachusetts — Nancy Marotta, senior manager, Provider Operations
Fallon Health — Sandy Dussault, manager, Provider Analysis and Credentialing
OptumHealth | United Behavioral Health — David Nefussy, director, Provider Network Management

Jean Ball, PT, M.Ed., CPHQ
Chief Compliance Officer
Director of Patient Experience
• Welcome Compliance to Credentialing: Establishing an internal audit process
• Process Improvement: Using lean management tools to standardize work, decrease defects, and improve daily processes