Edge-U-Cate
educational resources on the cutting edge

Credentialing School: The Basics

Join us for the most comprehensive, hands-on training available in the industry today!

An Investment in Quality Credentialing

Pathway to Knowledge

- ✓ **Just in time training for those new to credentialing**
- ✓ **Eight half days of intensive training**
- ✓ **Focus on credentialing and privileging basics for hospitals, ambulatory, and physician practices.**
- ✓ **Certificate of Completion**
- ✓ **Timely, Convenient, Affordable**

Virtual Classes: register early.

Corporate on-site programs are also available. Contact us for more information**.**

2025 CLASSES

Inadequate Credentialing Puts Healthcare Organizations and Patients at Risk!

Comprehensive practitioner credentialing is more important today than ever. It is an assumption, based on various statistics, that at least five percent of the approximately 1,044,734 physicians in this country have significant quality, behavioral or substance abuse issues that adversely affect patient care. In addition, negligent credentialing claims against hospitals and other healthcare organizations are on the rise, and the costs are staggering!

The Dilemma

Healthcare experts agree that an organization's credentialing and privileging system is the foundation of quality patient care. Trained, experienced and certified Credentialing Specialists and Medical Services Professionals are in high demand to carry out credentialing and privileging activities. Unfortunately, the demand for these qualified individuals far outweighs the supply, and many hospitals and other healthcare facilities have no alternative but to hire individuals with little to no previous training or experience for this critical role that affects patient care, quality and safety. To compound the problem, many organizations have no one else who can provide an inexperienced credentialer with the necessary training.

Today's Credentialing Challenges
Gone are the days when 99% of credentials files are "clean and green" – those files with no issues and all documentation available. Gone are the days when collecting an application and performing verifications is adequate. Accreditation standards are demanding more accountability for the provision of patient care. Privileging decisions must be based on documented performance data, requiring extensive data collection and review. Once practitioners are granted membership and/or privileges, the focused and ongoing professional practice evaluations (FPPE and OPPE) require continual data collection, monitoring, reporting and follow up. Medical Staff Leadership and Administration rely more heavily than ever on trained credentialing and medical services professionals to effectively and efficiently perform the credentialing and privileging functions so that the Medical Staff and the Governing Board can make informed decisions regarding a practitioner's eligibility and competence.

The Solution

Edge-U-Cate offers the *Credentialing School – The Basics* approximately every 120 days – so no matter when an entry level credentialer is hired, just-in-time intensive training is available. This 8 one-half days virtual course is designed to teach the basic components of hospital and other healthcare credentialing and privileging for individuals who are new to credentialing, or who are functioning with little to no previous experience or training in this critical role.

> "Medical staff credentialing is a cornerstone of quality healthcare. We are glad to be a part of The Edge-U-Cate Credentialing School's efforts to promote excellence in this vital role."
>
> **David R. Hooper, Senior Director for Marketing and Communication**
> **Federation of State Medical Boards of the United States, Inc.**

Why Attend?

The Credentialing School – The Basics course is a 4.5 day intensive course including lecture, hands-on class work, group exercises, and quizzes. The course, taught by nationally recognized experts in the field of credentialing, is the most comprehensive and timely training available. Class size is limited to a small group of students to enhance the learning experience and encourage individual participation.

At the conclusion of the course, attendees will have the tools and resources needed to implement a credentialing and privileging process, analyze the information, and serve as a critical asset to the Medical Staff and or Governing Body concerning credentialing and privileging functions and regulatory and accreditation requirements.
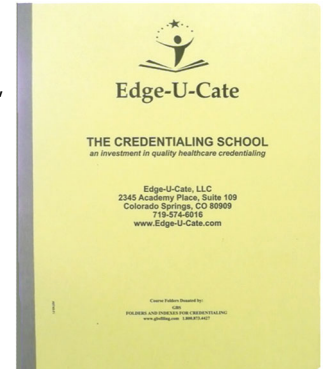
Who Should Attend?
- Entry-level credentialers or individuals responsible for supervising credentialing functions
- Credentialers with minimal training / experience
- Credentialing Specialists who are interested in a refresher course
- Others who would benefit from understanding the basic components of credentialing (Chief Medical Officers, Physician Leaders, Administrators)

Course Objectives
Upon completion of this Course, students should be able to:
- Understand the importance and key components of best practice credentialing
- Process an application, including primary source verifications, privileges, assessment and approval processes.
- Identify red flags and know what to do with them
- Manage the step-by-step process of credentialing
- Understand and apply principles of medical staff governance documents and applicable regulations and standards related to credentialing and privileging
- Utilize knowledge gained to make a positive impact on the credentialing/privileging functions

"Thank you so much for choosing to impart your vast knowledge and expertise on those of us who need it! I've learned a great deal, and I'm eternally grateful for your dedication. Keep teaching!!"

Edge-U-Cate Course Attendee

"I learned that accreditation and regulation have a bigger part in my job than I knew. I now have the knowledge on how my job is actually supposed to be done!"

Edge-U-Cate Course Attendee

Curriculum Highlights / Class Information

Overview of Credentialing

- Introduction to credentialing – what and why
- Credentialing's role in delivery of safe, quality patient care
- History of credentialing shaping today's standards, regulations, and policies (case law, industry practice)
- Governance documents that define credentialing and privileging (bylaws, rules, policies)
- Importance of confidentiality
- Introduction to the applicable accreditation standards, CMS Conditions of Participation, and other federal regulations
- Relationship between Credentialing and Enrollment

Initial Appointment

- Basic components of initial application
- Data gathering and primary source information
- Analysis of Information - identifying and addressing "red flags"
- Components of general privileging, review of requests
- Tracking the information, additional requests
- Analysis, review, and decision processes
- Applicant notification and other follow up after board action
- Focused professional practice evaluation (FPPE) and other evaluation methods
- File set up and composition (each student will assemble and assess a mock credentials file)

Clinical Privileging

- Purpose and requirements for clinical privileging
- Privileging criteria and how is it applied to each privilege (initial and renewal)
- Defining current competency criteria
- Importance of evidence and performance based privileging, including FPPE for initial privileges
- Options for privileging formats
- Temporary privileges—how and when they are used
- Privileges for Locum Tenens
- Telehealth privileges
- Addressing requests for privileges between appointments
- Requests for a privilege not previously defined

Reappointment/Profiling

- Basic components of reappointment
- Timelines and options for scheduling
- Data gathering, primary source information, and follow-up
- Practitioner profile components, resources
- Ongoing professional practice evaluation (OPPE) data, and other evaluation methods
- Low volume issues and solutions
- Non response to reappointment, voluntary resignations
- Analysis, review, and decision processes
- Applicant notification and file maintenance

"We sent one of our credentialing specialists to a class last spring, and we were greatly appreciative of what he learned. We now have an additional credentialing specialist employed with us and we plan to send him to your next class."

A Satisfied Organization

Curriculum Highlights / Class Information

Non-Physician Practitioners
- Identification and classification within the organization
- Options for credentialing, privileging, and defining scope of services
- Analysis, review and decision processes / options
- Applicable Standards
- Utilizing a multi-disciplinary committee
- Defining competencies
- Focused reviews and ongoing evaluation
- Corrective action

Corrective Action/Fair Hearing & Appeals
- Triggers for corrective action and/or fair hearing
- Components of a fair hearing
- Avoiding a fair hearing process
- Reporting requirements

Meeting Management
- Meeting preparation – effective agenda planning
- Best practices for taking and transcribing minutes
- Meeting follow up responsibilities
- Effective meeting skills
- Relationship with chairperson
- Confidentiality of minutes, discovery issues

Credentialing/Provider Enrollment—Two Sides of the Coin

> "Our internal web site, exclusively for CEOs / CMOs, now lists your credentialing schools as the preferred provider for MSS education."
>
> Large Multi-State Healthcare System

VIRTUAL CLASS: February/March 2025
2 Weeks, 4 hours per day plus break (*32 hours*)
Monday and Wednesday through Friday

February 24, 26-28; March 3, 5-7, 2025
8 am Pacific
9 am Mountain
10 am Central
11 am Eastern

VIRTUAL CLASS: June 2025
2 weeks, 4 hours per day plus breaks (*32 hours)*
June 16-19 (Monday-Thursday)
June 23-26 (Monday-Thursday)

8 am Pacific
9 am Mountain
10 am Central
11 am Eastern

VIRTUAL CLASS: October 2025
2 weeks, 4 hours per day plus break (*32 hours*)
October 20-23, 27-30 (Monday-Thursday)

8 am Pacific
9 am Mountain
10 am Central
11 am Eastern

Faculty

CHRISTINE "Cris" MOBLEY, CPMSM®, CPCS®

Christine is a well known and popular national speaker providing educational sessions to national, state, and local groups of medical staff services and credentialing professionals, physicians, administrators, and board members from hospitals, managed and ambulatory care organizations, and CVOs (credentialing verifications organizations). She presents topics related to all aspects of medical staff governance, credentialing, privileging, accreditation, and management, as well as motivational topics. Christine is Co-Founder and Owner of Edge-U-Cate, LLC and has had her own healthcare consulting company since 1989, based in Colorado Springs, Colorado. She is an author and editor of several healthcare publications, former surveyor for NCQA's CVO Certification Program, is a NAMSS Past President, and a former community college instructor.

CHRISTINA W. GILES, MS

Chris has a passion for education and has been an instructor for NAMSS, faculty for other healthcare organizations nationwide, including curriculum development. She also presents at NAMSS State associations. She has served as a community college instructor for an online medical staff services course. She has her own consulting company based in Nashua, New Hampshire and is an author for several healthcare books and manuals. Chris is a founding member and retired partner in Edge-U-Cate, LLC.

Janet L Wilson, BS, FMSP, CPMSM®, CPCS®

Janet is an excellent speaker and is most known through Edge-U-Cate as the primary instructor for the Certification Focused Study Program that is very popular with states and other healthcare organizations. Janet enjoys speaking on many topics that encompass her expertise in the medical staff services profession. In addition to teaching for Edge-U-Cate, Janet has her own consulting company based in Victoria, TX. She is also the co-author of the popular publication, "Verify and Comply."

GUEST FACULTY

Guest faculty may be invited to participate in specific topic discussions, and varies based on location. Guest faculty is selected from leadership positions in credentialing and other aspects of healthcare management.

> "The information I have received is understandable and amazingly wonderful. I'm not as confused as I thought I would be - it works! I love it and am hoping to attend the next course." *-Edge-U-Cate Course Attendee*

Class Information

VIRTUAL

Attend remotely from your place

February/March 2025
Registration deadline: February 14th

Feb 24, 26-28 and March 3, 5-7
   -Start at 8 a.m. Pacific time
   -Each day 4 hours with break

VIRTUAL

Attend remotely from your place

June 2025
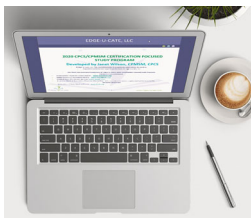*Registration deadline: June 6th*

June 16-19 (Mon-Thu)
June 23-26 (Mon-thu)
   -Course begins at 8 a.m. Pacific time
   -Each day 4 hours with break

VIRTUAL

Attend remotely from your place

October 2025
Registration deadline: October 10th

October 20-23 (Mon-Thu)
October 27-30 (Mon-Thu)
   -Course begins at 8 a.m. Pacific time
   -Each day 4 hours with break

REGISTRATION: $2,495 per registrant (see page 8 for form — Including multiple attendee discounts)

Registrants will receive:
- A Course workbook and mock credentials file including slide text, resources, and other tools
- Notification of other Edge-U-Cate programs and services
- Networking access

CERTIFICATE / CEUs: Attendance for the full schedule/contact hours is required in order to receive *Edge-U-Cate's* Certificate of Completion.

Edge-U-Cate
educational resources on the cutting edge

Credentialing School: The Basics

2025 CLASS REGISTRATION

☐ Virtual: Feb 24, 26-28; March 3, 5-7, 2025
Registration deadline: February 14th

☐ Virtual: June 16-19, 23-26, 2025
Registration deadline: June 6th

☐ Virtual: October 20-23, 27-30
Registration deadline: October 10th

> **Registration Fee: $2,495.00***
> **Two or more: $2,245.00 each**
>
> TOTAL REGISTRATION FEE ENCLOSED $_____
>
> Register and pay online with credit card at
> https://edge-u-cate.com

_____
Name   Position / Title

_____
Organization

_____
Address

_____
Address 2

_____
City   State   Zip

_____
Phone   Fax   Registrant Email Address (PRINT CLEARLY)

_____
Type of Organization   Name of Healthcare System (if applicable)

_____   _____ / _____
Number of Medical Staff (Physicians)   #Months/Years experience in credentialing

Register online at edge-u-cate.com or scan and email this completed form to cris@edge-u-cate.com. Payment must be received at least three weeks in advance of the start of class. Mail registration with check payable to: Edge-U-Cate, LLC, P.O. Box 7326, Colorado Springs, CO 80933-7326.

Questions? email cris@edge-u-cate.com

Please expect written confirmation of your course reservation. <u>If you register within 30 days of the course</u>, please call our office at 719-574-6016 to ensure seat availability. If you have not received written confirmation prior to the course please contact our office at **719-574-6016.**

Cancellation/Refund Policy: All cancellations must be made in writing. Cancellations received at least 21 days prior to the course are eligible to receive a refund, less a processing fee of $250 per registrant.