

Thea M. Peters

Servant Leader and Strategic Thinker

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PROFESSIONAL SUMMARY

Seasoned healthcare professional with 17 years of experience.

- During my graduate courses I learned project management processes and within the next year I plan on obtaining my Project Management Professional (PMP) certification and LEAN Six Sigma Green Belt certification.
- In my current position I assisted in a project where we reviewed charges for Emergency Medicine and brought in an additional \$5million in revenue for the company. I grew my knowledge of revenue cycle processes that allowed me to streamline my workflow to increase my resolution of pending items.
- Extensive knowledge of the Microsoft office suite of products and use Excel for cross spreadsheet integration of critical data and shared the strategic management plan with manager and director.
- Increased my knowledge in researching and analyzing information and wrote 7 detailed white papers throughout my graduate courses.

Eugene Yeh, Pulmonary Critical Care, Sound Physicians said, "I found Thea's workflows, work ethic, communication, and explanation of different processes regarding health information excellent I highly recommend her without hesitation for any health informatics program."

EXPERIENCE

PHYSICIAN SUPPORT SPECIALIST – Sound Physicians

Tacoma, WA, January 2018 - Present

- Provide coding support for providers for our critical care and hospital medicine sections.
- Review coding for providers and give feedback for improvements and conduct concurrent and post coding reviews for providers to provide feedback for improvements.
- Review requests for medical records needed by payors to provide payment for services rendered.
- Resolve requests for medical necessity review by payors to ensure accuracy in coding.
- Communicate with providers via email and phone to answer questions and provide resolution to issues.

Olu Folarin, Application Support Engineer at Sound Physicians said, "Thea has been pivotal to the success of our Coding Support team when working in tandem with Sound Technical Support teams to resolve escalations. She has an awesome customer first attitude and is always willing to go the extra mile to give to help our customers."

MEDICAL CODER – CIOX HEALTH

Nashville, TN, *June 2018 - August 2021*

- Verified diagnosis and procedure codes for a variety of departments - ancillary, facility, and profee coding.
- Maintained a 95% or higher accuracy rating on audits.

CODING SPECIALIST – Vanderbilt Medical Group Pediatrics

Nashville, TN, *January 2016 - October 2017*

- Coded Nicu and Newborn Nursery records and maintained 95% or higher accuracy rating.
- Learned General Pediatrics Inpatient, including several consulting services.
- Identified and accurately coded bedside procedures.

CODING SPECIALIST – Vanderbilt Medical

Nashville, TN, *November 2013 - February 2016*

- Coded ED records with 95% or higher accuracy facility and profee coding
- Communicated with providers to ensure completion of documentation.
- Maintained quality and productivity standards.

REVENUE CYCLE REPRESENTATIVE – University of Iowa Hospitals and Clinics

Iowa City, IA, *September 2012 - June 2013*

- Coded records received daily from Family Practice Physicians
- Maintained spreadsheets for audits on EM coding and facility coding.
- Maintained 48-hour turnaround on hold bills - denials and edits.

EDUCATION

MASTER OF SCIENCE IN HEALTH INFORMATICS

– **University of San Diego**

San Diego, CA

BACHELOR OF APPLIED SCIENCE IN HEALTH INFORMATION MANAGEMENT AND INFORMATICS

– **The College of St. Scholastica**

Genesis, Duluth, MN

ASSOCIATES OF APPLIED SCIENCE IN HEALTH INFORMATION TECHNOLOGY

– **Kirkwood Community College**

Cedar Rapids, IA

SKILLS

- Cerner
- Strategic Planning
- Change Management
- Data Integrity
- Electronic Medical Records (EMR)
- Epic
- Healthcare Regulations
- Provider Relations
- Revenue Cycle
- End User Support
- Project Management
- Leadership
- Communication
- Clinical Information Systems
- Cross Functional Teams Collaboration
- Educational Development
- Workflow Analysis & process documentation
- Process Improvement
- Healthcare Software Applications
- Critical-Thinking Abilities.
- EMR Implementation

CERTIFICATIONS

- Registered Health Information Technologist (RHIT)

VOLUNTEER EXPERIENCE

VENTURE CAPTAIN — Paizo Publishing

Nashville, TN, *December 2015 - January 2018*

- I organize and manage monthly gamedays to promote Pathfinder society. I help to organize gamemasters and coordinate with game stores to create, maintain and expand the Pathfinder Society presence in their stores
- I served as a point of contact for venture officers in Chattanooga, Knoxville and Murfreesboro.
- Coordinated a yearly convention

VENTURE LIEUTENANT — Paizo Publishing

Nashville, TN, *September 2014 - December 2015*

- Organized gamedays, organized players and game masters, opened relationships with new venues to host gamedays.
- Leader who brought a diverse group of people together for one common interest, and managed different personality types