



47th Annual Education Conference

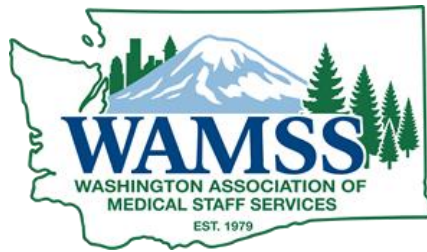
Savoring Success: The Perfect Blend of Credentialing and Provider Enrollment



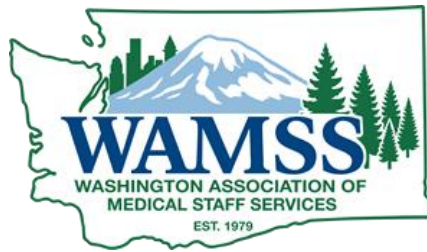
Date: April 22nd – 24th, 2026
**Location: Semiahmoo Resort in
Blaine, WA**



Wednesday, April 22nd, 2026				
Time	Event	Speaker	Function Space	CE
7:30am - 8:30am	Registration/ Full Breakfast/ Exhibitors		Star Room	
8:30am - 8:45am	Opening/Welcome Remarks	Marilyn Grant, CPCS, Conference Chair	Semiahmoo Ballroom	---
8:45am - 10:15am	Keynote: 2026 Legislative Updates – Understanding Policy Change and Strengthening Your Voice	Katie Kolan	Semiahmoo Ballroom	1
10:15am - 10:30am	Break – Exhibitor Hall Open		Pre-Function Area	
10:30am - 11:30am	General Session: Minutes: Do’s and Don’ts – A Legal Perspective	Erin Muellenberg, Polsinelli	Semiahmoo Ballroom	1
11:30am - 12:30pm	General Session: The Role of AI in Medical Staff Services: Hype or Help?	Geneva Million	Semiahmoo Ballroom	1
12:30am - 1:30pm	Lunch		Star Room	
1:30pm - 2:30pm	General Session: When Things Go Sideways: Coordinating Medical Staff, HR, and Compliance During Physician Investigation	Peter Ricoy/Melanie Maurice Beeghley Ricoy Law Group	Semiahmoo Ballroom	1
2:30pm – 3:30pm	General Session: WSMA Legislative Update	Billie Dickinson	Semiahmoo Ballroom	1
3:30pm - 4:00pm	Snack Break – Exhibitor Hall Open		Pre-Function Area	
4:00pm - 5:00pm	General Session: Protecting Peer Review Privilege: Common Mistakes That Can Unintentionally Waive Confidentiality	Peter Ricoy/Melanie Maurice Beeghley Ricoy Law Group	Semiahmoo Ballroom	1
6:00pm - 9:00pm	Welcome Reception (Host bar with beer and wine -2 tickets given)		Victoria Room	
Thursday, April 23rd, 2026				
Time	Event	Speaker	Function Space	
8:00am - 9:00am	Attendee Full Breakfast/ Exhibitors		Star Room	
9:00am - 9:15am	Opening/Welcome Remarks	Marilyn Grant, CPCS, Conference Chair	Semiahmoo Ballroom	---
9:15am - 10:15am	General Session: HEADLINES: Providers in the News and Lessons We Learn	Erin Muellenberg, Polsinelli	Semiahmoo Ballroom	1
10:15am - 11:15am	General Session: Is Anybody Out There? Working and Managing in a Virtual Environment	Sally Pelletier, Greely	Semiahmoo Ballroom	1
11:15am - 11:30am	Break – Exhibitor Hall Open		Pre-Function Area	
11:30am - 12:30pm	General Session: Measuring Provider Performance: Recipe for Success	Geneva Million	Semiahmoo Ballroom	1



12:30pm - 1:30pm	WAMSS Membership Annual Meeting Lunch	Barbi Donovan, CPCS, CPMSM, CPES, President	Semiahmoo Ballroom	---
1:30pm - 2:30pm	General Session: Delegation Oversight: Simplifying A Complex Process	Tammy Macdonald	Semiahmoo Ballroom	1
2:30pm - 2:45pm	Snack Break – Exhibitor Hall Open		Pre-Function Area	
2:45pm - 3:45pm	MS Track: Hypothetical Physician Employment Misadventure	Sally Pelletier, Greely	Semiahmoo Ballroom	1
2:45pm - 3:45pm	PE Track: Starting Provider Enrollment	Gayle Conner	Semiahmoo Ballroom	1
3:45pm - 4:45pm	General Session: CAQH: Innovating the Future of Provider Data	Danielle Lohmann	Semiahmoo Ballroom	1
7:00pm - 10:00pm	WAMSS Everybody Dance Now! And Karaoke Party Sponsored by Polsinelli (No host full bar)		Packers Kitchen + Bar	
Friday, April 24th, 2026				
Time	Event	Speaker	Function Space	
7:00am - 8:00am	Attendee Full Breakfast/ Exhibitors		Star Room	
8:00am - 8:15am	Opening/Welcome Remarks	Marilyn Grant, CPCS, Conference Chair	Semiahmoo Ballroom	---
8:15am -9:15am	General Session: NAMSS DAL State Presentation	Monica Martin, DAL, NAMSS	Semiahmoo Ballroom	1
9:15am - 10:15am	General Session: This Is Your Life	WAMSS Leadership	Semiahmoo Ballroom	1
10:15am – 10:45am	Long Break to Check Out			
10:45am - 11:45am	General Session: The Room Where It Happens: A High-Stakes Governance Experience	Erin Muellenberg, Polsinelli	Semiahmoo Ballroom	1
11:45am - 12:00pm	Closing Remarks and Free Conference Drawing	Marilyn Grant, CPCS, Conference Chair	Semiahmoo Ballroom	---

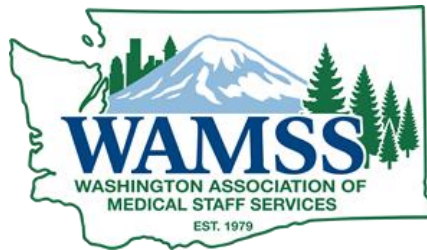


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Savoring Success: The Perfect Blend of Credentialing and Provider Enrollment

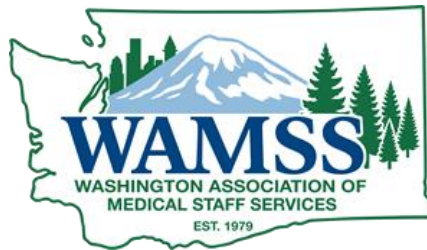
Session Descriptions

Wednesday, April 22nd

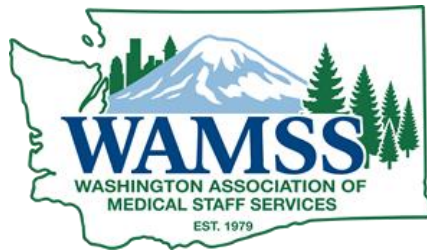
<p>7:30am – 8:30am Registration, Breakfast, & Exhibitors</p> <p>8:30am-8:45am Opening/Welcoming Remarks <i>Marilyn Grant, CPCS, Conference Chair</i></p> <p>8:45am-10:15am Keynote: 2026 Legislative Updates & Advocacy: Understanding Policy Changes and Strengthening Your Voice <i>Katie Kolan</i> This session provides participants with a comprehensive overview of the major accomplishments of the Washington State Legislature during the 2026 Legislative Session—along with practical guidance on advocacy and how Medical Staff Professionals (MSPs) can influence change. Attendees will gain insight into the political composition of the legislature, key policy developments, and law changes across health care, access to care, coverage, and business operations. In addition, this session explores what advocacy is, the various forms it takes, and the essential skills needed to advocate effectively at both the macro level (with policymakers) and the micro level (within your workplace). Participants will learn how MSPs can communicate their role in the healthcare system to policymakers, build relationships, and apply negotiation and communication strategies that support meaningful organizational and policy outcomes. Session Objectives: 1. Understand the major legislative outcomes of the 2026 Washington State Legislative Session and how the political makeup influenced policy decisions.</p>	<p>12:30pm-1:30pm Lunch - Included</p> <p>1:30pm-2:30pm General Session: When Things Go Sideways: Coordinating Medical Staff, HR, and Compliance During Physician Investigations <i>Peter Ricoy/Melanie Maurice, Beeghley Ricoy Law Group</i> Physician investigations can quickly become complex, involving overlapping responsibilities between medical staff leadership, human resources, and compliance teams. This session explores how to effectively coordinate these groups when concerns arise, ensuring that investigations are thorough, fair, and compliant with legal and regulatory requirements. Participants will gain insight into common pitfalls, communication strategies, and best practices for maintaining alignment while protecting patient safety and organizational integrity Session Objectives: 1. Understand the roles and responsibilities of medical staff, HR, and compliance in physician investigations 2. Identify key legal, regulatory, and policy considerations impacting the investigative process 3. Develop effective communication and coordination strategies across departments 4. Apply best practices to ensure fair, consistent, and defensible investigation outcomes</p>
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<ol style="list-style-type: none"> 2. Gain clarity on significant policy developments and law changes affecting health care, access to care, coverage, and business operations. 3. Understand the principles and types of advocacy, including how MSPs can effectively advocate at both the macro and micro levels. 4. Learn relationship-building and communication techniques that mirror successful policy-level advocacy and can be applied in workplace settings. 5. Identify an advocacy challenge or opportunity relevant to their role and develop an advocacy action plan with clear objectives and activities to facilitate change. 	<p>2:30pm-3:30pm</p> <p>General Session: 2026 Update from the Washington State Medical Association</p> <p><i>Billie Dickinson, WSMA Legislative Update</i></p> <p>Speaker will provide an overview of the legislative process and the 2026 legislative session. She will highlight key bills that were approved during session, as well as bills that didn't pass but will be of particular interest to WAMSS membership. Panelists will share how these legislative changes will impact their practice.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> 1. Attendees should gain a better understanding of how the legislative process works, changes that are coming, and how they can prepare for those changes. They will also learn about other bills under consideration and how to better engage with their legislators when issues of importance arise.
<p>10:15am-10:30am</p> <p>Break – Exhibitor Hall Open</p>	
<p>10:30am-11:30am</p> <p>General Session: Minutes Do's and Don'ts: A Legal Perspective</p> <p><i>Erin Muellenberg</i></p> <p>This session will review the purpose of minutes, the role of agendas, elements in minutes, level of detail, motions, resolutions, corrections, follow-up and how the minutes are used in the future. This session is designed to give practical tips and tools for educating your leadership on how minutes are used and what they should/must contain, but also what they should not contain. We will also talk about using AI for minutes and safeguards to maintain confidentiality.</p> <p>Session Description:</p> <ol style="list-style-type: none"> 1. State two items that should NOT be placed in minutes. 2. State one item they learned that will change how they do minutes. 3. Explain how they would interact with a medical staff leader who wants things in minutes that the medical staff attorney has recommended against. 	<p>3:30pm-4:00pm</p> <p>Break – Exhibitor Hall Open</p> <p>4:00pm-5:00pm</p> <p>General Session: Protecting Peer Review Privilege: Common Mistakes that can Unintentionally Waive Confidentiality</p> <p><i>Peter Ricoy/Melanie Maurice, Beeghly Ricoy Lay Group</i></p> <p>This topic explores how peer review privilege is protected under Washington law, including the scope and limitations set forth in RCW 4.24.250 and related statutes. It examines common but avoidable missteps that can jeopardize confidentiality—such as improper disclosure, inadequate structuring of peer review activities, and documentation practices that fall outside statutory protections. Attendees will gain practical guidance on maintaining compliance and preserving privilege in healthcare and organizational settings.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> 1. Identify common actions and communication practices that may waive peer review privilege under Washington law.



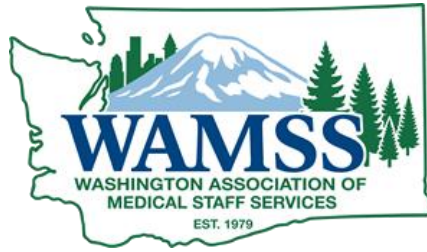
<p>11:30am-12:30pm</p> <p>General Session: The Role of AI in Medical Staff Services: Hype or Help?</p> <p><u>Geneva Million</u></p> <p>In this session, we'll explore the evolving role of artificial intelligence in medical staff services, focusing on the practical differences between open and encrypted large language models (LLMs). Learn why data privacy, compliance, and accountability are critical when selecting an AI solution, and how these considerations impact credentialing, privileging, and quality workflows. We'll walk through real-world use cases, highlight ethical concerns and red flags, and demonstrate how to craft effective prompts.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> 1. Identify and compare the practical applications and differences between open and encrypted large language models (LLMs) in medical staff services. 2. Evaluate the importance of data privacy, compliance, and accountability when selecting AI solutions for credentialing, privileging, and quality management workflows. 3. Apply ethical considerations and best practices by analyzing real-world case studies, recognizing red flags, and constructing effective AI prompts for use in medical staff operations. 	<ol style="list-style-type: none"> 2. Understand the scope, requirements, and limitations of confidentiality protections under RCW 4.24.250 and related statutes. 3. Recognize high-risk scenarios, including disclosures outside protected committees and improper handling of peer review records. 4. Implement best practices to structure peer review activities and documentation to maintain privilege and confidentiality. <p>6:00pm-9:00pm</p> <p>Welcome Reception –Appetizers/Beverages</p>
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Session Descriptions

Thursday, April 23rd

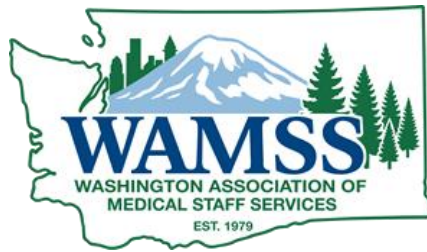
<p>8:00am – 9:00am Attendee Full Breakfast & Exhibitors</p> <p>9:00am-9:15am Opening/Welcome Remarks <i><u>Marilyn, CPCS, Conference Chair</u></i></p> <p>9:15am-10:15am General Session: HEADLINES: Providers in the News and Lessons We Learn <i><u>Erin Muellenberg</u></i> Take a step with us behind the scenes and learn why a provider has become newsworthy. We will look at cases such as Benjamin Danielson who won \$21 million in a racial discrimination lawsuit highlighting racial inequities in health care; or why Chesapeake Regional Medical Center was federally indicted for healthcare fraud and conspiracy to defraud after a longtime obstetrician was sentenced to 59 years in prison for performing unnecessary sterilization procedures without proper consent and early induction of births; or how Dr. Thomas Weiner, an oncologist in Montana, has been accused of numerous infractions: treating patients for cancers they did not have, changing end-of-life care directives without patient consent, and improperly prescribing narcotics, and yet still remains a licensed practicing physician. These stories and others will be looked at in depth with an eye toward understanding the role of the MSP and the organized medical staff and possible options for intervention. Session Objectives:</p> <ol style="list-style-type: none"> 1. Identify early opportunities for intervention that might have changed the outcome. 2. Identify a key medical staff governance process that should have been used during oversight of the practices at issue. 3. State the role of the MSP as an educator and influencer in the medical staff oversight process. 	<p>12:30pm-1:30pm WAMSS Membership Annual Meeting Lunch <i><u>Barbi Donovan, CPCS, CPMSM, CPES President</u></i></p> <p>1:30pm-2:30pm General Session: Delegation Oversight: Simplifying a Complex Process <i><u>Tammy Macdonald</u></i> Understanding the obligations and requirements under NCQA’s delegation oversight standards can be challenging and confusing, for both the client and the delegate. In this session, we’ll walk through the requirements and definitions of delegation oversight, discuss best practices and answer your questions. Session Objectives:</p> <ol style="list-style-type: none"> 1. Understand the difference between a delegate and a vendor. 2. Understand the obligations of both the client and the delegate. 3. Understand how delegation oversight helps your organization be a better partner. 4. Understand solutions to common challenges. <p>2:30pm-2:45pm Break – Exhibitor Hall Open</p> <p>2:45pm-3:45pm MS Track: Hypothetical Physician Employment Misadventure <i><u>Sally Pelletier, Greeley</u></i> This session will examine today’s environment, which heavily features employed practitioners, and how this affects the traditional roles of organized medical staff. Through interactive case studies, we will explore the challenges of managing competency or conduct issues when they involve employed practitioners. Session Objectives:</p> <ol style="list-style-type: none"> 1. Describe how the increasing prevalence of employed practitioners impacts the traditional roles and responsibilities of organized medical staff.
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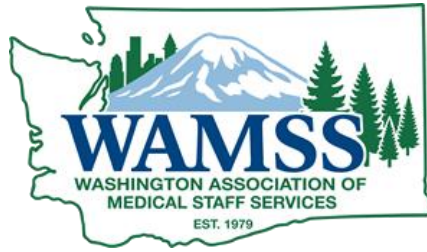
<p>10:15am-11:15am General Session: Is Anybody Out There? Working and Managing in a Virtual Environment <u>Sally Pelletier, Greely</u> This session equips attendees with practical strategies for thriving in virtual teams. Participants will explore the advantages and obstacles unique to remote collaboration, discover effective communication methods tailored to virtual environments, and examine various behavioral styles and their influence on team dynamics. The session also introduces essential tools and best practices for successfully managing virtual teams, empowering professionals to foster productivity, engagement, and connection in remote work settings.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> 1. Recognize the benefits and challenges of working on a virtual team. 2. Outline communication techniques that best support a virtual team. 3. Name behavioral styles and their impact on virtual teams. 4. Identify tools and approaches to managing a virtual team. 	<ol style="list-style-type: none"> 2. Identify key challenges in managing competency and conduct issues involving employed practitioners within healthcare organizations. 3. Apply strategies learned from interactive case studies to address complex situations related to competency or conduct concerns among employed practitioners. 4. Discuss best practices for collaboration and governance when dealing with employment-related practitioner issues. <p>2:45pm-3:45pm PE Track: Starting Provider Enrollment <u>Gayle Conner</u> This session will provide participants with an overview of the CMS and Medicare enrollment process.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> 1. This session will provide participants with an overview of the CMS and Medicare enrollment process.
<p>11:15am-11:30am Break – Exhibitor Hall Open</p>	
<p>11:30am-12:30pm General Session: Measuring Provider Performance: Recipe for Success <u>Geneva Million</u> This session demystifies provider performance measurement by turning OPPE, peer/case review, and FPPE into a practical “recipe” you can implement now. Grounded in the presentation’s four core “ingredients”—a clear vision, realistic project expectations, the right resources, and a strong grasp of your data—you’ll learn how to sequence each component for momentum and measurable progress. We’ll translate Joint Commission expectations for OPPE/FPPE into actionable steps, apply specialty-specific metrics</p>	<p>3:45pm-4:45pm General Session: CAQH: Innovating the Future of Provider Data <u>Danielle Lohmann</u> This education session explores how innovation is transforming provider data across the healthcare ecosystem. Attendees will learn about upcoming Provider Front Door enhancements, discuss new approaches to improving data quality, and gain insight into how CAQH is optimizing the provider’s experience through streamlined, connected solutions.</p> <p>Session Objectives:</p> <ol style="list-style-type: none"> 1. Learn about upcoming Provider Front Door changes. 2. Discuss innovations for enhanced data quality. 3. Learn how CAQH is optimizing the provider’s experience.



<p>(including hard-to-measure areas), and address low-volume strategies and pragmatic FPPE parameters. You'll also learn to avoid common pitfalls through RACI-based role clarity and early stakeholder engagement, supported by practical data sources and report outputs. Attendees leave with a ready-to-apply framework for measuring provider performance in their own organizations.</p> <p>Session Objectives:</p> <ol style="list-style-type: none">1. Recognize the four key ingredients of a successful provider performance program.2. Understand core OPPE/FPPE requirements and how to apply meaningful metrics.3. Identify common pitfalls and strategies to ensure effective resource and data management.4. Leverage a Formula for creating meaningful OPPE Metrics.	<p>7:00pm-10:00pm</p> <p>WAMSS Everybody Dance Now! And Karaoke Party Sponsored by Polsinelli</p>
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Session Description	
Friday, April 24 th	
<p>7:00am – 8:00am Attendee Full Breakfast & Exhibitors</p> <p>8:00am-8:15am Opening/Welcome Remarks <i><u>Marilyn Grant, CPCS, Conference Chair</u></i></p> <p>8:15am-9:15am General Session: NAMSS DAL State Presentation <i><u>Monica Martin, DAL NAMSS</u></i> This is an overview of NAMSS, its purpose, and initiatives. Session Objectives: <ol style="list-style-type: none"> 1. Discover the history of NAMSS, its strategic initiatives and impact on the industry. 2. Identify the various opportunities for volunteering with NAMSS, understand the NAMSS leadership selection process, and explore the education resources available to support MSP professional growth. 3. Discuss the various benchmarks and efforts NAMSS is supporting to improve credentialing efficiencies. </p> <p>9:15am-10:15am General Session: This Is Your Life <i><u>WAMSS Leadership</u></i> This interactive session offers an open forum for members to address their most pressing questions and challenges related to credentialing and provider enrollment. The session invites participation from clinics, health plans, provider enrollment teams, hospitals, and Credentialing Verification Organizations (CVOs) to engage in a collaborative discussion. By sharing real-life experiences and seeking solutions to common issues, attendees will gain valuable insights into improving credentialing workflows, overcoming barriers, and enhancing collaboration across healthcare sectors. Whether you're looking for</p>	<p>10:15am-11:45am Long Break to Check Out</p> <p>10:45am-11:45am General Session: The Room Where it Happens: A High-Stakes Governance Experience <i><u>Erin Muellenberg</u></i> This dynamic, interactive presentation engages medical staff professionals (MSPs) in a live simulation of a challenging physician scenario involving both behavioral and clinical concerns. Audience volunteers will assume key roles—including the MSP, Chief of Staff, Chief Medical Officer, and the physician—bringing the case to life in real time. Participants will observe how concerns are identified, escalated, and addressed through a structured leadership meeting. Throughout the session, the broader audience will actively participate by voting on critical decision points, shaping the direction of the discussion and outcomes. This format highlights best practices in communication, documentation, and policy alignment while navigating complex interpersonal dynamics and high-stakes decision-making. Session Objectives: <ol style="list-style-type: none"> 1. Recognize and assess behavioral and clinical red flags in physician performance and understand the MSP's role in early identification and documentation. Understand core OPPE/FPPE requirements and how to apply meaningful metrics. 2. Demonstrate effective strategies for preparing for and participating in high-stakes meetings with medical staff leadership and challenging physicians. 3. Apply best practices for communication, professionalism, and compliance with bylaws and peer review processes in complex, real-world scenarios. </p>



advice on navigating complex credentialing procedures, resolving provider enrollment delays, or improving communication with health plans and clinics, this session provides the opportunity for professional growth and networking.

Session Objectives:

- 1. Address Open Questions Across Sectors:**
Participants will have the opportunity to pose questions and discuss challenges they face in credentialing and provider enrollment, fostering an open dialogue among clinics, health plans, hospitals, and CVOs.
- 2. Share Best Practices and Solutions:**
Through collaborative discussions, attendees will explore real-world solutions to common issues in credentialing and provider enrollment, identifying best practices to improve workflows and outcomes.
- 3. Enhance Cross-Sector Collaboration:**
Focus on building stronger relationships between clinics, health plans, hospitals, and CVOs to streamline credentialing processes, reduce inefficiencies, and improve overall service delivery.
- 4. Gain Insights into Complex Scenarios:**
Participants will gain insight into complex credentialing scenarios, including those involving new regulations, non-routine applications, and inter-organizational coordination, equipping them with strategies to tackle these challenges.
- 5. Identify Opportunities for Improvement:**
Attendees will leave with actionable strategies and ideas to enhance their credentialing and provider enrollment practices, ensuring they can better support their teams and organizations in delivering quality care.

11:45am-12:00pm

Closing Remarks and Free Conference Drawing

Marilyn Grant, CPCS, Conference Chair



Exhibitors	Sponsors
   	<p style="text-align: center;"><u>Gold</u></p>   <p style="text-align: center;"><u>Silver</u></p>   <p style="text-align: center;"><u>Bronze</u></p>  