



MSP Messenger

SUMMER IS IN FULL SWING

The Idaho Association of Medical Staff Services Board would like to greet both our existing and new members as we embrace Idaho's hot summer months.

Our nation celebrated Independence Day last week and we hope you had a fun and safe weekend of celebration with friends and family. In the spirit of togetherness, we hope everyone takes time to remember and honor those who have made and continue to keep our freedom in this great nation possible. Let freedom ring!

As always, we would like to extend our gratitude for your contributions to our field, our association, and to healthcare in Idaho. We are proud to be a part of providing our beautiful state with excellent healthcare.

As a reminder, we are always seeking your input to how we can better serve YOU. If there are any specific topics you would like to see addressed at our IAMSS quarterly meetings, in the newsletters, or at this year's conference please reach out. We strive to be a great resource of information and education that would best benefit your needs and create a network of successful MSPs.

We are looking forward to the rest of summer and the IAMSS conference will be here before we know it!

IAMSS 2025 Board— State Officers & Volunteers

- **President:** Suzette Ansay, CPCS
- **President Elect:** Rae Kingsley, CPCS
- **Secretary:** Stephanie Morgan, CPCS
- **Co-Treasurers:** Melanie Durfee, CPCS, CPMSM/McKayla Jensen
- **Immediate Past President:** Heidi Thompson, MBA, CPMSM, CPCS, FMSP
- **Volunteers:** Vanessa Reynolds Smith, Jessica McCall, Michael Taylor, Jessica Powell



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IAMSS PRESIDENT'S MESSAGE

Happy Summer Idaho MSPs!

Goodness how time is flying, I can't believe it's already July! I hope everyone has had a chance to take time for their own wellness these last few months, to reset and recharge, and are working on their 2025 Bingo card. I'll be honest, I still have a ways to go on mine but I keep it on my desk as a daily reminder. As I take a glance at it, I notice that there are some squares that will not be filled this year, for varying reasons. There are a few ways I can look at this but I've decided that I'm going to keep positive – sometimes life happens and as long as I'm moving forward and making progress on these squares, I'm going to consider each square checked off as a success even if I don't get to shout "Bingo!".

I want to take a moment to plug some exciting events coming up in the next few months and encourage your participation and engagement:

IAMSS Quarterly Meeting – July 10th with CE provide by Charlene Frail-McGeever, CPCS

NAMSS Virtual Credentialing 201 Course – Starts July 14th

NAMSS Virtual CPES Prep Course - Starts July 29th

MSP Huddle – NEW from NAMSS, Free CPCS and CPMSM certification study groups!

NAMSS 49th Educational Conference – September 28th–October 1st in Portland, OR

IAMSS Annual Conference – October 16th & 17th in Boise

The IAMSS Board is thrilled to bring our Annual Conference to you again this year in Boise at the St. Luke's Plaza. We are bringing in talented speakers to educate on various topics relevant to all of our different types of MSPs in Idaho. The conference will be all day Thursday and half day Friday, with a social event on Thursday evening. We very much encourage in-person attendance but will have a virtual option for those who are unable to travel.

Professional development is so important for MSPs and yet we tend to push opportunities to the back burner. As part of your commitment to your own wellness, I am encouraging you to participate in at least one of the above events (the more the better!) and check out the educational offerings that NAMSS has on their website. These are open to everyone, not just NAMSS members, and I've found them to be of high quality.

I also want to encourage our members to spread the word! We are growing as an organization and the more MSPs we reach, the stronger we will be as a group and individuals. Remember, members of IAMSS do NOT have to be members of NAMSS (although it is recommended). Huge shout out and WELCOME to our new IAMSS members in 2025 – we are thrilled to have you as part of our association!

I wish all of you a great rest of your summer and can't wait to see you in October!

Suzette Ansay, CPCS

2024-2025 President - IAMSS

Director, Medical Staff Office – Full Circle Health

SHOUT OUTS—WINS TO SHARE & CELEBRATE

We LOVE to share and celebrate big wins that are being made in the lives of our IAMSS members in all capacities. Please see the most recent WINS that were shared with us and help cheer on our fellow members!

Rae Kingsley celebrated 20 years with St. Luke's in June!! While they are only recognizing 13 of those years, TWENTY is a big accomplishment. So congrats to Rae and all that she has contributed to the health care industry. We love you!!



Heidi Thompson celebrated a BINGO on her card for 2025 at the end of April!! She was able to step out of her comfort zone and take on new responsibilities, plant summer flowers, incorporate strength training into her life 3 days a week, catch up on ward history, and incorporate more optimism into her life. We are so proud of her for these accomplishments and also for her willingness to share. Use this win as a reminder to check in with your Bingo card so you can keep marking off squares!!



SHOUT OUTS — MELANIE DURFEE

MEMBERS MAKING AN IMPACT IN OUR INDUSTRY

We continue our shout out to our very own Melanie Durfee as she was invited to be a guest on the podcast Beyond the Bylaws—The Medical Staff Show, Episode 2 & 3. Both parts of this topic have now been released, see below for details!

To access this podcast, please visit:

Episode 2 (Part I)

[Beyond the Bylaws: The Medical Staff Show - The Role of Bylaws in Medical Staff Governance, Part I | Husch Blackwell](https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-the-role-of-bylaws-in-medical-staff-governance-part-i)

<https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-the-role-of-bylaws-in-medical-staff-governance-part-i>

Episode 3 (Part II)

[Beyond the Bylaws: The Medical Staff Show – The Role of Bylaws in Medical Staff Governance, Part II | Husch Blackwell](https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-the-role-of-bylaws-in-medical-staff-governance-part-ii)

<https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-the-role-of-bylaws-in-medical-staff-governance-part-ii>

OUR FIRM

Pioneering a Path to Better Value and Client Services Means We Never Stop Evolving

THOUGHT LEADERSHIP

Beyond the Bylaws: The Medical Staff Show – The Role of Bylaws in Medical Staff Governance, Part I

PODCAST

[in](#) [✉](#) [f](#) [x](#) [p](#)

Episode 2 | The Role of Bylaws in Medical Staff Governance, Part I

Host Nick Healey welcomes to the show Husch Blackwell partner Ellee Cochran and Melanie Durfee, who serves as the Director of Medical Staff Services for a 205-bed acute care hospital in Idaho, for a two-part discussion focusing on the foundational role of bylaws in medical staff governance.

Part I of our discussion focuses on important governance concepts at a high level, including what role bylaws are meant to serve and what legal or regulatory mandates pertain to bylaws. The discussion covers broadly the kinds of provisions and language found in medical staff bylaws and explores how bylaws intersect with other rules and policy documents. The host and guests draw on deep experience with medical staff governance to provide practical tips on the process of creating or updating bylaws and how to avoid associated pitfalls.

THOUGHT LEADERSHIP

Beyond the Bylaws: The Medical Staff Show – The Role of Bylaws in Medical Staff Governance, Part II

PODCAST

[in](#) [✉](#) [f](#) [x](#) [p](#)

Episode 3 | The Role of Bylaws in Medical Staff Governance, Part II

Host Nick Healey welcomes back to the show Husch Blackwell partner Ellee Cochran and Melanie Durfee, a director of medical staff services for a 205-bed acute care hospital in Idaho, for the second and concluding part of a discussion focusing on the foundational role of bylaws in medical staff governance. In Part II, the conversation turns to consider specific provisions commonly found in bylaws and associated documentation, as well as practical insights about how to approach crafting the language.

Uncommon for Good Reason

SHOUT OUTS — HEIDI THOMPSON

MEMBERS MAKING AN IMPACT IN OUR INDUSTRY

Another shout out to Heidi Thompson as she wrote an article featured on TMG's website with great insight. Below is her article, but here is a link if you want access to the webpage as well:

[Finishing Touches: Closing Out a Credentialing File - Team Med Global](https://www.teammedglobal.com/closing-out-a-credentialing-file/)

<https://www.teammedglobal.com/closing-out-a-credentialing-file/>

Finishing Touches: Closing Out a Credentialing File

By Heidi Thompson, MBA, CPCS®, CPMSM®, FMSP

The credentialing process is built on precision, accountability, and timeliness. Yet one critical step often gets overlooked in the rush to move on to the next task: closing out the file. Once the board has approved an initial appointment or reappointment, the work isn't truly complete until the file is closed—and that should happen within 48 hours.

Why Timely File Closure Matters

Timely file closure is more than just good housekeeping. It's a matter of compliance, transparency, and operational efficiency. When files remain open after board action, they create unnecessary risk. Information can become outdated, steps may be missed, and there's no clear line of accountability. By standardizing file closure within 48 hours of board approval, Provider Lifecycle Professionals can ensure that the credentialing process has a clean, definitive endpoint.

What "Closing Out" a File Entails

Closing out a credentialing file is a structured process, not a vague suggestion. It should include:

Updating systems of record: Ensure that all relevant databases and credentialing software reflect the final approval date and status.

Notifying stakeholders: Alert internal departments, such as IT, payroll, HR, and scheduling, that the provider is fully approved and can be onboarded or reappointed.

Archiving documentation: Store final documents, including approval letters and board action summaries, in the provider's file in accordance with retention policies.

Final checklist: Confirm that all required documents have been received, verified, and uploaded—nothing should be left pending.

From Best Practice to Standard Practice

Despite its importance, file closure is often treated as an informal task—done when there's time or remembered when a compliance audit looms. To change this, organizations need to make file closure a formal step in the credentialing process. This means building it into workflows, including it on process checklists, and assigning clear responsibility for its completion.

While best practice is to close the file within 48 hours of the Board decision, in some organizations, the volume of initial and reappointment files is so large that closing files within 48 hours is not feasible. For example, if a credentialing coordinator has over 100 reappointment files that were approved at the Board meeting, it is not reasonable to expect that person to close 100 files within 48 hours. In that instance, your organization may need to set a different expectation. Either way, documenting the process and expectation in standard operating procedures and then holding individuals accountable to the timeframe is essential.

Creating Accountability

Adding a 48-hour closeout policy into the credentialing workflow promotes accountability and clarity. It prevents delays in downstream processes like onboarding and payer enrollment, and ensures there's no ambiguity about the provider's status. When everyone knows who's responsible for closing out the file—and when—it becomes a natural, non-negotiable part of the process.

A Small Change with Big Impact

Closing out credentialing files may seem like a minor detail, but in a profession where details matter, this one carries real weight. It protects the organization, supports provider onboarding, and keeps your credentialing operations audit-ready. Making this small change—closing every file within 48 hours of board approval—can create a ripple effect of efficiency, clarity, and compliance across your team.

At TMG, we believe that excellence lives in the details. Closing the loop isn't just about finishing the task—it's about strengthening the process.



TMG was one of our lovely 2024 Conference Sponsors. TMG has shared on their website a plethora of webinars and dates they will be hosting in the upcoming months. They also have available their past educational opportunities, which are recorded and posted for purchase. To do so, you scroll and click the green ‘**Buy Now**’ button, make your selection, add to cart, and pay! See websites below for reference/options available:

On Demand Webinars for MSPs:

<https://www.teammedglobal.com/on-demand-webinars/>

After navigating to this link, there are six different categories to click into. Prices and dates the webinars will be available to purchase vary depending on selection. See below and on the next page for some options they have highlighted!

Additionally, for new MSPs or ones looking for additional training, please see this link as there are many options available for purchase:

Unlocking Your Team’s Potential:

<https://www.teammedglobal.com/msp-training/>

SEE UPCOMING/PRE-RECORDED EVENTS BELOW:

Sneak Peek

LICENSING LINK

TMG’s Licensing Link webinar series empowers licensing professionals to navigate the complexities of physician licensure with confidence. From advanced tools to expert strategies, this series offers actionable insights to streamline workflows, ensure compliance, and minimize delays. Gain the knowledge you need to enhance efficiency and drive success in every stage of the licensing process.

JULY 23:

**Renewal Roadmap:
Mastering CME Requirements for Physician License Renewals**

SEPTEMBER 24:

**Regulatory Crossroads:
Licensing Compliance in Evolving Healthcare**

NOVEMBER 19:

**Smooth Transitions:
Streamlining Onboarding for Licensed Physicians**

CREDENTIALING



Credentialing Best Practices

CREDENTIALING



Credentialing Basics

CREDENTIALING



Merging Credentialing & Provider Enrollment

CREDENTIALING



Special Topics in Credentialing

CREDENTIALING



Credentialing Standards

CREDENTIALING



Credentialing Trends

START PREPARING FOR YOUR CERTIFICATION EXAM

[Membership](#)[Certification](#)[Education](#)[NAMSS Pass](#)[Store](#)

Start Preparing for the Certified Provider Enrollment Specialist (CPES) Exam

Management of the provider enrollment process has emerged as one of the 10 core functions of an MSP, according to the [NAMSS Defining Tomorrow's MSP® report](#). To give MSPs and Provider Enrollment Professionals the confidence and expertise in this area, NAMSS developed the Certified Provider Enrollment Specialist (CPES) credential, the first certification of its kind.

The first application window for the CPES exam will open on **Monday, July 21, 2025**. Now is the time to start preparing for this next step in your career.

Virtual CPES Preparation Course

Start your CPES exam journey with our new [Virtual CPES Preparation Course!](#)

This interactive, instructor led course will provide a comprehensive understanding of provider enrollment within today's healthcare landscape.

Participants will gain:

- ✓ A clear grasp of the end-to-end provider enrollment process and key regulatory requirements
- ✓ Practical strategies for maintaining compliance and conducting ongoing monitoring
- ✓ Real-world knowledge through case-based discussions and scenario-driven activities
- ✓ Tools to support efficient departmental operations and collaboration with key stakeholders
- ✓ Insights into common challenges and best practices to overcome them
- ✓ Free access to the NAMSS [Provider Enrollment Glossary](#)

The CPES Preparation Course will equip you with the knowledge and confidence to succeed on the exam — and beyond.



Virtual CPES Certification Preparation Course

Course begins Tuesday, July 29

Earn 10 CE Credits

The exam application window opens **Monday, July 21**.

MSP HUDDLE—CERTIFICATION STUDY GROUPS COMING SOON!

Please see the email below that was sent to our IAMSS President, Suzette, early this month that addresses study groups for those interested in becoming certified in the near future. The flyer they sent out with this email is on the following page.

Dear State Association Colleagues,

We are excited to announce that **MSP Huddle** is preparing to launch **FREE CPCS & CPMSM Certification Study Groups** starting in **Fall 2025** and/or **Spring 2026**.

These sessions are open to all MSPs across the country and will provide valuable support, resources, and connection during their certification journeys.

We would greatly appreciate your help in **sharing this information with your state association members**.

This is a completely **no-cost opportunity** designed to uplift and empower MSPs nationwide (first come – first serve).

To receive updates, session reminders, and access to materials, participants are encouraged to **connect with MSP Huddle on Facebook**:



We're extremely excited about this new venture and the opportunity to support certification success for MSPs everywhere.

Thank you in advance for helping us spread the word!

Please see the **attached PDF flyer** for more details.

Warm regards,

MSP Huddle Team

✉ msphuddle@gmail.com

🌐 FB & LinkedIn: [@MSPHuddle](#)

Online store: <https://msphuddle.myshopify.com>

MSP HUDDLE®

Certify your skills. Certify your future.

What is MSP Huddle?

MSP Huddle is a centralized, nationwide resource hub created by MSPs for MSPs. Whether you are brand new to the field or a seasoned MSP, this is your space to connect, grow, and thrive.

What We Offer

- ✓ CPCS & CPMSM Certification
Study Groups on FB (**coming in 2026**)
- ✓ Credentialing & Educational
Resources
- ✓ Networking & Peer Collaboration
Opportunities
- ✓ Inspirational Gear & Merchandise



LET'S CONNECT!

Facebook and LinkedIn @MSPHuddle

Email: MSPHuddle@gmail.com



Online store: <https://msphuddle.myshopify.com>

Educate. Collaborate. Elevate.



30-Day Water Challenge

Staying hydrated is important—and one of the best things you can do for your body!

When you're ready to start your challenge, your mission is simple: Aim to **drink one more glass of water than you normally would**, each day for 30 days in a row. It's okay if you miss a day here and there, just do your best.

Ready to get started? Time to drink up!

Disclaimer:

If you have been diagnosed with chronic **kidney disease** or **heart failure**, your water needs may be different than most. Check with your healthcare provider before changing your diet or water intake.

☒ Check off all the days when you drank at least one extra glass of water. Click the squares on the left side of each day, or print this out and fill them in by hand.

- ☐  **1** A general guideline for staying hydrated is **3 liters (about 12 cups) of water per day**. This can change based on your weight, amount of activity, or any chronic conditions you may have. But don't worry if you're not there yet! Work up to it gradually with just one extra glass each day for now.
- ☐  **2** So why do you want to drink more water? To have more energy? Promote weight loss? Aid your digestion? Stay hydrated for exercise? Whatever your reason, **write it down** to remind yourself of your motivation.
- ☐  **3** Start simple. Check out our article on how you can **make water the easy choice** by keeping it around and visible.
- ☐  **4** Don't just wing it. Make a plan. **Schedule an alarm** on your phone or on your computer. This can remind you to drink up!
- ☐  **5** How much sugar do you drink each day? Here's an article to help you find out **how much sugar is in some everyday beverages**. A good argument for replacing a sugary drink with water!
- ☐  **6** After yesterday's article, you might be wondering why it's helpful to reduce your sugar intake. Here's **how curbing sugar helps your body**.
- ☐  **7** Drinking more water doesn't mean you have to give up on flavor. We've got a tasty list of **sweet alternatives to sugary drinks**, including some delicious flavored water options!
- ☐  **8** Dining out is a great excuse to have an extra glass of water. It's free, it's easy, and they bring it to you without even being asked. Challenge yourself to **drink the full glass by the time your food arrives**.
- ☐  **9** Strong thirst, dizziness, fatigue, dark urine, urinating less often—these are all **symptoms of dehydration**. If ever you notice any of these symptoms, try drinking water right away.
- ☐  **10** Do you work from home more often these days? Keep a water bottle handy, and keep refilling it to get more steps into your day. Find **more work-from-home tips here**.
- ☐  **11** Disposable plastic water bottles are a huge hassle in the kitchen—and for the planet. Find a **reusable metal, glass, or BPA-free plastic water bottle** that reflects your personality and suits your needs.
- ☐  **12** Carry your water with you, even on a long haul. Try using a backpack **hydration pack** when you're on a hike, a jog, or even just a stroll around the park with the kids.
- ☐  **13** Fill a glass of water before bedtime and keep it at your bedside or in your bathroom. Then you can **drink a full glass of water first thing in the morning**.
- ☐  **14** Sometimes our bodies can't tell if they're thirsty or hungry. Here are some ways you can **manage triggers to avoid overeating**, like drinking water first when you have a craving for high-calorie treats or snacks.
- ☐  **15** Today is your halfway marker in the challenge! How is it going for you? **Jot down which tactics have worked so far** to help you get more water. Keep adding to this list as you discover more ways to get one extra glass of water each day.

- ☐  **16** Don't wait until you're thirsty. **Sip on water throughout the day** to stay ahead of the curve.
- ☐  **17** Doing this challenge alone? Find a **"water buddy"** to finish this challenge with you! They can help motivate you and hold you to it.
- ☐  **18** Getting bored with H₂O? Switch it up with a **different water bottle for each day of the week**. Different colors and shapes can help keep this challenge fresh.
- ☐  **19** Remember to **drink more on hot days**. You may not feel sweaty, but your body might still be using more water to stay cool.
- ☐  **20** Try replacing an unhelpful habit with a healthier one! If you're trying to quit smoking, you can reach for an ice-cold water bottle instead of a cigarette. Combine this tactic with more **tips to quit nicotine for good**.
- ☐  **21** If you have trouble remembering to drink water, **try adding it to a habit you already have**. Plan to drink a full glass right after you brush your teeth, or right when you begin work.
- ☐  **22** **Keep a water bottle in your car**. Work commutes and long drives are a great time to rehydrate.
- ☐  **23** How pure is your tap water? If you're not sure, consider getting a **water filter** to purify your drinking water.
- ☐  **24** You've heard of "out of sight, out of mind." Try the opposite with water! **Keep a pitcher or big water bottle in plain view** to remind yourself to drink up.
- ☐  **25** Long flights can dehydrate our bodies. **When you're on a plane, start with some water** before you have any other kind of beverage.
- ☐  **26** Vacations often bring us out of our normal routines. Which is great! But your body still needs water. If you drink alcohol, **alternate alcoholic drinks with a glass of water** so you can stay hydrated. Find more tips like this to help **stay on track with your health goals on vacation**.
- ☐  **27** Do you feel addicted to your phone? **Keep a glass of water anywhere you'd normally have your phone**. This will help you reach for water more, and for your phone less. Win-win!
- ☐  **28** Add a "lift" to the challenge. **Mineral water or carbonated water** can add more flavor and texture to what normally might taste pretty plain.
- ☐  **29** You're almost done! Finish strong with a big glass of water today and tomorrow. Think about how you'll **reward yourself** for completing this challenge. A new book? A massage? A game? A new tool? Treat yourself to something fun and calorie-free.
- ☐  **30** Congratulations, you've finished the challenge! **Keep a list** of which tactics to drink more water worked for you. You can continue to use them in the future to stay hydrated all year long.

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RECIPE OF THE SEASON—THE PARTY FAVOR EVERYONE WILL BEG FOR



Recipe Card: Fruit Salad ♡

Cheesecake Filling: 8 oz of cream cheese, one cup powdered sugar, one teaspoon vanilla extract, one cup heavy whipping cream

Fruit Salad: 2 cups strawberries chopped, 2 cups green apples, one cup red grapes (Have also added blueberries, raspberries, cherries - really all are good!)

Topping: (Best part) one cup crushed graham crackers, sprinkled toffee bits, drizzle caramel

Directions: Prepare cheesecake filling: Beat softened cream cheese until smooth. Add powdered sugar and vanilla. Beat until well combined. In another bowl, whip heavy cream until stiff peaks form. Fold into cream cheese mixture until smooth. Add some toffee bits. Mix in cut fruit and coat evenly. Add to pan, top with graham crackers, toffee, and caramel.

Notes: Pro Tip- The more toffee bits the better. serve cold. **IT'S SO GOOD!**

The Summer Treat *Everyone* Will be Asking for

Everybody will be bugging you for the recipe to this delicious dessert at the cookout. For months after people will rave about how they receive compliments everywhere they take it. And yes, this is a theory that has been tested and supported by data collection. It is a pretty easy dish to whip up, so if you are having family reunions, summer parties, or just a backyard barbecue, this is what you should bring!

I SPY WITH MY LITTLE EYE. . .

Medical Staff Professional Word Search



F F R T K Z N T K N U F M U Z M B Z I B M J B P Y R S B B Q
R L O L O P C F Z U P N T J Y E A O Q K I P B E H B S H Y K
Z U O N M P F Z Y C B D G V F D C S M Y N S H N D A D X Z R
G Z M E E R H L Y P P X B H V I K Y N C O M M I T T E E S A
R U S M Y I Q Y X E R B Y P A C G D H E U F N H B C H T K E
F A P U V B V R S S S H Z X F A R Z L Y U K E C E R H N U G
V C M O B O V J B I A T W C D L O G K V I R P C P S B G O R
E B A L A N C E G R C R J X V S U C N A V F E Q O C O L N R
E Z J J A H Y C C S U I Q L G T N X R P N C D N G E S L X U
P Z T K G X R R K Q U E A B X A D C R F R C U F B N X O F B
V X R I U N G F P L Z E T N L F C I F U I W C Z I R R C K S
J E F V T A A A F J U P A J E F H B B X L N A G K O F D T D
W H L P H L C D B X C X Q L J S E E W G I W T T B L M O Y C
C J C R E D E N T I A L I N G E C B Z I G L I P W L E V I Z
S X J F P J P S C T Q F A S C R K M N X O S O P M M K V T M
W A X I E G D K F S E P M Z O V N O Y Z L L N U J E L N Y C
W V H N U E Z T C E U Q S A P I D E T E C T I V E N V E J I
P D W J W B M H O R X T S H I C Q I L X B X N F B T A C G D
E F V E R I F I C A T I O N S E V P O U U S R U M T I J G V
A L N A M S S I Y J R D X Z H S U J V S W S B M C K V R M E
H A D V A N C E D P R A C T I C E P R O F E S S I O N A L Y
B B X G B K I K W O N F K Q K C K M T Q O I G M R Z U W F L
L S X J U X K E N A T E A M W O R K G J T U F A V U O G M O
B S U G M R T Q A I C V A H Z K O Z U Y R D E T A I L S E H
Y R S U M B U Z P A A A J X H Y R J M H X H O K Q Q P L V H
R C Y Q M S J K D L S N K M P Q F W O X N W V O U B E M H D
I T R M E M B E R S H I P I P B L H Q C Y V R P O J K O M U
P S Q F N R L E A D E R S H I P Y Z J V D O W R H U O B Y C
R D X A A F F I L I A T I O N H H Q P O P Y D R Z O C O L K
M P R C S L Y B I A O Y N C X P R I M A R Y S O U R C E S A

NAMMS
IAMSS
Detective
Membership
Leadership
MSP
CPES
CPCS

Committees
Physician
Advanced Practice Professional
Medical Staff Services
Verification
Education
CVO
Balance
Details

Credentialing
Enrollment
Primary Source
Background Check
Affiliation
NPDB
Teamwork
CMO



UPCOMING EVENTS

- ◆ **Quarterly Meeting 7/10/2025 at noon — virtual (CE offered)**
- ◆ **NAMSS Prep Courses**
- ◆ **TMG Educational Opportunities (see page 6)**
- ◆ **IAMSS Annual Conference—October 16/17 in Boise, ID**

2025 IAMSS Quarterly Member Meetings Information

Meeting Schedule:

- ◆ **Thursday, 7/10/2025**
- ◆ **2025 Annual Conference 10/16/2025 — 10/17/2025**
- ◆ **Thursday, 12/11/2025**

Please note, these meetings are for *Members Only* — be sure anyone else interested in attending submits a 2025 membership registration to take advantage of annual meetings, newsletters, and other member only benefits for this year.

Quarterly meetings include:

IAMSS Board strategies and updates
Member input and open discussion
Educational sessions
NAMSS CE credit

****Meeting calendar invites for 2025 meeting dates have gone out to current members. If you are a member and didn't receive the invite, please contact Suzette Ansay.**

UPCOMING NAMSS EVENTS

**CREDENTIALING 201
COURSE**
VIRTUAL
JULY 14, 16, 21, 23 — 2025

**CPCS CERTIFICATION
PREP COURSE:**
|VIRTUAL
AUGUST 4, 6, 11, 13 — 2025

**CPMSM
CERTIFICATION PREP
COURSE:**
VIRTUAL
AUGUST 19, 21, 26, 28 —
2025

**CREDENTIALING 01
COURSE**
VIRTUAL
SEPTEMBER 2, 4, 9, 11, 16
— 2025

**NAMSS 2025
CONFERENCE**
September 28-October 1
Portland, Oregon

DID YOU KNOW?

You don't have to be a member of NAMSS to join the Idaho Association, but it is highly encouraged. NAMSS provides a wealth of training, support, and resources for MSPs.

Get more information on NAMSS membership at www.namss.org or contact an IAMSS Board member

MEET SOME OF OUR BOARD MEMBERS



Suzette Ansay, CPCS

President, Full Circle Health

Suzette is the Director of Medical Staff Office at Full Circle Health in Boise. She has been a medical staff professional for 18 years, starting in provider enrollment and transitioning into full medical staff services in 2014 with the inception of Full Circle Health's Medical Staff Office. Suzette joined NAMSS in 2015 and IAMSS in 2019, and currently serves as the IAMSS President. She was born and raised in the once-small town of Gilbert, AZ and moved with her husband to Idaho over 20 years ago. They have a deep love for all things agriculture, raising their now-adult son on a small, family cattle ranch in Emmett. In her time off, Suzette loves cooking, dabbling in baking with sourdough, reading, crocheting, and loving on the shelter dogs at the Gem County Pet Adoption League.



Heidi M. Thompson, MBA, CPMSM, CPCS, FMSP

Independent Consultant

Heidi Thompson, MBA, CPMSM, CPCS, FMSP is currently an MSP independent contractor doing part-time assignments with Team Med Global. Heidi has 41 years MSP experience and spent 13 years volunteering with NAMSS on the Finance Committee and the Certification Commission. Heidi is a current Board Member at Full Circle Health as well as Past President of IAMSS. Heidi's home town is Wallace, ID. She earned her BSHA and MBA-HM from Columbia Southern University. Heidi is an avid reader, loves to knit and crochet, enjoys gardening, walking her neighbor's dog, and spending time with her spouse, children, and grandchildren.



Melanie Durfee

Co-Treasurer, Portneuf Medical Center

Melanie Durfee is the Director of Medical Staff Services. She has been at Portneuf Medical Center for 12 years. She is also the owner/CEO of Locum CVO. Prior to working at Portneuf she worked as a Paralegal in a law office for 10 years. Melanie is also a member of the Wyoming Association of Medical Staff Services and currently serves on the Citizen Review Panel for the Southeastern Idaho Public Health Department and the Department of Health and Welfare. Outside of work she enjoys being a wife, mom, and nana. Her and her husband have four children, as well as 3 grandkids that are an absolute delight. She also has 5 German Shepherd dogs that keep her on her toes.

MEET SOME OF OUR BOARD MEMBERS

...CONTINUED



Stephanie Morgan, CPCS

Secretary, St. Luke's

Stephanie works as a Certified Medical Staff Coordinator at St. Luke's Medical Staff in the Medical Staff Services Department. She has been working as a credentialing coordinator for the past 16 years. Stephanie served as a volunteer for IAMSS in 2023 and was elected the IAMSS Secretary in 2024-2025. In her off time, she enjoys spending time with family, baking sourdough treats, picking huckleberries and fishing off the Washington/Oregon coast.



McKayla Jensen

Co-Treasurer, Portneuf Medical Center

McKayla Jensen is the Lead Medical Staff Coordinator at Portneuf Medical Center. She has been a medical staff professional for three years and loves to help contribute to the IAMSS newsletter. She was born and raised in Pocatello, ID and earned a bachelor's degree at Idaho State University. Her favorite interests currently are baking sourdough or related recipes, growing plants, and hugging her dog. She also has three ducks which make life more fun.



Jessica Powell

Volunteer, PacificSource

Jessica Powell (JP) is a Credentialing Coordinator at PacificSource Health Plans and the IAMSS website tinker-er (you can blame her for all of the changes). She has been in health insurance since 2015; moving to provider credentialing specifically in 2021. JP's go to hobbies include reading, watching Asian dramas, research on any topic, and baking (fun fact, she went to culinary school).



Throughout our lives how many times have we heard “Life is about the journey and not the destination?” It’s a consistent whisper in the books I read, most podcasts I listen to, even Instagram posts that fill my feed. I thought over time that I had embraced this mindset wholeheartedly. But then something happens in my life that stops me in my tracks, flips me completely around, and then I feel like I am back at square one. Once feeling like I had arrived at what I wanted only to realize it was never here to stay.

When I look back on significant moments in my life thus far, I have noticed that although I thought I believed in the idea of life being a journey, my actions and reactions have suggested otherwise. Some setbacks have been accompanied by strong thoughts of failure and defeat.

It’s important to recognize that it is okay to take a moment when life throws a curveball at us, a moment to sit in the pain. What we do with that pain when we are ready is what has been on my mind. How do we get into the practice of redirecting our mindset when it’s time to let go of the pain of what was to ensure we don’t find ourselves stuck?

When you look back at your life how many times did you feel you were starting over in your relationship, your career, even your health journey? And is there a way to reframe these experiences so that we can look back and smile at who we were during those moments and smile at the person we are today because of them?

There are several practices that can guide and support you. Here are a few I have found helpful:

Your Why: Why is this aspiration on your mind now? What is it about this pursuit that lights your heart on fire? Having a current and relevant “why” can help support you in ensuring that you are always going after what’s most important to *you*. I would encourage you to consistently return to your why. As you grow and evolve, so does what you want and why you want it. Let it be okay that this is fluid, that it will change over time.

Purpose Driven over Results Driven: This mindset comes from Dr. Michael Gervais. A purpose-driven mindset is fueled by your values and setting goals according to those values. I find this most helpful when I want to be sure I am exercising for health and longevity rather than a number on the scale. In my career, am I giving my all because I believe in my work? Or am I trying to receive praise and validation? How will I feel if I don’t receive praise and validation?

Affirmations, Mantras, or Visualization: It can be helpful to think of a mantra, affirmation, or even a visual that can help support you to going from a mindset of being held back to a mindset that you are always in motion. I like to think of life as a river. There are times when it moves fast, times when it’s slow and serene, but it is *always* moving.

Focus on the Good: Having a gratitude practice can support a growth mindset. Despite our challenges and setbacks, there are other things in our lives that are typically working in our favor in that moment, we just need to recognize them. No matter how big or small, taking a moment to recognize what is going well can help redirect our mindset.

As you navigate these ideas and questions, it’s important to remember that life is not all about checking boxes. There is no arriving. There is always learning, there is always movement. Trusting the process that as long as we keep getting up and moving forward, our life will be a life well lived.

IAMSS



**Idaho Association
of Medical Staff Services**

VISIT THE IAMSS
WEBSITE

<https://idamss.org>

Features:

- ◆ Board contact information
- ◆ State news & events
- ◆ Current/past newsletters
- ◆ Job postings
- ◆ Membership application
- ◆ Past presentation slides
- ◆ State & National resource links

Let us know what else you
would like to see on the
website!

Contact Jessica Powell
(Board Volunteer)
for more information.

LET'S RECRUIT MEMBERS!

We are so excited about the growth our association saw in 2024 and would love to keep it going throughout 2025! The more MSPs the merrier — we can all learn from one another and work together to support our great state.

Tell your friends to join today! Have them complete the registration form located on our website idamss.org and send to Melanie Durfee with payment



HOW CAN YOU SERVE?

MSPs often wear many hats and serve their organizations in multiple areas: credentialing, privileging, provider enrollment, human resources, licensing, payers, contracting, and the list goes on and on. Because of this we each bring a unique set of skills and knowledge to the table. IAMSS is always looking for volunteers to serve on committees, speak at conferences/meetings, write articles or provide information for newsletter issues, and to serve on the Board. Interested in sharing your talent and knowledge with your colleagues? Let us know! Reach out to any Board member, contact information is on the website.

MISSION AND PURPOSE

The mission of the Association shall be to provide opportunities for continuing education and improvement of professional knowledge and skill by uniting persons who are engaged in medical staff activities throughout the state and to support the mission of the National Association of Medical Staff Services.

The purpose of the Association shall be to provide an organized structure at the State level for members of the Association, enabling them to work together on opportunities for improvement; to conduct educational programs; to serve as resources to the hospitals within the area; to provide a channel of communication between the Association and the National Association; and to promote the purpose of, and membership in, the National Association.



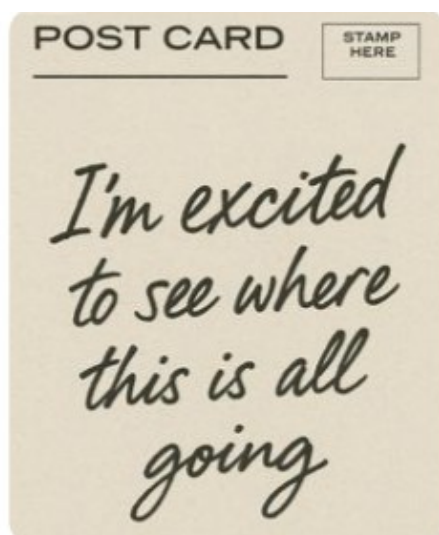
This section of the Newsletter is reserved for recommendations, insights, or just a place to add flare to the everyday routine. Every quarter we will highlight members' submissions that tickle our brains, make us laugh, something new we learned, or just because we felt like it.

MEMBER ENGAGEMENT DRAWING

If you would like to be entered to win a \$25 Amazon gift card, please complete the word search on page 12 of this Newsletter and send proof of completion to mckayla.jensen02@portmed.org. That's it!

Good Hang with Amy Poehler—Podcast Recommendation

This recommendation came from Josey Gunter from Portneuf Medical Center. She came across an episode from the *Good Hang* podcast hosted by Amy Poehler with Kathryn Hahn as the guest that she found very wholesome. This episode has a really strong message of women friendships and growing with women through different stages of life and what that support means. Check it out for a light hearted pick me up in your work day!



IT IS IMPORTANT TO

**CHECK
YO
SELF.**



IAMSS 2025

July

Newsletter Check-in

LETTER FROM YOUR AUTHOR

To our lovely IAMSS members —

I want to make sure we are offering a resource that is helpful to both your professional and personal life with the distribution of our quarterly newsletters. Our vision of the newsletter is to offer a quarterly light-hearted pick-me-up to your work day that will help improve your overall health and well-being in addition to being a resource for professional development and community. Please keep in mind that we will have a Newsletter Survey available at this year's Annual Conference in an attempt to make sure the efforts being put into the newsletter are actually beneficial and/or well received by our members. So keep it in the back of your mind what you like/dislike and bring your feedback to the conference this fall!

See your lovely faces soon <3

xoxo

McKayla

WORD SEARCH ANSWER KEY



F F R T K Z N T K N U F M U Z M B Z I B M J B P Y R S B B Q
R L O L O P C F Z U P N T J Y E A O Q K I P B E H B S H Y K
Z U O N M P F Z Y C B D G V F D C S M Y N S H N D A D X Z R
G Z M E E R H L Y P P X B H V I K Y N C O M M I T T E E S A
R U S M Y I Q Y X E R B Y P A C G D H E U F N H B C H T K E
F A P U V B V R S S S H Z X F A R Z L Y U K E C E R H N U G
V C M O B O V J B I A T W C D L O G K V I R P C P S B G O R
E B A L A N C E G R C R J X V S U C N A V F E Q O C O L N R
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P Z T K G X R R K Q U E A B X A D C R F R C U F B N X O F B
V X R I U N G F P L Z E T N L F C I F U I W C Z I R R C K S
J E F V T A A A F J U P A J E F H B B X L N A G K O F D T D
W H L P H L C D B X C X Q L J S E E W G I W T T B L M O Y C
C J C R E D E N T I A L I N G E C B Z I G L I P W L E V I Z
S X J F P J P S C T Q F A S C R K M N X O S O P M M K V T M
W A X I E G D K F S E P M Z O V N O Y Z L L N U J E L N Y C
W V H N U E Z T C E U Q S A P I D E T E C T I V E N V E J I
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B S U G M R T Q A I C V A H Z K O Z U Y R D E T A I L S E H
Y R S U M B U Z P A A A J X H Y R J M H X H O K Q Q P L V H
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P S Q F N R L E A D E R S H I P Y Z J V D O W R H U O B Y C
R D X A A F F I L I A T I O N H H Q P O P Y D R Z O C O L K
M P R C S L Y B I A O Y N C X P R I M A R Y S O U R C E S A

NAMMS
IAMSS
Detective
Membership
Leadership
MSP
CPES
CPCS

Committees
Physician
Advanced Practice Professional
Medical Staff Services
Verification
Education
CVO
Balance
Details

Credentialing
Enrollment
Primary Source
Background Check
Affiliation
NPDB
Teamwork
CMO