



EDUCATION SESSION

Friday, November 7, 2025

8:25 AM – 11:50 AM

Remote Attendance

AGENDA

- 8:00 – 8:25 Remote sign-in**
- 8:25 – 8:30 Welcome and Opening Remarks**
Susan Gilson, CPCS – MeAMSS President
- 8:30 – 9:30 Strengthening the Guardrails: Minimizing Credentialing Liability**
Rachelle Silva, BS, CPCS, CPMSM, CLE and Andrea Nyman
Team Med Global
Managed care credentialing presents unique risks, including complexities in delegated credentialing, compliance with multiple accrediting bodies, and maintaining consistency across diverse provider networks. Ms. Silva and Ms. Nyman explore these specific risks and discover strategies to mitigate liability and ensure robust credentialing practices. Gain insights into how to protect your organization from potential pitfalls.
Objectives:
▪ Identify the credentialing risks associated with the managed care environment.
▪ Explain how MSPs can mitigate liability through targeted risk management strategies.
▪ Describe methods to implement and enhance risk management practices in managed care credentialing.
- 9:30 – 9:35 Break**
- 9:35 – 10:35 Extinguishing the Flame: Journey from Burnout to Balance**
Donna Goestenkers, CPMSM, President of TMG
Jennifer Froemel, MS. LCPC
Team Med Global
Professional burnout not only diminishes individual well-being, but also adversely affects organizational productivity and morale. Join the presenters and uncover emotional and psychological impacts of burnout. Then, discover tools for re-establishing work-life boundaries, effective stress management techniques, and methods for rekindling passion in your role.
Objectives:
▪ Define professional burnout and identify symptoms.
▪ Explain the impact of burnout on the organization and team morale.
▪ Describe methods to curb burnout and for establishing work-life balance.
- 10:35 – 10:40 Break**

10:40 – 11:40 Understanding Payor Enrollment: Revenue Cycle Impact, Payors, and How to Avoid Delays

Tammy West, MHA/ED, CPMSM, CPCS
Senior Director, CVO Operations & Regulatory Compliance
Hardenbergh Group

Ms. West clarifies terms used by MSPs everyday: PECOS, CAQH, NPI, and such. She goes step by step from provider recruitment to payment for services and the importance of each step in the revenue cycle. What you see is as important as what you do not see. Revenue runs the healthcare system, and every MSP has a role. There are highlights of the causes of delayed payments, denied claims, and lost revenue. Government programs and commercial payer enrollment are detailed. Real stories highlight how errors and neglect can make or break the process.

Objectives:

- Define payer enrollment and revenue cycle.
- Discuss payer enrollment's impact on revenue cycle.
- Review process for enrollment with government and commercial payers.
- Discuss most common reasons for delays in payer enrollment

11:40 – 11:50 Business Meeting
Susan Gilson, CPCS – MeAMSS President

11:50 Adjournment

About the Speakers

Rachelle Silva, BS, CLE, CPCS®, CPMSM®, has more than 27 years of experience working in medical staff services, including the past 19 years as a delegated credentialing auditor for MultiPlan, Inc. Silva lends her expertise to Team Med Global as the organization's Managed Care Director, helping to shape strategy, leading webinars and workshops, and developing educational initiatives.

Silva leverages her experience as a former volunteer, member and executive board member of the NAMSS Certification Commission in her role as faculty member for TMG University's Certification Course and Boot Camps. There, she prepares students with credentialing knowledge across all aspects of the industry and test-taking strategies they need to succeed.

In addition, Silva applied her deep knowledge of regulatory agency and accreditation body standards to co-author TMG University's acclaimed resource, "The Accreditation Wizard," a compendium of 30 elements across 8 accreditors and regulators, and "Accreditation Wizard Flash Cards."

Silva has served in several NAMSS state and national leadership positions, including the Executive Board of the Louisiana Society of Medical Staff Services, Certification Commission of NAMSS, Director At Large on the NAMSS Board and a former NAMSS instructor.

Silva is enthusiastic about sharing her wealth of knowledge with early-, mid-, and late-career Medical Service Professionals, and does so as a TMG University coach. In addition, she is the lead in developing TMG's Foundations of Credentialing course and a key member of TMG's Speakers Team.

Jennifer Froemel, MS, LCPC, has been in private practice as a bilingual licensed clinical professional counselor since 1998. She is a clinical therapist who strongly believes in an integrative approach to mental and physical wellness.

In 2014, she founded Innovative Counseling Partners, which works consultatively with medical, alternative, and spiritual practitioners to ensure a holistic approach that positively impacts client well-being.

With nearly 30 years of experience as a mental health clinician, Jennifer received her Master's Degree in Clinical Psychology from Roosevelt University in 1996. She has taught at DeVry University. She is past president of the Illinois Mental Health Counselors Association. She is also a member of the Advisory Board at Adler University.

Donna Goestenkers, CPMSM, is a president of Team Med Global. She is a consultant, speaker, author, educator, and mentor with more than 44 years of knowledge and experience in the Medical Staff Services industry. She has expertise in virtually every type of healthcare organization, including hospital systems, Medical Staff Services departments, CVOs, managed care organizations, group practices, and academic and critical access hospitals.

Donna is a past president of the National Association of Medical Staff Services (NAMSS). She is a member of the Credentialing and Privileging Advisory Board for the Global Health Council and Mercury Healthcare, an international association that supports medical tourism initiatives.

Tammy West, MHA/ED, CPMSM, CPCS is Senior Director, CVO Operations for the Hardenbergh Group. Tammy is dual certified with over 25 years' experience in healthcare administration and 15 years in Medical Staff Services. Tammy specializes in CVO operations, provider credentialing, provider enrollment, provider licensing, quality analysis and improvement, quality auditing, and policy and procedure creation and implementation. She has extensive experience with CMS, TJC and NCQA requirements for provider credentialing and medical staff services.

Tammy's previous experience includes work as a consultant and independent contractor with hospitals, health systems, CVOs, locum companies and private practices across the United States. She was a CVO Manager for a large health system where she created and implemented policies and procedures for a new corporate CVO. Tammy was a Hardenbergh contractor for 8 years prior to joining our corporate team. She has experience across the MSP spectrum, including credentialing specialist, provider enrollment specialist, medical staff coordinator, Medical Staff Manager, and CVO Director.

Tammy has a Bachelor of Science in Human Services Management and a master's in healthcare administration with a concentration in Education. She is a member of the North Carolina Association Medical Staff Services and the National Association Medical Staff Services.