PROGRAM CATALOG 2020
TERM 3

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Letter from the President

Welcome to Team Med Global University!

Whether you're new to medical staff services or have worked in the industry for years, TMG University is here for you. Personal and professional growth empowers us to expand our horizons and achieve our potential. Our education programs are designed to meet you where you are and offer the skills and knowledge you need to boost your effectiveness and advance your career.

I'm proud that Team Med Global continues to be a trailblazer in championing medical services professionals and delivering leading edge professional development opportunities. I invite you to dive into this catalog of programs and courses and reflect on what you would like to achieve, what knowledge you already possess, how you would like to be supported, and how much time you have. Then, complete our online application (https://teammedglobal.com/application/) or call us at 618-581-8475. We'll work with you to design a professional development plan that meets your needs, your timeline, and your budget.

As you embark on your journey, refer to this catalog for official policies, program and course information, and tuition.

Congratulations on taking the next step on your path to a lifetime of personal, professional, and academic growth.

Sincerely,

Donna Goestenkors, President
Team Med Global, LLC

Program Mission

Team Med Global delivers personalized online education tailored to the unique needs of those working in the medical services profession, enabling them to develop essential academic and professional skills while receiving the support they need to achieve their career goals.

Program Purpose

To accomplish its mission, TMG University:

1. Provides academic programs for healthcare learners that have been developed and assessed by faculty, staff, and students, as well as members of educational, professional, and business communities.
2. Provides intensive and comprehensive instruction using a principally online mode of delivery that strengthens the student's academic achievement.
3. Instills in its students the value of lifelong learning by stimulating intellectual curiosity, as well as creative and critical thinking.
4. Develops and provides resources that respond to the needs of students, faculty, and staff.
5. Assists students in developing professional attitudes, values, skills, and strategies that foster success in their careers and in life.
6. Prepares students to advance their employment goals and meet the ever-changing needs of their communities now and in the future.

Program Philosophy

Team Med Global recognizes the worth and dignity of all people represented both in the healthcare profession and in its student population. All students are encouraged to reach their potential within this framework, which considers individual needs, interests, and capabilities.

TMG employs online instructional methods based on adult learning theory and is committed to the development of each student's intellectual, analytical, and critical thinking abilities. Teaching techniques encourage active student participation and may include group discussions and projects, demonstrations, guest speakers, and lectures. A strong emphasis is placed on ethics, accountability, and professionalism, as well as the individual's commitment to pursuing lifelong personal and professional development.

TMG focuses on helping adult learners reach their educational and career goals by providing them with the professional skills and competencies necessary to advance their employment opportunities and achieve personal fulfillment. TMG offers courses that prepare students to excel in the healthcare industry, equipping them with the business knowledge necessary to succeed, and encouraging them to become involved in professional organizations that will promote their learning and skills.

Dates and Deadlines
2020-2021 Calendar

Term 3: August 9 – October 31, 2020
Application Deadline: May 31, 2020

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Programs & Courses

Executive MSP Credential

Team Med Global's Executive MSP credential is the gold standard in MSP proficiency, opening doors and enabling MSPs to fulfill their career potential. TMG recognizes and builds upon professional experience, delivering tailored education designed to fill knowledge gaps and develop a well-rounded skill set that allows MSPs to excel in current and future positions.

The heart of the Executive MSP coursework is the Core Course. Following completion of the Core Course, candidates for the Executive MSP Credential choose one of four pathways that leads to an EMSP credential:

- Hospital Executive MSP (H-EMSP)
- Credentials Verification Organization Executive MSP (CVO-EMSP)
- Managed Care Organization Executive MSP (MCO-EMSP)
- Practice Management Executive MSP (PM-EMSP)

Each pathway incorporates four to five courses targeting its specific environment, which must be completed within five years of enrollment in the Core Course.

If an EMSP achieves all four EMSP credentials, they are accorded the ultimate MSP designation: The Certified Executive MSP, or CEMSP.

EMSP Core Course
Course E101

The EMSP Core Course teaches management principles and practices for credentialing, compliance, development, documents, mergers and acquisitions, onboarding and offboarding, relationships, and technology. It also delves into office and project management.

Hospital EMSP Pathway

Hospital Credentialing
Course H101

Hospital Credentialing breaks down the various aspects of the credentialing function. Students learn best practices in performing credentialing verifications and developing compliant processes, and during the physician leadership evaluation and recommendation stage of the credential system. It provides the student, who will become the gatekeeper of quality, with an in-depth understanding of the important role of the MSP in providing patient care.

Payer Enrollment
Course H102

Payer Enrollment offers an in-depth understanding of the current structure of the payer enrollment process and provides contemporary tools and best practices to demonstrate payer enrollment compliance in hospitals.

Healthcare Quality Data
Course H103

Revenue management through performance is a critical function that must be monitored and maintained to ensure the viability of an organization. Healthcare Quality Data provides insight on the business side of healthcare costs. It instructs students on hospital pay-for-performance models, which are driven by federal and state requirements. Students learn how performance by the hospital, physician, and advanced practice professional directly impacts success.

Practitioner Competence
Course H104

Practitioner Competence analyzes assessments that determine the current abilities, knowledge, and skills of the healthcare practitioner. These include professional practice, interpersonal skills, lifelong learning, and professionalism, as well as the integration of core knowledge into clinical practice. The student also learns practitioner performance evaluation models used for measuring quality patient care and behavior specific to the hospital environment. Additionally, the course covers adverse actions that are reportable to the NPDB and state agencies.

Privileging
Course H105

Privileging instructs students on the requirements for which organizations establish clearly-defined processes to determine whether sufficient clinical performance information is available in order to decide to grant, limit, or deny privileges requested by a practitioner for both initial and ongoing competency assessments. Further, the student gains working knowledge regarding how this clinical activity information is gathered, managed, maintained, and monitored at various stages during the privileging cycle.

Managed Care EMSP Pathway

Managed Care Credentialing

Course M101

Participation as an in-network practitioner for commercial or government health plans requires credentialing, contracting, and enrollment. Managed Care Credentialing breaks down the credentialing function, providing the student with an in-depth understanding of policy development, committee structure and responsibilities, required verifications, and timeframes, ensuring compliance with a variety of regulatory and accrediting bodies.

Payer Enrollment
Course M102

The process responsible for the beginning of the revenue cycle is payer enrollment. Payer enrollment specialists are the liaison between the practitioner and the payer. In Payer Enrollment, students learn best practices regarding application requirements, critical data elements for proper enrollment, and continual reporting and updating requirements to ensure that the member has access to cost-effective quality healthcare.

Healthcare Quality Data
Course M103

It is crucial to ensure that members are satisfied with the care they receive from in-network facilities and practitioners. Traditionally, members are sent satisfaction surveys to rate the care provided. In Healthcare Quality Data, students learn about the collection of measurable data that can be aggregated and trended, giving members a report card to analyze when choosing a facility or practitioner. Students also learn how to identify opportunities for and barriers to improvement in order to develop and implement performance improvement plans.

Contracts and Fee Negotiations
Course M104

Participation as an in-network practitioner is a contractual relationship with commercial or government health plans. The Contracts and Fee Negotiations course presents a broad overview of the different types of contracts across the managed care industry, including individual, group, facility, and delegated credentialing. Students also learn best practice strategies for successful fee negotiations with payers.

Practitioner Competence
Course M105

Continual analysis of the performance of an in-network facility or practitioner provides the payer with documented evidence of quality-of-care concerns. In the Practitioner Competence course, students learn the range of actions that may trigger an investigation, the facility/practitioner right to be informed about the investigation, and the appeals process. Additionally, students review adverse actions that are reportable to the NPDB and state agencies.

Credentials Verification Organization EMSP Pathway

CVO Credentialing
Course C101

Credentialing is centralized in the CVO environment, typically for more than one location, where each location may have different guidelines, accreditation rules, and custom expectations. The CVO Credentialing course teaches best practices, tips for organizations, and how to navigate aligning stakeholders to a standardized procedure. This course highlights the importance of implementing standardization in the workflow process. Systemizing credentialing verification practices identifies performance gaps to facilitate coaching to improvement.

Payer Enrollment
Course C102

Payer Enrollment illuminates the differences between credentialing and payer enrollment in order to set reasonable expectations for an organization. This course focuses on workflow efficiencies designed to accelerate approval notifications and improve revenue returns.

Healthcare Quality Data
Course C103

To a CVO, data is king. It results in converting good processes into excellent practices. In the Healthcare Quality Data course, students learn how to implement a quality performance plan and are provided resources and tools that advance understanding from a basic quality assurance plan to a high quality performance program.

Privileging
Course C104

Privileging is driven by each entity, yet the credentialing expert is required to understand privilege delineation and forms. In some cases, the CVO team must perform the verification of competence for their client facilities. In the Privileging course, students learn to apply analytical skills to specific practitioner requests, and to understand basic qualifications, competency, and activity. This connection to ability allows the Medical Staff Leader to make an informed decision regarding the competence of a practitioner.

Practice Management EMSP Pathway

Practice Management Credentialing
Course P101

In a single or multi-specialty practice, it is important to ensure the highest quality practitioners are onboarded. The same standards apply to single/multi-specialty practices as to health systems or medical groups. Practice Management Credentialing guides students through the fundamentals of creating, implementing, auditing, and updating a credentialing program, focusing on policies and procedures. It also covers where a credentialing program fits within an office.

Payer Enrollment
Course P102

The survival of a practice depends upon a constant and smooth revenue stream from onboarding to patient interaction. The Payer Enrollment course provides students with a step-by-step understanding of best practices, as well as tools to create and maintain a strong payer enrollment cycle.

Healthcare Quality Data
Course P103

Healthcare Quality Data explains the pay-for-performance reimbursement model driven by federal and state requirements. Practice managers and MSPs in revenue supporting roles learn how physician and clinician performances directly impact a practice's stability.

Practitioner Competence
Course P104

Within a single or multi-specialty practice, each physician is held to the same quality, competency, and ability standards. Practitioner Competence identifies necessary minimum competency standards for clinical staff, as well as evaluation models that measure practitioner competency and performance.

Privileging
Course P105

For both large and small practices, each provider's competency, experience, and abilities must be reviewed and approved so that they can perform certain functions, practices, or procedures. In the Privileging course, students learn the requirements and fundamentals to develop a privileging process for their practitioners, as well as how information can be used during the practitioner's tenure as a member of the practice.

Executive Payer Enrollment Professional Credential

Team Med Global's Executive Payer Enrollment Professional credential is the first of its kind in the industry. Attaining an EPEP credential demonstrates mastery of payer enrollment principles and practices in a variety of environments. The EPEP credential creates new career opportunities that places professionals on a skills mastery and management track.

The heart of the EPEP coursework is the Core Course. Following completion of the Core Course, candidates for the EPEP credential are eligible for the next course in the series. Once all five courses are completed, the EPEP candidate sits for their certification examination. The EPEP credential is accorded to those candidates who pass the exam.

EPEP Core Course
Course PE101

The EPEP Core Course introduces students to practitioner and specialty licensure. Topics covered include working with the Identity & Access Management System, as well as the National Plan & Provider Enumeration System (NPPES) and Council for Affordable Quality Healthcare (CAQH) databases. Critical payer enrollment resources will be outlined, and students will develop an action plan for understanding their organization's payer enrollment processes.

Payers & Products
Course PE102

Payers & Products breaks out each type of payer, and then does a deep dive into understanding the nuances of each system to help organizations achieve timely reimbursements. Topics related to government payers include Medicare Administrative Contractors (MAC), Provider Enrollment, Chain and Ownership System (PECOS), and TRICARE. Students will also learn how to work with Independent Practice Associations (IPA), Clinically Integrated Networks (CIN), Physician Health Organizations (PHO), and Accountable Care Organizations (ACO). Commercial payers and products will be covered, as will letters of interest and competitive bidding.

Risk Management & Legal Issues
Course PE103

In Risk Management & Legal Issues, students will learn to identify internal and external stakeholders, understand payer contracts, and grasp the intricacies of delegated agreements. Other topics include changes to enrollments, denials and letters of appeal, terminating enrollments, and the legal implications and challenges of mergers and acquisitions on payer enrollment.

Metrics & Workflows
Course PE104

Because timely payer enrollment is critical to an organization's revenue stream, students will learn the metrics associated with measuring effective payer enrollment processes and how to forecast for future onboarding. Internal and external audits will be covered, as well as processes related to network denials. Special attention will be given to developing workflows that conform to best practices in the payer enrollment field.

Advanced Topics
Course PE105
Payer enrollment is an ever-evolving field, one where an overlooked data point can cause reimbursement delays. Advanced Topics will provide insights into industry trends, and deliver actionable information designed to increase the effectiveness of payer enrollment specialists. Topics include locum tenens and advanced practice provider enrollment, technology solutions to streamline payer enrollment, and statements of supervision.

Certification Preparation

Certification is important. It signifies that the holder has the skills and knowledge needed to excel in their profession. Yet certification examinations are difficult, and sitting for them can be anxiety-provoking – especially if the test taker is not fully prepared.

Team Med Global provides certification preparation designed to assist professionals in achieving the designations they deserve. Experienced faculty members conduct comprehensive material review, deliver test-taking strategies and tips, and instill the confidence needed to earn the credential being sought.

Certified Provider Credentialing Specialist (CPCS)
Course CPCS101
This interactive preparation course covers every facet of the theory and practice of credentialing, including primary source verification, licensure, and board certification. Students gain competency in compliance, accreditation requirements, privileging, recredentialing, and meeting and information management.

Certified Professional Medical Staff Management (CPMSM)
Course CPMSM101
The interactive course encompasses the principles of credentialing, recredentialing, and privileging across hospitals, managed care, practice management, and credential verification organizations. It is designed to deepen understanding of medical staff services and operations management, as well as regulatory compliance, environment-specific healthcare accreditation organizations, and medical staff performance and peer review.

Individual Professional Development Program

TMG realizes that professional development is not one-size-fits-all. While credentialing and certification programs dovetail with the needs of many medical service professionals, some individuals seek specific knowledge areas to enhance a particular skill set. Whether a student is a novice or a seasoned professional, TMG offers an interactive education experience customized to their needs.

Design Your Course
Course DYC101
The student works with the Education Director to design a course that aligns with the student's goals. The course can encompass one or more of the following focus areas:

Skills Development
- Credentialing management
- Privileging management
- Practitioner Competence management
- Compliance management
- Enrollment management
- Practice management
- Managed Care management
- On/Off-Boarding management
- Office management
- Consulting management
- Document management
- Merger/Acquisition management
- Lean management
- Technology management
- Relationship management
- Development management

Personal Development
- Social skills
- Emotional intelligence skills
- Self-improvement skills
- Self-awareness
- Professionalism and cultural strategy skills
- Communication skills
- Coping and stress management skills
- Problem solving and decision making skills
- Conflict management and negotiation skills
- Time management and life/work balance skills

Career Development
- Career portfolio tools
- Interviewing skills
- Business strategy skills
- Public speaking skills
- Team building skills
- Driving change management
- Leadership skills
- Coaching skills

Policy Information

Course Registration

You may apply for coursework on the Team Med Global website (https://teammedglobal.com/application/) or by calling TMG at 618-581-8475. TMG's Education Director will guide you in completing the registration process, which includes:

1. A signed and dated application
2. A current resume, including education, work history, and certification/licensure
3. Scan or photo of your valid driver's license or identification card
4. Specified documents required for your chosen courses
5. Fulfilling any program-specific requirements
6. An intake interview
7. Attesting to English fluency
8. Attesting to competency in the technologies needed for your courses

Registration changes are subject to course availability, so TMG recommends registering as soon as possible.

Once your application has been approved, the Education Director will provide you with a Student Agreement and Confidentiality Statement for your review and signature, as well as information specific to your chosen courses.

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Attendance

Attendance is defined as being present at a scheduled online course meeting; posting to a discussion board or virtual office; or participating in a quiz or other online classroom activity.

You are encouraged to arrive on time at every class each week. If you are absent, it is your responsibility to learn the material covered while absent and to make up missed work in compliance with TMG's guidelines. Hours of makeup work are not accepted as hours of class attendance.

Withdrawal Due to Nonattendance

Written confirmation must be submitted to the Education Director and approved by the President prior to planned, extended periods of nonattendance. If you exceed three weeks of consecutive nonattendance under this arrangement, you will be withdrawn from the course.

Technology Requirements

As part of the admission process to TMG University, you are required to attest to certain competencies in the use of technology.

You must have the following skills:
1. Ability to use email to correspond with faculty, staff, and students.
2. Proficiency in Microsoft Word.
3. Access to the web and willingness to learn ProBoards and Zoom online platforms.

Tuition and Fees

Tuition for each course is $1,500.

If you have taken a TMG course within the previous 12 months, please enter the code ADVANCE in your application to receive a $250 discount.

Prior to finalizing your registration, you will be notified about course fees payable for textbooks and materials.

Contact TMG

Team Med Global website: https://teammedglobal.com
Education Director: education@teammedglobal.com
Faculty Contact Information: Provided upon enrollment