

Michigan Association of Medical Staff Services
Invite you to "SPRING INTO SUMMER" with us at the

46th Annual State Conference

Please join us for the Welcome Reception sponsored by Qgenda!

Crystal Mountain Resort

Wednesday, May 28th, 2025 from 5:00 - 7:00 PM

Hors d'oeuvres and beverages will be available

Meet our Speakers!



Sara Camron
CPMSM, CPCS
Hardenbergh



Larry DeHoyos
CPCS, PES
LD Consulting.



Donna Goestenors
CPMSM, CPCS
Team Med Global



Heather Moffitt Blair
MHCA, BSN, CPMA,
CEMC, CPL
Team Med Global



Erin Muellenberg
JD, CPMSM, CPCS
Polsinelli



Maggie Palmer
CPMSM
Speaker



Karen Vargas
MSA, OTR/L, CPHQ
Joint Commission



Kathy Gruver
PhD, CHt, LMT
Key Note Speaker

For more information
or to register,
visit our [2025
Conference page](#)

Be sure to check out the
available lodging spaces
included here before making
your [reservation!](#)



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46th Annual State Conference

Wednesday, May 28 - Friday, May 30, 2025

Crystal Mountain Resort
12500 Crystal Mountain Dr
Thompsonville, MI 49683

Explore The Lodging Spaces

Crystal Mountain has renovated all of their lodging spaces since our last visit in 2018 and has offered us three different lodging options. We are so excited to share these updates, as we think you will be pleasantly surprised with the new spaces!

- [Hotel Rooms \(\\$139.00\)](#) - Located in our Hamlet and Colony buildings you will find cozy hotel rooms great for a little getaway with beautiful furnishings that reflect an Up North atmosphere with a contemporary flair. Features include two queen beds, one bathroom, a table for dining and workspace, and a flat screen TV. These spaces do not have elevators.
- [Inn Suite \(\\$169.00\)](#) - Unwind and relax in our Inn at the Mountain with a stylish and beautifully appointed suite ideal for work and play offering the comfort of home and office. Features include one king bed, one bathroom, a sofa for relaxing, a table for dining and workspace, a flat screen TV, and easy access to our Mountain Market or Bru Bar located in the same building.
- [Wintergreen Two Bedroom Condo \(\\$269.00\)](#) - The Wintergreen condominiums offer a cozy retreat with an Up North contemporary feel. Each unit is situated along our Betsie Valley golf course in a wooded area. Features include two bedrooms each with one queen or king bed, living room with fireplace, full kitchen, dining area, and a private outdoor patio or deck.

[Additional lodging details can be found here.](#)

The resort also offers a number of amenities including an [indoor pool, a workout center and an on-site spa.](#)

For further information on these amenities and to take a peek at the [calendar of activities](#), please visit their website.

To reserve your stay you can [book online](#) or call direct at 855-520-2974 using group code 46P10N on or before the April 28, 2025 deadline!



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Schedule of Events Thursday, May 29, 2025

Just be yourself but who the hell is that? Using ego states (IFS) for optimal performance

Kathy Gruver, PhD, CHt, LMT

8:00am - 9:00am

It's pretty obvious to most of us that we have different aspects of our personalities that come out in different situations. We are different around our parents than we are our bosses. We have a different attitude and persona when dealing with children than we do dealing with our coworkers, or hopefully we do. What if we can examine these different states, get to know them and call them at will to help us achieve more and optimize our time and performance? Using ego state theory we can identify the working aspects of our personality, name them and learn how to bring forward our best self for the situation at hand. Practical, easy and effective techniques to help you be the best you, you can be.

Joint Commission & Medical Staff Standards

Karen Vargas, MSA, OTR/L, CPHQ 9:15am - 11:15am

Review the 2024 top Scored Medical Staff Standards and discuss scoring trends. Review the 2024 National Data Review and Updates for 2025, as well as examine FAQs and other Joint Commission Standards applicable to the medical staff.

Navigating the NCQA Maze: Key Updates for MSPs in 2025

Donna Goestenors, CPMSM, EMSP, CLE 9:15am - 11:15am

Heather Moffitt Blair, MHCA, BSN, CPMA, CEMC, CPL

Keeping up with NCQA accreditation standards is vital for successful enrollment with managed care organizations, especially in light of the latest revisions. Join TMG and explore the newest changes to the NCQA credentialing standards and their potential impact on your operations. Gain insights into how these revisions reflect current healthcare trends and learn strategies to stay compliant while enhancing your organization's quality of care.

MAMSS Business Update

Billie Cnudde, CPCS

11:30am - 12:00pm

This session will be dedicated to our members! Take a minute to connect with the State's leadership. We will provide a full update on our State Association to include our commitment to you, changes that we're making, updates that you should be aware of and take any questions you might have! We will also include any pertinent National Association updates during this time to ensure our members are in the loop!

Thanks to TMG for sponsoring our lunch
Lunch will be served between 12:00pm - 1:00pm

Session One: OPPE and FPPE Fundamentals

Sara Cameron, CPMSM 1:15pm - 2:15pm

This session is designed to review the basis for implementation and practical working aspects of Professional Practice Evaluation processes in your facility. Utilizing PPE processes to ensure competency will be discussed, along with options for selecting appropriate PPE measures. The role of FPPE initial medical staff credentialing and privileging will be reviewed, along with implementation of "triggered" FPPE processes.

Going beyond Provider Enrollment 101: Working through to ensure a claim is paid correctly?

Larry DeHoyos, CPCS, PESC 1:15pm - 2:15pm

Going out on a limb and saying payer enrollment is identical for each payer is what keeps our processes in line. However, with that said, we see denials in claims even though we know everything was correct. What did we miss? Where is the disconnect? This session will work through step by step from the initial request for enrollment through receiving the approval letter and finally getting a claim paid ... or receiving a denial ...

Proctoring, Preceptor, Observers Oh My!

Maggie Palmer, CPMSM

2:30pm - 3:30pm

The terms proctors, preceptors, and observers are often used interchangeably, but each represents a distinct role in the training, assessment, and evaluation of healthcare practitioners. Understanding these differences is crucial for organizations to provide effective clinical education, mentorship, and quality assurance. This session will define and differentiate the roles of proctors, preceptors, and observers in healthcare environments, emphasizing their unique contributions to the learning and professional growth of clinicians. Through real-world examples and case studies, attendees will gain a deeper understanding of when and how each role should be utilized, as well as how to establish clear boundaries and expectations within their institutions.

Snack time!
The next session starts at 3:45pm

Turf Battles – Improving Collaboration Between MSOs, CVOs and Provider Enrollment

Sara Camron, CPMSM

3:45pm - 4:45pm

Improving Collaborations Between Medical Staff Services in an MSO, Central Verification Office, (CVO), and Provider Enrollment is vital to the delivery of efficient provider credentialing & privileging. Improving these collaborations can drive provider onboarding times and provider satisfaction and get providers seeing patients and billing for services faster. This presentation is aimed to give the learners perspectives that will foster understanding, encourage dialogue, and promote actionable strategies for enhanced teamwork and processes that will drive greater collaboration and efficiencies.



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Schedule of Events

Friday May 30, 2025

Session 2: OPPE/FPPE, Credentialing, and Peer Review – Getting in Sync

Sara Camron, CPMSM

8:00am - 9:00am

This session will review some of the practical aspects of the interplay between PPE processes, credentialing and privileging, and peer review. We will review how initial FPPE information must be gathered and utilized in a provider's initial credentialing and privileging processes, as well as how ongoing OPPE is integrated into both peer review and recredentialing long term. The scenarios which may instigate a "triggered" FPPE will be reviewed, along with potential outcomes

Advanced Provider Enrollment: You already know Enrollment, now what?

Larry DeHoyos, CPCS, PESCS

8:00am - 9:00am

Have you ever gone through the motions of enrolling your providers into each health plan only to find out claims are still coming back to the revenue team as denied ... this happens all too often and causes undue duplicity in our organizations. This workshop will walk you through some scenarios to ensure all enrollments are completed to mitigate any enrollment-related denials from the onset ... We'll look at some denials and attempt to triage them and analyze as to why they were returned by the payer.

Fair Hearings and Appeals Demystified: There is no Reason to be Afraid

Erin Muellenberg, JD, CPMSM, CPCS

9:15am - 10:15am

Someone says the words "Fair Hearing" and everyone runs looking for any possible alternative, including just looking away. It is time for us to understand what is really involved in a fair hearing and appeal and why it is a process that is fair and just for both sides. This session will focus on a review of fair hearings and appeals; suggest language for your bylaws; and discuss education for your medical staff leaders so hearings are not avoided at all costs. We will have an interactive session and include role playing in order to take the mystery and fear out of this process.

AI in Action: Revolutionizing Medical Staff Services

Donna Goestenors, CPMSM, EMSP, CLE

Heather Moffitt Blair, MHCA, BSN, CPMA, CEMC, CPL

10:30am - 11:30am

Harnessing artificial intelligence technologies can revolutionize administrative processes, streamline workflows, and improve efficiency and accuracy in Medical Staff Services. Delve into AI's practical applications and provide insights into how to leverage this technology for optimal results.

NPDB CQ – how to manage "mid-cycle" reports

Maggie Palmer, CPMSM

10:30am - 11:30am

The National Practitioner Data Bank (NPDB) serves as a crucial tool for maintaining public safety and enhancing the quality of healthcare by providing timely and accurate information on healthcare practitioners. These mid-cycle reports—often triggered by new actions or developments during the continuous monitoring period—require careful management to ensure compliance, accuracy, and timely decision-making. This session will explore best practices for managing mid-cycle reports within the NPDB CQ process, focusing on how to interpret, analyze, and respond effectively to these reports. Attendees will gain a deeper understanding of the potential pitfalls associated with mid-cycle data updates and learn strategies for maintaining comprehensive and up-to-date records, ensuring the right actions are taken to safeguard patient care and practitioner accountability.

Join us for lunch
11:45 am - 12:45pm

Mock Fair Hearing: What to Expect

Erin Muellenberg, JD, CPMSM, CPCS

1:00pm - 2:30pm

This is a fun, educational, and interactive program where members of the audience serve as witnesses and the audience serves as the hearing committee. We will simulate a fair hearing based on real facts, so you can see what occurs and be prepared if you are ever called to prepare for and participate in a hearing.

Snack Time!
The next session starts at 2:45pm

MSP Trivia Challenge

Maggie Palmer, CPMSM

2:45pm - 3:45pm

A Fun and Engaging Way to Enhance Knowledge. Medical Service Professionals (MSP) play a vital role in healthcare delivery, constantly learning and adapting to new medical advancements, protocols, and best practices. But learning doesn't always have to be serious and formal! The Medical Service Professional Trivia Challenge is an interactive and fun way to reinforce essential knowledge while fostering a sense of teamwork and camaraderie among professionals in the healthcare field. This session invites participants to test their Medical Service Professional knowledge in a trivia-style format, covering a wide array of topics relevant to Medical Service Management activities, provider enrollment, privileging, governance and healthcare regulations. By combining entertainment with education, this session aims to engage healthcare professionals in a lighthearted competition that will not only refresh their knowledge but also build connections with colleagues and enhance team spirit.

Conference Giveaways!

Thank you for joining us for another great conference! Safe travels home!
*Must be present to win

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Thank you so much!

Our Sponsors are such an important part of our time together,
let's be sure to thank them all for helping us to
connect, collaborate, and create meaningful moments
together during this time!

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