



PRESIDENT'S MESSAGE

February 14 marks the start of the Chinese New Year and the symbol for 2010 is a Tiger. As we usher in the New Year and the start of a new decade I find that it's already **roaring!**



I have been so busy that my good intentions to write a January article passed without success. I could not, without concern for my duties as your President, let another month slip by without keeping you up-to-date on NCAMSS affairs. The following newsletter is chock full of exciting news and events that have happened or will be forthcoming in 2010.

Business in 2010 is rip-roaring and Mother Nature wanted to get in on the fun too. The recent snowstorm that swept the country also paid a visit to yours truly as you can see from the snapshot of my backyard. I have a feeling 2010 is going to be a year to remember!



2009 REWIND

The following are some 2009 key highlights and NCAMSS accomplishments:

- NCAMSS offered 29 hours of NAMSS approved CME at its quarterly/annual meetings
- Meeting attendance: Feb (64), May (53), Aug. (35), Nov. (90)
- Donna Masho Award was presented to Velvet Carroll, CPCS, CPMSM, Catawba Valley Medical Center, Hickory, NC
- Published all NCAMSS quarterly meetings, including annual meeting in the Synergy magazine published by NAMSS.
- Developed the NCAMSS Archives Policy and created an archives link from the NCAMSS website which contains NCAMSS information back to 2003. This link is password protected and only NCAMSS Officers have access.
- For the first time in recorded NCAMSS history, the President attended the NAMSS Leadership Retreat in Washington, DC on April 1 and 2, 2009.
- Bylaws review and proposed revisions circulated to membership for vote by 12/1/2009 and membership supported changes which have been placed into effect.

2010 NCAMSS MEETINGS

Fran Fallon, CPCS, CPMSM, Program Chairman has an exciting slate of meetings for us this year. Thanks to the host facilities for your support in holding these sessions. Mark your calendars, look for more information to follow and plan to attend.

February 19 (Pitt County Memorial, Greenville, NC)

May 11-14 (The Breakers Hotel, Myrtle Beach, SC)

August 20 (Gaston Memorial, Gastonia, NC)

November 5 (NC Medical Board, Raleigh, NC)

LINDA WALDORF IS LEAVING NORTH CAROLINA – SAY IT AIN'T SO....



February 2, 2010 at 4:21pm the call was received. Linda Waldorf is leaving North Carolina. Surely I was delusional. As happy as I was for her that she accepted the opportunity of a lifetime at Suburban Hospital – Johns Hopkins Medicine in Bethesda, Maryland, I was stunned.

I'm sure you've heard people comment that they remember where they were and what they were doing when they received some particularly bad news, well I honestly have to say that applies to me in this circumstance. Linda has been a shining example of leadership in our state for many years. Our loss will certainly be Suburban Hospital's and the state of Maryland's gain. Linda is the kind of person who loves a challenge and this exciting new opportunity will provide just the kind of fodder on which she thrives. Johns Hopkins has merged with Suburban Hospital and she gets to orchestrate the medical staff merger and all the fun that ensues. For some this sounds like their worst nightmare, but for Linda this is like a dream come true. No challenge is too big for her to tackle. That's just the kind of person she is.

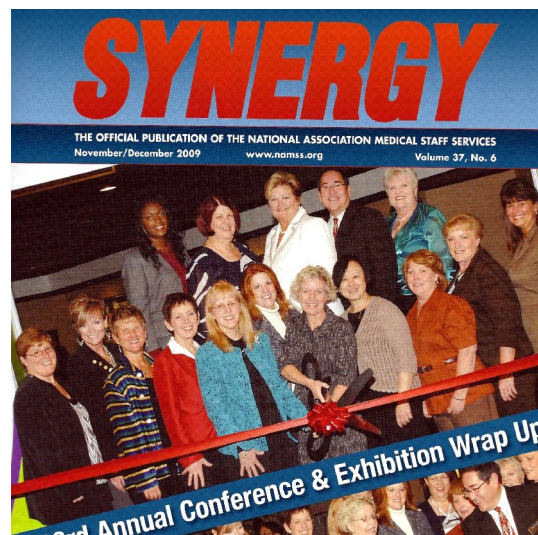
Linda has been a constant resource to many, not only in the Triangle Chapter of NCAMSS, but throughout the entire state. She was one of the founder's of the Triangle Chapter of NCAMSS and has been a leader and member since its inception in 1993. In fact, Linda served as its first President from September 24, 1993 until December 31, 1994. Upon hearing Linda's news, longtime colleague Kathryn Tanner with Rex Healthcare shared the following, "Linda is such a valuable asset to our community. Over the years she has always strived to improve the medical staff services profession, particularly in the Triangle. She was the driving force behind establishing the Triangle Chapter which began with a few members and now has about 50 active and associate members. Over the years Linda, June Hogg and I have worked on several projects collaboratively to establish a community standard. She told me years ago we always needed to help each other in our profession, that it would make the whole of us better. Linda has lived that and I am thankful to be

her friend and colleague. Her leaving is bittersweet; I am excited for her on this new journey but will miss her greatly".

In 2002, Linda was Committee Chairman for the Uniform Medical Staff Application. In 2005, Linda was also the Committee Chairman for the Uniform Reappointment application. In 2007, NCAMSS peers recognized Linda for her enormous contributions to the profession by bestowing her with our highest honor: the Donna Masho Award of Excellence. The award was formally presented to Linda by NCAMSS President, Anne Ennis, CPCS at the May 2007 Annual meeting.



Over the last year, in addition to her duties at Duke Raleigh Hospital, Linda has held dual roles of responsibility on both NCAMSS and NAMSS Boards of Directors. She serves as NCAMSS Treasurer and as Director-at-Large for NAMSS. In fact, she appears on the cover of the November/December 2009 issue of Synergy – right smack dab in the middle of it all – would she be anywhere else?



Please join me in sending well wishes to Linda as she gracefully makes her exit from Duke and moves on to her new position in Maryland.

BOARD MEMBER TRANSITION

The term of President for the Triangle Chapter of NCAMSS is one year. In that regard, Indi Daye, CPCS has turned the baton over to Donna Phillips, CPMSM.

Donna has over 28 years of experience in the healthcare industry with an emphasis on Medical Staff Services for the past 15 years. Donna began her career at WakeMed Health and Hospitals and served as Medical Staff Coordinator at the Raleigh Campus until April, 2009. Donna is currently employed with Johnston Health as Manager of the Medical Staff Office at Johnston Medical Center in Smithfield. She is a member of NAMSS and the Triangle Chapter of the NC Association of Medical Staff Services where she has served as President Elect and is currently serving as President. She currently holds NAMSS CPMSM certification. As the President of TC-NCAMSS, Donna will also serve as a Member-at-Large on the NCAMSS Board.

I would like to publicly thank Indi for her contributions to the Triangle Chapter as well as the state Association. And, welcome Donna into her new role. We look forward to continued success within the Triangle Chapter.



Indi Daye, CPCS



Donna Phillips, CPMSM

CPMSM/CPCS CERTIFICANTS RECOGNIZED

Certification by NAMSS not only demonstrates to others a commitment to the profession, but it also provides advancement potential in any healthcare environment. It is an indication to supervisor(s) and accreditation surveyors that you are an expert in the field. Please join me in congratulating the following individuals for achieving this milestone accomplishment in the fall of 2009:

CPCS



Martha May, Rowan Regional

Dawn Saltz, Novant Med Group



CPMSM

Bobbie Byrum, East Carolina Health

Donna Huston, Durham Regional

Wendy Ledbetter, Rowan Regional

TRIANGLE CHAPTER UPDATES

Triangle Chapter NCAMSS -- OFFICERS

Term: January 1, 2010 – December 31, 2011

Name of Officer/Office	Email Address
Donna Phillips, CPMSM, President	dphillips@johnstonhealth.org
Lori King, CPCS, President-Elect	lori.king@ncmedboard.org
Suzanne Davis, Secretary/Treasurer	sdavis@raleighortho.com
Indi Daye, CPCS, Immediate Past President	ijdaye@cvty.com

2010 CALENDAR OF TC-NCAMSS MEETINGS

April 23 (Raleigh Orthopedic Clinic, Raleigh, NC)

July 23 (Duke Raleigh North, Raleigh, NC)

October 22 (Rex Healthcare, Raleigh, NC)

THE AMERICAN BOARD OF PEDIATRICS & MAINTENANCE OF CERTIFICATION

Important Information for Credentialing Professionals

For all diplomates who are initially certified in 2010 and beyond, as well as those whose certificate currently contains an expiration date, ongoing certification with the American Board of Pediatrics (ABP) is contingent upon meeting the requirements for Maintenance of Certification (MOC). To maintain ABP certification, diplomates must successfully complete numerous requirements throughout ongoing MOC cycles; thus, the ABP no longer provides a specific end date to certification.

UTILIZING AN ANNUAL RE-VERIFICATION DATE

The ABP recognizes that some may still require a certification end date to complete primary source verification.

As ABP diplomate certification status only changes at the beginning of a calendar year, unless revoked for disciplinary reasons, conducting ANNUAL primary source verification in January will ensure you have accurate certification status for ABP diplomates. Utilizing the last day of the calendar year during which you are conducting primary source verification will also serve as the reminder previously provided by an official end date. In addition, diplomates now have the ability to download documentation regarding their current certification status via their online ABP portfolio.

PERMANENT CERTIFICATION

Permanent certificate holders are not obligated to participate in MOC to remain certified by the ABP; however, those who have chosen not to participate are designated as "not meeting the requirements of MOC" on the verification section of the ABP Web site. Those permanent certificate holders who are voluntarily meeting MOC requirements are listed as certified without expiration and meeting the requirements of MOC.

Primary-source verification of a diplomate's current board certification status can be accessed at no charge via the ABP Web site, www.abp.org. **Please keep in mind that only names of diplomates who are currently certified will be listed on the ABP Web site.**



NAMSS BLOG ENTRY HELPS CLARIFY AMERICAN BOARD OF PEDIATRICS' NEW CERTIFICATION POLICY

NAMSS was recently contacted by the American Board of Medical Specialties (ABMS) to weigh in on recent changes to the American Board of Pediatrics' (ABP) certification policy.

ABP-certified physicians will no longer have a certification end date. Instead, certification status will be monitored through the Maintenance of Certification (MOC) program, which requires physicians to perform ongoing education to demonstrate competency in providing quality patient care. Certification status will depend on whether or not a physician completes the continuous learning required to maintain good standing.

NAMSS wrote a letter to the ABMS discussing the two concerns that have been raised by medical services professionals. First, the end date on the physician's certificate is currently used to verify certification status. With the elimination of the end date, it was unclear what MSPs should use in the credentialing process. Second, with the implementation of the MOC, it was unclear whether medical staff departments or the specialty boards would be responsible for tracking the continuing education of certified physicians. This letter was discussed among members of the ABMS Executive Committee and has been passed on to their committees working on the implementation of the MOC program.

In response to the NAMSS letter, Mary Ziegler, Communications Director of the ABP, provided the following clarification on the NAMSS Blog on January 28, regarding the certification end date:

"As ABP diplomate certification status only changes at the beginning of a calendar year, unless revoked for disciplinary reasons, conducting ANNUAL primary source verification in January will ensure you have accurate certification status for ABP diplomates. Recognizing that credentialers enlist programs and procedures which require a specific end date, you may want to enter the end of the current calendar year into this field, with proper notation that this is a reverification date and not a certificate end date."

NAMSS Alert
Connecting MSPs and the profession





STREAMLINED CREDENTIALING IN NC

At the November 2009 NCAMSS quarterly meeting Nancy Hemphill, Esq., Special Projects Coordinator for the North Carolina Medical Board, announced the formation of a taskforce to focus on streamlining the credentialing process in North Carolina. I'm pleased to tell you that the workgroup, led by Nancy Hemphill, had its first meeting on January 15. Individuals in attendance were representing the North Carolina Medical Board, Department of Insurance, NC Hospital Association, Hospital Medical Staff Offices, Physician Private Practices, National Contract Group firms, North Carolina Medicaid, Independent Contractor Physicians, Professional Liability Insurers, Managed Care Plans (BCBS) and the Council for Affordable Quality Healthcare (CAQH). Three NCAMSS Board Members (Linda Waldorf, Rhonda Boyd and Tammy Davis) participated to represent the interests of NCAMSS members.

The session began with each participant debriefing the group on their needs. This segment of the session was particularly important because it was a knowledge transfer step essential to laying the foundation for process improvement by identifying pain points and commonly used data elements. The group generated some very good ideas. Since so many of us ask physicians for the same data elements on our applications, it became very clear that we need a centralized database from which to pull this data so the physicians don't have to replicate it for each entity with whom they interact. One idea was to enlist agencies such as NCQA, CAQH or FCVS to house the data for providers in our state. The physician would then grant permission to entities who needed to access their data. Some of these agencies have the ability to pre-fill provider data from their system onto the NC DOI application which would be a definite time saver for the physicians. Another idea was to create a state CVO, under the auspices of the NCMB, for users in all practice settings to access and obtain primary source verified elements needed to comply with their process. It was acknowledged that each of us follows our own policies, written to protect our

patients and members, by focusing on accrediting body requirements and risk mitigation. As you might imagine, we did not arrive at a final solution during the one day session, so will be reconvening at a later date to resume further discussion. If you have a great idea you would like to contribute, please don't hesitate to contact me. I'll be happy to present your idea to the panel. We have a varying degree of experience in our NCAMSS Association members and I think we can collaborate to arrive at a solution that will work for all. I would love to hear from you. I welcome all ideas and promise to keep you posted on the progress of the taskforce.

NAMSS Alert
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IMPLEMENTATION OF SECTION 1921

"Implementation of Section 1921 will expand the information contained in the National Practitioner Data Bank (NPDB) to include adverse licensure actions taken against all licensed healthcare practitioners and any negative actions or findings by State licensing agencies, peer review organizations, and private accreditation organizations against all health care practitioners and entities.

This final rule increases the amount of information accessible to hospitals and other organizations through the NPDB. Under the final regulation, private sector (non-Federal) hospitals will now have access to adverse licensure actions taken against all licensed healthcare professionals such as nurses, podiatrists, chiropractors, and psychologists—not just physicians and dentists. At this time, only Federal hospitals have access to this information."

OPPORTUNITIES

Position for a Director of Medical Staff Office for a excellent hospital in Alaska. Contact: Cody Burch, MBA, Director of Candidate Generation, Talent Strategies, B. E. Smith, Inc., 9777 Ridge Drive, Suite #300, Lenexa, KS 66219

Position for a Director of Medical Staff for California Central Coast hospital. Position details will be posted on NCAMSS website under Job Opportunities Link. Interested parties may contact John Gilbert Company, Phone: 805-541-9030 or email: jtgil@charter.net



FOR NCAMSS MEMBERS WHO ARE INVOLVED WITH BILLING OPERATIONS

CMS CR (Change Requests) 6417 and 6421 have potential to negatively impact claims payment for services if the provider is not in the PECOS system with his/her specialty and NPI number.

CMS 6417 will be done in two phases:

Phase 1 (10/5/09-4/4/2010) – If the ordering/referring provider is on the claim and is not in PECOS or is in PECOS, but not of the specialty to order or refer then the claim will still process, but the provider or supplier will receive a warning message on the Remittance Advice.

Phase 2 (4/5/2010 and thereafter) – If the billed item or service requires an ordering/referring provider and the ordering/referring provider is not in the claim, then the claim will not be paid. If the ordering/referring provider is not in PECOS, is not in the claims system or is not in the claims system with the specialty to order or refer then the claim will be rejected.

CMS 6421 is directed to the Medicare suppliers of durable medical equipment, prosthetics, orthotics and supplied (DMEPOS), their billing agents and clearinghouses, and the physicians/practitioners who order items of DMEPOS for their Medicare patients. Similar edits as described above under 6417 will happen.

For details on these two initiatives, please refer to the following CMS websites:

6417:
<http://www.cms.hhs.gov/mlnmattersarticles/downloads/MM6417.pdf>

6421
<http://www.cms.hhs.gov/OpenDoorForums/Downloads/CR6421PhysiciansODFfollowup111709.pdf>

Acknowledgment and thanks to contributors: Mary Ziegler and Amy Hodak from the American Board of Pediatrics and Kathryn Tanner with Rex Healthcare. And, thanks to the NCAMSS Board Officers/Directors for your time/effort to proofread and provide editorial comments.

EDUCATION CORNER



2010 CERTIFICATION PREPARATION DATES SET

If you plan to take the CPCS exam, you may be interested in knowing that NAMSS has made available from its website a CPCS practice exam consisting of 40 questions.

A CPMSM practice exam has also been added. It is available from the official NAMSS website: www.namss.org under the Certification link, "What is the CPMSM" link and this practice exam is composed of 50 multiple choice questions exam.

Disclaimer for CPCS/CPMSM practice exams: please be aware that the results of both practice exams are not necessarily an indication of what your score will be on the certification exam. The practice exams are strictly intended to give users a sampling of the types of questions they can expect to see on the real exam. The cost for both practice exams is \$50.

If online testing is not your preferred approach then NAMSS also offers onsite certification prep courses. Dates for those follow:

April 10-11, 2010 (for both CPCS and CPMSM)
In conjunction with 2010 TSMSS Annual Conference
Omni Hotel, Corpus Christi, TX
October 2-3, 2010 (for both CPCS and CPMSM)
In conjunction with 2010 NAMSS Annual Conference
Hilton Orlando Bonnet Creek, Orlando, FL

CPMSM/CPCS 2010 DEADLINE/EXAM DATES
Summer Testing Period

Application Deadline: April 23, 2010
Testing Period – June 19 – July 10, 2010

Fall Testing Period
Application Deadline: September 3, 2010
Testing Period: October 30–November 20, 2010

PARTING COMMENTS

Finally, I hope to see you at the February 19th quarterly meeting being held at Pitt County Memorial in Greenville, NC. If you have not registered, it's not too late. Contact Linda Waldorf, CPMSM, CPCS at 919-954-3105 today for registration.

HERE FOR YOU
Please feel free to contact me, Tammy Davis, CPCS, CPMSM, NCAMSS President with questions, concerns or suggestions. You may reach me at my email address: tammy_davis@schumachergroup.com or on my cell phone 336-504-2838.