NAMSS
EDUCATION. ADVOCACY. PATIENT SAFETY.
NAMSS
47th
EDUCATIONAL
CONFERENCE & EXHIBITION
Orlando, Florida | September 10 – 13, 2023
Building Better:
Setting the Foundation
for the Future of the Profession

Are You Ready for Integration?

Spreadsheets, Databases, Oh My!!!

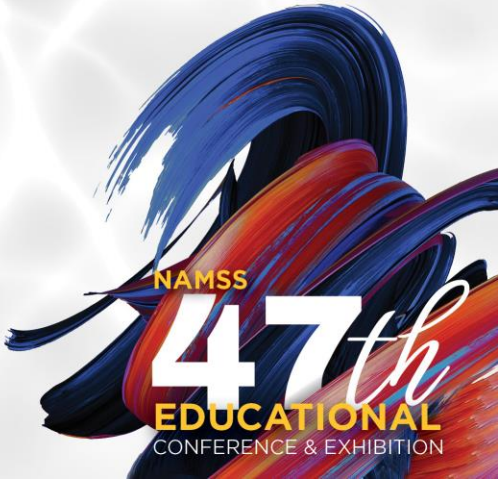
Cheryl Cisneros, CPMSM, CPCS, RN, BSN
HealthCare Consultant

Cheryl Cisneros, RN, BSN, CPCS, CPMSM
Healthcare Consultant

NAMSS™
EDUCATION. ADVOCACY. PATIENT SAFETY.

Disclosure Statement for NAMSS 23 Conference

I have no relevant financial relationships to disclose



Agenda

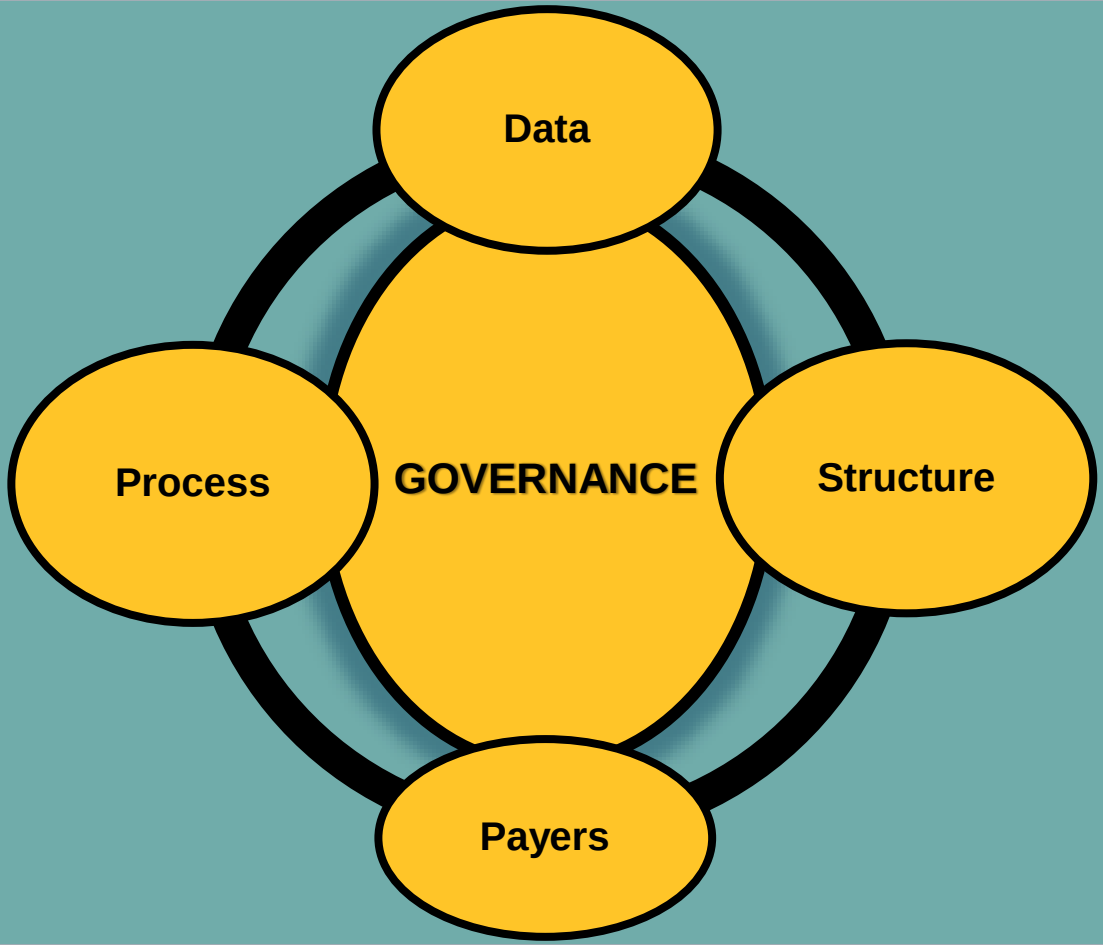
Provider Data Management

Structure

Payer Management

Process & Accountabilities

Your organization's ***Strategic Goal*** *is to successfully integrate workstreams for your organization that includes Enrollment, Medical Staff, Credentialing, Privileging, and all provider data.*


Data
Process
GOVERNANCE
Structure
Payers

#1 Poll Question

Where is your provider data stored?

- Provider data is stored in multiple data sources.
- Provider data is stored in one source.
- We are in the process of moving to one source.

Provider Data Management

Provider Data Sources

What are ***all*** the provider data sources?

- ✓ Databases
- ✓ Shared drives
- ✓ Spreadsheets
- ✓ Staff personal drives
- ✓ Paper files

Internal Project Team Members

Determine who will be the core team members

- ✓ Project Manager
- ✓ Workstream Leads
- ✓ Subject Experts
- ✓ IT Lead

Collaborative Data Standards

COLLECT

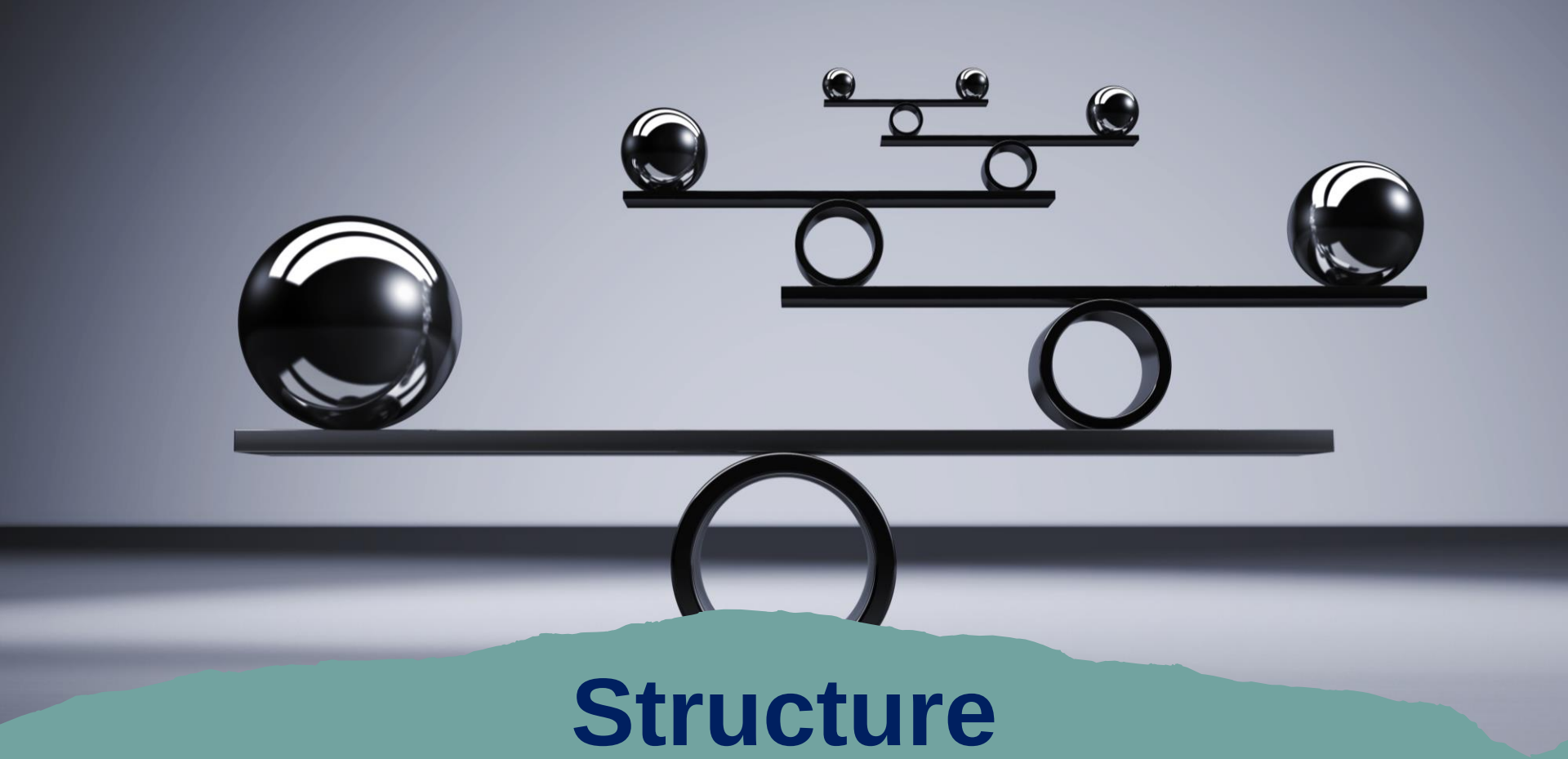
ANALYSIS

CREATE STANDARD DATA STANDARD

Considerations

Allow time for key project team members to complete the following

- ✓ Data validation
- ✓ Revisions
- ✓ Data validation
- ✓ Sign off
- ✓ Integration with downstream data sources



Structure

Structure Considerations

- Hospital Medical Staff(s)
- Surgery Centers
- Enrollment
- CVO – Internal
- CVO – External Commercial
- Payer Contracts
- Internal Health Plan(s)

Analysis of Structure

- Determine how current stored data is structured for all workstreams.
  - ✓ Facility(s)
  - ✓ Tax IDs
  - ✓ Payers
  - ✓ Workstream crucial data
- How will that look in a single solution?
- What are the vendor best practice recommendations?

Key Crucial Data Considerations

Office Locations

Specialties

Taxonomies

Licenses

Certifications

Education

Training

Work History

Data Governance & Integrity

Data Governance Committee

- Chair
- Workstream voting member(s)
- Ad Hoc member(s)
- Create charter
- Create policy and procedure
  - ✓ Define accountabilities
  - ✓ Process for review and approval

Ongoing Provider Data Maintenance

Defined in Data Governance Policy

- Who is accountable?
- What are the data fields?
  - ✓ Degree
  - ✓ License expiration date
  - ✓ Date on staff
  - ✓ Next recredentialing date
- What is the frequency?
- Opportunity for education

Payer Contract Management

Who are the Payers?

- Enroll workstreams with unique payer contracts
- Payer contractual obligations
- Regulatory body requirements
- State and Federal regulatory body requirements

#2 Poll Question

What are the total number of payer forms that you are required to submit to contracted payers?

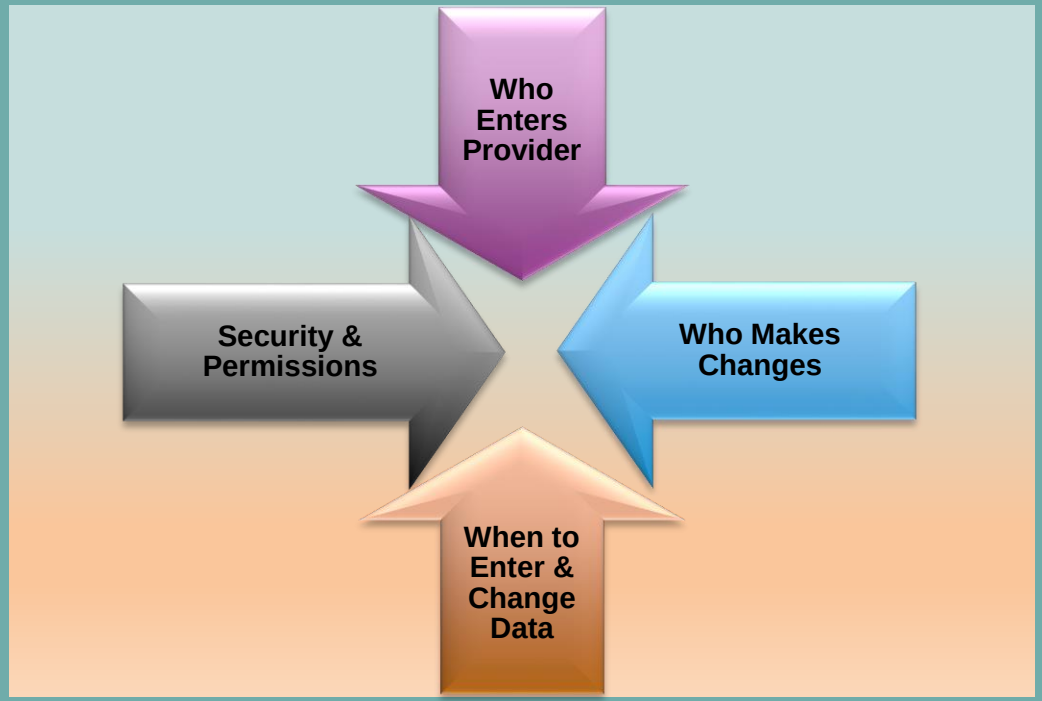
- 1 – 20 payer forms
- 21 – 40 payer forms
- 41 – 60 payer forms
- Greater than 60 payer forms
- We are 100% delegated, no payer forms we send rosters

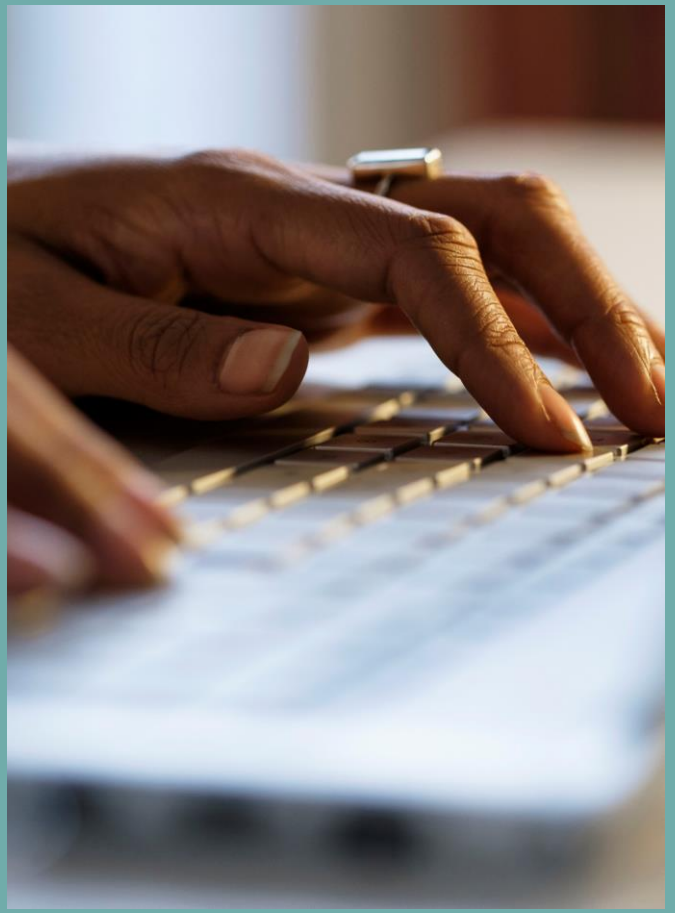
Payer Forms and Portal

- What payers' forms are required?
- What payers have portals?
- Determine how will you submit enrollment
- If software offers automation, consider the time to -
  - ✓ Create
  - ✓ Configure
  - ✓ Test and Refine

Processes and Accountabilities

Key Accountabilities





#3 Poll Question

How many of you have centralized medical staff, credentialing, privileging, and enrollment processes?

- Yes, we have completed centralization.
- We are in the process of centralizing.
- We plan to centralize next year.
- We have no plans to centralize.
- No need to centralize, we only complete enrollment.

Where to Begin

- Determine required processes
- When to launch process(s)?
- What provider data collection / forms?
- What verifications?

The Goal is to Eliminate

Duplication & Redundancy

Types of Workflow Processes

- Recruitment / Onboarding
- Application Processing
  - ✓ *Initial*
  - ✓ *Reappointment / recredentialing*
- Verification Process
- Payer Enrollment
  - ✓ *Initial*
  - ✓ *Revalidation – provider and/or office locations*
  - ✓ *Changes – adds, changes and terminations*
  - ✓ *Initial & Revalidation for Facility / Organizational Providers*
- Approval Processes

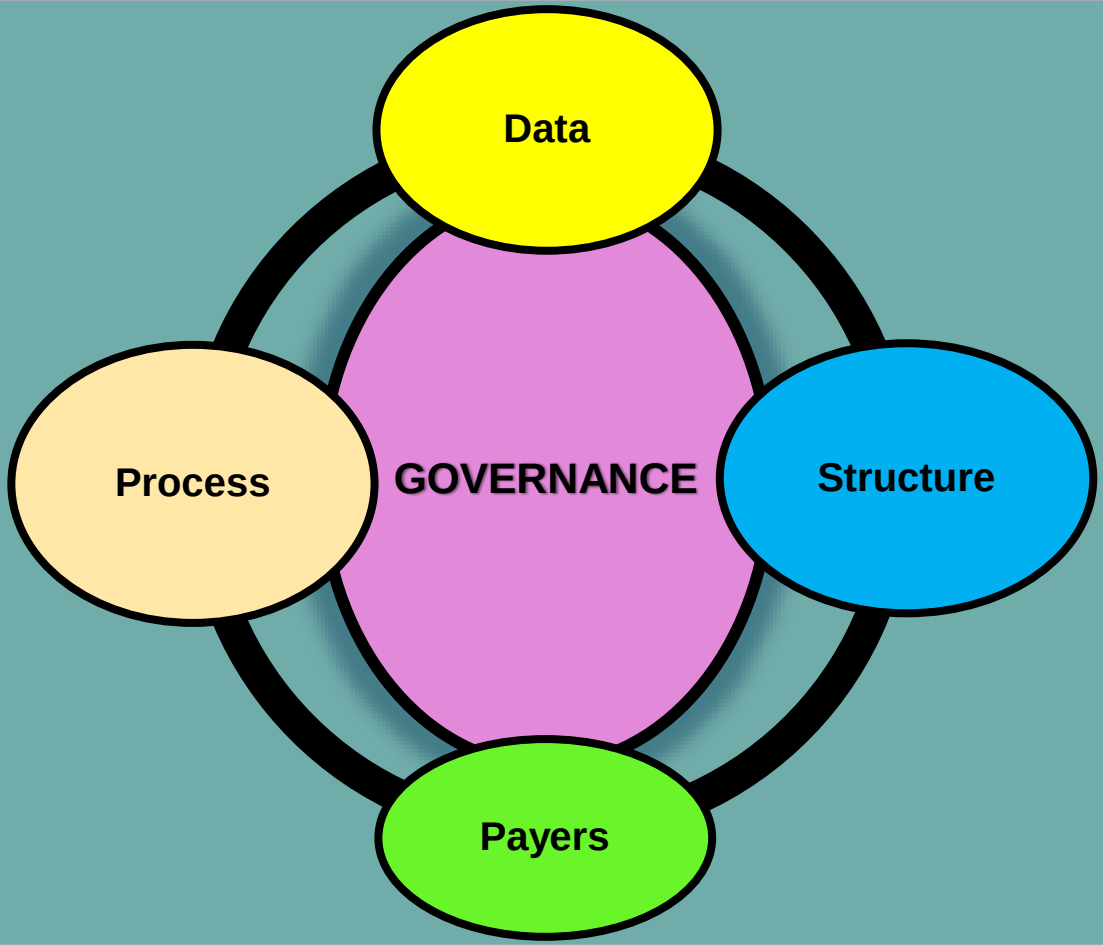
#4 Poll Question *Select ALL that apply.*

Where do you send provider data in your organization?

- Billing database
- Provider warehouse
- Provider directory
- Provider clinics / offices
- Internal Health Plan, ACO, and/or CIN
- We do not send data

Outbound Reporting

- Internal
  - ✓ Internal directory
  - ✓ Patient referrals
  - ✓ Payer effective dates
- External
  - ✓ Payer contract requirements – rosters, add, changes and terminations
  - ✓ Public-facing directories


Data
Process
GOVERNANCE
Structure
Payers

“Life throws challenges and every challenge comes with rainbows and lights to conquer it.” *Amit Ray*

Building Better:
Setting the Foundation
for the Future of the Profession