



Introducing: *Unscripted – The Auditors’ Summer Series*

Beginning July 9, we’re launching a new format: one CEU-accredited session per week, for eight weeks. You’ll still receive the high-value education you expect from NAMAS—8 sessions, 8 CEUs (1 per individual session)—but delivered in a way that fits your schedule and supports your growth.

Here’s what’s different:

Watch each session when it drops, or catch the replay on your time

Join our live watch parties to interact with speakers and ask questions in real time

Choose the sessions that fit your interests, or register for the full series

Select from tiered pricing options designed to support tighter budgets; for one-day access, simply add the date upon checkout.

This is learning built for real life.

Training that fits your week, your workflow, and your professional development goals.

Please review our agenda listed below.

Session Air Date: 07/09/2025

Session Host: Shannon DeConda

Session Panelist: Christine Hall, Betty Hovey, Toni Elhoms

Topic: The MDM Reboot – Guiding Physicians to Tell the Full Story

Description: It’s time to stop saying “just document more” and start teaching physicians how to document smarter. In this rebooted approach to Medical Decision Making (MDM), we’ll break down how to educate providers on the why behind MDM scoring, using the 2021 CPT® guidelines and the AMA MDM grid as our foundation.

This session isn’t about memorizing elements—it’s about translating the auditor’s lens into language a provider understands. We’ll explore each of the three key MDM elements with real documentation examples, dissect common gaps, and teach you how to reframe MDM conversations in a way that leads to long-term behavior change—not just compliance for a day.

Whether you're teaching in 10-minute hallway chats or leading formal training, this session will give you the tools, tips, and trainer language to guide providers through MDM complexity with clarity and confidence.

Learning Objectives: By the end of this session, attendees will be able to:

Interpret the CPT® Medical Decision Making grid using an educator's lens to facilitate provider comprehension.

Identify documentation gaps that commonly impact scoring across the three MDM elements: problems, data, and risk.

Translate audit findings into teaching points that resonate with physicians and support clinical decision transparency.

Develop practical strategies and language to guide providers in documenting their medical decision-making process with accuracy and compliance.

Utilize real-world examples and trainer prompts to reinforce provider understanding and application of MDM principles.

Session Air Date: 07/16/2025

Session Host: Betty Hovey

Session Panelist: Scott Kraft, Doris Branker

Topic: Split/Shared 2.0 – Who Owns the Note?

Description: As the CMS guidance evolves, the rules around Split/Shared E/M services have become anything but simple. With 2024's policy updates now in effect—and the “substantive portion” finally clarified (sort of)—auditors and compliance pros are left with one burning question: who actually gets to bill the visit?

This session dives deep into the latest CMS guidance, including the new definitions of substantive portion and what documentation is required to support it. We'll walk through real examples where both a physician and an NPP contribute to the encounter and evaluate how documentation supports either Time or MDM-based billing—and where it falls short.

Expect clear breakdowns, actionable audit insights, and educator-driven advice to help your teams confidently navigate this complex (and sometimes conflicting) territory.

Learning Objectives: By the end of this session, attendees will be able to:

Summarize the 2024–2025 CMS Split/Shared guidance, including key changes to the definition of “substantive portion.”

Differentiate between Time-based and MDM-based billing in facility settings under the Split/Shared rule.

Evaluate documentation examples to determine whether the requirements for Split/Shared billing are met.

Identify common pitfalls and red flags in Split/Shared encounters that may lead to billing errors or compliance concerns.

Support education and audit strategies that align provider behavior and documentation with CMS expectations.

Session Air Date: 07/23/2025

Session Host: Toni Elhoms

Session Panelist: Maya Turner, Brenda Edwards, Shannon DeConda

Topic: Template Nation – Are We Auditing the Doc or the Software?

Description: When every chart looks the same, it’s hard to tell where the provider ends and the EMR begins. This episode digs into one of the most persistent issues facing auditors and educators today: over-templated documentation.

From default-filled H&Ps to copy-pasted MDM and time attestations, today’s notes are often filled with clinically irrelevant or non-specific content that clouds the true picture of the encounter—and creates major compliance risk.

In this session, we’ll explore how to:

Recognize red flags of overuse and misuse of templates,

Distinguish “convenience” from “compliance,”

And most importantly, how to educate providers on creating personalized, supportable documentation without reinventing their workflow.

We’ll use real-world note examples and provide auditor-friendly phrases to support feedback without sounding like a broken record.

Learning Objectives: By the end of this session, attendees will be able to:

Identify common template-related documentation risks that affect the integrity and accuracy of E/M encounters.

Evaluate chart examples for signs of copy/paste, default text, and time attestations that lack supporting evidence.

Understand how templated documentation affects MDM scoring, time-based coding, and audit defensibility.

Develop practical education strategies to coach providers on personalizing EMR templates for compliance without adding burden.

Articulate clear, supportive language when addressing template misuse in audit feedback or one-on-one sessions.

Session Air Date: 07/30/2025

Session Host: Toni Elhoms

Session Panelist: Scott Kraft, Allyson Woolard

Topic: Auditor/Educator Smackdown: Real Talk, Real Resistance

Description: You've done the audit. You've got the facts. Now comes the hardest part—talking to the provider. Whether you're an auditor, an educator, or somewhere in between, you've likely faced a wall of resistance, defensiveness, or flat-out disengagement.

This episode puts the spotlight on the real conversations we have with physicians, APPs, and clinical leaders when documentation misses the mark. From the classic “I’ve used this template for years” to the always-frustrating “No one else has ever said that,” we’ll role-play tough scenarios and break them down with live commentary and educator insights.

Learn how to shift the tone, reframe the feedback, and ultimately create buy-in from providers who don’t always see things our way. If you’ve ever walked out of a feedback meeting thinking, “Did I say too much—or not enough?”—this one’s for you.

Learning Objectives: By the end of this session, attendees will be able to:

Identify common resistance behaviors that occur during audit result delivery or documentation education sessions.

Differentiate between pushback rooted in misunderstanding, fear, or habit—and tailor their response accordingly.

Apply practical communication strategies that maintain professionalism while still addressing documentation deficiencies head-on.

Reframe compliance conversations to center around shared goals like patient safety, clarity of care, and risk mitigation.

Practice real-world dialogue techniques through role-play and educator feedback to increase effectiveness and confidence in high-stakes conversations.

Session Air Date: 08/06/2025

Session Host: Betty Hovey

Session Panelist: Maryann Palmeter, Christine Hall, Victoria Vo

Topic: Compliance MythBusters: TikTok Taught Me Wrong

Description: ““Just add Modifier 25 to everything.”

“You don’t need to document risk if the diagnosis code is accurate.”

“Time? Just write '40 minutes' and you’re good.”

Sound familiar? If you’ve ever cringed while scrolling social media, this session is for you.

In this season finale, we’re taking aim at the viral compliance myths, bad billing advice, and straight-up misinformation spreading on platforms like TikTok, LinkedIn, and even in some CEU circles. You’ll see real posts (yes, actual examples) that have made the rounds—and get expert breakdowns of what’s wrong, what’s dangerous, and how to correct the narrative.

This is more than a roast—it’s a teaching moment. You’ll leave empowered with talking points to use with staff and providers, tips for evaluating online advice, and a few laughs at the wild things people think are “coding best practices.

Learning Objectives: By the end of this session, attendees will be able to:

Identify common examples of misinformation related to coding, auditing, and billing practices found on social media platforms.

Explain the compliance risks associated with following unverified or inaccurate online advice.

Develop clear counterpoints and teaching strategies to debunk viral myths with staff, coders, and providers.

Apply a fact-checking framework to evaluate whether social content is credible, compliant, and professionally sound.

Contribute to a culture of credible compliance education by sharing accurate, audit-supported resources in their own circles.

Session Air Date: 08/13/2025

Session Host: Christine Hall

Session Panelist: Maya Turner, Maryann Palmeter

Topic: HCC & Risk Adjustment – The Denial Diaries

Description: Step into the world of denials, deletions, and documentation disasters in this eye-opening look at HCC coding and risk adjustment. As payers and plans face mounting oversight, providers are feeling the pressure—and auditors and educators are on the front lines of ensuring accuracy, clarity, and defensibility.

This session walks you through the anatomy of a risk-adjusted claim—from initial documentation to RAF scoring and retrospective audits. We'll unpack the reasons behind common denials, dissect examples of flawed vs. solid documentation, and look closely at what happens when HCCs are submitted without sufficient support.

You'll leave with a clearer understanding of RADV audits, the compliance risks surrounding HCC coding, and how to coach providers to document diagnoses in a way that reflects the patient's complexity—without turning every visit into a novel.

Learning Objectives: By the end of this session, attendees will be able to:

Explain how HCCs impact RAF scores and risk-adjusted payment models under Medicare Advantage and other risk-based systems.

Identify documentation pitfalls that commonly lead to HCC-related denials or audit failures.

Describe the RADV (Risk Adjustment Data Validation) audit process and how retrospective reviews affect provider organizations.

Evaluate real-world documentation examples for risk-adjusted accuracy, specificity, and compliance alignment.

Develop educator messaging and audit strategies that clarify HCC requirements without overburdening clinical workflows.

Session Air Date: 08/20/2025

Session Host: Shannon DeConda

Session Panelist: Scott Kraft, Colleen Gianatasio

Topic: Auditor, Educator... Innovator: Using AI Without Losing Your Mind, Your Job, or Your Compliance

Description: Artificial Intelligence isn't the future—it's here. But for auditors and educators, it's hard to tell where AI fits into our highly regulated, documentation-driven world. Does it help? Can it hurt? And... do I have to learn another thing just to keep up?

This session strips away the hype and gives you a practical, honest look at how AI tools can support your work—without replacing it. You'll explore how AI is currently being used (and misused) in compliance spaces, see side-by-side comparisons of AI-generated content vs. human review, and walk away with real examples you can test safely and responsibly.

We'll also tackle the emotional burnout that comes with constant tech change—and offer strategies to manage that “I'm already behind” feeling. This isn't about becoming an expert overnight. It's about becoming confident enough to explore, adapt, and keep your edge.

Learning Objectives: By the end of this session, attendees will be able to:

Debunk common myths about AI's role in healthcare compliance, auditing, and education.

Identify safe, small-scale ways to use AI tools to assist with audits, education materials, and administrative tasks.

Evaluate the reliability of AI-generated outputs in compliance contexts using real examples.

Recognize signs of tech fatigue and burnout and adopt realistic strategies for pacing adoption.

Begin exploring AI with a compliance-first mindset that protects professional integrity and reinforces human oversight.

Session Air Date: 08/27/2025

Session Host: Christine Hall

Session Panelist: Laidy Diana Martinez, Kimberly Jolivette Williams, Allyson Woolard, Victoria Vo, Brenda Edwards

Topic: Pay it Forward – Mentorship, Burnout, and Career Evolution

Description: Auditing and educating in healthcare can be incredibly rewarding—but it can also be lonely, stressful, and overwhelming. As this Summer Series comes to a close, we're shifting the spotlight from compliance to community.

This roundtable-style episode explores the human side of our profession: mentorship, burnout, resilience, and the winding paths our careers take. You'll hear real stories from professionals who've walked through challenges, redefined their purpose, and grown into mentors and leaders.

We'll reflect on what it means to “pay it forward” in this space—whether it's through teaching a new coder, supporting a provider who's struggling, or simply reminding someone that they belong in this work. And for those ready to take the next step, we'll introduce a new way to stay connected beyond this series through our NAMAS Mentorship Match-Up initiative.

Let's end this series not with a regulation—but with real connection and renewed purpose.

Learning Objectives: By the end of this session, attendees will be able to:

Recognize common signs of burnout and compassion fatigue in audit and educator roles—and identify practical steps for addressing them.

Describe the value of mentorship in career development and sustaining engagement in the compliance profession.

Share personal experiences that shape professional growth and deepen understanding of the auditor-educator journey.

Engage in peer dialogue to foster support, connection, and shared learning beyond traditional CEU topics.

Participate in the NAMAS Mentorship Match-Up initiative to build lasting professional relationships rooted in experience, empathy, and expertise.