

GATEWAY SNAPSHOT

In 2025, *Gateway* continued to build momentum, offering meaningful insights across the topics that matter most to medical services professionals (MSPs). 2025 marked the inaugural year of the NAMSS Publications Committee, which played a key role in sourcing content and designing a peer-review process to ensure quality and relevance. Explore the standout articles, achievements, and moments that shaped the year.



MOST READ ARTICLES

- 1. NCQA'S 2025 CREDENTIALING STANDARD CHANGES** 
By Carol Delage, MS
- 2. ENHANCING PATIENT CARE THROUGH CREDENTIALING BY PROXY: INSIGHTS FROM THE FIELD** 
By Jennifer Dorais, MHA, CPMSM, CPCS; and Sarah Caldera
- 3. WHEN A MALPRACTICE CLAIM ARISES AT THE TIME OF RECREDENTIALING** 
By Teddy Durgin, Featuring Teresa A. Saulnier, CPCS, CPMSM; and Stephen Lee



2025 JOAN COVELL CARPENTER AWARD WINNER

NAVIGATING PROVIDER ENROLLMENT: COMMON PITFALLS AND PRACTICAL SOLUTIONS 
By Nyleen I. Flores, BA, FMSP, CPMSM, CPCS, CPCO, CASC; and Don Eberly, CPCS, CPMSM



KEY ACCOMPLISHMENTS

- Introduced the first-ever NAMSS Publications Committee, led by six volunteer members guiding *Gateway* content.
- Implemented a new peer-review process to elevate content quality.
- Delivered real-time coverage from the NAMSS 49th Educational Conference & Exhibition, publishing six original articles and recording two podcast episodes live from the event — a first for NAMSS *Gateway*.
- Released a six-episode season of the Tomorrow's MSP® Podcast, featuring fresh voices, diverse perspectives, and guidance from a subject matter expert host.
- Launched the Proud to Be an MSP podcast miniseries, publishing its inaugural episode to spotlight the stories and pride of the MSP community.
- Surpassed 2024 pageviews by 35.55%

KEY STATS*

-  98,660 annual page views
-  1,521 annual listens
-  10,549 all-time listens

*As of Dec. 16, 2025



2025 NAMSS PUBLICATIONS COMMITTEE

Thank you to the NAMSS Publications Committee for an outstanding year! This team of dedicated leaders fueled *Gateway's* success by generating strong story ideas, sourcing expert contributors, and ensuring each article delivers valuable, timely content for the MSP community.

COMMITTEE MEMBERS



Alison Webster, MBA, CPCS, CPMSM, CPHQ, FMSP, Chair
University of New Mexico



Jennifer Dorais, MHA, CPCS, CPMSM
Vitivity



Barbara Prats, CPCS, CPMSM
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Teresa Saulnier, CPCS, CPMSM
Children's Hospital of the King's Daughter



Arianne Smith
WC Licensing



Karen Vineyard, CPCS, CPMSM
Radiology Partners



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