

OAMSS Quarterly Newsletter

Winter 2010 Edition

A NOTE FROM THE PRESIDENT OF OAMSS

Trixie Ortiz, CPCS



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Presidents Blog – January 2011

I would like to thank past board members, Amy King, past President and Nancy Lehrbach, past Secretary for their leadership and dedication to the OAMSS organization. It has been a great pleasure working with each of you over this past year.

I am sure that you all have heard the statement, “good Leaders are born not made.” I believe that if you have the willpower and desire, **you can become an effective leader**. We as medical staff professionals can further develop our skills as leaders by education, mentoring, and shared experience.

Leadership has been described as the “process of social influence in which one person can enlist the aid and support of others in the accomplishment of a common task”.

According to Ken "SKC" Ogonnia, "effective leadership is the ability to successfully integrate and maximize available resources within the internal and external environment for the attainment of organizational or societal goals."

As OAMSS members, I encourage you to maximize your resource! You have 120 resources! You can maximize these resources by attending our state conference, volunteering to be a leader within OAMSS, reading and sharing your OAMSS newsletter, send postings to your OAMSS members for guidance, and so on. As a member of the OAMSS Board, it is our goal to invest in you! As leaders, it is our responsibility to be accountable to the mission and goals of OAMSS.

As your OAMSS President, I would like to encourage each of you to seek within yourself your talents, desires, goals, and share them with your OAMSS members. Let your leadership skills shine!





OAMSS ANNUAL SPRING CONFERENCE

2011 Spring Conference Registration and Information
 Wednesday, May 4th – Friday, May 6th
 Salishan Spa and Golf Resort – Gleneden Beach, OR
www.Salishan.com

Early Bird OAMSS Member Registration	\$200
Early Bird Non-OAMSS Member Registration	\$225
Registration post-marked after April 4th	\$25 (additional charge)
CPMSM/CPCS Pre-Conference Study Group	\$25
One Day Registration (Thursday)	\$150
Friday Registration	\$75
OAMSS Networking Reception	\$0 (No Charge for Conference Attendees)
OAMSS Networking Reception (Guest)	\$5.00 per guest

A conference registration form has been included at the back of this newsletter. Please feel free to utilize the form and submit your conference registration now.

Topics/Presentations to include:

- Aging Physicians
- Credentialing 101
- Delegated Credentialing Audits
- Det Norske Veritas (DNV) Healthcare
- Disruptive Behavior Management
- Health Care Fraud
- Oregon Medical Board Updates
- This is your Life Sessions

NAMSS Continuing Education Credits
Pre-Conference Study Group: 4.00 applied for
Conference: 10.00 applied for

Make your hotel reservation now with Salishan Spa & Golf Resort. The cut-off date for accepting reservations into the room block is **April 4, 2011**. Reservation requests received after 5:00 p.m. local time on the cut-off date will be accepted on a space/rate availability basis.

To make reservations call 1-800-452-2300 between the times of 8:00a.m. – 8:00 p.m. and identify yourself as a participant at the OAMSS conference in order to receive the special rate. Rates do not include tax, resort service fee or incidental fees. A 72-hour cancellation fee will be enforced. Check-in time is 4:30 p.m. and check out time is 12:00 p.m.

A deposit equal to a one night’s stay or a credit card guarantee is required to hold your reservation. The deposit will be applied to the first night of the reserved stay.

Room rates– traditional = \$119, deluxe = \$139, premier = \$149

Annual Conference Reminders

Annual Conference Reminders



Would you or your hospital, health plan, IPA, clinic like to donate a raffle/door prize for the OAMSS Annual Spring Conference? If yes, please contact Trixie Ortiz; President at 541-667-3406, via e-mail at tortiz@gshealth.org.

Just a reminder that OAMSS awards one scholarship annually to members who wish to obtain their certification, attend an annual OAMSS or NAMSS conference!

To qualify for the scholarship all applicants must be an active OAMSS member of at least twelve (12) months with attendance to a least one (1) meeting, who are in good standing, and whose institution is unable/unwilling to sponsor attendance/certification. Specific eligibility criteria and scholarship applications can be found by going to www.oamss.com and clicking on "State News" and scroll down to OAMSS Scholarship, or you can email our scholarship chair at [OAMSS scholarship chair](mailto:OAMSSscholarship.chair).



Reasons to attend:

- Networking opportunities - some of what we learn comes from talking to other medical staff professionals about the processes in their organizations
- Professional development opportunities - MSPs can serve as a resource for physician leaders and hospital administration.
- Stay on top of industry trends and regulatory requirements

If it is a challenge for you to convince your organization to allow you to attend the OAMSS Annual Conference, point out the conference will not only benefit you, but also the medical staff as a whole because you will pass on the best practices you learn. Another option is to write a request letter outlining which presentations you will attend and how you will use the information you gather to improve the Medical Staff Office.



The National Practitioner Data Bank-Healthcare Integrity and Protection Data Bank (NPDB-HIPDB) is proposing to host a free Education Forum **in the greater Seattle area on June 7 - 8, 2011** and would like to ascertain your interest in joining us for this event.

Some of the topics to be highlighted include:

- An overview of the Data Bank, including reporting and querying compliance;
- Continuous Query (formerly known as the Proactive Disclosure Service);
- New identity-proofing (registration and renewal) procedures; and
- Section 1921.

The Data Bank Education Forum in Seattle will enable you to network with colleagues in the health care credentialing industry and to interact face-to-face with Data Bank representatives. You will also have an opportunity to express your ideas and obtain answers to your questions about Data Bank operations and policy-related initiatives.

If you think you would like to attend this event on June 7 - 8 or if you have questions about the event, please contact Angela McMillian at npdbmeetings@sra.com or call 1-800-767- 6732. Please respond by February 3, 2011.

If the Data Bank determines that there is sufficient interest in this meeting, you will be contacted with an invitation to register. We hope to see you in Seattle this coming June.



Information for Credentialers

The Centers for Medicare & Medicaid Services recently clarified that monitoring of the Medicare opt-out list must be performed at least quarterly for all practitioners credentialed for Medicare products, even if an organization's practitioners are contractually prohibited from opting out of Medicare per their employment contract. Organizations whose practitioners are not contractually prohibited from opting out of Medicare per their employment contract must continue to query the Medicare opt-out website at the time of each practitioner's initial credentialing and recredentialing, as well as monitor all practitioners at least quarterly.

Information for Credentialers - continued

The Federation of State Medical Boards (FSMB) has announced it will permanently store the physician records of closed Accreditation Council of Graduate Medical Education-approved residency programs. The FSMB will serve as a central source for organizations requiring verifications of a physician's training at a closed residency program. The FSMB states that The Joint Commission, NCQA, and URAC will accept verification of physician's credentialing from these closed residency programs as primary source verification.

The FSMB will charge a \$15 verification request fee for these verifications. A complete list of the closed residency programs covered by the FSMB is available here:

http://www.fsmb.org/fcvs_closedprograms.html

NCQA CR 3 B3 requires all work histories provided in initial credentialing files to be initialed and dated by the reviewer within:

- 180 days of presentation to the Credentialing Committee for Medicare products.
- 365 days of presentation to the Credentialing Committee for commercial and/or Medicaid products.

If your organization uses a checklist for the credentialing process, the work history section must be initialed and dated by the reviewer. If your organization does not use a checklist, the actual work history source must be initialed and dated by the reviewer.

How to verify a valid DEA:

- The first letter is assigned by the DEA
- The second letter is the first letter of the physician's last name.
- Take the 1st, 3rd, 5th, numbers and add them together
- Take the 2nd, 4th, 6th numbers and add them together and double that number
- Take the sum of the 1st, 3rd, 5th numbers and add it to the doubled sum of the 2nd, 4th, 6th numbers and the last number of your new total should be the same as the 7th number in the DEA.

OR – go to http://www.simplifiedatasolutions.com/sds_dea.asp

CMS Approves Program for Accreditation of Critical Access Hospitals

In the November 15, 2010 Federal Register, the Centers for Medicare and Medicaid Services approved Det Norske Veritas Healthcare for deeming authority for critical access hospitals which desire to participate in Medicare and Medicaid. The approval is effective December 23, 2010 through December 23, 2014.

URAC Accreditation

A provider is required to be notified in writing, within ten (10) days about a credentialing decision. The notification timeframe recently changed from 60 days to 10 days.



Congratulations to our newest certificants

October 2010

- Yvette Mulvany, CPCS, Grande Ronde Hospital – LaGrande,
- Nita Smart, CPCS, Managed Healthcare Northwest – Portland,

NAMSS 35th Annual
Conference
September 24-28, 2011
Hilton Anatole Dallas
Dallas, Texas



NAMSS Certification Prep Courses

- May 12-13, Ashville, NC
- Late June or July, Minneapolis, MN
- September 24-25, Dallas, TX in conjunction with NAMSS Annual Conference

In addition, the on-line CPMSM prep course will be released in the next couple of months.

If you have any questions, please contact Susan DuBois, CPCS; Chairman NAMSS Education Committee; 801-442-2840 or susan.dubois@imail.org.

Are you thinking about taking your CPCS or CPMSM exam – NAMSS has resources for you. Just go to www.namss.org/education.

- NAMSS Certification Prep Courses
- Online Courses
- Webinars
- Books/Quizzes

2011 Dates and Deadlines

Summer Testing

- **Application Deadline: Saturday, April 16**
Testing Period - Saturday, June 18 - Saturday, July 9, 2011

Fall Testing

- **Application Deadline: Saturday, August 6**
Testing Period - Saturday, October 8 - Saturday, October 29, 2011



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President-Elect

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We're on the Web!
See us at:
www.oamss.com

Just a note from your Editor and President-Elect

I recently read an article "Lessons from Undercover Boss" from Health Care Compliance Strategies (HCCS) – January 2011. The article is regarding what might happen if the boss were to perform routine tasks in a hospital setting. The article does not mention the fact that even before a physician is allowed to wander the halls of a hospital, the physician needs to come through the Medical Staff Office first. This made me think what would happen if we did have a physician just come into our facility and start seeing patients.

One of the tasks the Medical Staff Office has is alerting the departments within the hospital that a new practitioner has joined the medical staff. As we find in this day and age of things needing to be done quickly and with more advanced technology, how do we the MSP prevent "The Undercover Boss" from coming into our facility to work without their credentials being verified? If I only had the solution to that question. There are tasks and duties that we as the MSP do help to prevent "The Undercover Boss" from working at our facilities, or even being associated with our health plans.

First, practitioners must come through the Medical Staff or Credentialing Office. No one should be allowed to practice without providing an application. Then the practitioner cannot work without all verifications, privileges and credentialing steps being completed. I know that we do our jobs well and that as an MSP we follow the necessary credentialing steps.

I have learned there are additional steps and that is to listen to what is being said by the practitioner and the physician/group practice bringing the individual on and to closely scan any e-mails I receive during the credentialing process. Nothing is more frustrating when you read an e-mail to a practitioner that states "come on by, don't worry about your EMR training as I can just log you onto the system, or getting an ID badge, we can start by just 'showing' you around". When that happens the best thing to do is pick up the phone and speak to the person who sent the e-mail and explain to them that is not how it works in our facility and also respond to all people that are on the e-mail. Explain your facilities process and what the practitioner must do before being "shown" around.

With advancements in technology and the wide use of e-mail I think if the MSP can also create relationships with other departments to work on what is necessary before a practitioner starts. This will enable the other departments to start questioning an "Undercover Boss" acting as a physician and informing them, I am sorry, but I cannot train you on our EMR system as I have not received any information about you from the Medical Staff Office. Please wait, while I contact that office.

I do believe the MSPs can work together to help prevent "Undercover Boss" and one of the ways is by utilizing OAMMS, not only for the educational experiences, but for the networking and what we learn from each other. Feel free to contact me at any time ann.klinger@tuality.org or 503-681-1892. I look forward to seeing you in May at Salishan.



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- Friday Registration \$75
- OAMSS Networking Reception \$0 (No Charge for Conference Attendees)
- Yes, I will be participating* *No, I will not be participating*
- OAMSS Networking Reception (Guest) \$5.00 per guest

**Payment is due with the submission of your registration.*

Name: _____ Title: _____

Organization: _____ E-Mail: _____

Address: _____ City: _____ State: _____

Zip: _____ Phone: _____ Fax: _____

First Time Attendee: Yes No Certified: CPCS CPMSM OAMSS Member: Yes No

Make checks payable to OAMSS

Registration and payment deadline: **April 4th**

Return completed registration form and payment to:

Darlene Ditsworth, CPCS
Medical Staff Coordinator
Tuality Community Hospital
335 SE 8th Avenue
Hillsboro, OR 97123

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Conference: 10.00 applied for*