

Introduction

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**Your legacy won't be your title or your resume.
It will be how people feel after meeting you.
Be unforgettable for the right reasons!**

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Fun Facts

Category	Mississippi	Washington State
Year of Statehood	December 10, 1817 (20th state)	November 11, 1889 (42nd state)
Population	~2.95 million residents	~7.9 million residents
Population Character	Smaller, mostly rural population	More than double Mississippi's population, strong urban growth
Economic Drivers	Manufacturing, agriculture, food production, energy, shipbuilding, banking	Technology, aerospace, retail, logistics, international trade
Music Identity	"Birthplace of America's Music" (blues, rock, soul, country)	Birthplace of grunge, major influence on rock, hip-hop, and pop
Notable Musicians	Elvis Presley, B.B. King, Muddy Waters, Britney Spears, Jimmy Buffett	Jimi Hendrix, Nirvana, Pearl Jam, Bing Crosby, Mistletoe
Famous Businesses	Ingalls Shipbuilding, Egon, Services on Farms, Viking Range, Hancock Whitney Bank	Microsoft, Amazon, Starbucks, Boeing, Costco
Overall Image	Historic, culturally influential, traditional industries	Modern, innovative, global economic powerhouse

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Learning Objectives

1. Describe the history of NAMSS, strategic initiatives and impact on the industry.
2. Learn about opportunities for volunteering with NAMSS, understand the NAMSS leadership selection process, and explore the educational resources available to support your professional growth.
3. Discuss verification benchmarks and efforts NAMSS is supporting to improve credentialing efficiencies.

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What Do You Hope To Take Away Today?



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NAMSS Mission, Vision, and Values

Vision

To unify and empower Medical Services and Provider Enrollment Professionals to positively impact access to quality care across the healthcare continuum.

Mission

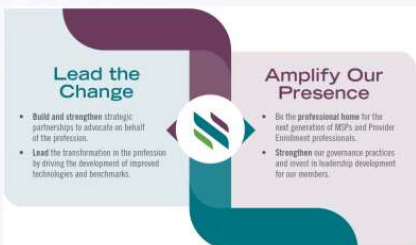
As the leading voice for Medical Services and Provider Enrollment Professionals, NAMSS advocates for recognition, provides transformative education, and fosters a dynamic community that advances the profession in an ever-changing healthcare environment.

Values

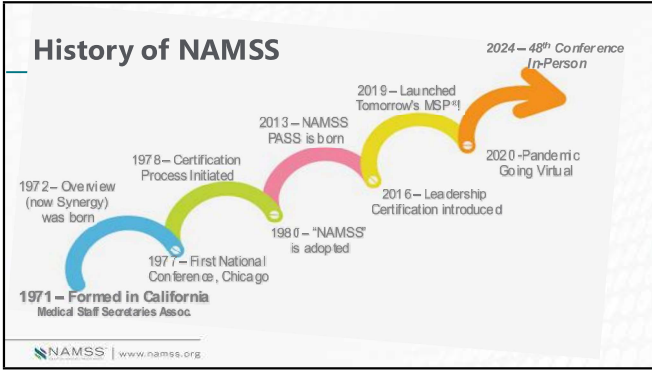
- **Advancement:** Cultivating professional growth, supporting individuals in advancing their careers, no matter where they are on their journey.
- **Collaboration:** Achieving greater impact by working together, leveraging our collective strengths and expertise.
- **Innovation:** Driving change and creativity through adaptability and resilience.
- **Excellence:** Championing excellence by expecting the best in all we do.
- **Belonging:** Welcoming all individuals across the spectrum of our profession, fostering an inclusive and supportive community.
- **Enthusiasm:** Bringing passion and a positive mindset to our association, inspiring others with our energy and dedication.

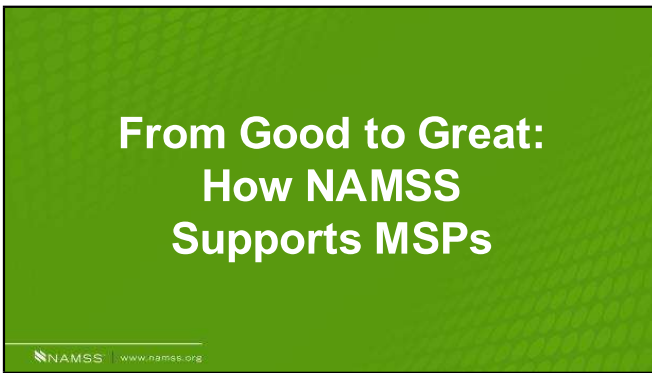
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NAMSS 2025 – 2027 Strategic Plan



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NAMSS Membership Benefits:


- Education Zone & year-round course discounts
- Networking with 6,000+ MSPs through Connection Zone
- Leadership & Mentorship Opportunities
- Member-Only Publications
- Career Resources
- Shared Resources & Industry Updates
- Certification Discounts
- Free LIVE Webinars

What's Your Favorite Member Benefit?

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NAMSS Growth: Powering Collaboration and Innovation 


- Expanding Membership**
 - NAMSS has grown to **6,000+ members**, reflecting the increasing value of its services and resources.
- Building Partnerships**
 - NAMSS is strengthening ties with accrediting bodies like **Joint Commission, CMS, DNV, URAC** to enhance professional standards.
- Advocacy**
 - NAMSS advocates on behalf of MSPs nationwide, with initiatives such as the **SOC Task Force, Ideal Credentialing Standards, Leadership Certification, Tomorrow's MSP® Campaign**, and the **Annual Roundtable**. NAMSS promotes best practices and aligns with industry leaders to ensure MSPs are supported by the latest standards.

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NAMSS Growth: Powering Collaboration and Innovation 

- Educational Resources**
 - NAMSS provides **toolkits** like the **Hospital Merger and Acquisition Toolkit** to support members' decision-making.
- Strategic Impact**
 - Collaborations with partners help strengthen networks, set industry standards, and offer more opportunities for members.


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NAMSS Connection Zone 

Community Features

- Discussions**
 - NAMSS members can participate in one of our 18 thriving community forums for discussion and questions specific to the medical services profession. Collaborate with professionals around the country to get answers to your questions and expand your industry knowledge.
- Library**
 - The NAMSS Connection Zone allows members to create a library of professional resources dedicated to MSPs. Share and discover new information to stay up-to-date on your knowledge of the medical services industry.
- Connect**
 - Build your network of MSPs by saving contacts in your community contact book. Send messages following up on discussions and build relationships with your fellow MSPs.

<https://community.namss.org/home>

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NAMSS Fellow & Hall of Fame

Fellow Program (Since 2016)

- Recognizes MSPs for outstanding leadership, mentorship, and education
- **Total Fellows (2025):** 57
- **2026 Applications:** Spring



Hall of Fame (Since 2016)

- Honors MSPs for passion, dedication, and commitment
- **Total Inductees (2025):** 15
- **Applications:** February – March 2026
- Maximum of 3 inductees annually



<https://www.namss.org/Membership/NAMSS-Fellows>

<https://www.namss.org/Membership/NAMSS-Hall-of-Fame>

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NAMSS Scholarships & Awards

NAMSS members are eligible to apply for the following scholarships and awards:

Scholarships

- Charlotte Cochrane Scholarship
- NAMSS Annual Conference Scholarship - (15) scholarships offered
- NAMSS Empowering Tomorrow's MSP® Scholarship
- Continuing Education Scholarship
- NAMSS Certification Examination Scholarship

Awards


- Leadership Award
- Certification Impact Award
- Joan Covell-Carpenter Award
- ICON Award

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- Complete work history
- Gap Analysis and Good Standing Letters
- Resource for future initiatives
- Disaster response credentialing
- Over 690 participating entities and 1,100,000+ affiliations

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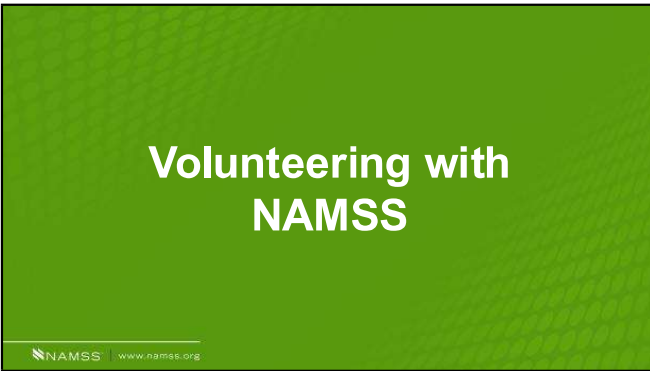


NAMSS PASS
PRACTITIONER AFFILIATION SHARING SOURCE

- **No Charge to**
 - Create an account
 - Contribute affiliation data
 - Browse practitioners and hospitals
 - Auto-response letters to other entities
- **Charged only for printing an affiliation letter**
 - Discount for contributing entities
 - Discount for subscriptions of 11 - 99 or over 100

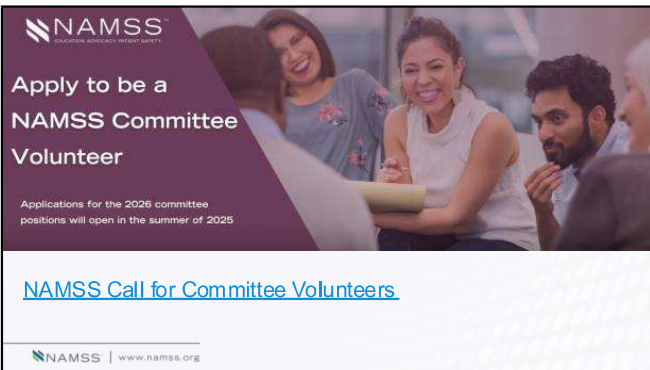
<https://www.namss.org/Membership/NAMSS-PASS>

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**Volunteering with
NAMSS**

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NAMSS
COURTESY. EDUCATION. RESPECT. SAFETY.

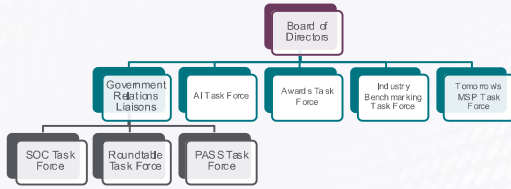
Apply to be a
**NAMSS Committee
Volunteer**

Applications for the 2026 committee
positions will open in the summer of 2025

[NAMSS Call for Committee Volunteers](#)

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NAMSS Governance Structure – Task Forces



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NAMSS Artificial Intelligence (AI) Task Force

- Analyze AI trends and tools relevant to the profession.
- Assess risks, opportunities, and implications of AI adoption.
- Gather member input on usage, gaps, and concerns.
- Document practical AI use cases and best practices.
- Develop ethical and effective AI principles.
- Recommend strategies for reduction and engagement.
- Deliver a comprehensive report and recommendations to the Board of Directors.

Coming Soon:

- Regular content releases, including articles and podcasts
- An AI discussion member forum: your opportunity to communicate directly with the AI Task Force members to share your lessons learned, concerns and questions.
- Example policies and guidance for MSPs

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[NAMSS AI Task Force](#)

Volunteering with NAMSS



- **Board Nomination Process**
 - Opens in late March/early April, closes in May
 - Candidates must **self-nominate**
 - Application materials required:
 - Candidate Statement
 - Candidate Bio sketch
 - Reference Forms
 - Signed [NAMSS Volunteer Leader Agreement and Conflict of Interest Disclosure Form](#).
 - Signed [Campaign Policy Agreement](#).
 - Completed [Leadership Self-Assessment](#) (Principles of Leadership)
 - A high-resolution professional color headshot

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Volunteering with NAMSS

Eligibility – Secretary-Treasurer:

- Dual certified (including CPES beginning January 2026)
- Previously served as Committee Chair or member
- No conflicts of interest
- Cannot simultaneously serve on State board

Eligibility – Director at Large:

- Either CPCS or CPMSM (CPES beginning January 2026)
- Previously served as NAMSS committee member or state leader
- No conflicts of interest
- Cannot simultaneously serve on State board

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Leadership Selection Committee



Focused on:

- Call for Board Nominations – Vetting Candidates
 - Review of applications & references
 - Interview with candidate
 - Interview with supervisor reference
 - Overall scoring of experience, contributions to NAMSS/the industry, references and interview
 - State recommendation to Board of Directors
- NAMSS Hall of Fame program
- NAMSS Fellow Designation

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Mentoring Committee

Goals:

- Identify future NAMSS leaders
- Build a pipeline/database of potential volunteer leaders
- Mentor potential candidates for Board of Director and Committee roles
- Oversee Tomorrow's Leaders Program
- Oversee Mentor Matching Program
- Oversee Speaker Development Program

<https://www.namss.org/About/Volunteer-Leaders/Mentoring-Committee>

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Pop Quiz!

- How many member types does NAMSS have?

Growing Your Career with NAMSS Education

Leadership Certificate Program

- Launched in 2016
- Combination of online modules and live workshop
- Ideal Participants:
 - CPCS® and/or CPMSM® certification
 - Minimum five years of experience in the industry
 - Title of "Manager" or above
- FREE Introduction course – 1.0 CE
- *Online modules must be completed prior to live workshop participation
<https://www.namss.org/Education/Become-a-Leader-with-NAMSS/Leadership-Certificate-Program>



Provider Enrollment Resources

- Provider Enrollment Series recordings
- Quarterly webinars (free to members)
- Provider Enrollment Glossary
- Articles/content
- Conference Recordings
- CPES Preparation Course
- CPES Study Guide



<https://www.namss.org/Education/Provider-Enrollment-Resources>

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NAMSS Education Spotlight



Unlock Your Potential with NAMSS Education!

- Flexible On-demand & In-person Courses
- Engaging Webinars for Every Level
- CPCS®, CPMSM®, and CPES Practice Tests & Study Guides
- Comprehensive Accreditation Standards Comparison Grid
- Essential New Hire Checklist
- Complete NAMSS Glossary of Terms
- Key Insights in NAMSS Provider Enrollment Glossary
- Credentialing 100 (on-demand), Credentialing 101 and 201 (virtual, instructor-led)

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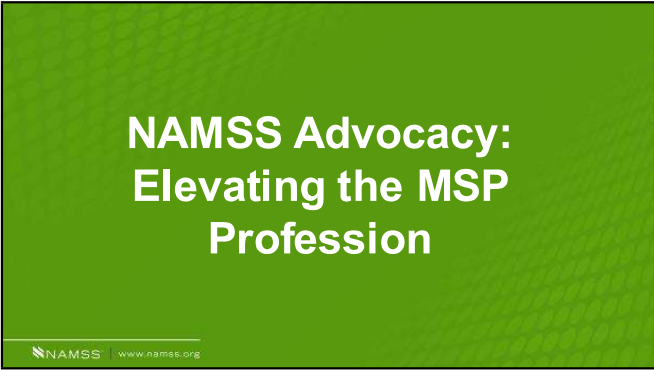
Pop Quiz

In what State was NAMSS founded?

What year was NAMSS Founded?


What year was WAMSS founded?

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Standard Occupational Classification (SOC) Task Force


- MSPs are currently categorized as HR Personnel
- NAMSS is attempting to obtain a classification code for MSPs with the Department of Labor's Bureau of Labor Statistics
- SOC code enables official entities to collect, calculate, and publish MSP workforce data
- SOC will help the future of the profession
- The Task Force submitted a request to obtain an SOC code from Dept. of Labor in August, 2024.
- Results of request are expected to be available in 2027.



<https://www.namssgateway.org/Article/namss-requests-standard-occupational-classification-code-for-mmps>

NAMSS Annual Roundtable

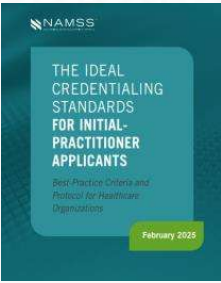
Collaboration between NAMSS leaders and industry partners



- 2021 – Focused Revision: Moving to a Three-Year Practitioner Reappointment Cycle and Enhancing Continuous Monitoring
- 2022 – Standardizing Quality: Best Practices for Measuring Practitioner Competency
- 2023 – The Role of Physician Measurements in Guiding Performance
- 2024 – Guiding Quality Performance for Practitioners via Continuous Monitoring
- 2025 – Clinical Peer Review: Establishing Best-Practice Standards for Optimal Results

<https://www.namss.org/Advocacy/NAMSS-Roundtable-Reports>

Ideal Credentialing Standards



Updated February 2025

<https://www.namss.org/Advocacy/Health-Credentialing-Standards>

NAMSS Toolkits



<https://www.namss.org/Advocacy/MSP-Resources>

State Trivia/Pop Quiz!

How Many NAMSS Members are from Washington?

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Get Certified, Get Ahead: NAMSS Certification

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Certified MSPs in Washington

CONGRATULATIONS to ALL WAMSS MSPs that are CERTIFIED!!

- CPCS -
- CPMSM -
- Dual Certified -
- CPES -

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CERTIFICATION

Currently

- 3,500+ CPCS® Certificants
- 1,600+ CPMSM® Certificants
- 123 CPES Certificants

- Multiple Choice Exam – 3 options
- Practice Exam
- Official results follow within eight weeks of the closing of the testing window
- Certification is for 3 years
- Recertification required every 3 years



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Certification Eligibility

Certified Provider Credentialing Specialist (CPCS®)

- Currently employed in the medical services profession for at least the past 12 months AND three years experience in the medical services profession within the past 5 years
- 150 Questions, 3 hours
- Recertification every 3 years
- 30 CEUs (of which 15 NAMSS approved)

Certified Provider Medical Services Manager (CPMSM®)

- Currently employed in the medical services profession for at least the past 12 months AND five years of experience in the past eight years*
- 175 Questions, 4 hours
- Recertification every 3 years
- 30 CEUs (of which 15 NAMSS approved)

Certified Provider Enrollment Specialist™ (CPES)

- Currently employed in the medical services profession for at least the past 12 months AND three years experience in the medical services profession within the past 5 years
- 150 Questions, 3 hours
- Recertification every 3 years
- 30 CEUs (of which 15 NAMSS approved)

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NAMSS 2026 Certification Exam Dates & Deadlines

Summer Testing Period:

*Application Opening Date: Monday, April 6, 2026

*Application Deadline: Wednesday, May 6, 2026

*Final Application Deadline (with late fee): Wednesday, May 27, 2026

*Testing Period: Wednesday, June 17 through Wednesday, July 15, 2026

Fall Testing Period:

*Application Opening Date: Monday, July 20, 2026

*Application Deadline: Wednesday, August 19, 2026

*Final Application Deadline (with late fee): Wednesday, September 9, 2026

*Testing Period: Wednesday, September 30 through Wednesday, October 28, 2026

For more information, visit the [NAMSS Exam Dates & Deadlines page.](https://www.namss.org/Certification/Exam-Dates-and-Deadlines.aspx)

- CPCS® Application: <https://www.namss.org/Certification/CPCS>
- CPMSM® Application: <https://www.namss.org/Certification/CPMSM>
- CPES Application: <https://www.namss.org/Certification/CPES>



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Save the Date!
NAMSS Events You
Can't Miss

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LAST POP QUIZ

WHERE WAS THE 2025 NAMSS CONFERENCE HELD?

WHERE WILL THE 50TH NAMSS CONFERENCE BE HELD?

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NAMSS #MSPWeek® – November 1-8, 2026

Promote #MSPWeek®

For #MSPWeek®, NAMSS offers a variety of resources, including a video about the role of MSPs, a downloadable poster, celebration ideas, and a fact sheet for colleagues. Additional resources include the "Defining Tomorrow's MSP" report and banners for email signatures and social media. These materials are designed to help promote and celebrate #MSPWeek® and raise awareness for the profession.


- #MSPWeek® Email Signature
- What Is Medical Staff Management Video
- 7 Steps for a Successful Celebration
- Facebook, LinkedIn and Twitter Banners
- #MSPWeek® Poster
- #MSPWeek® Zoom Backgrounds


<https://www.namss.org/Tomorrows-MSP/-MSPWeek>


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More Networking Opportunities

 Join the discussion on the NAMSS Connection Zone!
<https://community.namss.org/home>

 Visit the NAMSS website for the Gateway Hub:
<https://www.namssgateway.org/>

 Follow us on LinkedIn
<https://www.linkedin.com/company/namss-national-association-of-medical-staff-services>

NAMSS Will Continue to...



- Serve as the voice of the profession, advocating on behalf of MSPs across the nation
- Provide educational and professional development opportunities that meet the ever-changing health care environment we navigate through today
- Support state affiliates and associations on the local level
- Inform and connect the network of medical services professionals and credentialing services professionals

But we will be doing this in ways that create the most value and help members be the most successful in their ever changing and challenging health care roles!

What did you take away today?



Oh the Places You Can Go!!!



Questions?

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Washington, DC 20006
(202) 367-1196 | info@namss.org

Director at Large:
Monica Martin, MA, CPCS, CPMSM
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Scan the QR Code to Provide Feedback on this Presentation!



Appendix

NAMSS Rules of Ethics & Code of Conduct

Use this link <https://www.namss.org/About/Ethics-Resources> to obtain information on the Rules of Ethics and the Code of Professional Conduct. From this page, you can also access:

- Ethics Committee Description & Responsibilities
- NAMSS Ethics Complaint Form
- Professional Ethics Self-Assessment Tool
- NAMSS Ethics Policy
- Ethics Resource Center
- Knowledge Leader (subscription based website that provides audit programs, checklists, tools, and training.
- Ethics complaints must be submitted using the Ethics Complaint Form, found on the [NAMSS website](#).
- The complainant is responsible for providing as much information as possible in order for the Ethics Committee to review.
- Ethics complaints, investigations, findings and actions/recommendations are **confidential**, even to the Board of Directors.
- NAMSS is *not* in a position to evaluate claims related to professional competency/job performance. *Evaluating professional competency and job performance is the responsibility of the employer/supervisor.*

NAMSS Leadership Career Path			
Element	Entry Level	Experienced	Leadership
Experience	0-3 Years	5-14 Years	15 and above
Education	•Associate or Undergraduate Degree	•Undergraduate Degree	•Master's/Doctorate level
Certifications	•CPC®	•CPC® and/or CPM-SM®	•CPC® and CPM-SM® and other health care related certification (Quality Risk Management)
Training/Ongoing Education	•Medical Services Professional Education	•NAMSS Leadership Institute •Education on Accreditation/Regulations •Patient Safety and Quality •Risk Management •Six Sigma •Budgets •Finance •Legal •Leadership	•Participate in NAMSS Virtual Round Table
Skills, Knowledge and Responsibilities	•Credentialing •Meeting Preparation	•Liaison between Administration and Medical Staff Leaders •Supervision of Employees •Meetings Management •Education and Training of Staff •Onboarding Process •Meets Regulation and Accreditation Standards •Quality and Peer Review •Leadership	•Governance and Organization Structure •Human Resources •Finance •Collaborate with legal Counsel •Healthcare Technology •Information Management •Quality and Performance Improvement •Laws and Regulation •Professionalism and Ethics •Healthcare Industry •Team Development •Vision •Contract Management •Business Planning

NAMSS Leadership Career Path (Continued)			
Element	Entry Level	Experienced	Leadership
Skills, Knowledge and Responsibilities (Continued)			<ul style="list-style-type: none"> •Marketing •Compliance •Recruitment •Service Line Development •Project Management •Innovation Services •Affiliation Agreement – Medical Institutions, Corporate Responsibilities •Product Development •Culture Change
Servant leadership	•Volunteer in Community •Volunteer Local Chapter or State Association	•Volunteer Local Chapter, State Association and National Association Medical Staff Services	•Volunteer in Healthcare Related Association and Community Services
Professional Contributions	•Local Chapter Medical Staff Services Newsletter •Medical Staff Newsletter	•State or national medical staff service publication or web content •Editorial Newsletter •Peer Review Publications •Book Contributor •Serve as an Expert Witness •Presentations for Professional and Healthcare Organizations	•Serve on National Healthcare Related Interest Groups •National Association Medical Staff Services Publication and Journal or Healthcare Organizations •Freelance in NAMSS and Journal related professional organizations

Defining Tomorrow's MSP®: The Future of the Medical Services Profession Report

https://www.namss.org/Ad_vocacy/Tomorrow's-MSP

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The MSP of Tomorrow Starts Today
Tomorrow's MSP®





<https://youtu.be/jzsv-MA80SM>

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FSMB Interstate Medical Licensure Compact (IMLC)

Mission: To increase access to health care for patients in underserved or rural areas. IMLCC.org

- Makes it easier for physicians to obtain licenses to practice in multiple states.
- Strengthens public protections by enhancing the ability of states to share investigative and disciplinary information.
- NAMSS official position on FSMB Interstate Medical Licensure Compact available at the end of presentation or on the NAMSS site.




<https://www.imlcc.org/participating-states/>

NAMSS-ATA Credentialing by Proxy Guide

Credentialing by Proxy Guide – Telemedicine – updated in 2022
 Joint Work Group with American Telemedicine Association (ATA)

- Glossary of Terms
- The Existing Credentialing Process
- Current Laws & Regulations
- Setting Up a Credentialing by Proxy Program
- Overcoming Hurdles



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NAMSS Volunteer Path

	Entry Level	Intermediate	Advanced
Support of Medical Staff Services	Joins State/Local Association Joins NAMSS Becomes a NAMSS Volunteer Promotes value of NAMSS to non-member Attends State/Local Association Meetings Volunteers to be on State/Local Association Team	Establishes formal mentor relationships with novice MSPs Supports NAMSS	Advanced support of the professional occurs through achievement of credentials, publishing/research, MSS advocacy, education and NAMSS services and leadership.
Credentials	Prepares for and achieves CPCS and/or CPMSM Actively promotes NAMSS to other MSPs	Contributes potential CPCS/CPMSM exam questions or serves on Task Force regarding credentials	Serves on Certification Task Force or Committee

NAMSS Volunteer Path (cont.)

	Entry Level	Intermediate	Advanced
Publishing and Research	Contribute to NAMSS E-News Submits articles for State/Local Association Newsletter Assists with management of State/Local Association website Serves on State/Local Association or Communication Team	Published in Synergy Published in another Peer reviewed journal	Published research that advances the profession Author/Editor of healthcare text/resource
Medical Staff Services Advocacy	Responds to call for input from NAMSS Responds to requests for support for State/Local Association advocacy efforts	Leads/coordinates State/Local level advocacy efforts	Leads/coordinates NAMSS advocacy efforts

NAMSS Volunteer Path (cont.)

	Entry Level	Intermediate	Advanced
Education	Attends NAMSS Annual Conference Attends State/Local educational events Assists with conference planning for State/Local Begins enrolling in NAMSS Leadership Development	Presenter at State/Local association conferences Presenter at other national-level conference Serves on NAMSS Conference Committee Continues NAMSS Leadership Development Training	Presenter for NAMSS educational event Named to NAMSS Speaker Bureau Listed as approved faculty for "NAMSS educational programs." Completed NAMSS Leadership Development Training
Association Service and Leadership	Serves on State/Local Association team Serves on NAMSS standing team or task team Services as State/Local association board member	Serves as an officer for the State/Local Association Serves as a NAMSS Committee member	Serves as Chair of NAMSS Committee Serves on NAMSS Board of Directors Services as NAMSS Officer
