

Professional Experience and Accomplishments

- **19 years of healthcare experience with concentrated experience in:**
 - Hospital Accounting, Finance and Decision Support
 - Health Information Management (Coding and Data Governance)
 - Revenue Cycle Management
 - Physician Practice Management and Consulting
 - Regulatory Compliance
 - Rural Health Clinic Operations
 - Medical Staff Services
 - Coding and Billing Education
 - Hospital Consulting
 - Performance Improvement
 - Conference Presenter and Writer
- **Positions/Titles Held in Healthcare:**
 - Principal/CEO: InQuiseek, LLC, Business & Healthcare Consultant, Shreveport, LA
 - Director of Client Solutions: Impact Healthcare Solutions, Ruston, LA
 - Medical Staff Coordinator: Northern Louisiana Medical Center, Ruston, LA
 - Decision Support Analyst: St. Francis Medical Center, Monroe, LA
 - Accounting and Reimbursement Analyst: Lincoln General Hospital, Ruston, LA
 - Interim Controller: HealthSouth—North Louisiana Specialty Hospital, Ruston, LA
 - 14 additional years in public and industrial accounting prior to entering healthcare

Education and Training

- Bachelor of Science, Louisiana Tech University, Ruston, LA; Health Information Administration, Cum Laude, 2007
- AHIMA ICD-10 Academy, Completed June, 2011
- EHR Implementation Specialist Course, AHIMA/University of Mississippi Medical Center's Institute for Improvement of Minority Health and Health Disparities in the Delta Region, completed October, 2011.
- Annual Minimum of 60 Hours of Biannual CEUs and Professional Training

Credentials, Designations & Appointments

- Registered Health Information Administrator (RHIA), American Health Information Management Association; March, 2007. Credentialed through March 31, 2020.
- AHIMA Approved ICD-10-CM/PCS Trainer (2011-2017)
- CHTS-IM, AHIMA Certified EHR Implementation Manager (Credentialed through March 31, 2020)
- CHTS-PW, AMIMA Certified Clinical Workflow and Information Management Redesign Specialist (Credentialed through March 31, 2020)
- Board of Directors, Louisiana Rural Health Association (2017-Present)
- Board of Directors, National Association of Rural Health Clinics (2018-Present)
- AHIMA Ambassador Program/AHIMA Action Community for Excellence (2011-2015)
- Louisiana Tech University HIA Advisory Board, 2009-Current.
- Louisiana Tech University HIT/HIA Professional Practice Supervisor.

Associations and Memberships

- American Health Information Management Association (AHIMA)
- Louisiana Health Information Management Association (LHIMA)
- American Academy of Professional Coders (AAPC)
- Healthcare Financial Management Association (HFMA)
- Medical Group Management Association (MGMA)
- Louisiana Chapter, HFMA
- National Association of Rural Health Clinics (NARHC)
- National Rural Health Association (NRHA)
- Louisiana Rural Health Association (LRHA)

Custom Presentations & Speaking Engagements

All Day RHC Workshop with Co-Presenter, Jeff Harper: Revenue Cycle Management in the RHC (Patient Engagement, RHC 101 Billing, and Revenue Cycle Management and Reporting), IRHA, 2018 Annual Fall Conference, Indianapolis, IN, November 15, 2018

RHC Update and Medicare Billing, GRHA, 2018 Annual Fall Conference, Jekyll Island, GA, November 6, 2018.

Highlights of the 2019 IPPS, OPSS and PFS Rules, Mississippi Rural Health Association, **2018 Annual Conference**, Jackson, MS, November 2, 2018.

Highlights of the 2019 IPPS, OPSS and PFS Rules, Mississippi Rural Health Association, **2018 Annual Conference**, Jackson, MS, November 2, 2018.

Provider-based RHC Policies and Procedures, **National Association of Rural Health Clinics, 2018 Fall Institute**, Lake Tahoe, NV, October 24, 2018

Unusual But Necessary Policies in a RHC, *National Association of Rural Health Clinics, 2018 Fall Institute*, Lake Tahoe, NV, October 24, 2018

Improving Clinical Documentation: Common Audit Findings, *National Association of Rural Health Clinics, 2018 Fall Institute*, Lake Tahoe, NV, October 24, 2018.

Optimizing HIM's Role in the Revenue Cycle, *NWLHIMA, Louisiana Health Information Management Association, 2018 Mini Workshop*, Shreveport, LA, June 2, 2018.

Illinois Critical Hospital Network (ICAHN), RHC Workshop, Springfield, IL, May 24, 2018. An all-day workshop focusing on RHC compliance, policy development, current hot topics and operational strategies.

RHC Policy and Procedure Development and The role of an Evidence Binder during the Certification Survey, co-presented with Dianne Bourque (The Compliance Team), *Alabama Rural Health Association, 2018 Rural Health Conference*, Prattsville, AL, April 21, 2018.

Complete RHC Medicare Billing, *Virginia Rural Health Association, 2018 Rural Health Clinic Summit*, Blacksburg, VA, April 19-20, 2018.

RHC Policies and Procedures, *Virginia Rural Health Association, 2018 Rural Health Clinic Summit*, Blacksburg, VA, April 19-20, 2018.

Mississippi Rural Health Association, 2018 Rural Health Clinic Conference, Jackson, MS, April 6, 2018. Four 1-hour presentations: RHC Compliance 101; RHC Policy and Procedures; Demystifying RHC Regulations; Making Your RHC More Competitive.

RHC Policy and Procedures, *National Association of Rural Health Clinics, 2018 Spring Institute*, San Antonio, TX, March 20, 2018.

Demystifying Federal Regulations, *Southern Illinois HFMA & ICAHN, Medical Practice Collaboration of Excellence*, Mt. Vernon, Illinois, March 7, 2018.

Human Resource Administration in your RHC, *Georgia Rural Health Association, 2017 RHC Conference*, Savannah, GA, December 12, 2017.

Complete Medicare Billing for RHCs, *Idaho Bureau of Primary Care and Rural Health, 2017 RHC Conference*, Boise, ID, November 8, 2017.

Human Resource Administration in your RHC, *Idaho Bureau of Primary Care and Rural Health, 2017 RHC Conference*, Boise, ID, November 8, 2017.

Regulations: Finding the Answers, *National Association of Rural Health Clinics, 2017 Fall Institute*, Indianapolis, IN, October 17, 2017.

Ask the Experts Q & A Panel Member, *Texas Association of Rural Health Clinics (TARHC), 2017, Annual Education Conference*, Austin, TX, July 28, 2017.

MACRA & MIPS; RHC 101; and Navigating the Revenue Cycle, *Mississippi Rural Health Association, Rural Hospital and RHC Workshop*, Vicksburg, MS, July 6, 2017.

Navigating the Revenue Cycle (Hospital Version), *Louisiana Department of Health, Bureau of Primary Care and Rural Health, Rural Hospital Workshop*, Charenton, LA, June 9, 2017.

Rural Health Clinic Management; Navigating the Revenue Cycle; and RHC Billing, Keynote Speaker, *Illinois Critical Access Hospital Network, 2017 RHC Workshop*, Springfield, IL, May 25, 2017.

Rethinking Traditional HIM Roles: Getting Out of the Basement, *NWLHIMA, 2017 Mini Workshop*, Shreveport, LA, May 20, 2017.

MACRA & MIPS: How will it affect how you practice? Keynote Speaker, *Mississippi Nurses Association, 2017 APRN Spring Conference*, Oxford, MS, April 22, 2017.

Understanding your Revenue Cycle: Minding the Store, *Georgia Rural Health Association, RHC Workshop*, Macon, GA, April 10, 2017.

Human Resource Administration in the RHC, *National Association of Rural Health Clinics, 2017 Spring Institute*, San Antonio, TX, March 21, 2017.

RHC 101 and RHC Billing, *Texas Organization of Rural & Community Hospitals (TORCH), Education and Listening Session*, Pearsall, TX, December 8, 2016; Quitman, TX, February 16, 2017; and Tahoka, TX, March 8, 2017.

MACRA & MIPS, *Mississippi Rural Health Association, Rural Hospital and RHC Workshop*, Hattiesburg, MS, November 18, 2016.

Understanding your Revenue Cycle: Minding the Store, *Mississippi Rural Health Association, Rural Hospital and RHC Workshop*, Hattiesburg, MS, November 18, 2016.

Credentialing and Provider Enrollment, *National Association of Rural Health Clinics, 2016 Fall Institute*, Reno, NV, October 20, 2016.

Information Governance, *National Association of Rural Health Clinics, Co-presenter with Sarah Badahman, CHSPE, Founder of HIPAAtrek, 2016 Fall Institute*, Reno, NV, October 20, 2016.

RHC 101, *Rural Health Association of Tennessee, Rural Health Clinic Workshop*, Brentwood, TN, September 27, 2016.

Navigating Provider Integration, Compensation and HR Issues in Rural Health Care, *Episcopal Health Foundation in association with Texas Organization of Rural & Community Hospitals (TORCH)*, Brenham, TX, August 24, 2016; Nacogdoches, TX, September 22, 2016.

Revenue Cycle Performance Improvement, FPI and Benchmarking: An Integrated Approach to Proactive Management, *Louisiana Department of Health and Hospitals, Bureau of Primary Care and Rural Health, Rural*

Hospital Workshop, Baton Rouge, LA, May 3, 2016.

Credentialing, Contracting and Provider Enrollment, *Texas Organization of Rural & Community Hospitals (TORCH)*, Education and Listening Session, Haskell, TX, April 12, 2016; Hallettsville, TX, May 5, 2016.

Navigating Provider Integration, Compensation and HR Issues in Rural Health Care, *Texas Organization of Rural & Community Hospitals (TORCH)*, Education and Listening Session, Haskell, TX, April 12, 2016; Hallettsville, TX, May 5, 2016.

Physician Practice Integration, Clinic Revenue Cycle Improvement, Rural Health Clinic 101 and Compliance Hot Topics, presented as part of a corporate healthcare financial leadership conference, Dallas Metro Area, TX, April 6, 2016.

Follow the Money! A Look at the RHC Revenue Cycle, *Alabama Rural Health Association*, 2016 Rural Health Conference, Prattville, AL, March 19, 2016.

Follow the Money! A Look at the RHC Revenue Cycle, *National Association of Rural Health Clinics*, 2016 Spring Institute, San Antonio, TX, March 15, 2016

Rethinking Primary Care Revenue Models, *68th Annual Assembly Louisiana Academy of Family Physicians*, New Orleans, LA, August 7, 2015.

ICD-10 for Primary Care, *68th Annual Assembly Louisiana Academy of Family Physicians*, New Orleans, LA, August 7, 2015.

QAPI in Louisiana RHCs, *RHC Workshop, DHH Bureau of Primary Care and Rural Health*, Shreveport, LA, June 4, 2015.

ICD-10 for Rural Health: A review of the ICD-10 Code Sets and Implementation Tips, *Quarterly Technical Advisory Nationwide Conference Call, sponsored by HHS, Office of Rural Health Policy*, 200+ participants, Washington, DC, May 5, 2015. Published via <http://narhc.org/wp-content/uploads/2015/04/ICD-10-for-Rural-Health.pdf> and via <http://www.hrsa.gov/ruralhealth/resources/conferencecall/index.html>

Folks, we're not in Kansas anymore! Thinking outside the Basement, *Louisiana Health Information Management Association 2015 Mini-Conference*, Monroe, LA, April 24, 2015.

Understanding ICD-10-CM Coding Fundamentals, *National Association of Rural Health Clinics (NARHC)*, 2015 Spring Institute, San Antonio, TX, March 31, 2015.

ICD-10-CM and PCS Customized Internal Training, *Community Health Choice (MCO)*, Houston, TX, March 5, 2015.

RHC Clinic Overview with Billing and Clinical Documentation Guidance, a customized educational event for the medical staff and clinical staff of a rural 50-bed hospital located in NE Louisiana, January, 2015.

Survival Tips for a Changing Industry, ICD-9 and ICD-10: Who, What, When, Why and How, presented at the Mississippi Academy of Family Physicians Spring Conference, Ridgeland, MS; April 11-13, 2014.

ICD-10: An Introduction and Overview (Preparing Your Practice by 10/1/2014), *Provider Educational Event sponsored by Community Health Choice and Texas Children's Health Plan (Medicaid HMOs)*, Houston, TX, April 3, 2014.

Evaluation & Management Coding, *National Association of Rural Health Clinics (NARHC)*, 2014 Spring Institute, San Antonio, TX, March 18, 2014.

ICD-10 Hands-On Coding, *National Association of Rural Health Clinics (NARHC)*, 2014 Spring Institute, San Antonio, TX, March 18, 2014.

ICD-10 Conversion Workshop, *Illinois Rural Health Association*, Springfield, IL, March 11, 2014.

Stage 2 Meaningful Use, *National Association of Rural Health Clinics (NARHC)*, 2013 Fall Institute, Indianapolis, IN, October 24, 2013.

ICD-10 Documentation Requirements for Family Medicine, *National Association of Rural Health Clinics (NARHC)* 2013 Fall Institute, Indianapolis, IN, October 24, 2013.

An Introduction to ICD-10 and Its Documentation Requirements, *Texas Association of Rural Health Clinics*, 2013 Annual Education Conference, Austin, TX, August 1, 2013.

The Impact of ICD-10 on the Revenue Cycle, *Louisiana Health Information Management Association (LHIMA)*, 2013 ICD-10 Summit, St. Francis Medical Center (FMOL), Monroe, LA, June 18, 2013.

How to Maximize Revenue by Preventing Common Coding and Billing Errors, *DHH Bureau of Primary Care and Rural Health Practice Management Workshop*, Baton Rouge, LA, June 17, 2013.

Getting Our Feet Wet with ICD-10-PCS, *NE LA District Chapter of Louisiana Health Information Management Association*, LifeCare Specialty Hospital of North Louisiana, Ruston, LA, May 2, 2013.

ICD-10: An Overview of the Code Sets with Emphasis on Documentation Requirements and Practice Readiness, *National Association of Rural Health Clinics (NARHC)*, 2013 Spring Institute, San Antonio, TX, March 14, 2013.

Medical Staff Credentialing, Hot Topics & Emerging Issues Panel, *National Association of Rural Health Clinics (NARHC)*, 2013 Spring Institute, San Antonio, TX; March 14, 2013.

Meaningful Use, EHRs and Other Quality-Driven Measures, *University of Mississippi Medical Center*, 2013 Family Medicine Update, Jackson, MS; March 7, 2013.

ICD-10: An Overview of the Code Sets with Emphasis on Documentation Requirements and Practice Readiness, *University of Mississippi Medical Center*, 2013 Family Medicine Update, Jackson, MS; March 7, 2013

EHR, Meaningful Use and ICD-10: Opportunities or Obstacles, *Mississippi Academy of Family Physicians Fall Conference*, Gulfport, MS; October 28, 2012.

Update on ICD-10, EHR, and Meaningful Use, *Texas Association of Healthcare Financial Administration (TAHFA)*, 2012 Annual Conference, San Antonio, TX; September 24, 2012.

Preventing Common Coding and Billing Errors in Clinics and Physician Offices, *Louisiana Health Information Management Association (LHIMA)*, 2012 Annual Convention, Lafayette, LA; April 18, 2012.

Preparing your Practice (RHC) for ICD, *National Association of Rural Health Clinics (NARHC)*, 2012 Spring Institute,

San Antonio, TX; March 20, 2012.

What Administrators and Managers Need to Know about ICD-10 and EMR Implementation, presented as part of the *2012 Seminar Series (Multiple Events), Texas Association of Healthcare Financial Administration (TAHFA)*, Lubbock, TX; February 24, 2012; and Dallas, TX, May 18, 2012.

Modifiers and Hospital Billing, presented to contracted hospitals and clients, various sites beginning February, 2012.

Coding: Looking Beyond Reimbursement, *NE LA District Chapter of Louisiana Health Information Management Association (LHIMA)*, Louisiana Tech University, Ruston, LA; December, 2011.

Rural Health Clinic Billing and Basics, presented to contracted hospital and RHC clients, various sites beginning November, 2011

Preparing your Practice for ICD-10 by 2013, *Academy of Family Physicians Fall Conference*, Natchez, MS; October 30, 2011

Looking Ahead: An Introduction and Overview of ICD-10-CM/PCS, *National Medical Coding Boot Camp, in affiliation with Association of Rural Health Professional Coders, sponsored by DHH and the Louisiana Public Health Institute*, New Orleans, LA; August 30- September 1, 2011.

Twinking your Office: A Review of Coding, Billing and Compliance Basics, *Medical Staff and Physician Network Office Managers' Quarterly Meeting, Minden Medical Center*, Minden, LA; August, 2009.

What You Need to Know about the Red Flag Rule, *NE Louisiana Chapter of Louisiana Health Information Management Association*, Louisiana Tech University, Ruston, LA; July, 2009; also presented to specific contracted hospitals and clinics from July, 2009 through December, 2009.

Publications and Webinars

Optimizing Your Revenue Cycle (Patient Engagement, Workflow, Team-Building), *Georgia Rural Health Association*, Live Webinar, August 2, 2018.

What's new in CPT® Codes for 2018, *NARHC-News, Fall Newsletter, 2017*, via <http://files.constantcontact.com/d9ff9a02301/7794ad25-5e5c-4b13-9d66-ef45d66f7901.pdf?ver=1511962309000>

Provider-Focused Training (E & M Coding, ICD-10-CM, Incident-to Billing, and Chronic Care Management), *Illinois Critical Hospital Network (ICAHN)*, Live Webinar, February 23, 2017

Credentialing, Contracting and Provider Enrollment, *Texas Organization of Rural & Community Hospitals (TORCH)*, Education and Listening Session, Live Member Webinar, June 16, 2016

Navigating Provider Integration, Compensation and HR Issues in Rural Health Care, *Texas Organization of Rural & Community Hospitals (TORCH)*, Education and Listening Session, Live Member Webinar, June 20, 2016

Making New Year's Resolutions for Your RHC, *NARHC-News, Winter Newsletter, 2016*, via <http://archive.constantcontact.com/fs163/1112944541597/archive/1123464340586.html>

Learning from our Coding Mistakes: Understanding NOS and NEC Codes, NARHC-news, Summer Newsletter, 2015, via

<http://files.ctctcdn.com/d9ff9a02301/1637fcbd-8e12-4eb5-8d9e-efoddfb6ca2.pdf>

ICD-10 for Rural Health: A review of the ICD-10 Code Sets and Implementation Tips, Quarterly Technical Advisory Nationwide Conference Call, sponsored by HHS, Office of Rural Health Policy, 200+ participants, Washington, DC, May 5, 2015. Published via <http://narhc.org/wp-content/uploads/2015/04/ICD-10-for-Rural-Health.pdf> **and via** <http://www.hrsa.gov/ruralhealth/resources/conferencecall/index.html>

Is Your RHC on Auto Pilot? , Spring Newsletter, 2015, via

<http://campaign.r20.constantcontact.com/render?ca=f8ad5dod-3fef-4306-83b8-86e7d1a2eeb3&c=44eoagao-7c57-11e3-a1db-d4ae529cde13&ch=4721c000-7c57-11e3-a2fe-d4ae529cde13>

Building a Successful RHC Team, Fall Newsletter, 2014, via

<http://archive.constantcontact.com/fs163/1112944541597/archive/1118419786643.html>

ICD-10 SuperBill-Unspecified Codes, Spring Newsletter, 2014, via

<http://origin.library.constantcontact.com/download/get/file/1112944541597-73/Superbill+for+ICD-10.pdf>

ICD-9 Is Dying Next Year, NARHC-News, Fall Newsletter, 2013, via <http://narhc.org/wp-content/uploads/2013/10/NARHC-News-Fall-2013.pdf>

ICD-10 Means More Codes: So, What Does that Mean?, The Mississippi Family Physician, Volume 50, No. 1, Winter, 2013.

ICD-10: More Codes = More Documentation, NARHC- News, Winter Newsletter, 2013, via

http://www.narhc.org/uploads/pdf/narhc_news_winter_2013revised2.pdf

[Publications and Webinars \(continued\)](#)

Redesigning Your Clinic's Workflow Through EHR Implementation, NARHC-News, Fall Newsletter, 2012, via

http://www.narhc.org/uploads/pdf/narhc-news_fall_2012.pdf

Navigating Change: Moving Forward in the Chaos, NARCH-News, Summer Newsletter, 2012 via

http://www.narhc.org/uploads/pdf/narhc-news_summer_2012_newsletter.pdf

ICD-10: So, What's the BIG Deal, NARHC-News, Winter Newsletter, 2012, via

http://www.narhc.org/uploads/pdf/narhc-news_winter_2012.pdf

Preparing Your Practice for ICD-10 (Webinar), presented on behalf of Association of Rural Health Professional Coders published via <http://www.arhpc.com/webinars/>, June, 2012.

Looking Ahead to ICD-10 (Webinar), presented on behalf of Association of Rural Health Professional Coders published via <http://www.arhpc.com/webinars/>, June, 2012.