

PROFILE**TOP PRODUCING / GOAL DRIVEN & RESULTS-ORIENTED PRODUCTION MANAGER**

with 11+ year Track Record of Success in Recovering Un-billed Revenue & Designing Process Improvements in Health Management Information / Medical Records Coding and Analysis

Seeking Contract / Project Management Opportunity with In-Patient / Out-Patient Medical Facility capitalizing on experience in Health Information Coding / Classification, Reimbursement and Compliance—as well as on my expertise and ability to:

- Collaborate with Administrators, Department Managers and Physicians to Identify Un-billed or Improperly Coded Invoices in Order to Successfully Recover Payments and Lost Revenue
- Identify Production Process or Operational Inefficiencies—Recommending Appropriate Corrective Actions, and Streamlining Process Improvements, Operating Procedures and Policies
- Maintain Efficient Record Flow Process in Chart Completion and Coding — Clearing up Backlogs, Implementing System Changes and Resolving Problems Related to Missing Reports, Records or Incomplete Physician Queries
- Recruit, Hire, Mentor and Supervise a Highly Productive, Goal-Oriented Administrative and Customer Service Teams—Committed to Delivering Outstanding Performance and Service Vital to Capturing Repeat / Referral Business

Key Strengths:

- Exemplify Core Values of Integrity, Strong Work Ethic, Tenacity, Self Motivation and Commitment to Service Excellence
- Able to Manage Multiple Simultaneous Projects and Thrive in a Fast-Paced, Demanding, High Stakes Environment
- Highly Organized, Efficient, Detail Oriented and Knowledgeable of ICD-9 /10, CPT-4 Coding / HIPAA Confidentiality Regulations
- Proficiency in MS Office / MS Windows, MediTech, Softmed 6.0 / 6.1, DocuManage; 3M Coding / Reimbursement software

DRIVERREXEL USA

Senior Driver (August 2017 – Present)

Self-motivated, Self-starter able to perform duties with little to no supervision.

Responsibilities:

Load a 26' box /stake bed, deliver and off load electrical products to jobsites throughout the state of Colorado. Certified fork-lift and reach-lift operator. Proficient with all forms of warehouse equipment. Proficient with GPS, receiving and delivery paper work, performing pre-trip and post-trip vehicle inspections and all associated office equipment.

KONICA MINOLTA

Delivery Driver (November 2013 June 2017)

Responsibilities:

Load 26' box truck deliver and unload copiers from toaster oven size to production printers. Deliver to mainly offices and occasionally private homes. Very proficient in the use of stair-climber dolly.

HEALTH INFORMATION / REVENUE RECOVERY EXPERIENCEMETRO WEST MEDICAL CENTER FRAMINGHAM / LEONARD MORSE - Framingham / Natick, Massachusetts

Coding Support Coordinator (2004 to 2011)

Worked directly with record room supervisors, department managers, physicians, nurses, coding supervisor, HIM Director, patient accounts filers and ancillary staff to develop and employ flow and finalization process, to ensure that inpatient drop bill, observation, and ambulatory surgery coding was accomplished expeditiously. Tracked and reconciled accounts being held for authorization codes, missing device codes and monitored DNFB reports for potential denials. Oversaw Quality Assurance and timely recovery of un-billed accounts. Tracked and accounted for all discharge records; located missing records and monitored Discharged Not Final Billed (DNFB) reports for potential denials due to billing deadlines.

When I began in this position MPMC was losing approximately \$1.5 million in un-billed revenue. After streamlining coding procedures and policies, and implemented training, by the time I left we were recovering approximately \$1.1 million per month and fully functioning operationally with everyone on board—and in compliance with all regulatory requirements.

FILE-RITE, INC. - Clinton, Massachusetts

Assistant Supervisor / Quality Control / Production Manager - U-Mass Medical Center University Campus

On-Site Vendor Supervisor - Lahey Clinic Medical Records (2000 to 2004)

On-site supervisor/ QA manager for New England area hospitals.

ENTREPRENEURIAL EXPERIENCE

D&D DISTRIBUTION / ARNOLD FRIEHOFFER BREAD DISTRIBUTOR - Leominster, Massachusetts

Owner / Operator (2011 to 2013)

Purchased existing route with 6 major accounts — Market Basket, Hannaford, Wal-Mart and Shaws—for distribution of Orowheat, Bimbo and Thomas brand bread products. Reduced inefficiencies to enhance production volume and built business to \$1500 / week and re-established relationships with key buyers. Profitably sold the business within 2 years.

EDUCATION / CERTIFICATIONS AND TECHNOLOGY PROFICIENCY

NORTH ESSEX COMMUNITY COLLEGE - Haverhill, Massachusetts

Medical Coding Certificate Program GPA 3.78 / 4.00 (2007)

- *Anatomy & Physiology I & II; Medical Terminology; Fundamentals of Disease Process, ICD9 / CPT4 Coding*

MILITARY EXPERIENCE

UNITED STATES AIR FORCE - Honorable Discharge Rank: E-4

Tactical Jet Aircraft Maintenance Specialist