

# Joyce Tolliver Thomas, MHA

## CPM/LM, CPC, CCC

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## Profile

Experienced Health Care Compliance, Coding and Reimbursement Executive with proven expertise in developing and implementing coding training for clinical and non-clinical personnel; innovative Web-based training in coding and compliance; and conducting various types of coding, fraud and abuse, and charge recovery audits. Works closely and effectively with all levels of management to satisfy project and productivity requirements. Offers logical, forthright thinking and is able to provide effective solutions to solve difficult problems. 20+ years experience in all phases of health care payment policies, reimbursement management and audit functions.

Capable of objective analysis and skilled at making quick decisions based on wisdom, experience, and judgment. Sought out by others for advice and solutions. Possesses the ability to clearly communicate intricate technical solutions to business users, resulting in successful implementation. Demonstrates commitment to superior customer service through positive attitude, leadership & hands-on teamwork.

Great team-player & fun attitude, competent time management, very dependable under pressure and passionately dedicated to the task.

## Management Expertise

### Experience:

- **20 years strong working knowledge of CPT, ICD9CM and HCPCS coding, and Medicare regulations and documentation requirements.**
- **15 years** hands-on executive management large, multi-million dollar medical groups in the Los Angeles/Orange County healthcare market, including negotiating payer contracts
- **6 years** building nationwide network of Certified RN-Coders through RN-Coder Institute continuing education program (CA BRN #13482)
- **5 years** test construction experience with the first coding certification examination developed for clinical personnel. Over 2,000 Registered Nurses and physicians certified by AACCA to date.
- **3 years** creating and implementing the Certified RN-Auditor Institute, primarily for the health plan and compliance market.
- **Competent** with Word, Powerpoint, and Excel presentations.
- **Powerful public speaker**, presenter of complex data or regulations, making it easy to understand
- **Excellent oral and written communication skills.**
- **Expert witness** for plaintiff or defense concerning coding compliance, services related to present illness/injury versus pre-existing condition, correctness of all coding and billing.

### Certifications/Licenses:

- Certified Clinical Coder, American Association of Clinical Coders & Auditors 2003
- Certified Professional Coder, American Academy of Professional Coders 1996; 2003
- Certified Professional Midwife, North American Registry of Midwives 2007

## Health Care Administration Experience

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### AMERICAN ASSOCIATION OF CLINICAL CODERS & AUDITORS, INC. 2003 - present

Executive Director – AACCA is a non-profit, 501(c)(6) educational agency providing continuing education and certifying (Registered Nurses) coders and auditors. AACCA the only professional organization representing clinical coders an organization to provide computer-based testing for certification among ALL coders and auditors. Responsibilities include Directors to complete all certification exams by end of 2004. Instrumental in development and launch of the Certified R in 2003. [www.AACCA.net](http://www.AACCA.net)

### UNIVERSITY OF CALIFORNIA – RIVERSIDE & DAVIS CAMPUSES 2002 - PRESENT

Program Administrator - Professional Institute in Medical Reimbursement Management, including documentation, coding, Medicare compliance and reimbursement management, as well as preparation to take the National Certification Exam of the American Association of Clinical Coders & Auditors, AACCA.

### CERTIFIED RN-CODER® INSTITUTES – LOS ANGELES AND NATIONWIDE 2001-PRESENT

Seminar Developer & Instructor -- Developed and teaches the 100-hour “Certified RN-Coder®Institute” curriculum locally and nationwide. Produced by Medical Reimbursement Specialists, which provides instruction in coding of medical documentation, CPT, ICD9 & HCPCS, medical necessity, Medicare compliance, and other important information. Target Audience: Nurses, therapists, physicians and other clinical personnel. Goal: Prepare them to successfully take the National Certification Exam of the American Association of Clinical Coders & Auditors. [www.RN-coder.com](http://www.RN-coder.com) [www.RN-Auditor.com](http://www.RN-Auditor.com) and to assist them in doing online coding for physicians and hospitals throughout the United States, via the Internet.

### ACADEMY MEDICAL SYSTEMS, Inc. – Los Angeles, CA 1995-2001

Seminar Leader – Developed and led “APCs: Maximizing Performance & Profitability” in 2000, and have been in 60+ cities with it. Conducted “Therapist Medicare Reporting” seminars in 30 cities in 1996 and 60 cities in 1999. “Medicare Compliance Coding” seminar in 20 cities in 1997, and 50 cities in 1998. “Therapist Medicare Reporting,” presented in 10 cities in 2000 and “APCs: Coding & Compliance” will be presented in 50 cities starting early 2000. For 2001: “APCs: Performance & Profitability in 2001”.

### MEDICAL REIMBURSEMENT SPECIALISTS INC. 1987-- present

Program Administrator - Development & Implementation of the 100-hour “RN Coding Boot Camp,” to be offered nationwide since 2002. Development & Implementation of 40-hr. "Medicare Compliance Specialist" certificate program -- 1998. Development/implementation of 100-hour "*Certificate in Medical Reimbursement Specialist*" *Certificate program*, implemented at various **California State University** and **University of California** sites since 1990. As seminar leader responsibilities include program updating, workbook production, assistance with marketing. Development/implementation/sales of National Affiliate Program, including on-going support of 200+ medical billing offices nationwide.

Lead Consultant & Expert Witness – Medicare denied claims appeals process to hospitals, nursing homes, rehabilitation companies and medical practices. Representing providers to carriers in appealing all denied claims. Complete chart review, coding and billing analysis, strategy for appeals’ hearings, collecting evidence, calling witnesses, and attending hearings on providers behalf. Successful in recovery in hundreds of thousand of dollars in previously denied Medicare claims. Participation as an

### ERNST & YOUNG CONSULTANT - 2000

Performed Charge Description Master (CDM) reviews for 12 hospitals nationwide – “APC Readiness” audits.

Administrative Director - Responsibilities include daily operations of both the doctor marketing department and the affiliate office training program. Development/implementation and sale of medical billing computer systems in small to large medical groups, multi-specialty clinics, and single specialty multi-million dollar medical corporations. Twelve-month Staff Administrator Contract with leading Radiology Medical Group in Newport Beach. Computer system re-programming. Doubled gross receipts in 10 months. Administrator of 5-clinic industrial medical group. Computer system enhancement to accommodate 5 remote clinics. Daily operations responsibility, reimbursement management.

## VINCENTURY GROUP

1985-1987

Physician Management Specialist - Vincentury Group was the for-profit, venture capital subsidiary of the Daughters of Charity - Health Systems West, which also owns St. Vincent Medical Center and St. Frances Medical Centers in Los Angeles. Principle activities included feasibility studies and business plans on the formation of multi-specialty physician practices for payor contracts; development of the medical practice management and consulting division of Vincentury Group; author of 8-hour medical office staff training program to be marketed to hospitals for practice enhancement; joint venture studies for hospitals and physicians; practice assessment and strategic planning; reimbursement studies; physician contract negotiation with hospitals and payers. Computer system trouble-shooting with physician systems. Market research on freestanding cardiac cath. lab in Los Angeles, hospital cardiac cath. lab in Orange County, MRI unit in San Jose, and market planning for both primary care and multi-specialty physician groups. Company moved to San Jose in July, 1987.

## ST. VINCENT MEDICAL CENTER - Physician Billing Center

January-June, 1985

Management Consultant - St. Vincent Medical Center, owned and operated by the Daughters of Charity - Health Systems West of Los Altos, California, is a 386-bed tertiary care facility located in downtown Los Angeles. Primary responsibility was to upgrade procedure codes and implement electronic claims processing for all hospital-based physicians associated with St. Vincent Medical Center. The PBC was created in October, 1985 in response to TEFRA which required these physicians to do their own Part B Medicare claims processing. Also responsible for implementation of ICD-9 coding and analysis of all medical procedures for maximizing physician reimbursement. These activities continued through June 30, 1987, as the PBC was readied for sale.

## NURSES RESOURCE NETWORK, INC.

1983-1987

Administrative Director - NRN was a full-service continuing education provider for LVNs and RNs. Principle activities included development/implementation and sale of 15 homestudy programs; development/implementation and sale of 27 4-hour seminars presented at five hospitals throughout Orange, Riverside and San Bernardino counties. Author of the Professional Upgrading System for Nurses, a modular study support system which enable working nurses (RN and LVNs) to upgrade to the BSN or ASN degree through an NLN-accredited, exam-based degree program. Day-to-day responsibility for operations, sales, A/R, instructor recruitment/training and contract management. Business was sold in early 1985, and is presently operating in San Diego, California.

## SAFE BIRTHING INFORMATION NETWORK, INC.

1983-1987

2006 to present

National Director - This non-profit, 501(c)(3) education agency providing expectant parent services; developed and sold training and certification program for childbirth educators; authored California Midwifery Pilot Project, HMPP #148. Proposal was developed for the Office of Statewide Health Planning and Development, Sacramento, California, to train and certify non-nurse midwives working in California. Directed membership sales, grant-writing, fund-raising, mailing list maintenance, newsletter production, and press release placement. Private midwifery practice in San Diego, California, providing childbirth education, nutrition counseling, and home births with conjunction with Richard Butcher, MD medical practice.

## Education

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**1987**                    **Master of HealthCare Administration (MHA) Degree**  
University of LaVerne, LaVerne, California

**1982**                    **Bachelor of Arts Degree**  
San Diego State University, San Diego, California

**1979**                    **Research School of Nursing, Kansas City, MO**  
Diploma Program

**1976**                    **Associate Science Degree with Honors**  
Mohegan Community College, Norwich, Connecticut

## Projects

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### Founder, HCC Administrators, Inc.

July , 2007

HCC Administrators, Inc. is a company of four, and in collaboration with 1000+ Certified RN-Coders nationwide, to provide comprehensive and correct ICD9CM coding functions for MEDICARE ADVANTAGE Health Plans. Other partners include: **John Durst, MD** ( 28+ years' Internal Medicine private practice, 10+ years DRG coding reviews for hospitals nationwide; **Maurice Guidry, RN** (30+ nursing experience, 2+ years' HCC coding and chart review experience; **Matt Yuill, MD**, Internal Medicine, developer of expert *ProspectorR* and *ReviewR* software for identifying and reviewing Medicare Advantage members' charts to obtain ICD9CM correct coding for Medicare Risk Adjustment payment.

## Activities

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Interests:

- Keeping up with 10 year old son and 13 year old grand-daughter.
- Teaching Hypnobabies childbirth education classes in evening,
- Reading Dean Koontz, Steven King, and Patricia Cornwall novels.

**References Provided Upon Request.**