Catching Up With CVO Symposium Keynote Vicki L. Searcy

New to this year’s Annual Educational Conference and Exhibition is the CVO Excellence Symposium. NAMSS is excited to present this new programming, which will be focused on MSPs who currently work in credentials verification organizations (CVOs). The CVO Excellence Symposium will be held October 3–4, immediately following the annual conference, at the Hyatt Regency in Long Beach, California. Eligible for 11 CE credits toward a NAMSS certification, the event will focus on crucial discussions related to the state of the CVO, delving into staffing models, legal and regulatory issues, technology and innovation, and streamlining processes from the top-down.

The Synergy staff chatted with CVO Symposium keynote speaker and former NAMSS President, Vicki L. Searcy, to learn more about her presentation entitled “State of the CVO: Where We Are Today and What it Means for Tomorrow.”

Can you give a little preview of what you’ll be covering in your keynote presentation at the NAMSS CVO Symposium?

Vicki L. Searcy: I will be covering a brief history of CVOs — how did they start, why did they start, first certifications for CVOs, etc. — and then talk about how they have evolved over time. We’ll finish with a discussion of the services that CVOs could provide in the future.

What are some of the primary challenges you’re looking to address in your presentation?

Searcy: The challenge will be to help attendees understand the expanded scope of future CVOs, how that will change the way CVOs operate, and potentially, how changed scope for a CVO will impact medical staff offices in hospitals.
Why is the NAMSS CVO Symposium important for MSPs to attend?

Searcy: Individuals who work in this environment have the need to understand how other CVOs operate. We used to say, “If you have seen one CVO, you have seen one CVO,” because they often operated very differently. People who manage CVOs want to know what can be done successfully, and they want to have the opportunity to network with those who have been successful in their operations. This conference gives them that opportunity. The networking will be of tremendous importance.

As a former NAMSS president, how will this new programming add to the overall NAMSS offerings?

Searcy: This programming expands the scope of what has been offered to NAMSS conference attendees. There have been sessions related to CVO operations, but this add-on “bonus” provides attendees with the opportunity to immerse themselves into a specific area. I’m looking forward to seeing more of these opportunities in the future.

Are you seeing a greater need for programming specific to CVOs in the larger MSP community?

Searcy: I believe that this is something that has been needed for a while. I have hosted several meetings for individuals who work in CVOs, and the need has been so great that it is difficult to get people to stop talking! There are also industry forces that have really put a spotlight on the need for this educational opportunity. Because of the ACO, the numbers of employed physicians, mergers and acquisitions by health systems, and CVOs in health systems has proliferated. This is a very good time for NAMSS to be hosting this type of educational program.

What do you hope MSPs will take away from your keynote address?

Searcy: That there is a very bright future for CVOs, and there are many opportunities for those who want to increase the scope of services within their organization. We are seeing several trends in the industry, which I will be talking about at this conference. I’m really looking forward to spending time with this group. It has been wonderful to have been part of the CVO industry as it has evolved, and I look forward to the next steps!

Register for the NAMSS CVO Excellence Symposium

Designed for MSPs who currently work in credentials verification organizations (CVOs), this inaugural two-day event will focus on vital discussions pertaining to the state of the CVO. Be sure to register for the event to hear more from Vicki L. Searcy as well as many other experts in the CVO community.

When: October 3–4
Where: Hyatt Regency, Long Beach, Calif.
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