



## Diana K. “Di” Hall, CPCS, CPMSM, FMSP

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### Work Experience

#### **Cross Country Locums (CCL) d/b/a Medical Doctor Associates LLC (MDA)/CRESENT**

4775 Peachtree Industrial Blvd., Suite 300, Berkley Lake, GA 30092

01/12 to 11/2022: Sr. Director, Compliance and Quality Improvement. Responsible for corporate compliance under Divisional President, including the management of Compliance and Contract Administration functions/personnel. Oversight of continuous successful NCQA (last review 08/2021) and The Joint Commission on-site audits of CRESENT and Allied Health Group (now part of Cross Country Healthcare), sister companies of MDA/CCL. Additional responsibilities included claim and legal document review, process audits for CRESENT and Risk Management functions, Incident Reporting processes, client/clinical provider evaluation follow up and tracking, professional malpractice underwriting functions, data reporting and analytics for Senior Clinical and Production leadership, as well as policy and procedure review, training, and subject matter expert in compliance and credentialing functions.

#### **Medical Doctor Associates/CRESENT Verification and Licensing Services**

145 Technology Pkwy NW, Norcross, GA 30092-9764

06/06 to 12/11: Manager, Compliance and Quality Improvement. Oversee credentialing file compliance for large CVO and Risk Management group, averaging 250 audits per month. NCQA Survey Preparation Team Lead (successful surveys – 2007, 2009, 2011). Team member and mock audit lead on Allied Health Group Joint Commission survey (successful survey – 2007, 2009, 2011). Maintenance of Quality Improvement initiatives and Incident Reporting processes, as well as policy and procedure review, training, and subject matter expert.

#### **1<sup>st</sup> Medical Network (was Georgia 1<sup>st</sup>, Inc.)**

1899 Powers Ferry Rd, Suite 400, Atlanta, GA 30339

11/04 – 03/06: Director – Credentialing. Responsibilities included oversight of credentialing program and processes for three managed care networks with approximately 5000 direct providers and 10,000 delegated providers statewide in Georgia and border counties in Tennessee, Florida, Alabama, and South Carolina. Worked with over 20 delegated groups as well as continuing Accreditation (URAC) and contract compliance for Credentialing. Collaborated with payor partners for successful bid on Georgia's Department of Community Health State Health Benefit Plan.

Previous Job Titles at 1<sup>st</sup> Medical Network:

10/03 – 10/04: Director - Provider Management.

9/02 – 9/03: Director – Credentialing.

8/01 – 8/02: Credentialing Liaison (Operations).

5/97 – 7/01: Credentialing Specialist

#### **Alliance Regional Health Plans, Inc. (Northwest Texas Medical Center)**

1500 Coulter, Suite 5, Amarillo, TX 79106

10/93 – 05/96: Credentialing Coordinator. Responsibilities included initial credentialing and recredentialing providers and interacting with the Credentialing Committee; creating and implementing a new provider fee reimbursement schedule; creating and coordinating the publication of semiannual provider directory; negotiating services contracts with vendors; conducting computer software training; working with payors on provider updates and claims resolutions issues; and creating departmental procedures.

### Education

Georgia State University. Atlanta, GA

Bachelor of Arts in History. August 1988.

In addition to core curricula in history, studies included geography, military history, women's history, and American intellectual history. Minor in political science.

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Georgia State University. Atlanta, GA.  
Graduate Studies in women’s history. September 1988 to May 1990.

## **Memberships and Certifications**

National Association Medical Staff Services, 1998 - Present  
Certified Professional Credentialing Specialist (CPCS) – July 1998  
Certified Professional Medical Services Management (CPMSM) – July 1999  
Fellow, Medical Staff Services (FMSP) – July 2017  
Director-At-Large/Board Member – 2021 to Present  
Membership Committee Board Liaison – 2021 to Present  
Audit & Finance Committee, Member - 2020  
Leadership Work Group - 2019  
CVO Excellence Symposium Task Force, Member, 2018-2020  
Bylaws Committee, Member, 2012  
Membership & Marketing Committee Chair, 2009-2010  
Membership & Marketing Committee Co-Chair, 2008-2009  
Membership Committee Chair, 2007 - 2008  
NAMSS Board Member, 2006  
Education Council Chair, 2006  
    Vice-Chairman, 2005  
    ISP Team Leader, 2004  
    ISP Module Editor, 1999-2003  
Georgia Association Medical Staff Services, 1997-Present  
    Immediate Past President – 2018-2019  
    President – 2016-2017  
    President-Elect, 2014-2015  
    Study Group Faculty (NCQA), 1998-2020  
    Membership Liaison, 2013  
    Historian, 2011-2012  
    Treasurer, 2002-2003  
    Education Chair, 1998-1999  
Panhandle Association of Medical Staff Services, 1994-1996  
    Secretary/Treasurer, 1995-1996  
National Association Locum Tenens Organization  
    Credentials Committee Member – 2019 - 2020

## **Awards**

Medical Doctor Associates “Leadership” Award - 2012  
Florida Association Medical Staff Services Advocate Award – 2011  
Medical Doctor Associates “Excellence in Service” Award - 2010  
Medical Doctor Associates “Synergy” Award - 2009  
Georgia Association Medical Staff Services Leadership Award – 2004

## **Recent Presentations**

“Delegated Credentialing & Contracting” – October 2022  
Maine Association of Medical Staff Services Annual Education Meeting (Sunday River, ME)  
  
“Provider Enrollment Basics” – October 2022  
Georgia Association Medical Staff Service Annual Education Meeting (via remote program)  
  
“NCQA and Delegated Reporting” – September 2022  
NAMSS Annual Education Conference (Nashville, TN)