

**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 multi-specialty 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.





Grant Huang **Director of Content**

Grant Huang brings extensive knowledge to his role as Director of Content at DoctorsManagement. He produces educational products that help ensure that auditors, coders, practice managers and administrators optimize their organization's revenue cycle while improving their compliance in today's complex regulatory environment. Grant is an auditor with proficiency in multiple specialties, including but not limited, to orthopedics, cardiology, neurology, general surgery, obstetrics and gynecology, internal medicine and physical and occupational therapy.

Prior to joining DoctorsManagement, Grant led a team of DecisionHealth reporters that covered Medicare regulatory changes and analyzed the physician revenue cycle, providing authoritative guidance in newsletters widely read by physician practices, consultants, and healthcare attorneys. He also developed and enhanced electronic solutions designed to improve revenue and compliance for healthcare provider organizations. Grant also has experience in healthcare analytics, having worked on business intelligence solutions that analyzed and benchmarked provider billing patterns.

Grant is a Certified Professional Coder (CPC) and Certified Professional Medical Auditor (CPMA), and holds a Bachelor of Science degree in Political Science and Government from the University of Maryland, Baltimore County. He resides near Washington, D.C. and enjoys photography, reading and traveling.

Laurie Oestreich **Operations Manager, NAMAS and DoctorsManagement**

Laurie Oestreich works in the Florida office assisting staff and clients daily. As Operations Manager for National Alliance of Medical Auditing Specialists (NAMAS), Laurie acts a liaison for NAMAS members, coordinating member sign-ups and renewals and addressing member inquiries. Laurie also coordinates the development and implementation of NAMAS member education and training offerings, such as webinars, Medical Auditing BootCamp®, and the NAMAS Annual Conference. She enjoys communicating with all the NAMAS members, helping them grow and advance in their careers.



Prior to joining DoctorsManagement, Laurie served as the marketing representative for a small physician office as well as the marketing specialist for a large Florida-based financial institution.

Laurie received her B.A. from the University of Central Florida and enjoys time with her husband and two young sons in Melbourne, Florida.



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.

