

## Partner

### **Shannon Deconda, CPC, CPC-I, CPMA, CEMC, CMSCS Partner, Founder and President of NAMAS**



Shannon brings more than 16 years of multi-specialty auditing and coding experience to DoctorsManagement clients. Using her coding and auditing expertise, she helps practices optimize business processes and maximize reimbursements. Shannon identifies missed revenue opportunities for clients as well as coding habits that may put the practice at risk. Shannon then trains practice providers and staff based on their specific areas of need, empowering them with techniques that help them receive full and timely reimbursement for all the services provided to patients. Her clients often realize improvements in cash flow as a result of the insight and education they receive.

Through her work at [NAMAS](#) (National Alliance of Medical Accreditation Specialists), an organization that provides education for medical documentation auditing, compliance and exam preparation for the AAPC's national auditing credential CPMA™ (Certified Professional Medical Auditor), Shannon develops medical auditing training programs that are delivered across the country by a team of experts. The programs and curriculums reflect Shannon's hands-on training philosophy and create an easy-to-learn atmosphere in the classroom. Shannon and her NAMAS team of instructors have trained nearly 3,000 medical auditors including Recovery Auditor Contractors (RAC), Center for Medicare & Medicaid Services (CMS) auditors, and Department of Justice (DOJ) auditors.

Shannon is a sought-after speaker and addresses audiences across the country on coding practices, OIG Compliance, ICD-10, and other topics. She serves on HCPro's Physician Practice Perspectives Advisory Board as well as the Medical Billing & Coding Advisory Council at Hillsborough Community College. Shannon is also a regular contributor to numerous magazines and journals on a variety of coding, auditing and compliance topics.

Shannon lives in Florida with her husband Chris and their three teenaged children, Spencer, Shakia, and Sarah.





**Stephanie Allard CPC, CEMA, RHIT**  
**Senior Compliance Consultant**

Stephanie Allard is a Compliance Consultant for DoctorsManagement. She is a multispecialty auditor with proficiency in more than 40 specialties including, but not limited to, orthopedics, cardiology, vascular, neurology, general surgery, OB/GYN, PM&R, and PT/OT. In addition to performing external audit reviews, Stephanie provides feedback and education to help clients implement practices and strategies that will reduce risk in the future. She also performs forensic auditing that includes focused reviews to be used in court cases.

Stephanie brings more than a decade of medical and management experience and a strong understanding of the entire medical billing and coding process. She has managed large teams of coders and understands the importance of quality reviews, productivity tracking and coding education. Clients appreciate that Stephanie stays current with the ever changing regulations and is able to convey new information in a way that helps improve their overall results. She often provides guidance and support to other coding professionals.

Stephanie holds the Certified Professional Coder (CPC®), the Certified E&M Medical Auditing (CEMA®), and the Registered Health Information Technician (RHIT®) designations. She is an active member of the National Alliance of Medical Auditing Specialists (NAMAS), the American Health Information Management Association (AHIMA) and the American Academy of Professional Coders (AAPC).

Stephanie lives in Knoxville, Tennessee with her husband and two daughters.



**Scott Kraft, CPMA, CPC**  
**Senior Compliance Consultant**

Scott Kraft is an auditor for DoctorsManagement. He also creates content for the firm's educational division, the National Association of Medical Auditing Specialists (NAMAS).

Scott oversees the quality assurance process for client audits. He brings extensive experience in more than 30 specialties including but not limited to orthopedics, cardiology, vascular, neurology, obstetrics and gynecology, physical medicine and rehabilitation and physical and occupational therapy.

Scott is passionate about helping physicians and physician practices achieve success and financial integrity by ensuring that services are billed



correctly and physicians and administrators are trained to document thoroughly and correctly. He's also focused on finding ways for physician practices to operate more efficiently and effectively.

Prior to joining DoctorsManagement, Scott was Director of Content Management for DecisionHealth, where he developed content strategy and supervised the distribution of its award-winning publications, audios and live conferences for physician practice leaders. He has worked in the healthcare industry since 2002.

Scott holds a Bachelor of Arts from Southern Connecticut State University. He is a Certified Professional Coder (CPC) and Certified Professional Medical Auditor (CPMA).

In his free time, Scott trains for and runs marathons and enjoys reading, watching movies and traveling. He lives in Portland, Oregon.



## **Paul Spencer** **Senior Compliance Consultant**

Paul has over 30 years of experience on the administrative side of healthcare, including six years with health insurance carriers. In his past role as a senior compliance consultant, Paul has focused on physician education, with an emphasis on documentation improvement for Evaluation & Management and surgical services.

Paul has assisted in creating compliance plans for a major diagnostic laboratory provider, as well as for multiple third-party billing companies. As the former director of coding and regulatory compliance for Providence Health Services in Washington, DC, he worked to solidify retrospective audit responses to commercial and governmental insurance carriers. He has extensive experience in a wide range of physician specialties, including anesthesia, emergency medicine, advanced wound care, orthopedic, general & neurosurgery, outpatient physical therapy, and pain management, among others.

Paul has served on the editorial board of RACMonitor.com and has been a frequent guest on that publication's "Monitor Monday" broadcast, where he focuses on Medicaid audit and physician audit issues. He has carried the Certified Professional Coder (CPC) and Certified Outpatient Coder (COC) credentials from the AAPC since 1998.





**Pam Vanderbilt, CPC, CPMA, CPPM, CPC-I, CEMC, CEMA, CEMA-O  
AHIMA Approved ICD-10-CM Trainer/Ambassador  
Senior Compliance Consultant**

Pam helps to ensure that clients maintain sound systems for all aspects of their coding and documentation as well as revenue cycle management. She is also an instructor for the National Alliance of Medical Auditing Specialists (NAMAS, an educational division of DoctorsManagement), teaching both auditing and E&M auditing courses.

Pam draws upon more than two decades of experience in healthcare and her extensive work in auditing and revenue cycle analysis proves helpful time and again for clients. Whether she's analyzing documentation to ensure it meets medical necessity requirements or repairing revenue cycle issues that are affecting financial performance, Pam enjoys every aspect of her work. She finds it especially rewarding when clients or auditing boot camp students have a "light bulb moment" and see how their work positively contributes to the financial performance of a practice.

Prior to joining DoctorsManagement, Pam worked in administration and as a director of revenue cycle management. She has also worked as a revenue cycle consultant where she was called in to troubleshoot and repair revenue cycle problems that were causing a practice financial distress.

Pam holds credentials as a Certified Professional Coder (CPC), Certified Professional Medical Auditor (CPMA), Certified Physician Practice Manager (CPPM), Certified Professional Coding Instructor (CPC-I), Certified Evaluation & Management Auditor (CEMA), and Certified Evaluation and Management Coder (CEMC). She is on the board of directors of the North Metro Medical Group Managers Association (Atlanta) and an active member of the National Alliance of Medical Auditing Specialists (NAMAS) and the American Academy of Professional Coders (AAPC).

Currently, Pam resides in Atlanta, Georgia, and enjoys spending time with her husband, two grown children and grandchild. Pam calls herself a Florida girl at heart and when she's not enjoying time with her family, you can find her on the beach with her feet nestled into the sand and a good book in hand.





**Jennifer Filsell**  
**Operations Manager**

Jennifer oversees the many details involved in DM's compliance team auditing and regulatory compliance projects to help ensure accuracy and timeliness of client projects. Jennifer's colleagues appreciate her critical thinking skills, which she uses to improve workflow and increase communication amongst the team and its clients.

Prior to joining DoctorsManagement, Jennifer was an executive assistant for a hospital administrator and also worked as a human resources manager for a Security Printing Company where she successfully handled HR "grey areas", hands-on training and change management.

Jennifer holds an Associate's Certificate in Employment Relations, Law and Practice obtained through the Chartered Institute of Personnel Development in London, England as well as a Quality Management Diploma from the BSI Group, London, England.

As an outdoor enthusiast, Jennifer enjoys discovering new places in East Tennessee with her husband, their two children and their Border Collie Pyrenees.



**Stacey St. Pierre**  
**Administrative Assistant**

Stacey St. Pierre is an administration assistant in the regulatory compliance department of DoctorsManagement. She provides support to the vice president of the division. From coordinating new client acquisitions to managing ongoing and complex compliance projects, Stacey enjoys the diversity of work and client interaction.

Clients and colleagues appreciate Stacey's upbeat personality. She consistently delivers stellar customer service and ensures that any task is seen through to completion. An engineer by training, Stacey often discovers and applies new techniques for creating and delivering reports and schedule updates.



Prior to joining DoctorsManagement, Stacy worked for AlliedSignal (now Honeywell) at NASA's Goddard Space Flight Center in real-time, unmanned scientific satellite programs, including the Cosmic Background Explorer (COBE) and Compton Gamma Ray Observatory (GRO). She also worked to design application-specific integrated circuits (ASIC) chips in Oak Ridge, Tennessee. Stacey earned a Bachelor of Science degree in Aerospace Engineering from the University of Tennessee, Knoxville.

When she's not devising new ways to assist DM clients, Stacey can be found enjoying time with her husband and two college-aged children. She also enjoys reading, working on puzzles and games, playing with her cat (named Oreo) and participating in activities at Concord United Methodist Church.

