FACES OF AAMSS

Arizona Association of Medical Staff Services

AAMSS Proudly Highlights one of our dedicated leaders and long-time contributors to the MSP community!





Lisette Estala, CPMSM, CPCS, CPES
Organization: El Rio Health
Role: Credentialing Coordinator
Years in MSP Field: 12 years

How did you get started in medical staff services? I started as a front office receptionist, then insurance verification. I was recommended by the Credentialing Specialist to apply when her position was posted. She trained me for a few days, and we were off on our new adventures. I remember carrying paper files around so I could make sure my files were the same.

What's a professional accomplishment you're proud of? Obtaining all three NAMSS certifications. This year I became CPES certified. Everyone that took the exam from my study group passed! I was also awarded a NAMSS scholarship to attend the 50th Annual Conference.

What advice would you give to new MSPs? Network. The MSP role can sometimes feel overwhelming especially for smaller organizations where they may be the only one. There is a whole community out there wanting to share their knowledge and may have already experienced what you are feeling. Reach out to your State Chapter or NAMSS and join the community.

How has AAMSS supported your career? I remember attending my first AAMSS meeting after working solo for 3 years as a credentialing specialist with no previous experience. Hearing everyone was experiencing the same pressure of "why is this taking so long?" Honestly it was a great feeling to have other MSPs to relate to and learning "so long" was the average timeframe.

Help us celebrate in the comments! 👏

🌵 Fun & Personal

Arizona Native or Transplant?
Arizona Native and still not used to the heat.

Favorite Show/Movie/Podcast
My favorite podcast is Startalk with Neil Degrasse Tyson. Smart guy even though helped rob Pluto of its planet status.

Favorite Arizona Spot:
Sedona is my go-to Arizona spot. Whether it's hiking, exploring, or just soaking in the creek, there's just nothing like it.

Favorite Activity?
You can catch me sitting on the bleachers watching my nephew play football. I'm the proudest Tia in the stands.

Fun Fact (something most don't know about me)?
I designate myself, a Disney Adult!

Dream vacation destination?
Travel to Japan. Of course, while I'm there, I would need to visit Tokyo Disneyland and DisneySea

If you weren't an MSP, what would you be doing?
MSP until retirement! Once I retire, I look forward to volunteering in a hospital giftshop.