

# NAMSS 2019 Year in Review

**L**ooking back on the accomplishments of the year is always a highlight for me. As always, I am so proud of NAMSS' accomplishments in 2019, and this year, more than ever, I feel optimistic and invigorated for the future. As the healthcare field and the role of MSPs continue to rapidly change, NAMSS is working tirelessly to help you, our members, become Tomorrow's MSP. We thank you for your continued support of NAMSS and the profession, and we hope you share our excitement for what's to come.

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## **Tomorrow's MSP**

The NAMSS Board has been hard at work for over 18 months to launch the Tomorrow's MSP campaign. Change is coming to not only our profession and healthcare, but also society as a whole. In this age of automation, AI, and telemedicine, how we

perform our jobs, interact with patients, practitioners, and our peers is rapidly changing. NAMSS takes your careers and the direction of the profession seriously. The MSP of tomorrow starts today. In 2020 and beyond, NAMSS will provide a roadmap for advancing in your career, along with more tools, resources, ways to learn, and everything you need to be the change of the future, all while ensuring patient safety stays at the forefront of healthcare. Visit the [NAMSS website](#) for resources to share with your teams, and stay tuned for more information coming from NAMSS.

## **Technology Updates**

Along with launching Tomorrow's MSP and demonstrating our commitment to moving into the future with you, NAMSS made a number of technology investments in 2019, all aimed at improving the user experience and moving NAMSS into the future.

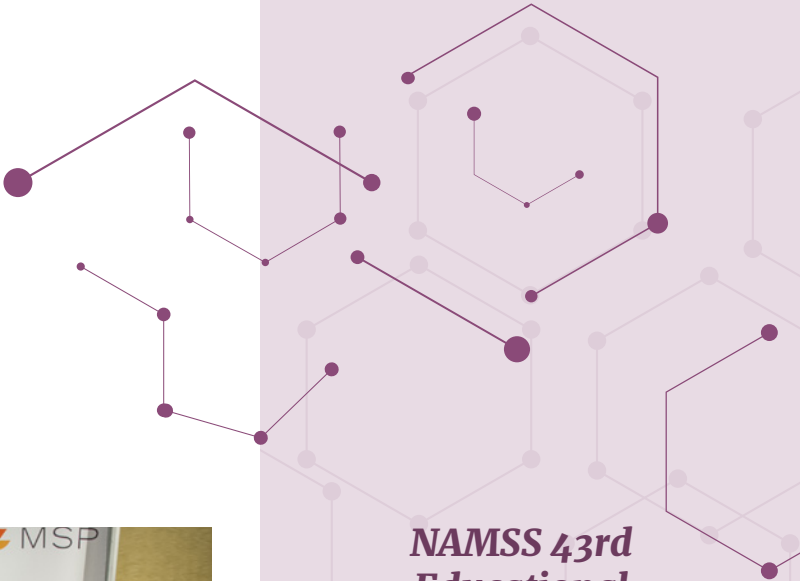
The conference website will be updated each year to match the conference theme, so stay tuned for information about the 44th Annual Conference, October 3–7 in Portland, Oregon!

We also redesigned [NAMSS.org](#)! For the first time ever, our website is mobile-device responsive, meaning you can browse on your phone or tablet with ease. The website navigation was updated, and we continue to update how content is organized.

We were very excited to launch NAMSS' brand new online content hub, [Gateway](#). Gateway is the portal for the medical services profession — your go-to source for member-created content and industry updates. On the page, you'll find *Synergy* articles and industry news, organized into four hot-topic categories. We'll be uploading new articles regularly, so be sure to visit often.

## **New Membership Benefits**

NAMSS recognizes that becoming the MSP of tomorrow requires new connections and education. To support your career development and



# NAMSS 43rd Educational Conference and Exhibition in Philadelphia at a Glance

2,240 attendees



718 virtual attendees



1,522 live attendees

add value to your NAMSS membership, NAMSS rolled out two brand new member benefits.

The new NAMSS online **mentorship matching program** is now available to members. All NAMSS members have free access to this program, which allows you to connect with other members to teach and learn dozens of new skillsets and competencies.

We also recognize the importance of continuing education in staying at the top of your field and earning and renewing your certifications. Beginning in 2020, all NAMSS members will receive free access to live webinars. This is a cost savings of \$55 per webinar! Free registration is for the live webinar only, and registration will be first come, first served.

## NAMSS Education

Education has always been at the core of NAMSS' mission. In 2019, we continued long-standing programs such as the CPMSM and CPCS preparation courses and Credentialing 101, and 375 MSPs participated in

the live courses at the Education Summit in Orlando and the conference in Philadelphia. The **NAMSS 2020 Education Summit** takes place in Orlando, March 19–21. Courses include CPCS and CPMSM preparation, Credentialing 101, and the Leadership Certificate Program in-person course. If you haven't already, make plans to join us in sunny Florida.

In addition to these courses, the Leadership Certificate Program continues to grow; 46 MSPs earned the NAMSS Leadership Certificate in 2019.

NAMSS was pleased to roll out two new courses in 2019:

## ***Managed Care Basics***

**Managed Care Basics** is designed for MSPs seeking to enhance their knowledge, skills, and abilities related to managed care. Whether you are a new MSP tasked with provider enrollment or you are an experienced manager integrating managed care aspects into your credentialing department, you can greatly benefit from this course.

## ***Credentialing 201***

You asked, and we listened. Credentialing 201 is here! This course builds on the foundation of Credentialing 101 and goes beyond the credentialing procedures to explore common challenges faced by credentialing managers. Credentialing 201 provides you the opportunity to identify, discuss, and problem solve the biggest challenges you face today. Credentialing 201 will be offered each year as a pre-conference symposium at the Educational Conference & Exhibition.

## ***NAMSS Educational Conference & Exhibition***

The Conference Committee is already planning for our 2020 conference in Portland, Oregon. Our theme for the 44th Educational Conference & Exhibition is “The Transformation of Healthcare: Facing the Future Together.” This year, the Conference Committee is updating the conference schedule, length of sessions, and type of sessions offered. We look forward to bringing you a new and improved conference experience in 2020.

## ***NAMSS Certification***

In keeping with our members' commitment to education and career development, the number of certified MSPs continues to grow each year. Currently, 3,751 individuals are CPCS certified, and 1,749 individuals are CPMSM certified, which is an increase over 2018.

## ***NAMSS Advocacy and Industry Relations***

NAMSS was pleased to host the sixth annual industry roundtable in Washington, D.C., in May. Representatives from 18 organizations joined us, including the American Medical Association (AMA), the National Practitioner Data Bank (NPDB), The Joint Commission, the American Hospital Association (AHA), Centers for Medicare and Medicaid Services (CMS), and the Federation of State Medical Boards (FSMB). This year's discussion focused on practitioner credentialing's evolution as technology becomes more applicable and more accessible to facilities. Read the complete report on the **NAMSS website**.

The NAMSS Government Relations committee, led by Susan DuBois, continued work on important initiatives that impact MSPs. NAMSS launched the **Credentialing Data Dictionary** as a set of best practices regarding the data elements collected during the credentialing process. The dictionary provides a short title for each data point, as well as an expanded description and explanatory notes if necessary.

We also updated the **Ideal Credentialing Standards**. Updates include simplification of the requirements around proof of identity to better align with standard practice in credentialing offices and the addition of

recommendations around general internet background checks and social media reviews.

NAMSS worked with the American Telemedicine Association to develop a **Credentialing by Proxy Guide**, which was released earlier this year. The guidebook includes a standardized glossary of terms, an overview of the existing credentialing process with a focus on telemedicine providers, a review of existing laws and regulations around telemedicine credentialing, a set of guidelines for creating a credentialing by proxy program, and a review of hurdles and potential solutions institutions often encounter with credentialing by proxy.

## **NAMSS Membership**

NAMSS was pleased to welcome 1,227 new members in 2019 and to continue supporting our long-time members.

NAMSS' success over the years is directly related to the vision of the Board of Directors and the growth and support of our membership.

As NAMSS' Executive Director, it is an honor to serve our members and support the industry. The good news for NAMSS is that we are on sound financial footing. The board and I look forward to continued growth and success in 2020 and beyond. <<<



**Lynn Boyd** is the executive director of NAMSS.

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(719) 597-2871  
crismobley@gmail.com

