



# North American HMS 2020

Charles A. James, Jr.  
President and CEO  
North American Healthcare Management Services





# Overview

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North American Healthcare Management Services has been providing services to primary care practices since 1992. North American currently provides RCM, EHR hosting, and RHC/FQHC services for over 150 providers, hospitals, NP clinics, medical groups, and systems across the US.

Our primary services are:

- ✓ Revenue Cycle Management
- ✓ Integrated EHR – PM Hosting (eMD/Aprima Reseller)
- ✓ Rural Health Clinic/Federally Qualified Health Center Operations
- ✓ 340B Program Integrity
- ✓ PCMH Quality Metrics and Management
- ✓ Provider Enrollment





## Origins

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North American Healthcare Management was founded in 1992 by Charles A. James, PhD. Dr. James owned and operated a group of out-patient clinics in central Missouri with his three brothers. The clinic grew to 47 physicians and 9 locations. James Clinic was sold to a large hospital system in 1992.

He founded North American. Dr. James passed away on March 28, 2004. Charles took over as CEO on March 29, 2004.



## Key Personnel

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Charles A. James, Jr. – President and CEO

David James, CPA – Chief Financial Officer

Sonya Morgan, CRHCP – Chief Operating Officer

Tami Schneidler, RN – Clinical Quality Officer

Cris Stumpf, RMC – Registered Coder

AR – Billing Staff: CRHCP and ARHPC



# eMD/Aprima: INTEGRATED PM-EHR

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Combining leading technology with tailored services, eMDs delivers proven, expert solutions that remove operational burden and allow healthcare providers to maximize the impact of your care.

## **Building Leading Technology**

eMDs will help take your practice to the next level of impact and efficiency with powerful, comprehensive, practice management and health record software

## **Delivering Tailored Services**

eMDs tailored services will remove regulatory, technological, and administrative burdens from your team, while improving your financial performance.

## **Crafting Expert Solutions**

With tens of thousands of deployed clients across a range of specialties, eMDs extensive experience allows us to craft proven, transformative, solutions that will meet the unique needs of your practice and patients.



## Charles James, Jr. MBA

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Charles James, Jr. performs most of the field work for North American. Among his accomplishments are:

- ✓ 600+ RHC Inspections and Certifications across the country
- ✓ 3-Term NARHC Board Member/Current Vice-President
- ✓ President-elect Illinois Rural Health Association
- ✓ Composed 5 examination modules for Certified Rural Health Clinic Professional curriculum.
- ✓ Former Legislative Committee Chair – MARHC
- ✓ RHC Education for State Associations and private entities



## David James, CPA

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David James, CPA joined North American in 1993. David and Charles have since developed North American into its current size and stature.

In addition to oversight of our RCM services, David currently provides RHC and FQHC cost reporting for approximately 200 sites. He also serves as CFO for a large, North American FQHC client.



## Sonya Morgan, CRHCP

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Sonya Morgan, CRHCP started with North American HMS on January 2, 2018. Sonya was instrumental in developing NextGen Healthcare Revenue Cycle Management services. Sonya began her career with NextGen in 1999. Sonya become North American's Chief Operating Officer in June 2018.

Sonya oversees all aspects of North American HMS Revenue Cycle Management Services, as well as overseeing eMD/Aprima implementation and operation.





## Tami Schneider, RN

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Tami Schneider, RN spent the first two decades of her career with Pike County Hospital in Louisiana, Missouri. Tami, her mother, and grandmother were celebrated by Pike County Hospital as having provided 99 years of continual service to the hospital. Tami oversaw all RHCs owned by Pike County, including physicians, physician extenders, nurses, and administrative staff. Tami coordinated RHC certification for all locations.

Tami started with North American in September 2019 as our Clinical Quality Officer. Tami oversees all RHC and PCMH certification for North American. Tami is training to be a Patient-Centered Medical Home Implementation Specialist by The Compliance Team Accreditation Organization. Tami has served on the MARHC Board of Directors.





# Partners

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- ✓ Individual Providers
- ✓ Non-Physician Providers
- ✓ Small and Medium Provider Groups
- ✓ Large, Multispecialty Group Practice
- ✓ Critical Access Hospitals
- ✓ PPS Hospitals
- ✓ Hospital Systems



## Contact Information

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President and CEO

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