

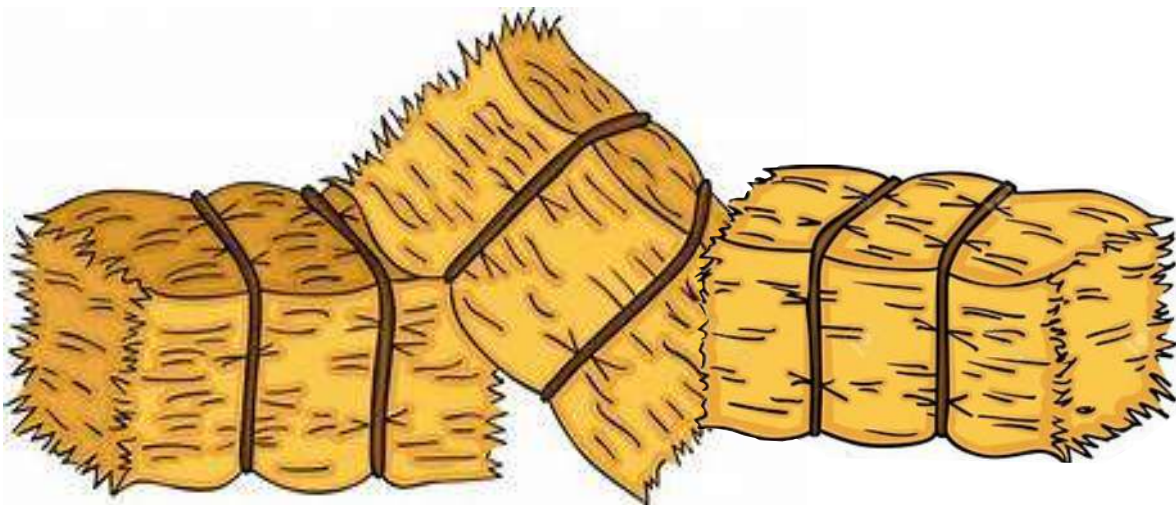


The Stable Life of MSPs

Legacy Stables

Winston-Salem, NC

May 1-3, 2024



37th NCAMSS Annual Conference



● Wednesday, May 1

7:00–7:30am	Registration and Breakfast
7:30–7:45am	Welcome and Conference Kickoff
7:45–9:15am	Jerry Bridge - <i>If Healthcare is About Well-Being, Then Why am I So Stressed Out?</i>
9:15–9:30am	Networking
9:30–11:00am	Rachelle Silva - <i>Solving the Puzzle: Merging Credentialing & Provider Enrollment</i>
11:00–11:15am	Networking
11:15–12:30pm	Yvette Scott - <i>Job Description for Tomorrow's MSP. Are You Ready?</i>
12:30–12:45pm	Stephanie Brown - <i>Visitor Center</i>

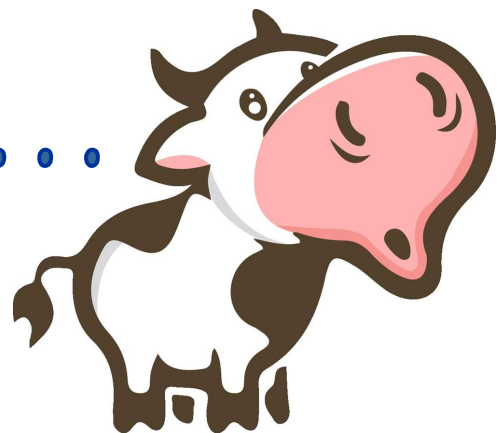
● Thursday, May 2

7:30–8:30am	Breakfast with NCAMSS and Vendors
8:30–9:45am	Laurel McCourt, MD & Tammy West - <i>Regulatory Survey Preparation</i>
9:45–11:00am	Tammy West - <i>Exceeding Expectations: Tips & Techniques for Providing Excellent Customer Service</i>
11:00-11:15am	Networking
11:15-12:15pm	Ruth Levy - <i>Mock Fair Hearing</i>
12:15-12:45pm	Vendor Expo

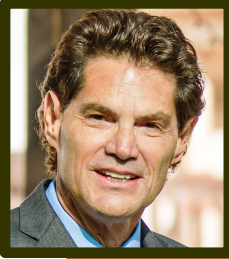
● Friday, May 3

7:30–8:00am	Breakfast
8:00–9:15am	Jonathan Fisher, MD - <i>Well-Being, Mindfulness & Stress Management</i>
9:15–10:30am	Jason Edsall, MD - <i>Burn Out</i>
10:30-10:45am	Networking
10:45-12:00pm	Julie Harrelson - <i>NAMSS Update - Virtual Business Meeting</i>
12:00-12:30pm	

Hay, have you herd . . .
NCAMSS is Mooovelous



SPEAKERS



Jerry Bridge is a motivational speaker and coach, dedicated to empowering people at work and in living a life they love. Over the past 25 years Jerry has presented keynotes and educational sessions for more than 250,000 people across several industries. Jerry's presentations are most well known for being entertaining, inspiring, and actionable. Topics and objectives focus on issues such as reducing stress, increasing wellbeing, productivity, and work-life balance. He brings extensive experience as a seminar leader on best practices for medical practice management and other topics including HIPPA, Medicare Reimbursement, ICD-10 transition and software packages for medical practices.



Rachelle Silva, CPMSM, CPCS, has more than 27 years of experience working in medical staff services, including the past 18 years as a delegated credentialing auditor for MultiPlan, Inc. Silva lends her expertise to Team Med Global as the organization's Managed Care Director. Rachelle has served in several NAMSS state and national leadership positions, including the Executive Board of the Louisiana Society of Medical Staff Services, Certification Commission of NAMSS, Director-at-Large on the NAMSS Board and a former NAMSS instructor. Rachelle is enthusiastic about sharing her wealth of knowledge with Medical Service Professionals as a TMG University coach and is the lead in developing TMG's Foundations of Credentialing course and Speakers Team.



Tammy West, CPMSM, CPCS, is Director of Professional Services for the Hardenburgh Group. Tammy is dual certified with over 25 years experience in healthcare administration and 15 years in Medical Staff Services. She has extensive experience with CMS, TJC and NCQA requirements for provider credentialing and medical staff services. Tammy's previous experience includes work as a consultant and independent contractor with hospitals, health systems, CVOs, locum companies and private practices across the United States. She has experience across the MSP spectrum, including Credentialing Specialist, Provider Enrollment Specialist, Medical Staff Coordinator, Medical Staff Manager, and CVO Director.



Dr. Laurel McCourt, Independent Consultant/Former TJC Surveyor, began her career in medicine as a Family Medicine physician in a staff model HMO from 1984-1991. From 2008-2009, she held the position of Physician Quality Liaison at Medina General Hospital, and she was instrumental in the development of the OPPE process. In 2004, she joined The Joint Commission as a hospital surveyor, and was trained in the Joint Commission's Comprehensive Manuals for Hospitals, Ambulatory Care Facilities, and Office Based Surgery Practices. In addition, Dr. McCourt served in the Special Survey Unit to investigate complaints for The Joint Commission. She served as a team leader for both deemed and non-deemed hospital systems and has surveyed and consulted at a broad range of organizations from rural community hospitals to large academic medical centers. In 2014, Dr. McCourt transitioned to Joint Commission Resources as a consultant and continued in this capacity until the end of 2022.



Yvette Scott, CPMSM, CPCS, is the Manager of the Medical Staff Office at Duke Regional Hospital, which is part of the Duke University Health System in Durham, NC. She oversees the Medical Staff Office, GME Program, Peer Review, and two free-standing AAAHC Surgery Centers. She recently completed her term as a NAMSS Director at Large for the states of Alabama, Georgia, Florida, Mississippi, and Tennessee. Prior to her NAMSS volunteer journey, she served on the board of her home state of North Carolina and is a Past President of NCAMSS. She is currently serving on the NAMSS Conference Committee and the NAMSS Succession Planning Task Force. She has worked in the medical staff profession for thirty - three years. She obtained her NAMSS CPMSM certification in 2011 and CPCS certification in 2017 and completed the NAMSS Leadership Certificate program in 2022.

Ruth Levy, Esq., is a litigator and regulatory attorney focusing on environmental and health care matters in federal, state and administrative courts throughout North and South Carolina. She has defended municipalities, manufacturers and more in various types of environmental litigation such as CERCLA cost recovery actions, toxic tort defense, products liability multi-district litigation involving environmental contamination, and interbasin transfer disputes. Her experience includes defending companies and individuals accused of health care fraud and abuse violations. Ruth represents manufacturers, health care providers, and other groups in front of regulatory agencies such as the North Carolina Department of Environmental Quality, the South Carolina Department of Health and Environmental Control, and various state licensing boards.



SPEAKERS



Dr. Jonathan Fisher joined Novant Health in 2008 and is a clinical Cardiologist with the Novant Health Heart & Vascular Institute in the greater Charlotte market with special interests in preventive Cardiology and noninvasive imaging. Dr. Fisher is a Cardiology and Clinical Physician Executive with the Office of Well-Being and Resiliency to further Novant Health's commitment to a culture of well-being. In this role, he brings his longstanding passion and expertise around holistic wellness, joy in medicine, mindfulness, and stress management to serve all of our Novant Health team members. He continues to serve in his clinical role at his Huntersville clinic and Novant Health Huntersville Medical Center.

Julie Harrelson-Vunovich, CPMSM, CPCS, is

currently a NAMSS Board Director-at-Large. In that capacity she works alongside the States of Virginia, West Virginia, North Carolina, Pennsylvania, and Kentucky. Outside of NAMSS, she is the Director of Provider Data and Credentialing for AdventHealth and the Director of the CVO for West Florida Division of AdventHealth. She has been in the Medical Staff Services profession for over 20 years.



Dr. Jason Edsall was appointed Chief Medical Officer

of Northern Regional Hospital January 2019 and is a full-time attending physician in the Hospital's Emergency Department. Dr. Edsall also serves in leadership roles such as EMS Operational Medical Director for several Virginia and North Carolina counties. After earning his medical degree from UNC-Chapel Hill in 2000, Dr. Edsall completed his internship and residency program in Emergency Medicine at Wake Forest University Baptist Medical Center in Winston-Salem. He is a member of the National Association of EMS Physicians (and the founding member of its North Carolina Chapter), and is a Fellow of the American College of Emergency Physicians.

HOTEL RESERVATIONS:

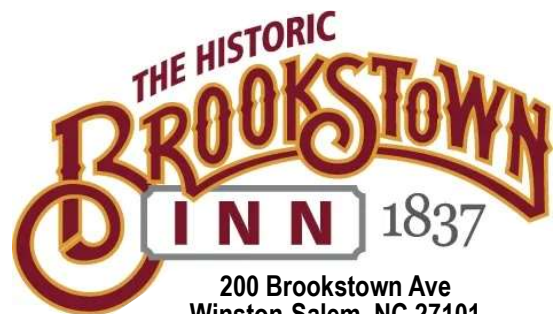
Each guest must make their own reservations by calling (336) 701-3904 using Code 043024NCA for the NC Association of Medical Staff Services. All reservations must be guaranteed with a major credit card.

The rates are as follows:

- Standard, Two Full: \$129.99 + 13% taxes
- Standard, One Queen: \$129.99 + 13% taxes
- Suite, Queen: \$129.99 + 13% taxes

Room rates include:

- Free hot breakfast (Monday-Friday, 7am - 9am; Saturday-Sunday, 8am-10am)
- Manager's reception with wine and cheese (Daily from 5pm-7pm)
- Cookies and milk at bedtime (Daily from 8pm-9pm)
- Free on-site parking; free high-speed wireless Internet



200 Brookstown Ave
Winston-Salem, NC 27101
Phone: 336-701-3904
info@brookstowninn.com

DISCOUNTED ROOM RATES AVAILABLE UNTIL 3/30/2024



Check out things to do in Winston-Salem:

- <https://www.visitwinstonsalem.com/>
- <https://thegotowinstonsalem.com/>
- <https://www.oldsalem.org/>
- <https://kaleideum.org/>

NCAMSS Board Members



Melissa Whitley	President
Amy Whitaker	President-Elect
Angela Smith	Secretary
Courtney Evans	Treasurer
Kelly Poole	Past President
Wendy Byrne	Member-at-Large
Brenda Crenshaw	Member-at-Large
Jill Huston	Member-at-Large
Laurie McAlister	Member-at-Large
Alice Powell	Member-at-Large



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Visit: <https://ncamss.org>

MEMBER REGISTRATION:

\$350.00 Member Earlybird rate BEFORE March 30
\$425.00 Member Registration AFTER March 30

REGISTRATION CANCELLATION POLICY:

Cancellations received before April 26 are subject to a \$50 cancellation fee and 50% refund. Cancellations received AFTER March 30 will not be issued a refund.

NON-MEMBER REGISTRATION:

\$375.00 Non-Member Earlybird rate BEFORE March 30
\$450.00 Non-Member Registration AFTER March 30

REGISTRATION TRANSFER POLICY:

Registrations may be transferred to another individual and will incur a \$50 change fee. NCAMSS must receive a transfer request from the original registrant as a formal request sent to treasurer@ncamss.org.