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Ms. Amy Niehaus is a credentialing and medical staff services consultant with over 25 years' experience in the industry. She advises clients in the areas of accreditation, regulatory compliance, credentialing, privileging, process simplification/re-design, credentialing technology, CVO development and certification, enrollment and delegation.

Amy has been a member of the National Association Medical Staff Services (NAMSS) since 1991 and is dual-certified as a Certified Professional Medical Services Management (CPMSM) and as a Certified Provider Credentialing Specialist (CPCS). She has served as a NAMSS Instructor since 2010 presenting at state and national conferences with a focus on CPCS and CPMSM certification programs, and develops new content for NAMASS education programs. She has served in other NAMSS roles, including Chair of its MCO Task Force, Chair and Member of the Education Committee, and independent study program editor. She was awarded the Joan-Covell Carpenter award in 2003 for her Synergy article entitled "Physician Credentialing Guide". She is also a former President of the Missouri Association Medical Staff Services and the Greater St. Louis Area Chapter.

Amy has been a speaker and educator since 2000; developing and presenting various programs to state and national audiences on credentialing and privileging processes, TJC, NCQA and URAC accreditation standards and survey preparation, CVO certification, provider enrollment and delegation. She has authored and contributed to a variety of industry-related publications including NAMSS Synergy, The Greeley Company, Credentialing Resource Center, AHLA MedStaff News and Becker's Hospital Review. She is the author of the HCPro book, "Credentialing for Managed Care: Compliant Processes for Health Plans and Delegated Entities".

Amy has worked in multiple environments throughout her career, including acute care hospitals, CVOs, and managed care organizations, providing her with unique and diverse insight into all facets of the medical staff services and credentialing profession. She has held numerous management roles culminating as a director of credentialing for a national health benefits organization. Since 2014, she has utilized her knowledge and experience as a consultant to support numerous clients within the healthcare industry. She holds a Bachelor of Science degree from the University of Missouri and a Master's degree in Business Administration from Maryville University in St. Louis.