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Washington Medical Case Management Association

Monthly eNewsletter

March 2010

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President's Message

The Cherry Blossoms are out - spring has arrived. There is a flurry of activities around us: Spring break, spring cleaning, Passover, Easter - they all seem to be happening at the same time.

Before you totally fill up your calendar let me tell you about more opportunities that you may want to avail of:

The CMSA National Conference will be held in June of this year in Disneyworld. Please read the article below for more details. This year CMSA is offering conference support to attend the National conference for those facing economic challenges - anywhere from 10% - 100% off the registration cost. The Conference Support Request form is available through this [link](#). Requests need to be submitted to CMSA by March 31st.

Thank you for your response to our invitation to participate in the future of Multistate Nurse Licensure at our last meeting. The Officers and Board members have decided to partially sponsor 2 Liaisons to the CMSA Public Policy National Conference in Washington DC on April 27th & 28th. We will be announcing the appointees in the next monthly meeting.

I want to thank Christopher Mendez and Mary Hughes for presenting, and to Paula Gage at Gentiva Rehab Without Walls for helping WMCMA sponsor the March meeting. Please help me acknowledge them when you have the opportunity.

We are adopting a more efficient credit card processing system that will allow WMCMA to accept more types of credit cards and process these in a more cost-effective and efficient manner. Let us thank Sharon Berry for

[CCMC Website](#)

doing the research and for successfully piloting this project.

Please remember to reserve your room at Great Wolf Lodge now if you want to maximize your WMCMA/OMCMG Joint conference experience. Rooms under our discounted rates are limited and filling up quickly. Also, do send in your registration forms to Sharon Berry for the CMSA National conference by April 1st if you want to save an additional \$100 group discount by registering with WMCMA. And finally, save the date for our Annual conference October 14th. Whew, I think that's it for now! See you at the next monthly meeting, April 8th.

Tess Brown
WMCMA President 2010

WMCMA Monthly Meeting is April 8, 2010

Children: Loss, Grief, and Healing

Presented by Ann Sparling White, MS, LMHC, CT



11:00 a.m. to 1 p.m. at the Lynnwood Convention Center
(*check-in 11:00 ~ Buffet lunch 11:20 ~ Program 11:45*)
[driving directions](#)

Cost: \$20 members; \$38 non-members; \$10 teleconference

Application has been made to the Commission for Case Manager Certification to accredit this activity for 1.0 hour of CCM CEUs.

Children and adults react to significant loss experiences in physical, psychological, mental, social and emotional ways. We, as supportive adults, can make a difference - even if our contact is very brief. Understanding the ways grief impacts children and learning ways to increase the external and internal supports they have can make all the difference as they grow and move through these difficult experiences. Come and learn how to help.

REGISTRATION REQUIRED. Registration deadline is MONDAY APRIL 5, 2010

For more details on this event including registration, click [HERE](#).

April meeting sponsored by WMCMA

WMCMA/OMCMG Joint Conference is Saturday May 1, 2010

Our 3rd Annual WMCMA/OMCMG Joint Conference has been scheduled and we are excited to announce a new venue for this event! It will take place at the new Great Wolf Lodge in Grand Mound (Chehalis), WA on Saturday May 1, 2010 from 9:00 a.m. to 2 p.m. Please join us for what has become an annual tradition for the Washington and Oregon chapters. This year's presentation will be by Nancy Skinner, RN, CCM, CMSA past President. Application has been made for **3.0 hours** of CCM CEUs.



Space is limited so REGISTRATION IS REQUIRED. Sign up early to reserve your spot!

For more details on this event including registration, click [here](#)

CMSA's 20th Annual Conference & Expo is June 8-11, 2010



This conference marks CMSA's 20th anniversary. To celebrate this milestone year, CMSA has joined with the folks at Walt Disney World to design a once in a lifetime CMSA extravaganza. Join thousands of other case managers and their families as CMSA celebrates in their very own section of Disney World park!

To read more about the conference, click [here](#).

Registration Information

The standard rate for the conference is \$600 if you register before May 1, 2010. It goes up to \$700 on May 1, 2010. The following discounts could apply:

- CMSA member - \$100 off

- Group registration of 3 or more - \$100 off

Your registration rate could be as low as \$400 if you take advantage of all the discounts.

Are you interested in taking advantage of the group rate?

WMCMA is offering to coordinate a group registration. This is for conference registration only - please note that you will need to be responsible for arranging your own hotel, airfare, and transportation. We will make sure that everyone who has registered through the WMCMA group registration gets connected via email with each other so you can make arrangements with other attendees if you'd like.

If you are interested in being part of the group registration, please follow these steps:

- Email sharonb.wmcma@gmail.com with your request to be included in the WMCMA group discount.
- Download the registration form [here](#) and fax the completed form to Sharon at fax # (425) 953-4709. Please make sure and complete all fields on the form or this will just delay your request as someone will have to contact you for the omitted information. This is a confidential fax line requiring an access code to print so you can be assured that your personal information is not sitting idly on a fax machine.

The deadline to take advantage of the group discount with WMCMA is extended to Friday April 9, 2010. We will be submitting the registrations online all at once on Monday April 12, 2010. You should receive an email confirmation once the online registration process is complete.

Conference Support

This year CMSA is offering conference support to attend the National conference for those facing economic challenges - anywhere from 10% - 100% off the registration cost. The Conference Support Request form is available through this [link](#). Requests need to be submitted directly to CMSA by March 31st as instructed on the form.

If you have any questions, please feel free to contact Sharon Berry at sharonb.wmcma@gmail.com or call WMCMA at (425) 329-9456.

WMCMA's Annual Conference & Expo is October 14, 2010 - Save the Date!

Planning has just begun for our annual conference & expo on October 14, 2010. We wanted to let you know the date as soon as possible so you can plan on attending either as an attendee or as an exhibitor/sponsor. It will be held again at the Lynnwood Convention Center and our goal is to top last year's conference, which proved to be our best conference yet. Be on the lookout for future emails with details of this event! If you have any questions or if you are interested in sponsorship or exhibiting, please contact WMCMA.

WMCMA March 2010 Meeting Highlights

On March 11, 2010, WMCMA held its monthly meeting at the Lynnwood Convention Center. Christopher Mendez and Mary Hughes presented "What's Around the

Corner? The Future of Case Management" which touched upon public policy surrounding RN multistate licensure and the new CMSA's Case Management Model Act. Their presentation was well received and motivating. Comments on the program evaluations included:

- Excellent presentation and thorough follow through in providing answers to questions raised by the listeners.
- Speakers were very knowledgeable on subject, program was very timely.
- I wish we had more time, but I love that the topic really "hits" home.
- Mary and Chris are very knowledgeable with this topic and were open to questions. They created an interest in public policy within the group very well.

We thank Mary Hughes and Christopher Mendez for taking the time to speak to us, and we thank [Gentiva Rehab Without Walls](#) in part for co-sponsoring this meeting with WMCMA.

Side-by-Side Comparison of Major Health Care Reform Proposals

As you know, over the last months, debate in Congress has been waged on the topic of healthcare reform. Strong battles have gone on regarding this needed reform and inclusion of a single payor or public option. The Kaiser Family Foundation, a non-partisan non-profit private operating foundation focusing on the major health care issues facing the U.S., has been monitoring this CURRENT debate and has a website for you to go to for side-by-side comparison of major health care reform proposals.

This interactive side-by-side compares the leading comprehensive reform proposals, including the new Obama Administration proposal outlined on Feb. 22 and the Senate and House bills approved separately by each chamber last year. The Foundation also has prepared detailed descriptions of the Medicaid and Medicare provisions, and a summary of the coverage provisions, in the House and Senate bills.

To visit the side-by-side comparison website, click [here](#).

YOUR OPINIONS ARE IMPORTANT!! MAKE THEM KNOWN! Please review the link and contact your Representative(s) for your pro or con support.

Member Spotlight - Maureen Leyva

Maureen "Mo" Leyva has been a registered nurse for over 40 years. She has worked in gynecologic oncology and various roles in the insurance industry which have included Medical Review, Utilization Review and Case Management. Mo has held her CCM certification for the past 10 years. She is the recipient of WMCMA's 2009 Excellence in Case Management Award for her contributions to the profession of case management.



For the past 6 years she has been the Federal Employee Program (FEP) Team Lead in Case Management at Premera Blue Cross. Mo has been a very popular leader at Premera and has been instrumental in helping Premera obtain stellar results with their Case Management URAC accreditation. Her staff rarely leave Premera and it is always difficult to get a position on this team due to the incredible leadership provided by Mo. She is described by her peers as an amazing boss, incredibly smart with great common sense, and has a big heart. Mo sums up her thoughts on her role in case management - "It gives me great satisfaction as a team lead to mentor and coach case managers. They touch so many lives in a positive way at a time when members are struggling with catastrophic or complex health care issues. Case managers at Premera exemplify our mission to provide peace of mind to our members about their health care coverage."

WMCMA is Updating our Credit Card Processing

WMCMA is moving to a new credit card processor to help better meet the needs of our members and partners in case management. Our new credit card processor is PayPal - yes, PayPal does much more than your ebay transactions! We can now accept Visa, Mastercard, American Express, and Discover, and of course PayPal for those who prefer to use their existing PayPal accounts. Please read the FAQs below for more information.

FREQUENTLY ASKED QUESTIONS

Do you have to have a PayPal account in order for me to pay by credit card?

No. PayPal is known for their online payment, but they are also a credit card processor. When you click on our registration page to pay by credit card, you will be taken to the payment page. To pay using your credit card, just fill in the information on the left side of the screen as instructed. If you prefer to use your existing PayPal account, log in on the right side of the page. Even if you have a PayPal account but don't want to use it, you don't have to! Just follow the directions on the payment page.

Is this going to cost me more?

No. The nice thing about moving to PayPal from our old process is that it will actually cost WMCMA less than our old process and take us less time to process payments.

I registered and attempted to pay online but it completed the process before I could enter everything. Why?

Most likely you hit the enter key while completing the payment processing online form. As with most online forms, you need to **tab** or click through the form rather than **enter**. Hitting **enter** automatically submits your information at that moment. If that ever happens to you, no worries - just email or call us and we can easily

remedy the situation.

How will my transaction show up on my credit card statement?

It will show up as **PAYPAL*WMCMA** or **PAYPAL*WA MED CASEMGT ASSN** on your credit card statement.

What if I don't want to register or pay online?

You don't have to, but be assured that we use the latest anti-fraud technology, and one of the reasons why we chose PayPal is their high level of data encryption and security. You can still call the WMCMA office and we can take care of your credit card payment over the phone and we can still accept payment at the door.

Multistate Nurse Licensure Compact - Letter Writing Campaign

The Issue

Nurse Licensure rules and regulations were formed when nursing was practiced primarily within the boundaries of one or two states. With the development of managed care, tele-health and mobile populations, nurses are frequently required to work with patients who travel or reside across multiple state lines. Unlike driver's licenses, many state nursing licenses are not recognized by other states.

The Impact

Washington state nurses and their employers are vulnerable to:

- Excessive costs for additional licensure
- Administrative oversight of additional fees
- Vulnerability to lack of malpractice coverage

Most managed care employers do not cover these expenses leaving both the employer and nurses personally vulnerable.

The Solution

Nurse Compact Licensure. Twenty-four state boards of nursing have joined together to form a Nurse Compact in which participating states mutually recognize nurse licenses from other Compact states. Washington state currently does not participate in the Compact.

Call for Action

We encourage every WMCMA member and WMCMA supporter to write a letter to the Washington State Nursing Commission in support of Washington state's participation in the Nurse Licensure Compact. A template has been created on our website to make it as easy as possible for you to participate. Click [here](#) and click on the document under **Letter Templates** to download a formattable copy of the letter. Use this letter as a base for your own individualized letter, then send it to the address on the letter. We hope you will join us in this effort to bring the nurse licensure compact to Washington state.

For more information on this issue, click [here](#).

Other Events of Interest

If your company is holding an event that would be of interest to our audience, we will include that in our monthly newsletter free of charge. Send the details of your event to sharonb.wmcma@gmail.com by the 2nd week of each month to have your event advertised in that month's newsletter, which comes out the 3rd week of each month.

Attend Our Monthly Meetings Via Teleconference

Are you interested in attending our monthly educational programs but live too far or can't get away from your desk? You can attend most of our meetings by telephone and receive the CCM CEUs for attending. WMCMA recently changed Teleconference Service Providers to provide better quality listening. Our attendees have noticed a positive difference in the quality of the call, so if you've tried it in the past and it didn't work for you then, make sure and check it out again. Teleconferencing costs \$10 which includes the toll-free phone line and the CCM CEUs. Speakers often provide us with their Powerpoint presentation that we send to you so you can follow along as well. If you are interested in this option, look for it in the program notices that we email to you and sign up to try it!



Advertise your CM Position with WMCMA

Did you know that WMCMA is able to advertise job opportunities directly to our members and other case management professionals who are on our email list? We've had many employers tell us that they fill their positions based on the advertising done through us. Our members appreciate hearing about job opportunities available to them and employers feel they are really able to gear their open positions towards their intended audience. To learn more about our classified advertising process, click [here](#).