

Medical Staff Services Association of Pennsylvania
PAMSS 35th Annual Conference & Business Meeting

**Cruising Through Credentialing
2024**



April 28 - April 30, 2024

Sheraton Erie Bayfront Hotel, Erie PA

Our conference is designed to provide relevant education and networking opportunities to professionals in medical staff services, managed care, provider credentialing, and provider enrollment throughout Pennsylvania and like professionals in other territories throughout the United States. Administrators, chiefs of staff and other medical staff leaders are invited to attend to gain first-hand knowledge of the material presented.

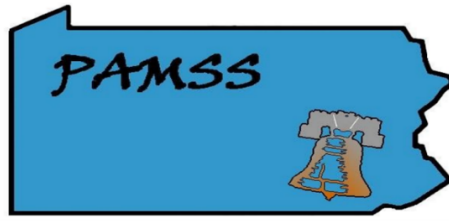
This event is open to PAMSS members and non-members.

Registration Refund/Cancellation Guidelines:

Refunds for registration fees to the conference will be made only by written request (emails are acceptable) to the Treasurer at least two-weeks prior to the scheduled conference opening date.



Please join us in Celebrating



35th Anniversary affiliation with NAMSS!

Hotel Information

Sheraton Erie Bayfront Hotel

55 West Bay Drive

Erie, PA, 16507

For Reservations Call: 814-454-2005

Block of rooms being held under Pennsylvania Association of Medical Staff Services

Room Rates: \$139.00

Must be booked before March 29, 2024 to receive our conference rate

Hotel Parking

Complimentary free parking is available for **all** attendees, regardless of staying at the hotel

Dress Code

The Dress Code for the Conference is Business Casual

Sunday, April 28, 2024

Sunday Itinerary

4:00 p.m. Hotel Check-in and early registration.

5:00 p.m. 35th Anniversary Celebration! Join us for Cocktails, Networking, and Dinner
in the Safe Harbor/Wolverine Banquet Room



Monday, April 29, 2024

Conference Agenda

- 7:00 a.m. Breakfast/Registration & Exhibit Hall Open
7:50 a.m. Welcome (announcements, housekeeping, speaker introductions)
- 8:00 a.m. **NAMSS Update**
Julie Harrelson-Vunovich, CPMSM, CPCS, NAMSS Director at Large
- 9:00 a.m. **No Surprises Act – Detailed Summary**
David J. Buono Jr., Deputy Insurance Commissioner Office of Market Regulation
- 10:00 a.m. Sponsor Introduction – **Provider Passport**
10:15 a.m. Break and Exhibit Hall Open
- 10:30 a.m. **“Credentialing without Crying”**
Heather A. King, Director, Healthcare Operations
Pennsylvania Medical Society (PAMED)
- 11:30 a.m. **CAQH Credentialing Update**
David Colon-Margolies, Director of Provider Engagement
- 12:30 p.m. Lunch/Networking & Exhibit Hall Open
- 1:15 p.m. **PA Dept. of State New Policy and Regulatory Updates**
Andrew LaFratte, Deputy Policy Director Regulatory Affairs
- 2:15 p.m. **PA Dept. of State Professional Licensing & Regulation Updates**
Matt Eaton, Director of Operations, Bureau Professional & Occupational Affairs
Ms. Kori Linn, Operations Chief for the Board of Nursing
Ms. Niki Wray, Division Chief/Supervisor Medical, Osteo, Podiatry Boards
Mr. Sai Ali, Medical Board Administrator and Supervisor of Medical Board staff
- 3:15 p.m. Sponsor Introduction – **MD-Staff**
3:30 p.m. Break and Exhibit Hall Open
- 3:45 p.m. **“We’re Going to Need a Bigger Boat”**
Implementing a CVO Within a Rapidly Growing Health System
Erin M. Blake, CPCS, Katie Sloat, B.S., HPA, CPCS, Kathy Remlinger, CPMSM Penn State Health
- 4:45 p.m. Adjourn / 5:30 p.m. PAMSS 35th Anniversary Celebration Cruise



**Join Us Monday Evening
6:00 p.m. – 8:00 p.m.
For PAMSS 35th Anniversary Celebration Cruise on the
Victorian Princess Riverboat!!**



Sponsored by:
MD-Staff Provider Passport QGenda

**Hors d'oeuvres Provided and Cash Bar Opens at 5:30 p.m.
Riverboat Departs at 6:00 p.m.**

Meet at the base of the dock at Dobbin's Landing. Guests are encouraged to arrive 30 minutes prior to departure and check in at the Kiosk to ensure boarding at the specified time of the cruise.

We suggest you bring a jacket as it may be a chilly evening.



Tuesday, April 30, 2024

Conference Agenda

- 7:00 a.m. Breakfast/Registration & Exhibit Hall Open
- 7:50 a.m. Welcome (announcements, housekeeping, speaker introductions)
- 8:00 a.m. PAMSS Annual Business Meeting
- 8:30 a.m. **Remember, We All Rise When We Lift Others, Keys to Wellbeing and Building Resilience in Ourselves and Others.** Michael Diller, PsyD, WellSpan EAP.
- 9:30 a.m. Break and Exhibit Hall Open
- 9:45 a.m. **Policy and Regulatory Update: Hot Topics Impacting Hospital Teams**
Kate McCale, Senior Director of Compliance Support for the Hospital & Health System Association of Pennsylvania
- 10:45 a.m. **Why DEA Matters**
Patricia Robison, Registration Program Specialist, Drug Enforcement Administration
- 11:45 a.m. Sponsor Introduction – **QGenda**
- 12:00 p.m. Snacks Refreshments Break & Exhibit Hall Open
Door Prizes & Giveaways
- 12:30 p.m. **“Testing the winds, using personal power, tacking when unsure, and keeping your team on track with PAMED.”**
Janet Thompson, Pennsylvania Medical Society Membership Liaison
- 1:30 p.m. Adjourn



**Thank you for attending the 2024 PAMSS Annual Conference.
We look forward to seeing you next year!**



About Our Speakers



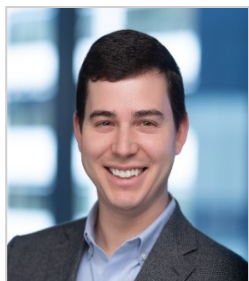
Julie Harrison- Vunovich is currently a NAMSS Board Director At Large, working alongside the states of Virginia, West Virginia, North Carolina, Pennsylvania, and Kentucky. Outside of NAMSS she is the Director of Provider Data and Credentialing for AdventHealth and the Director of the CVO for West Florida Division of AdventHealth. Julie has been in the Medical Staff Services profession for over 20 years, working in many different facets of the profession.



David J. Buono Jr. is the Pennsylvania Insurance Department Deputy Insurance Commissioner and has been serving the insurance industry since 1999. The Penn State graduate began working with the Pennsylvania Insurance Department in 2015 as the Department's consumer liaison. The Office of Market Regulation is responsible for regulating behavior of insurance companies, agencies, agents, and other licensees in Pennsylvania's Insurance Marketplace, ensuring those entities adhere to Pennsylvania's insurance statutes and regulations by conducting investigations, following up on complaints and performing audits. The Office of Market Regulation is comprised of three bureaus: Bureau of Consumer Services, the Bureau of Market Actions, and the Bureau of Licensing and Enforcement, each with a specific focus to ensure safety of PA policyholders.



Heather A. King, MHA is the Director of Healthcare Operations for the Pennsylvania Medical Society (PAMED) and is dedicated to the improvement of and access to healthcare for all Pennsylvanians, especially those who live in resource-poor areas. In her role at PAMED, Heather is charged with helping physicians streamline their practices, troubleshoot their concerns and stay compliant with laws and regulations. She currently sits on the Medical Assistance Advisory Council as well as the PAeHI as the newly elected treasurer. Before joining the staff at PAMED, Heather spent 15 years in multiple roles at Penn State Health, the last 8 of which were spent as a practice administrator for multiple ambulatory primary and specialty care sites in the Harrisburg area. She also served as a patient advocate/representative for Penn State Health.



David Colon-Margolies is the Director of Provider Engagement at CAQH where he focuses on strengthening CAQH's relationship with the provider community and advocating for their unique needs. David previously served as a CAQH Senior Account Manager, partnering with customers to streamline the business of healthcare. Prior to CAQH, David spent 6 years at Avalere Health, where he advised manufacturers, payers, and providers regarding healthcare policy, reimbursement, and health economics research. In his free time David writes and plays music and spends time with his family, including his 11-year-old terrier Frida.



Andrew LaFratte is the Deputy Policy Director Regulatory Affairs and is an experienced executive-level public servant offering extensive expertise in policy and regulatory analysis, research, budgeting, contracting, data analysis, government relations, and administration. With a strong background developed through advanced education and nearly a decade of progressive administrative roles within state and local levels of government, Andrew possesses a proven track record of identifying challenges and delivering prompt, effective solutions for executive leadership, policymakers, and constituents.





Matthew Eaton is the Director of Operations for the Bureau of Professional and Occupational Affairs at the Pennsylvania Department of State. Professional licensing protects the health and safety of the public from fraudulent and unethical practitioners. There are 29 licensing boards and commissions, each with their own statute governing their powers and functions. The boards and commissions also promulgate regulations to further govern their respective professions. As Director, he oversees the day-to-day operations and staffing for the Bureau.

Also Presenting from the Pennsylvania Department of State:



Ms. Kori Linn
Operations Chief for
Board of Nursing



Ms. Niki Wray
Division Chief/Supervisor
Medical, Osteo, Podiatry Boards



Mr. Sai Ali
Medical Board Administrator
and Supervisor of Medical Board staff



Erin M. Blake, CPCS, has been with Penn State Health for 11 years in the Provider Services & Credentialing Department as a Lead Credentialing Specialist. Prior to this, she was a Credentialing Analyst at Health America/Coventry Health/Aetna Healthcare (now CVS) for 8 years. She's held her CPCS certification since November 2008. Erin was recently appointed as PAMSS Webmaster.

Thank you, Erin!



Kathy Remlinger, CPMSM is the Director of Provider Services & Credentialing for Penn State Health and has served as a member of PAMSS since 1997 and held several leadership positions within the South-Central Region as well as President of PAMSS in 2007 and 2016, most recently filling a vacancy for PAMSS Past President in 2023. Kathy has worked in healthcare for over 37 years, started her career in credentialing in 1997 and received her CPMSM certification in 2001. She managed the Medical Staff Office at Penn State Milton S. Hershey Medical until 2020 when she was appointed Director of Provider Services & Credentialing for the Penn State Health System.





Katie J. Sloat, B.S., HPA, CPCS is the Lead Credentialing Specialist in the Provider Services & Credentialing Department. She has been with Penn State Health since 2003, and with Provider Services and Credentialing for the last 5 years. She recently obtained her CPCS Certification. Katie served as a volunteer on this year's PAMSS Conference Committee.

Thank you, Katie!



Mike Diller, PsyD is the Director of WellSpan Employee Assistance Program (WSEAP). He earned his master's in clinical psychology from Loyola College in Maryland and a Doctor of Psychology Degree in Clinical Psychology from the University of Hartford. He spent nineteen years in clinical practice, fifteen of those years at WellSpan Behavioral Health (WBH), now known as WellSpan Philhaven. He has been passionate about finding better ways to support our fellow coworkers, raising awareness of mental health issues in the workplace, and offering ways we can provide a culture of caring to support overall wellbeing.



Kate McCale is the Senior Director of Compliance Support at The Hospital and Health system Association of Pennsylvania. Kate has more than ten years of experience working with hospitals on an array of issues including quality improvement, corporate compliance, workforce, nursing, community health and revenue cycle. In her current role, Kate focuses on regulatory issues, monitors, and responds to state and federal legislative, regulatory, and policy issues including facility and professional licensure, accreditation, and workforce supply across the care continuum, and provides compliance guidance.



Patty Robison is the Registration Program Specialist with the Drug Enforcement Administration in Pittsburgh, for the past 18 years. Patty is responsible for DEA registrations in Western Pennsylvania and Northeast Pennsylvania. and assists with preparation for criminal prosecutions related to those DEA registrations. Patty is eager to provide customer service to everyone in the medical field regarding DEA matters.



Janet Thompson is the Pennsylvania Medical Society's (PAMED) membership and engagement link to physicians, physician staff, health system leadership, and hospital staff. She focuses on increasing awareness of products/services/offerings, connecting members to available resources, and implementing engagement activities across the commonwealth. In addition, she is the staff person for PAMED's Medical Student Section, Resident and Fellow Section, and International Medical Graduate Section. Janet consistently looks for ways to increase communication, find networking opportunities, and engage with the healthcare community. Janet has been a longtime supporter and member of PAMSS and is excited to continue building relationships with members and participating in the activities of the group.



Session Descriptions

Day 1 – Monday April 29, 2024

NAMSS Director at Large - NAMSS Update

Presenter: Julie Harrelson-Vunovich, CPMSM, CPCS, NAMSS Director at Large

Learning Objectives:

- Describe the History of NAMSS, strategic initiatives and impact on the industry.
- Identify elements of the NAMSS Leadership and Volunteer Pathways to better support the profession
- Discuss verification benchmarks and grassroots efforts NAMSS is supporting to improve credentialing efficiencies.

Pennsylvania Insurance Department Updates

Presenter: David J. Buono Jr. / Deputy Insurance Commissioner Office of Market Regulation

Description:

Attendees will receive a high-level review of the federal law, No Surprises Act (NSA). The No Surprises Act establishes patient protections against surprise medical bills and includes several transparency and other provisions.

Learning Objectives:

- Understand the purpose of the No Surprises Act (NSA)
- Identify the Insurance Plans and Providers that are required to follow the NSA.
- Learn what to do if there are concerns related to the NSA.

“Credentialing without Crying”

Presenter: Heather A. King, MHA Director, Healthcare Operations Pennsylvania Medical Society

Description:

Credentialing physicians to be qualified to provide medical services can be expensive and time consuming yet when completed properly, the process is able to protect the parties involved. Understanding the who, what, when, where, and why of the process eases the complexity and allows those being credentialed as well as completing the credentialing to move through the process. Identifying resources available helps providers and their credentialing staff navigate the process to be prepared for the challenges faced while completing the process.

Learning Objectives:

- Understand the 5 W's of credentialing.
- Navigate the tools you need to succeed.
- Identify strategies for continuous readiness.



CAQH Credentialing Update

Presenter: David Colon-Margolies, Director of Provider Engagement

Description:

Attendees will learn about industry trends that are affecting provider data management and how consolidated solutions like the CAQH Provider Data Portal simplify this work. Use cases explored will include the collection, maintenance and sharing of provider data with multiple health plans to support credentialing, primary source verification, directory management and more. New users will learn how to get started with CAQH Solutions, including the Provider, Groups, and Practice Manager modules. Experienced users will appreciate the up-to-date tips for maintaining provider data and how to maximize its utility.

Learning Objectives:

- Learn about industry trends and requirements driving requests for provider data and attestations.
- Learn how to streamline the process of completing credentialing applications for multiple health plans using the CAQH provider data platform.
- Gain best practices to reduce the time and effort needed to prepare data for credentialing, delegated credentialing, primary source verification, and directory management using CAQH's Provider Data Portal

PA Dept. of State New Policy and Regulatory Updates

Presenter: Andrew LaFratte, Deputy Policy Director Regulatory Affairs

Description:

Discuss new professional policy and regulatory updates. Overview of the analysis, research, budgeting, contracting, data analysis pertaining to implementing new policies and regulatory requirements pertaining to healthcare. Overview of navigating through the PA.gov website.

Learning Objectives:

- Review new policy and regulatory requirement.
- Learn the behind-the-scenes steps on implementing new policy.
- Learn to navigate through the PA.gov platform.

PA Dept. of State Professional Licensing & Regulations

Presenter: Matt Eaton, Director of Operations, Bureau Professional & Occupational Affairs

Description:

Learn how professional licensing protects the health and safety of the public from fraudulent and unethical practitioners. Overview of the 29 licensing boards and commissions, their statute governing their powers and functions. Learn how the commissions also promulgate regulations to further govern their respective professions.

Learning Objectives:

- Review Licensing Basics
- Learn to navigate through the new PALS platform.
- Identify issues for reporting and follow-up reporting Options.

"We're Going to Need a Bigger Boat"

Implementing a CVO Within a Rapidly Growing Health System

Presenters: Erin M. Blake, CPCS, Katie Sloat, B.S., HPA, CPCS, Kathy Remlinger, CPMSM Penn State Health

Description: Presenters share their experience Implementing a CVO Within a Rapidly Growing Health System

Learning Objectives:

- Identify when a CVO is advisable versus standardization of workflows.
- Review data needed to support CVO decision.
- Review lessons learned from CVO implementation



Session Descriptions

Day 2 – Tuesday April 30, 2024

Keynote: Remember, We All Rise When We Lift Others...Keys to Wellbeing and Building Resilience in Ourselves and Others

Presenter: Michael Diller, PsyD Licensed Psychologist/Director WellSpan Employee Assistance Program

Description:

In a time where, where multiple storms have coincided with the larger COVID pandemic storm, we now have eyes on supporting one another coming through such storms, where their important lessons learned to consider and help guide us forward. People continue to struggle with a myriad of challenges, stressors and pandemic fallout that touches all areas of one's life. This presentation offers insight into recognizing that adversity affects us all and if we can offer a little hope, inspiration, and support to others, why wouldn't we do that whether it be for our own team members or those from the broader community. In the end, it reminds us that the thread which binds us all together is that we are human, and we need each other especially in times of challenge and adversity. This presentation provides insight into how we can weather challenging storms, together.

Learning Objectives:

- Attendees will be able to identify multiple lessons learned from the pandemic that will aid in supporting good mental health, with specific focus on the power of human connection.
- Attendees will be able to identify specific strategies in supporting the psychological and emotional well-being of self (first) and of their fellow coworkers.
- Attendees will have access to resources that lead to actionable steps in growing resilience and supporting good mental health.

Policy and Regulatory Update: Hot Topics Impacting Hospital Teams

Presenter: Kate McCale, Senior Director of Compliance Support for the Hospital & Health System Association of PA

Learning Objectives:

- Discuss key federal and state regulatory issues impacting hospitals.
- Identify survey-related accreditation and licensure trends.
- Describe policy advocacy to promote regulatory innovation.

Why DEA Matters

Presenter: Patricia Robison, Registration Program Specialist, Drug Enforcement Administration

Description:

The DEA registration is a key tool in keeping controlled substances in the proper chain of distribution, also in detecting violations of the Controlled Substance Act.

Learning Objectives:

- Understand the importance of DEA registration in regard to fighting drug epidemic.
- Learn requirements for various DEA registration situations in order to facilitate credentialing process, such as drug schedules, locum tenens, fee-exemption, etc.
- Use tools and resources DEA offers to help with credentialing process.



“Testing the winds, using personal power, tacking when unsure, and keeping your team on track with PAMED.”

Presenter: Janet Thompson, Pennsylvania Medical Society Membership Liaison

Description:

Navigating relationships is crucial to the level of engagement a practice or system has with their physician team. When needs, interests, and challenges is understood, the opportunity to troubleshoot and find solutions increases and provides better outcomes. Learning to foster relationships with our providers strengthens our communication for day-to-day interactions while allowing collaboration for ongoing growth.

Learning Objectives:

- Identifying practice challenges and working through to a solution
- Collaborate on increasing engagement internally and within the group.
- Outline resources for PAMSS members and the physicians they serve.
- Provide healthcare resources for physicians.



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DONATION PARTNERS



Conference Registration

PAMSS 35th Annual Conference & Business Meeting April 28 - 30, 2024

Conference Fees:

In Person Attendance:

PAMSS Member: \$300.00

Non-Member: \$400.00

Virtual Attendance:

PAMSS Member: \$250.00

Non-Member: \$350.00

The registration fee includes Sunday evening dinner, breakfast on both conference mornings, Monday lunch and our Anniversary Celebration Cruise.

Visit [PAMSS](https://paamss.org) for registration instructions or click on the link below:

[Pennsylvania Association of Medical Staff Services - Meeting/Event Information
\(paamss.org\)](https://paamss.org)

For questions or issues with accessing our registration site, or special needs, (dietary or other) contact:

Sheryl Holder, President-Elect at 717-698-8473 holderhauntings@gmail.com

Louise Canlas, Past President at 920- 810-1715 canlasl@thewrightcenter.org

We can accommodate credit cards, company, or individual check payments.



Don't Wait! REGISTRATION DEADLINE: April 23, 2024

Dress Code

PAMSS Conference Dress Code is Business Casual. Thank you!





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