

## In This Issue

- Medical Front Office Skills Certificate Program
- MSD Practice Management Session: Delaware PMP
- Delaware Treatment and Referral Network
- Time to Renew your Respiratory Care License
- MIPS Targeted Review Request: Deadline October 15
- New Medicare Card: Replacement Card

## Reminders

### 229<sup>th</sup> ANNUAL MEETING OF THE MEDICAL SOCIETY OF DELAWARE

November 17, 2018 at the Medical Society of Delaware Building and Conference Center from 7:00 am – 12:30 pm. To register: <https://reg.planetreg.com/2018AM>

### MSD MEMBERS RECEIVE DISCOUNTS ON SERVICES

See list of Affinity Partners at <http://tinyurl.com/affinitypartners>

### CONFERENCE ROOM SPACE

Need a conference room? Contact Patrick Rita at 302-224-5189.

### MEDICAL SOCIETY OF DELAWARE INSURANCE SERVICES (MSDIS)

MSDIS offers a complete portfolio of insurance products and services, including medical malpractice, office packages, employee benefits, and personal insurance. For more information visit: <http://www.usi.com/msdis/>

## Contact MSD

302-366-1400  
[MedicalSocietyofDelaware.org](http://MedicalSocietyofDelaware.org)

To unsubscribe contact  
Kristie Stewart at  
302-224-5196  
[Kristie.Stewart@medsocdel.org](mailto:Kristie.Stewart@medsocdel.org)

## Medical Front Office Skills Certificate Program

The role of the medical office receptionist has changed in recent years. No longer are the duties of front desk personnel limited to answering the phone and making appointments for patients. Certainly no one in the medical office has spare time. Productivity of a staff member depends on the knowledge, skills, and attitude presented by the individual, as well as the training provided, how much is absorbed, and applying in practice. MSD, in partnership with Practice Management Institute, is now offering the Medical Front Office Skills Certificate Program. This class will be held at two locations, **October 16 & 17, 2018 from 9:00 am – 5:00 pm at the MSD Conference Center in Newark**, and on **November 8 & 9, 2018 at the Eden Hill Medical Center in Dover, DE**. This program will cover: customer service, communication techniques, data collection, medical terminology, front desk operations, insurance basics, billing and collections, compliance, and much more. For more information and to register visit: <https://reg.planetreg.com/MFOS2018>.

## MSD Practice Management Session: Delaware PMP

Registration is Open! Please join us for the next MSD Practice Management & Education session on **Tuesday, November 13 from 8:00 am – 10:00 am** at the MSD Conference Center in Newark, DE with video conferencing to Bayhealth at Milford Hospital. This Practice Management Session will focus on the Delaware Prescription Monitoring Program (PMP). **All who hold an active Delaware Controlled Substance Registration (CSR) must be registered with the PMP.** Find out all the latest on this important program including how to navigate it, the rules on delegates and authorized users, get an overview of Narxcare and learn about the latest activities of the PMP Advisory Committee and Addiction Action Committee. For more information and to register please visit: <https://reg.planetreg.com/DELAWAREPMP2018>.

## Delaware Treatment and Referral Network

The Department of Health and Social Services' Division of Substance Abuse and Mental Health (DSAMH) last week launched its online referral network called the Delaware Treatment and Referral Network (DTRN) which allows Delaware health care professionals seeking substance use disorder treatment or mental health services for their patients to make a digital referral with one of 24 organizations participating in the first phase. The Delaware Treatment and Referral Network also supports the identification of peer recovery support services and pre-authorizations by the Eligibility and Enrollment Unit at DSAMH for certain substance use disorder referrals. In the coming months, DSAMH will continue to add providers to the network and introduce additional functionality and support services. For more information visit: <https://tinyurl.com/DE-DTRN-2018>

## Time to Renew your Respiratory Care License

A renewal notice will be sent to the email address on the record, this notice will explain how to access the online renewal application. To complete the online renewal application, you must use a credit card to pay your renewal fee. Respiratory Care Practitioner licenses expire on November 30 of even-numbered years (2018, 2020, etc.). Physician M.D., Physician D.O., Physician Assistant, Acupuncture Practitioner, and Genetic Counselor licenses expire on March 31 of odd-numbered years (2017, 2019, etc.). To renew, you must certify that you have completed the Mandatory Training in addition to the Continuing Medical Education (CME) required by the RCPAC Rules and Regulations. For more information visit: <https://tinyurl.com/RCLRenew>.

## MIPS Targeted Review Request: Deadline October 15

If you participated in the Merit-based Incentive Payment System (MIPS) in 2017, your MIPS final score and performance feedback are available on the Quality Payment Program website. The payment adjustment you receive in 2019 is based on this final score. If you believe there is an error in your 2019 MIPS payment adjustment calculation, request a targeted review until October 15 at 8 pm ET. For more information visit: <https://tinyurl.com/NovitasNews>.

## New Medicare Card: Replacement Card

If your patients accidentally threw away their new Medicare card, ask them to call 1-800-MEDICARE and request a replacement. Your patients can also sign into [MyMedicare.gov](http://MyMedicare.gov) to print an official card. They must create an account if they do not already have one.