

Orientation for IHS Medical Staff Professionals

| Version | Date | Author | Changes |
|---------|----------|-------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 1.0 | 04/26/23 | Dione Harjo | Issued |
| 1.1 | 07/06/23 | Dione Harjo | Added IHS MSP Office Hours and Educational Town Hall information to IHS MSP Resources section. |
| 1.2 | 01/29/24 | Dione Harjo | Remove CAPT Christel Svingen for availability for questions. Updated link for newly issued NAMSS Ideal Credentialing Standards |

Welcome to the IHS Medical Staff Professional (MSP) Team! We are here to offer assistance and guidance within your new role as IHS gatekeepers of patient safety. The IHS Office of Quality at IHS Headquarters provides the following individuals as resources and assistance to MSPs:

- Mrs. Dione Harjo, MPH, CPCS, HQ/Office of Quality Credentialing Program Manager;
Dione.Harjo@ihs.gov

The following individuals are able to assist with questions and needs in Mrs. Harjo's absence:

- Mr. Darrell Miller; Darrell.Miller@ihs.gov

Please complete the following:

- Read the Indian Health Manual, Medical Credentials and Privileges Review Process Policy:
<https://www.ihs.gov/ihtm/pc/part-3/p3c1/>
- Read the Indian Health Service Circular No. 20-05, Assuring Quality in Medical Staff Membership
<https://www.ihs.gov/ihtm/circulars/2020/assuring-quality-in-medical-staff-membership/>
- Read your facility's local medical staff bylaws, rules and regulations, and any policies that guide medical staffing.
- Identify your facility's accrediting body and read the chapters, sections, or parts of the accreditation manual that address medical staffing.
- Read the National Association of Medical Staff Services (NAMSS) Credentialing Standards:
<https://www.namss.org/Advocacy/Ideal-Credentialing-Standards>
- Sign up for the IHS Medical Staff Listserv - https://www.ihs.gov/listserv/topics/signup/?list_id=582
- Join the IHS HQ Credentialing and Privileging SharePoint site -
<https://collaborate.ihs.gov/sites/QualityAssurance/CredentialingProgram>
- Request access to MD-Staff and complete the MD-Staff Training Checklist for New Users:
 - To gain access to MD-Staff, complete the top portion of the MD-Staff Academy Checklist and submit to Mrs. Dione Harjo. In her absence, please submit to Mr. Darrell Miller or CAPT Christel Svingen.

- Once approved, logon with your **IHS D1 credentials** at <https://mds.ihs.gov>. (You will be set up with the username listed on the training webinar sheet you submitted – if this is NOT your IHS D1 username, please let us know so it can be corrected.)
 - Users must be logged in at an IHS computer or connected through VPN. Chrome is the recommended web browser to use with MD-Staff.
 - If your facility is not listed in the Facility box, please remove what facility is listed and start typing your facility name. It should auto-populate to select the correct facility.
 - Save and/or bookmark the MD-Staff link for easy access in the future.
 - Once logged in, begin taking the trainings listed on the MD-Staff Academy Checklist. Go to: Help > Help Center > MD-Staff Academy and Live Webinars to register.
 - Save copies of your completion certificates and return to Mrs. Harjo with a cc: to your Supervisor in one PDF packet with the MD-Staff Academy Checklist with the training dates completed.
 - Access is temporarily granted to MD-Staff for approximately 60 days for training purposes. If for some reason the training cannot be completed within this time frame, please notify us and we can extend out that date.
- MD-Staff Help** - for software related questions, trainings and/or issues, please contact our support desk using one of these methods:
- User Manual – in MD-Staff, navigate to Help > User Manual
 - Telephone – 1 (800) 736-7276
 - Email – support@mdstaff.com
- Prior to working within MD-Staff for credentialing and privilege purposes, ensure that the following issues have been discussed with you (refer to your local or Area Point of Contact):
- Preventing duplicate provider profiles in MD-Staff
 - Preventing adjustments or deletion of global message templates
 - Preventing making any changes to the applications

IHS MSP Resources:

- **IHS HQ Credentialing SharePoint** – The Credentialing SharePoint serves a host for multiple resources including IHS Credentialing town halls, office hours, recorded presentations, documents, forms, and resources for specific IHS credentialing topics:
https://collaborate.ihs.gov/sites/QualityAssurance/CredentialingProgram/_layouts/15/start.aspx#/
- **IHS Credentialing & Privileging Guide**
https://www.ihs.gov/sites/riskmanagement/themes/responsive2017/display_objects/documents/IHS-Medical-Staff-Credentialing-and-Privileging-Guide.pdf
- **IHS Medical Staff Professionals Office Hours** – this is a monthly call for IHS MSPs to have transparent and open communication by collaborating with one another to ask medical staffing questions, share best practices and expertise, obtain guidance for additional software tips, see new software feature updates, obtain standardization and systemization updates, gain insight from other colleagues in IHS, and to create a unified culture of IHS MSPs. Call is held every 3rd Tuesday of the month from 4-5 pm EST. Email dione.harjo@ihs.gov and request she add you to the series invite for Monthly Office Hours.
- **IHS Educational Town Halls** – this is a time of focused training on different medical staffing verification elements, policy items, regulations and governance, legal and/or credentialing software system standardization. It is also another opportunity to collaborate with other IHS MSPs. Call is held every 4th

Tuesday of the month from 11 am to 12 pm EST. Email dione.harjo@lhs.gov and request she add you to the series invite for Monthly Educational Town Halls.

- **Credentialing Resource Center (HCPro)** – this is an online credentialing resource with webinars, ebooks, industry developed forms, privileging white papers, forums, current industry articles, etc... on credentialing, privileging, peer review, and a credentialing resource directory for verifications. To see if your facility has access, please contact your Area Credentialing Coordinator.
<https://credentialingresourcecenter.com>
- **MD-Staff Blog** – MD-Staff's articles on healthcare credentialing, privileging and enrollment.
<https://www.mdstaff.com/blog/>

Additional Industry Resources:

- **National Association Medical Staff Services (NAMSS)** – offers webinars, conferences, trainings, and certification to members. <https://www.namss.org/>
- **Medical Staffing Products, Services & Consultants** - <https://www.namss.org/Advocacy/Credentialing-Resource-Links>

Industry Conferences:

- **MD-Staff User Conference** – is usually every February in Las Vegas, NV at the MGM Grand. You will learn about new software features, meet other MD-Staff users and IHS MSPs. The have Help Desk Office Hours on site where you can meet one on one with ASM to ask questions or learn how to accomplish tasks that you have been wanting to learn. This conference is announced through email and on the MD-Staff home page once ASM announces registration. This conference has sold out the last two years. So if you plan on attending you need to get your SF-182 training form processed and get registered as soon as it is released. <https://www.mdstaff.com/resources/conference/>
- **National Association of Medical Staff Services (NAMSS)** – is usually at the end, beginning or spans our fiscal year (September-October), so it is very important to start early. Registration usually opens in May/June, again it is imperative to start your registration early, like in June, because if you wait until a month or two out it is likely your finance people will not approve since it is so close to the fiscal year. This conference moves around the country and is rarely in the same location. You will learn and stay current on all things affecting medical staffing, meet ASM staff, connect with IHS MSPs and other MSPs from all types of organizations and entities at this industry leading conference. In addition, pre-conference sessions are offered to help you prepare for the certification exams.
 - Future NAMSS Educational Conference & Exhibition
 - 48th - September 29-October 2, 2024 in Denver, Colorado
 - 49th - September 28 – October 1, 2025 in Portland, Oregon

Certifications:

Test your knowledge and demonstrate your professional competence in our profession by achieving certifications in credentialing and privileging processes and the software we use.

- **NAMSS Certification** - <https://www.namss.org/Certification>
The NAMSS certification program establishes industry standards and serves as a comprehensive measure of knowledge in the field. There are typically three testing periods (Spring, Summer & Fall) for both exams. It is a pass/fail cut-off score using a criterion-referenced method, which allows the performance of each candidate taking the exam to be judged against a predetermined standard rather

than against other candidates. The passing scaled score is 400 for the CPCS exam and 450 for CPMSM exam.

- **CPCS** - <https://www.namss.org/Certification/CPCS>
Certified Provider Credentialing Specialist (CPCS®) at the time of application (\$100 application fee), you must be employed in the medical services profession for at least 12 consecutive months in the last 24 months AND have a total of three years of experience in the medical services profession within the past five years. Time limit is 3 hours, 150 multiple choice questions. Exam fee is \$525.
- **CPMSM** - <https://www.namss.org/Certification/CPMSM>
Certified Professional Medical Services Management (CPMSM®) at the time of application (\$100 application fee), you must be currently employed in the medical service profession for at least 12 consecutive months within the last 24 AND have a total of five years' experience in the medical services profession within the past eight years. Time limit is 4 hours, 175 multiple choice questions. Exam fee is \$525.
- **Once certified** – <https://www.namss.org/Certification/Already-Certified>
Certifications are remain current for 3 years. Single certificants must earn thirty (30) CE credits and dual certificants must earn forty five (45) CE credits each recertification period to be eligible for recertification. For single certificants, fifteen (15) of thirty (30) required hours must be NAMSS approved credits. For dual certificants, twenty five (25) of the forty five (45) required hours must be NAMSS approved credits. Single recertification fee \$175 for NAMSS members and \$325 for non-NAMSS members. Dual certification fee \$200 for NAMSS members and \$350 for non-NAMSS members.
- **Certification Verification** - <https://www.namss.org/Certification/Certification-Verification>
Verify those currently holding a NAMSS certification and identify when they are up for renewal.
- **MD-Staff Certified User** - <https://www.mdstaff.com/certification-exam-faqs/>
 - **Level 1 MD-Staff Super User**
Exam fee is \$200, time limit is 2 hours, 180 multiple choice questions, must pass at 80% or higher. Two attempts are allowed. There is no wait time between attempts. Certification is good for 3 years with a renewal program available.
<https://www.mdstaff.com/md-staff-certification-study-group/> (while this study group has ended, the webinar series is still available in MD-Staff Academy).
 - **Level 2 MD-Staff Super User**
Forthcoming, not currently available, in development.
- **Can federal agencies pay for employee certifications?**
 - Yes, 5 U.S.C. 5757 allows agencies to pay for professional credentials including professional certification. For more information on certifications, please refer to the [Office of Personnel Management](#).