

CURRICULUM VITAE
NIKKY THOMPSON, CCP, CCP-AS, CMBS

Company: Medical Staff SOS, Inc.
®PHIA-Professional Healthcare Institute of America

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Education:

1990-1994 Central High School Magnet Career Academy
2004 Coding Certification Course – PHIA completed with Honors
October 2004 PHIA CEU Roundtable Conference (Annual)

Summary: Mrs. Thompson has 15 years experience in the health care industry, including front office coordinator, billing, collections, chart auditing, transcription, credentialing and ICD-9-CM, CPT-4 and HCPCS coding. She has also assisted in minor surgical office procedures, front desk, laboratory, and medical assistant duties. She came to PHIA as a student and received her certification as a Certified Coding Professional in 2004. She currently provides both in-house and field training to healthcare professionals. She is the faculty advisor for the following online diploma and certification courses: Fundamentals of Billing and Coding (FOBC) diploma program, Certified Coding Professional (CCP), Certified Coding Professional - Audit Specialist (CCP-AS) and the Certified Coding Professional - Hospital (CCP-H). She also assisted in the development of the Certified Medical Billing Specialist (CMBS) certification program. Mrs. Thompson also serves as the President of the Team PHIA coding sector, Louisville chapter. She also performs chart audits and provides one-on-one professional assistance to physicians and their staff for all specialties; related to ICD-9, CPT and HCPCS coding and documentation.

Employment:

1995-1995 **Physicians Billing Services**
Mrs. Thompson performed all aspects of the billing process, including ICD-9 coding, charge and payment entry, claims submission, and A/R follow up.

1995-1996 **Healthcare Partners**
Mrs. Thompson performed follow up of CMN's for durable medical equipment.

1996-1996 **LabCorp of America**
Mrs. Thompson performed A/R follow up in addition to skip tracing duties.

1996-1996 **MD Financial Services**
As the account representative for the Medical Towers Lab, Mrs. Thompson entered charges, submitted claims to both insurance companies and the judicial system for inmate testing as well as corresponded with lab technicians and other staff regarding laboratory testing and billing procedures.

1996-1997

Caritas Medical Center

As a contract employee under Ernst and Young Financial, Mrs. Thompson assisted in the cleanup of old A/R and UB-92 claims. She had extensive correspondence with insurance companies, hospital staff and patients.

1997-1997

Anthem

Mrs. Thompson processed claims for patient prescription drug payments and later attended 6 weeks of "TR" training and began processing physician medical claims.

1997-2000

Dr. Ben A. Reid Jr., Assistant Office Manager, Billing, Transcriptionist, Medical Assistant

Mrs. Thompson performed all aspects of the billing process, including ICD-9 and CPT coding, E/M documentation auditing, charge and payment entry, claims submission, and A/R follow up. Upon Mrs. Thompson's arrival, Dr. Reid's billing had not been performed in over a year due to staff shortages and inadequate staffing. She negotiated with multiple payers to waive timely filing requirements in order to submit old claims. She also performed all transcription duties, including all patient visits and private documentation for the physician. She also performed medical assisting duties including minor in office surgical and endoscopic procedures. She also performed surgery and testing scheduling, front desk duties, pre-certification of procedures, and records filing. She also assisted the office manager with day to day management functions, including accounts payable, ordering of supplies and payroll.

1999-2000

Partners in Women's Health, Switchboard Operator, Floater

Mrs. Thompson answered a multi-line switchboard, routing all calls appropriately and scheduling patient appointments, in addition to filling in at the front desk and in the billing department as needed.

2000-2003

Bridgheaven Inc, Accounting Specialist, Transcriptionist, Development Secretary

Mrs. Thompson performed all aspects of the billing process, including ICD-9 and CPT coding, charge and payment entry, claims submission to private carriers as well as to Seven Counties Services and Central State Hospital for payment, calculation of member's attendance and A/R follow up for this non-profit mental health agency. Prior to her arrival, Bridgheaven had never credentialed their providers, nor ever billed any private insurance. Mrs. Thompson educated the staff in the credentialing and precertification procedures necessary to begin private insurance billing. She had daily contact with members, social workers and other staff both within her facility and in outside facilities. She performed the yearly credentialing of over 20 providers. Mrs. Thompson performed all transcription duties and assisted the medical records department when needed. She was also the development department secretary and maintained the donor database, prepared and mailed all bulk mailings, assisted the development director with the planning and execution of fundraisers and grant proposals. She also assisted the development director with PowerPoint presentations. She had continued contact with donors as well as board members.

2003-2005

Pediatric Urology, PSC, Billing Coordinator, Transcriptionist

Mrs. Thompson performed all aspects of the billing process, including ICD-9 and CPT coding, charge and payment entry, claims submission and A/R follow up. Due to staffing shortages, the A/R had become quite backlogged and the practice had an extremely high denial rate. Mrs. Thompson worked with the office manager, physician and office staff to clear old A/R and prevent future denials. The practice was written up in the April 2004 issue of *Physician's Practice* magazine for the elimination of denied claims, having a denial rate of less than 1%. She checked all patient benefits prior to surgical procedures and met one on one with the patient's family to discuss payment arrangements prior to surgery. She performed daily bank deposits and balancing of reports. Mrs. Thompson also performed quarterly chart auditing and provided education to the physician. She developed numerous forms for use in patient's chart to improve documentation compliance. She performed all transcription duties and assisted with front desk duties and surgery scheduling as needed.

- 2005-2005** **ChiMed Physician Support Services, A/R Follow up**
Mrs. Thompson performed A/R follow up for multiple specialties and had daily contact with offsite provider's staff as well as insurance companies and patients.
- 2005-2006** **Specialty Orthopaedics PSC, Financial Coordinator**
Mrs. Thompson performed supervision and training of front office and billing department staff. She worked to coordinate the front and back office for smoother patient flow. She checked all patient benefits prior to surgical procedures and met one on one with the patient to discuss payment prior to both in office and hospital surgeries. She reviewed all surgical reports for coding accuracy prior to submission and appealed all denied surgical claims. She performed monthly chart auditing and education with the physicians. She developed numerous forms for use in patient's chart to improve documentation compliance. Mrs. Thompson also assisted with charge and payment entry when needed.
- 2006-2007** **Springfield Service Corporation, A/R Follow up**
Mrs. Thompson performed A/R follow up for radiology services in both Kentucky and Illinois. She had daily contact with insurance companies.
- 2007-2009** **Chest Medicine Associates, PSC, Auditor, Data Entry, Billing**
Mrs. Thompson performed all aspects of the billing process, including ICD-9 and CPT coding, charge and payment entry, claims submission and A/R follow up. Mrs. Thompson suggested and later created and implemented a system for pre-bill auditing of all charges. She also created numerous forms for use in the patient chart to aide in documentation compliance. She authored several educational sessions on auditing and documentation requirements and presented these to the physicians, nurses and other staff. She prepared monthly reports of the audit findings and reviewed these with the physicians and practice administrator at their monthly board meeting. Mrs. Thompson was also the backup person for the physician hospital list, maintaining an ongoing list of hospital patients for each physician. She had daily contact with physicians and hospital staff.
- 2009-Present** **Medical Staff SOS, Inc/PHIA, Chart Audit Supervisor/Instructor**
Mrs. Thompson provides medical ICD-9-CM, CPT, and HCPCS coding education to physicians, providers and their staff. She is faculty advisor for the Fundamentals of Billing and Coding (FOBC) diploma program, as well as the Certified Coding Professional (CCP), the Certified Coding Professional - Audit Specialist (CCP-AS) and the Certified Coding Professional - Hospital (CCP-H) certification programs. In addition to being the faculty advisor for these four programs, she is also the chart audit supervisor. She performs and oversees all chart audits for Medical Staff SOS, Inc. Prior to her full time employment with PHIA she assisted in the development of the Certified Medical Billing Specialist (CMBS) certification program and she assisted PHIA on a PRN basis with chart audits for several year.

Material Developed for Seminars and Workshops:

- E/M auditing and coding for presentation to office staff
- E/M documentation requirements for presentation to physicians and providers

Certifications:

- 2004** Certified Coding Professional (CCP) through PHIA
- 2005** Certified Medical Billing Specialist (CMBS) through PHIA
- 2006** Certified Coding Professional - Audit Specialist (CCP-AS) through PHIA