



UAMSS

Date: Thursday, May 20th, 2021
Time: 2:00 pm to 4:00 pm
Location: Virtual conference

Agenda
UAMSS May 2021
2nd Quarter Conference

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| 2:00 – 2:05 pm | Welcome
<i>Lydia Barlow, UAMSS Immediate Past President</i> |
| 2:05 – 3:05 pm | Credentialing Standards Crosswalk
<i>Jennifer Gillespie, CHC, CHPC, CPCS, CPMSM</i>
<i>UAMSS President</i> |
| 3:05 – 3:55 pm | Credentialing Communication
<i>Jeff Carter, MBA, CPCS</i> |
| 3:55 – 4:00 pm | Closing Comments
<i>Naomi Ward, UAMSS President-Elect</i> |

See following pages for learning objectives and speaker information.

Next UAMSS Conference
Annual Conference (full day)
August 13, 2021

Credentialing Standards Crosswalk

Jennifer Gillespie, CHC, CHPC, CPCS, CPMSM

-60 minutes-

Learning Objectives:

All healthcare organizations must comply with multiple regulatory and accreditation standards but making sense of all those requirements is easier said than done. We will break down the credentialing standards and identify the similarities and differences of the following accrediting bodies:

- **NCQA** (*Health Plan 2020, CVO 2021, CR 2020*)
- **URAC** (*CVO v4.0, Health Plan v7.3*)
- **TJC** (*CAMH 2021*)
- **DNV GL** (*NIAHO 2020*)
- **HFAP** (*Critical Access and Acute Care Hospitals 2020*)
- **AAHC** (*Ambulatory Health Care 2020*)
- **Medicare CoPs**: 42 CFR Part 482

Topics include requirements for primary source verification, allied health professionals, designated equivalent sources, professional liability history, peer recommendations, granting of clinical privileges, reappointment, sanctions, and more.

Upon completion of this presentation, attendees should be able to:

- Define NCQA, URAC, TJC, DNV GL, HFAP, and AAHC credentialing standards
- Compare and contrast each accreditor's credentialing standards for credentialing/recredentialing

Speaker Bio:

Jennifer Gillespie, CHC, CHPC, CPCS, CPMSM

Ms. Gillespie joined Verisys, an NCQA certified and URAC accredited CVO, in 2011 and currently serves as the Corporate Compliance Officer. In this role, she leads the Verisys Compliance, Internal Audit, and Quality teams and coordinates with all departments to ensure adherence to the constantly changing regulatory and standard setting organizational requirements in the healthcare industry. Jennifer maintains Verisys' URAC CVO accreditation, NCQA CVO certifications (11 of 11), and ISO 9001, Quality Management Systems certification by managing quality improvement projects, maintaining company policies and procedures, demonstrating information security, ensuring best practices for credentialing verification processes, and conducting compliance audits, investigations, and training. Her passion and experience in investigative research, data analysis, and resolution, assist in protecting patients by identifying bad actors and accurately verifying provider credentials.

She is an active member of UAMSS, NAMSS, HCCA, and PBSA and is currently Certified in Healthcare Compliance (CHC), Certified in Healthcare Privacy Compliance (CHPC), Certified Professional in Medical Staff Management (CPMSM), Certified Provider Credentialing Specialist (CPCS), and Advanced FCRA certified.

Credentialing Communication

Jeff Carter, MBA, CPCS

-50 minutes-

Learning Objectives:

Participants will learn proven methods of professional communication via email and telephone. In conjunction with generalized communication tools specifically aimed towards medical staff professionals, participants will leave with knowledge on best practices to get better rates to return responses and lower turnaround times.

Speaker Bio:

Jeff Carter, MBA, CPCS

University of Utah Health, Manager, Medical Staff Office

Jeff Carter has worked for University of Utah Healthcare's Medical Staff Office for 9 years, earning his MBA with a focus in Business Ethics in 2013 and CPCS in 2016. Jeff's undergraduate is a BA in English with a focus on Professional Writing. Originally from Payson, Utah, Jeff has lived in Salt Lake City since 2002. He spends his free time with one husband and two dachshunds playing video games, gardening, and reading every book he can find. He is terrified of public speaking and dislikes apples.