



*A Celebration of Success  
Staying Strong Together*



**40<sup>th</sup> Annual  
Education Conference**

**May 6-7, 2021  
We Are Going Virtual!**



# 40<sup>th</sup> Annual Education Conference

## May 6 - 7, 2021 – Virtual Live

### “A Celebration of Success – Staying Strong Together”



## INVITATION TO ATTEND

FAMSS Annual Education Conference fulfills our mission to provide continuing education for development of individuals responsible for credentialing, privileging, practitioner or provider organizations, provider enrollment and/or regulation compliance, and maintaining accredited continuing education programs.

## WHO SHOULD ATTEND THE CONFERENCE

Medical Services Professionals (MSPs) – Credentialing Analyst – Credentialing Manager – Credentialing Specialist – Managed Care Credentialing Specialist – Medical Services Analyst – Medical Staff Coordinator – Medical Staff Services Director – Medical Staff Services Manager – Provider Enrollment Specialist

## PROGRAM SCHEDULE

### Thursday, May 6, 2021

7:50 a.m. - 8:00 a.m.

#### WELCOME

*Marjorie Colón, CPMSM, FAMSS President*



8:00 a.m. - 9:00 a.m.

#### KEYNOTE SPEAKER LOVE YOUR JOB! LOVE YOUR LIFE!

*Joel Weintraub, M.Ed., B.S.  
Health Humorist Educator, HealthHumor.com*



Practice five techniques to reduce stress and increase focus. Learn how to get along with others and de-escalate confrontation at work while in the medical staff office environment or out in the field. A humorous look at stress management. Laugh and learn while you experience the relationship between education and humor.

### Thursday, May 6, 2021

9:00 a.m. - 10:00 a.m.

#### UNIFYING PROVIDER ENROLLMENT, CREDENTIALING AND PRIVILEGING

*Lisa Velasco, MSM, LPTA, CPMSM, CPCS  
Director of Professional Services,  
The Hardenbergh Group*



To accelerate and streamline provider enrollment, more hospitals and health systems are seeking delegated credentialing agreements from commercial payers on behalf of their medical groups or other provider organizations. At the same time, the number of employed practitioners continues to grow at hospitals and health systems. The process of enrolling providers in numerous health plans is time consuming and delays in timely enrollment negatively impact an organization's revenue. This solutions-oriented presentation will provide insight to expedite the process of provider enrollment by unifying enrollment, credentialing, and privileging.

## PROGRAM SCHEDULE

**Thursday, May 6, 2021**

10:00 a.m. - 11:00 a.m.

### **THE AGING PHYSICIAN**

*Sharon Beckwith, Chief Executive Officer, MD Review*  
*Don Lefkowitz, MD, Medical Director, MD Review*



MSPs will learn the impact of an aging population, review aspects of normal aging, identify warning signs of cognitive impairment, learn cognitive screening controversies, and discuss controversies about age to screen. Learn how to establish practical screening at a specific age that provides a fair balance with patient safety, organization liability, and provider dignity.

11:00 a.m. - 12:00 p.m.

### **HOW TO GET 25 HOURS OUT OF A 24-HOUR DAY - HAVING THE TIME OF YOUR LIFE!**

*Joel Weintraub, M.Ed., B.S.*  
*Health Humorist Educator, HealthHumor.com*



Isn't it amazing how the math never works out? If you sleep eight hours and work eight hours, doesn't it seem that there should be eight more hours left for you? What happens to a third of the day? Where is the time for you?

Well, if you ever wanted to make 25 hours out of a 24-hour day, you definitely want to make time for this program. You will find that extra hour you have been searching for by improving efficiency and effectiveness in the medical staff environment by learning time management, behavior modification, and memory techniques.

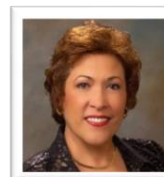
[www.famss.org](http://www.famss.org)

**Thursday, May 6, 2021**

12:00 p.m. - 12:30 p.m.

### **FAMSS BUSINESS UPDATE**

*Marjorie Colón, CPMSM*  
*FAMSS President*



### **FAMSS EDUCATION COMMITTEE AND SPONSOR RECOGNITION**

*Deborah Coca, CPCS*  
*FAMSS President-Elect*  
*FAMSS Education Committee*



### **NOMINATING COMMITTEE/ ELECTION RESULTS**

*Nancy A. Taylor, CPCS, CPMSM, MBA*  
*FAMSS Past President*  
*FAMSS Bylaws Committee*



12:30 p.m. - 1:30 p.m. **BREAK FOR LUNCH**

1:30 p.m. - 2:30 p.m.

### **NATIONAL PRACTITIONER DATA BANK**

*Paul Lotterer, JD*  
*National Practitioner Data Bank*

This program will provide an overview of NPDB processes to include query input, appropriate registration process, reporting and maintaining the site for facility or entity. Learn how to access the NPDB site as a first step resource for your facility, including statutes that govern the NPDB.

2:30 p.m. - 3:45 p.m.

### **HOT LEGAL TOPICS IN CREDENTIALING AND PEER REVIEW**

*Amanda L. Waesch, Esquire, Health Care and Hospital Law*  
*Brennan, Manna and Diamond, LLC*



This program will review various legal hot topics involving the credentialing process and Medical Staff issues in the state of Florida and nationwide. The program will also examine actual examples as well as case law updates on legal trends.

The learning objectives are:

- Have a general knowledge of legal hot topics involving the credentialing process and Medical Staff.
- Be aware of common legal issues and pitfalls and strategies for avoiding them
- Learn case law updates involving credentialing and privileging

## PROGRAM SCHEDULE

**Friday, May 7, 2021**

8:00 a.m. - 9:00 a.m.

### **CHANGES HAPPENING IN THE MEDICAL STAFF PROFESSION**

*Roxanne Chamberlain, MBA, FACHE, FMSP, CPMSM, CPCS, CPHQ  
Senior Director of Medical Staff Services, Baystate Health, Inc.  
NAMSS Immediate Past President*



This presentation will have a strategic focus to enable the audience to prepare and plan for the future of the MSP profession.

Learning Objectives:

1. To educate the audience on what changes are going on now and are coming to the MSP profession of the future.
2. To educate the audience about the importance of being open to change, being flexible, and adaptable in the ever-changing healthcare environment.
3. To have an open dialogue with the audience to hear what changes they are experiencing so we can learn from each other.

9:00 a.m. - 10:00 a.m.

### **CREDENTIALING AND PRIVILEGING DURING A DISASTER: A COLLABORATIVE APPROACH**

*Kaysha Hervey, MHA, CPCS, CPMSM  
Director Medical Staff Services Operations, HCA Healthcare*



*Lisa Brooks, CPCS, CPMSM  
Assistant Vice President, Credentialing Processing Center  
Parallon/Orange Park Shared Services Center*



This session will share how HCA Healthcare and Parallon responded to the COVID-19 pandemic as related to disaster privileging and support. The speakers will demonstrate the impact of centralization of credentialing activities on timely processing of disaster privileges.

**Friday, May 7, 2021**

10:00 a.m. - 11:00 a.m.

### **NAMSS UPDATE**

*Yvette S. Scott, CPMSM, CPCS  
Manager, Duke Regional Hospital Medical Staff Services  
NAMSS Director at Large*



11:00 a.m. - 12:00 p.m.

### **MEDICAL QUALITY ASSURANCE**

*Jennifer L. Wenhold, MSW, Chief, Bureau of Health Care Practitioner Regulation, Division of Medical Quality Assurance Florida Department of Health*



This program will present resources in the Division of Medical Quality Assurance online service portal, unlicensed activity and practitioner profiling. The presentation will also address recent and proposed legislation for regulated healthcare professions.

12:00 p.m. - 1:00 p.m.

### **PRN: FLORIDA'S PROFESSIONAL HEALTH MONITORING PROGRAM AND A MODEL FOR SUCCESS**

*Alexis Polles, M.D., Medical Director Professionals Resource Network, Inc.*



The program will meet the following objectives:

- Understand concepts of addiction as a neurological (aka "brain") disease
- Become familiarized with the neurobiology of addiction
- Discuss ways of approaching those affected
- Learn the exposure to legalities concerning impairing conditions

1:00 p.m.

### **CLOSING REMARKS**

*Marjorie Colón, CPMSM  
FAMSS President*



[www.famss.org](http://www.famss.org)

## REGISTRATION (Part 1 of 2)

### FAMSS ANNUAL EDUCATION CONFERENCE

May 6-7, 2021

Complete one form for each registrant. Print Clearly or Type (Information provided below will be reflected in attendee conference list.)

#### REGISTRANT INFORMATION

Name: \_\_\_\_\_  
Credentials: CPCS CPMSM FMSP Other: \_\_\_\_\_ Title: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Organization: \_\_Hospital \_\_MCO \_\_Surgery Center \_\_Physician Practice \_\_Other: \_\_\_\_\_  
FAMSS Member? \_\_\_\_Yes \_\_\_\_ **NEW FAMSS Member\*\*** First-Time Participant \_\_\_\_Yes

\*\*To register as a **NEW FAMSS Member**, go to the FAMSS website home page [www.famss.org](http://www.famss.org). Click on Create an Account (top left) with Sport Engine. Create your account with name, email address, mobile phone and password. Once you create your Sport Engine account, you will receive a confirmation email with an activation link. After you activate the link, then proceed to the Register link at the home page. Click Pending Payment if you are including your membership fee with your registration.

**The Member rate only applies when membership dues have been paid by February 26, 2021.**

**Refund Policy:** All cancellations must be made in writing or email [famsstreasurer@gmail.com](mailto:famsstreasurer@gmail.com)  
**Cancellation deadline is April 1.** Cancellations made in writing on or before April 1 will receive a 50% refund. No refunds will be made for cancellations received after April 1. No refunds will be made for no-shows. All refunds will be processed 4-6 weeks after the annual educational conference.

The conference programs will be held virtually. Log in information will be forwarded after registration and payment have been confirmed.

FAMSS EVENT	REGISTRATION FEE		REGISTRATION FEE RECEIVED AFTER APRIL 1	
	Member*	Non-Member	Member*	Non-Member
Conference Registration	\$300	\$400	\$400	\$500

CONFERENCE PROGRAM FEE	QUANTITY	SUBTOTAL
Registration Fee		
Membership Dues \$50		
Scholarship Recipient Credit		
Sponsorship Credit		
Past President (Complimentary Registration Fee)		
<b>Total Due Payable to FAMSS</b>		

**\*NOTE: Membership fee must be paid by February 26 to qualify for the Member discounted rate.**

If paying by check, return completed **two-page Registration Form** and payment to:  
Coreen Morgan, CPMSM, FAMSS Treasurer, 3310 Stoneman Loop, Land O Lakes, FL 34638

**Checks should be made payable to FAMSS** (Complete Registration Part 2 for credit card payment)

A \$25 charge will apply for insufficient fund checks. I authorize FAMSS to charge my credit card in the amount indicated above. I understand that FAMSS reserves the right to charge the correct amount if totaled incorrectly. I understand that if rebilling a credit card is necessary, I will be charged a \$25 processing fee. Your email confirmation will be receipt of payment.

## REGISTRATION (Part 2 of 2)

**CREDIT CARD AUTHORIZATION** We offer payment by credit card as a convenience to our members. Forms with incomplete charge information cannot be processed and may affect your eligibility for the discounted rate. If you are uncomfortable providing complete credit card information, we understand and will gladly accept your check.

**Faxed registrations (Parts 1 and 2) only accepted with credit card payment.**

Registrant Name: \_\_\_\_\_

Check one:  Master Card  VISA  American Express  Discover

Name as it appears on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Zip Code \_\_\_\_\_

Account # \_\_\_\_\_ 3 or 4 digit code: \_\_\_\_\_ (Required)

Expiration Date: Month \_\_\_\_\_ Year \_\_\_\_\_

Authorized Signature and Date: \_\_\_\_\_

Phone Number with Area Code to Reach You for Questions: \_\_\_\_\_

If paying by credit card, return forms to the FAMSS Registration Liaison:

Phone (727) 315-6237 | Fax (727) 519-1830 | Email [Hannah.Millman@baycare.org](mailto:Hannah.Millman@baycare.org)

**Program Schedule is subject to change**

**Applied for NAMSS Continuing  
Education Credits**

**VIRTUAL LIVE STREAM REQUIREMENTS (LINK FOR INSTRUCTIONS & SYSTEM REQUIREMENTS)**

[HTTPS://HELP.WEBEX.COM/EN-US/NK13XRO/WEBEX-MEETINGS-SUITE-SYSTEM-REQUIREMENTS](https://help.webex.com/en-us/nk13xro/webex-meetings-suite-system-requirements)