

hfma

san diego-imperial chapter

Careers in Revenue Cycle Series

Please place Zoom in Side by Side Speaker View

Questions are **encouraged** throughout the event, please just raise your hand!

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Careers in Revenue Cycle Series



Tina Gaydosh, Medical Coding Quality Assurance Analyst and Trainer - Vituity, Inc.

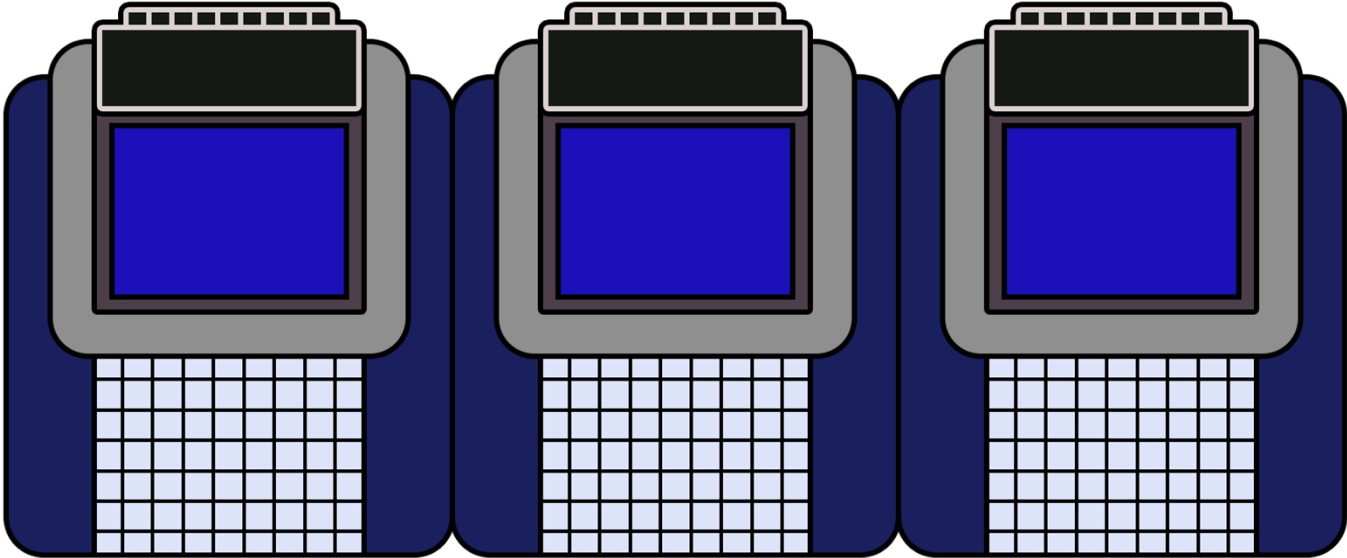
My name is Tina Gaydosh and I am a Medical Coding Quality Assurance Analyst and Trainer for Vituity, Inc. In 2009, after I graduated from Apollo College Medical Billing and Coding course, I joined Vituity's Green Valley, Arizona office as a coder. One year later I took the AAPC CPC exam and became a certified professional medical coder. I have had much growth within our organization; first promoting to an analyst role, then obtaining my second AAPC certification in emergency department coding (CEDC) and into my current position as coder trainer. Medical coding is fascinating and I truly enjoy working with people and enhancing their coding knowledge. I believe you do learn something new every day and I cannot wait to see what lies ahead for our coding world.

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Revenue Cycle Terminology

JEOPARDY!

The portion of eligible (covered) expenses that you must pay each year before coverage begins.



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Cindy Pizarro, Shared Business
Office Coordinator – UC San
Diego Health

Cindy Pizarro is currently the Revenue Cycle Customer Service Coordinator at UC San Diego Health. She oversees the SBO Customer Service call center by analyzing and monitoring agent call statistics and the operational needs of the call center. She is a graduate from San Diego State University with a Bachelor of Science in Kinesiology and is a Certified Revenue Cycle Representative (CRCR) from the Health Care Financial Management Association (HFMA). Prior to UC San Diego Health she worked in the dental field for 9 years.

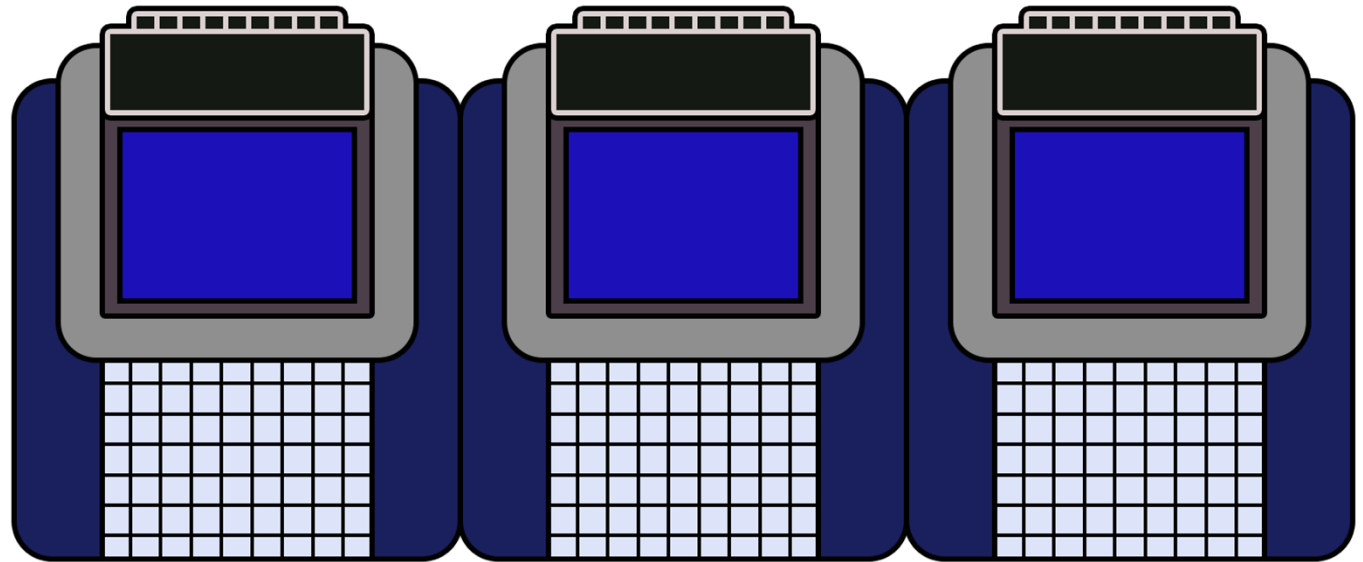
Cindy started with the SBO Department as a Customer Service Professional for 2 years. During that period, she was a mentor to her peers and worked closely with leadership on the implementation of SBO's process improvements. One of her goals was to continue to expand her knowledge in the healthcare billing industry, guiding her to her current role as a SBO Coordinator.

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Revenue Cycle Terminology

JEOPARDY!

The portion of medical bill that doctor or hospital has agreed not to charge Patient.



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Dina M. Ammsso, PMP, Manager
Consumer Experience | Revenue
Cycle – Sharp HealthCare

Dina Ammsso is the Revenue Cycle Consumer Experience Manager at Sharp HealthCare. Dina comes from a very vast career background and is a certified Project Management Professional (PMP). Her focus previous to Sharp HealthCare was in marketing for various industries and global companies. She has worked with medical device manufacturing, events, media, publishing as well as the banking industry. Outside of the office, Dina is an avid fisherwoman—she is a member of a bass fishing club and enjoys the great outdoors and living in San Diego.

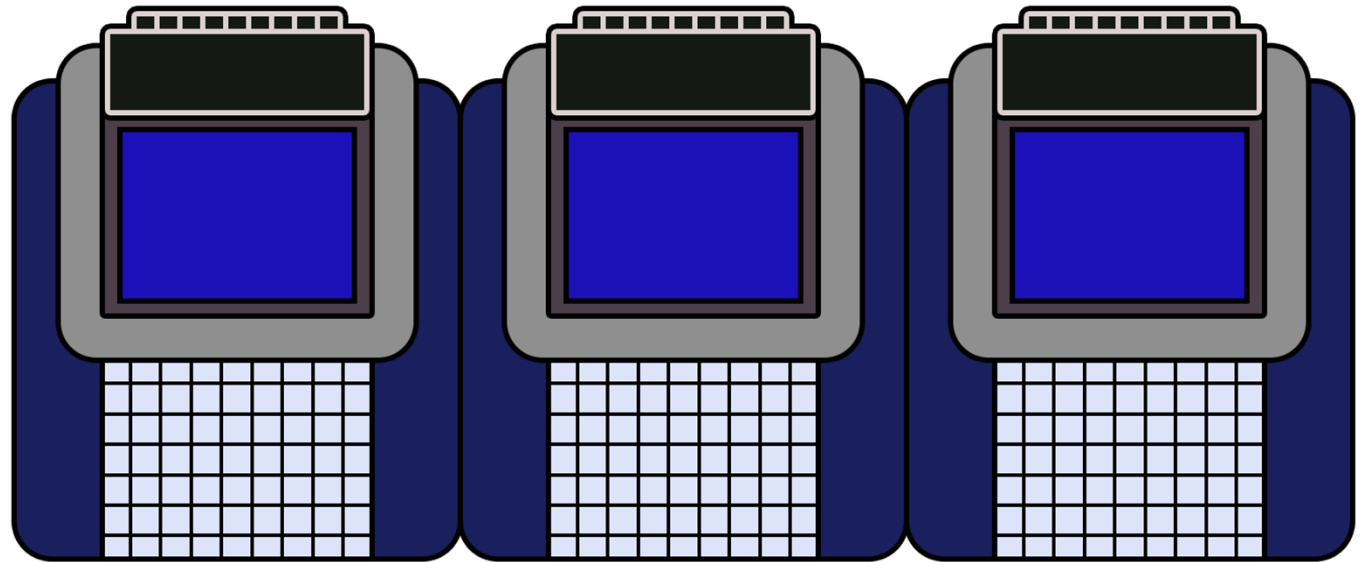
Dina serves as the community ambassador for the Sharp Experience for Revenue Cycle activities, functions, and healthcare access; including billing and collections for services for hospital and clinic based encounters. She is also responsible for managing and enhancing the Revenue Cycle patient and consumer materials including statements and communications. She is focused on implementation, analysis and reporting for all Revenue Cycle Patient Satisfaction activities communication for the Sharp HealthCare Revenue Cycle.

One of her major initiatives is working with our Sharp Experience department to establish and maintain a Revenue Cycle Experience Design Team focused on recreating the access and billing experience!

Revenue Cycle Terminology

JEOPARDY!

Approval of care required before a service is provided.



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Shelly Robertson, Shared
Business Office Coordinator – UC
San Diego Health

Shelly is currently the Revenue Cycle Customer Service Coordinator at UC San Diego Health going on her 2nd year. In her role as coordinator, she is responsible for supervising the daily operations of the department with an eye on continuous improvement opportunities. Prior to transitioning to Coordinator at UCSDH, Shelly was a Patient Biller IV with her peers for 4 years. Shelly's goals were to always learn and develop her knowledge in her field. That ambition lead her to apply for the Coordinator position she currently holds.

Prior to UC San Diego Health, Shelly worked 8 years with an independent medical billing company, where she began her career and did on the job training developing her knowledge.

Shelly currently holds a Certified Revenue Cycle Representative Certification and continues to develop her education in the Health Industry.

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